

3abCare Ltd – Internal Audit Feedback Form



<b>Name of Home</b>	<b>The Heathers Nursing Home</b>	<b>Name of Auditor</b>	<b>Michelle Hood/ Karen Brett</b>
<b>Location of Home</b>	<b>Quarry Road Chipping Sodbury Bristol BS37 6AX</b>	<b>Location of Auditor</b>	<b>Brook House Care Home</b>
<b>Name of Home Manager</b>	<b>Aneesh Nath</b>	<b>Date of Audit</b>	<b>09.12.2021</b>
<b>Date of Last CQC inspection</b>  <b>Produce copy of report</b>	<b>July 2021</b>	<b>Date of Last Council Inspection</b> <b>Provide copy of report</b>	<b>2013/2014</b>
<b>Time of Arrival</b>	<b>08.45am</b>	<b>Time of Completion</b>	<b>13.45pm</b>
<b>Feedback given to Care Manager</b>	<b>Yes – Aneesh Nath</b>	<b>Feedback given to General Manager</b>	<b>Yes – Julie Shave</b>

**Observation, Perception and Opinion**

Upon our arrival we received a warm welcome by the General Manager Julie and she asked us for our covid passports and our LFD test results. We also completed the declaration form. The entrance was a very presentable and pleasant area which had been made very Christmassy!

**Welcome Received**

We received a warm welcome from Julie and once all of the covid business had been taken care of we were offered a hot drink and a tour around the home.

**Staff on Observation**

Throughout our visit we were able to witness plenty of staff milling around the home. All staff that we spoke to or observed seemed very friendly and chatty and all were dressed very smartly in the correct uniform.

**Staff on Interaction:**

Staff had good interaction skills with the residents taking time to talk to them and explain their actions to them when conducting manual handling. All staff interactions that we witnessed were positive and the home seemed very calm and peaceful throughout our visit.

**Outside Facilities:**

The Heathers has a nicely presented exterior, which was clean and tidy, and we were particularly impressed with the visiting pod which was very warm and inviting when we went inside. There were more Christmassy touches outside with a snowman and a reindeer greeting visitors at the front door.

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Area for Review	Observations and Findings	Recommendations	Individual to implement recommendations	Timeline for completion
<p><b>1. Well led Audits (check)</b></p>	<p>Aneesh completes bimonthly audits which includes Managers audits, infection control audit, Accident /incident audits and a falls audit. All were seen and up to date.</p>			
<p>Survey feedback (check)</p>	<p>Resident, relative and multi-disciplinary surveys have been completed in 2021 and most scores were either 9 or 10/10.</p>			
<p>Culture and vision (discuss)</p>	<p>Aneesh said that his culture and vision for the home is to get outstanding in all 5 areas rather than the 2 areas in which they currently have it in. He also said that they are trying to enhance rather than implement.</p>			
<p>IIP/Leadership (discuss)</p>	<p>Aneesh said that his leadership style is a mix of authoritative and flexible and that he tries to use a solution-based approach rather than focusing on the problem.</p>			
<p>Staff meetings (check)</p>	<p>Currently Julie and Aneesh have regular departmental staff meetings which they find works well for them, but we discussed</p>			

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	<p>monthly staff meetings and the fact that this was also mentioned in the last managers meeting. Julie and Aneesh have taken the decision to have monthly staff meetings and then give feedback on whether this works for them or not.</p>			
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<p><b>2. Safe</b> Staff understanding of safeguarding (discuss)</p>	<p>When undertaking our observations Karen and I spoke to 3 staff members about safeguarding and all 3 were able to tell us the correct meaning.</p>			
<p>Staff training in safeguarding</p>	<p>Aneesh was able to show me his training matrix which was current and up to date.</p>			
<p>Reporting to council/CQC</p>	<p>Aneesh showed me his recent and historic reports and any incidents that required reporting to the council or the CQC were done so in detail and in a timely manner.</p>			

