

MILLBROW CASE STUDY

The team at Millbrow were delighted to receive the 'Good rating' from CQC after improvements made in the home were acknowledged by the inspecting team. There were no regulation breaches and each domain received a 'good' rating leading to the overall good rating. Some areas of improvements were noted and are in the process of being actioned.

Millbrow was previously inspected in 2020 and received a 'requires improvement' rating. The main areas of concern that were noted during this inspection were medication management, audits and compliance documents.

There were two regulatory breaches: regulation 12 safe care and treatment and regulation 17 – Good governance.

I began managing the service as an acting manager during covid and officially took on the registration of the home in May 2023. I had worked with many of the staff at Millbrow for a number of years prior to this. There were a lot of residents that had been here a number of years and their family's who used to visit regularly. Good working relationships were made with visiting health professionals and residents and visitors to the home.

Improvement Plan

To enable us to improve the quality of service within the home and the CQC rating we constantly kept everything under review. We adapted to any challenges and looked at best approaches to solve problems. We reviewed lessons learnt following any incidents to help us improve the quality of care being received by residents.

During the inspection, the inspectors spoke with several resident's and several visitors to the home including relatives and health care professionals. They also spoke to several staff who were on duty including HBC staff and agency staff. They fed back to me that overall, the feedback was positive. Residents felt safe and relatives felt happy with the care their loved ones had received. Overall staff reported they were happy in their job and working at Millbrow but sometimes felt overstretched at times. The inspector was happy that I could evidence that I had listened to concerns and actioned them.

CQC Single Assessment Framework

Prior to the visit we had completed a CQC single assessment framework and detailed a number of quality statements, in relation to the assessed domains. Safe, effective, caring, responsive and well led. This tool detailed areas we were doing well in and areas we felt we needed to improve in.

CQC reviewed this during their onsite visit. This evidenced a willingness to improve the quality of the service and showed actions we would take to improve this.

Multi-disciplinary Team

We continue to have good relationships with other health professionals including meds management, Tissue Viability Nurse, General practitioner, Later life and memory service, social work teams, podiatrist. We also work well with the advocacy service who supported a number of resident's within Millbrow. This evidenced safe care, person centred care, working

effectively with other teams, rights of residents, assessing mental capacity.

Medication Management

We were able to evidence that we have improved the management of medication. We were also able to demonstrate that we have processes in place to enable us to identify any medication errors / discrepancies and evidence that these were dealt with appropriately. During the visit they did identify a couple of areas of improvement but were happy that we could evidence that we had already identified these and had measures in place to address these.

Any incidents were investigated and reported as appropriate. Any referrals were made as necessary which included safeguarding, provider concerns, CQC notifications. This evidenced an open and honest approach, duty of candour, legal duty of a registered manager.

Clinical Governance

Millbrow have a senior nurse in post and I myself am a registered nurse which means both myself and the senior nurse are able to offer clinical support and guidance to nurses who were unsure about certain clinical aspects of care including wound management, deterioration in health and caring for an unwell resident. This resulted in the best care being given in a timely manner. Also, this offers a support network to the staff, and we are able to discuss things with a clinical view. This evidences safe care and treatment.

Feedback "You said we Did"

We reviewed any feedback we received. Open door policy in Millbrow which resulted in visitors coming to speak to me to discuss concerns in an informal manner. This was evidenced to CQC as we have not had a high level of complaints.

Compliance File

These are reviewed monthly but updated regularly as required throughout the month. CQC were able to look at the files and were happy that these were up to date and reviewed regularly. This evidenced a good oversight by the management team and also evidenced good governance systems in place.

Audits/Improvement Quality Plans

CQC commented that they could see that any issues they picked up on, that we were already aware of through looking at the completed audits within the compliance files. This demonstrated a good oversight of the service by the management team.

Environment

Although CQC picked up that more work was needed to the environment in relation to décor they did say that they were happy it was a safe environment and did not impact on the safety of the residents. I was able to give them a plan which detailed proposed work which would be carried out in Millbrow which they were happy with.