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Incident reporting	As above reports all incidents that are reportable were reported adequately.			
<b>Safe - continued</b>  Medication safe systems	The Heathers use Boots pharmacy, and all medication cupboards were neat, tidy and well labelled. The Heathers’ medication room itself was well organised and kept clean and tidy. All medication was clearly dated, and all medication charts had been signed and completed as necessary. The Nurse in charge appeared to be very knowledgeable.			
Equality and diversity	Aneesh, Julie and the home promote multicultural beliefs where possible supporting different faiths and races.			
Emergency plan in Place	Yes, they have an emergency plan in place which is kept in the main office and was easily accessible when asked for it.			
Whistleblowing policy	The Heathers promote whistle blowing and incorporate this into their induction giving out information on how to whistle blow. We also spoke to 2 staff members about Whistleblowing,			

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	and they were able to tell us exactly what it meant and what procedure to follow.			
Sufficient staffing (check rota)	Aneesh and Julie said that they didn't currently have any issues with staff and that they run the home with 6 care staff during the day and 2-night staff. There were lots of staff present throughout our visit, however they had had to resort to using an agency for that particular shift due to sickness.			
Premises safety of the building	Safety of the premises is in place and night checks carried out.			

<p><b>Safe – continued Safety of:</b></p> <p>Gardens</p> <p>Overall perception of home</p>	<p>The gardens were very well presented, and Julie explained that they have recently employed a new maintenance man who has assisted with maintaining the gardens and outside areas. As you walk out the front door of the home there is no gate preventing anyone from walking out on to the road, however as this is a Nursing home, most of their residents are not independently mobile and would not be able to access the</p>			
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	gate without assistance. External doors are operated by keypad locks that only staff have access to.			
Laundry equipment  lifts	The laundry area was very clean, tidy and well organised and we were able to speak to the laundress who was friendly and knowledgeable. They also have a separate room in which she can complete the ironing which means that there is a lot more space.			
Kitchen  use of maintenance book/log	The kitchen was very clean and tidy, and all of the kitchen logs were up to date. We were able to speak to the cook and the kitchen assistant and both were very complimentary about the home and the management team.	The only thing that we picked up on about the kitchen is that on the 3 occasions that we saw the cook, she was wearing her mask incorrectly, not covering her nose at all and this wasn't picked up by management. This was mentioned in the feedback that we gave.	Aneesh has informed me that he has spoken to the cook and the reason that her mask was not being worn properly is because it was too loose so he has asked staff that where this is the	

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			case, they must make sure that improvise material to make sure that this doesn't happen.	
Equipment  health and safety (discuss)	Equipment is Loler tested as required and the electrical equipment is pat tested regularly. There were contractors completing electrical work when we arrived for the audit.			

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<b>3. Effective</b>  Staff training plan in place	Yes, Aneesh was able to show me the training matrix, which was up to date, with all mandatory training being completed as required. Aneesh explained that			



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	they undertake E Learning which has been very successful.			
Recruitment and induction	Aneesh and Julie do not currently have any issues with recruitment, but they said that generally they don't have any trouble when recruiting for new staff. They have just taken on a new activities lady who has made a huge impact on the home, and this was visible during our tour of the Heathers. Having spoken to her it was very obvious that she was enthusiastic and passionate about her job.			
Care Certificate	Aneesh showed me the care certificates that have been completed by staff.			
DOLS in place where necessary	Aneesh has all DoLs in place and has a matrix in place to track them.			

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<p><b>Effective – continued</b> Supervision/appraisal</p>	<p>Aneesh was able to provide me with his supervision matrix which was once again up to date.</p>			
<p><b>Eating and Drinking Including:</b>  Presentation of food, taste</p>	<p>Karen and I were offered roast chicken or sausage and mash followed by apple crumble and cream, so we decided to sample them all and it all tasted delicious! We were particularly impressed by the roast potatoes.</p>			
<p>Temperature of food  Choice of meals</p>	<p>All food temps were recorded and well documented each time cooking takes place.</p>			
<p>Availability of snacks  Availability of drinks, tea, coffee</p>	<p>Snacks are on the tea trolley along with any drinks that the residents want.</p>			

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<p><b>4. Caring</b> Observations of staff interactions</p>	<p>Aneesh carries out visual competencies of all of the staff at The Heathers.</p>			
<p>Practice according to MCA</p>	<p>The Heathers follow the mental capacity act and complete applicable documentation when the need is indicated</p>			
<p>Compliments/complaints received</p>	<p>Aneesh said that they have received lots of compliments and no complaints.</p>			
<p>Surveys</p>	<p>Relatives and multi-disciplinary surveys were seen, and great marks were given by both.</p>			

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<p><b>Caring – continued</b> Documentation check list Care plans</p>	<p>All relevant documentation is in place. The Heathers has recently moved onto the new PCS system.</p>			
<p>Fluid charts</p>	<p>Yes, in place for those that need them, once again this is all documented on the PCS system so staff have control of setting fluid watches for residents if necessary.</p>			
<p>Handover notes</p>	<p>Handover is now undertaken using the PCS system and all staff are aware of how to use the handsets to read and click to show that they have read and understood the handover notes.</p>			
<p>Personal care records</p>	<p>All residents have a care record which is individual to them, and person centred. The care plans were very detailed and informative.</p>			

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<p><b>Caring – continued</b></p> <p>Activities timetable</p>	<p>The new activities lady has really taken to her role and has transformed areas of the home, including the activities board. The activities for the upcoming month are displayed along with pictures of both staff and residents for all visitors to enjoy.</p>			
<p>Entertainment timetable</p>	<p>Please see comments above.</p>			

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<p><b>5. Responsive</b></p> <p>Care plans person centred and evaluated monthly</p>	<p>All residents have a care record which is individual to them, and person centred. All care plans appeared to be very detailed and informative.</p>	<p>Care plans had been evaluated monthly, however some of the entries simply stated 'No changes' which Aneesh and I discussed during the feedback. I advised that the review entries needed to</p>	<p>Aneesh has informed me that he has spoken to the staff member in question and informed</p>	

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		<p>be more detailed, reflective and person centred. Having said that, there were one or two staff members whose monthly reviews were excellent.</p> <p>We also discussed the best interest checklists on the care files. Whilst all best interest checklists have been completed, I suggested that more details could be added in the box underneath each section.</p>	<p>them that they must ensure that entries are more detailed and the last 4 weeks reviewed.</p>	
Individual files	<p>Karen and I looked through 3 individual staff files and all 3 contained the relevant information needed. Files were neat, tidy and well presented.</p>			
Pre assessment/admission	<p>There is a pre assessment in each file</p>	<p>Pre assessments were not shown on the system when I checked, however Aneesh said that he keeps hard copies of all pre assessments in a file in the nurse's office. During the feedback I suggested maybe entering the pre assessment information onto the system, however if the</p>	<p>Regarding the pre admission assessments- Aneesh said that they will not be able to view any pre admission assessment's unless he checks the archived section. Once the pre admissions assessment is</p>	

		CQC asked for the pre assessment information, Aneesh does have it to hand.	completed , it populates some details regarding the service users and then moves itself to the archived section. He has those in the archive section in addition to the hard copies which are kept in the resident's file.	
Response to concerns	Any historical concerns that have been identified had been addressed and resolved in a timely manner.			

**General Comments**

The Heathers is a beautiful, warm and welcoming home and the staff were all extremely complimentary about the home and the management team. Aneesh has been accepted as the Registered Manager by all of the staff, and they all appear

to have a lot of respect for him and his new position. The grounds are well maintained and the home itself is very homely, welcoming and organised. It was a pleasure to be able to visit the Heathers.

<b>Ratings</b> <b>Please rate the key areas below</b>	1 - poor	2 – requires improvement	3 - good	4 – very good	5 - outstanding
Is the service safe?					5
Is the service effective?					5
Is the service responsive?					5
Is the service well led?					5
Is the service caring?					5