

Report on actions you plan to take to meet Health and Social Care Act 2008, its associated regulations, or any other relevant legislation.

Please see the covering letter for the date by when you must send your report to us and where to send it. **Failure to send a report may lead to enforcement action.**

Account number	1-1309363355
Our reference	INS2-3109918905
Location name	Royal Mencap Society - 97b Barnby Gate

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 17 Good governance
	How the regulation was not being met:
	<i>An effective system was not fully in place to enable the provider to assess, monitor and mitigate risk and ensure improvements were carried out in a timely manner. Regulation 17 (1)(2)(a)(b)(f).</i>

Please describe clearly the action you are going to take to meet the regulation and what you intend to achieve

Following the CQC inspection, we took immediate action to ensure equipment and premises were safe and fit for purpose. To achieve this, the following actions were taken:

- We replaced the shower chair and purchased an assisted toilet aid. This was in collaboration with an external Occupational Therapist.
- We replaced the faulty lap-belt on the bath with a suitable strap.
- We ordered a new Argo bath, which is due to be fitted within 6-12 weeks dated from 28/5/19
- We purchased a new microwave and toaster. Although we are not required by local authority to carry out pat testing on equipment, we do monthly visual checks on all electrical equipment.
- Sentinel thermostatic valves checked monthly and recorded.
- We have decorated throughout the property, including the bedrooms of three people we support. Colour charts were used for visual choices, the home's iPad was used and people visited local retailers to choose paints. We used financial discussion forms to capture people's choice and wishes and these were submitted to their financial appointees to agree and release the necessary funds.
- We have cleared out the summer house and converted it into an art room. This is well used in the nicer weather where people will sit out and enjoy the sunshine.
- The garden has been cleaned and now houses a variety of flowers and plants with

seating areas.

Who is responsible for the action?	Registered Manager
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How are you going to ensure that the improvements have been made and are sustainable? What measures are going to put in place to check this?

We have introduced the following paperwork/assessments to improve our oversight of the environment, equipment and premises within the service. This will enable us to effectively assess, monitor and mitigate risk in a timely manner by highlighting any areas that require attention:

- We will complete an environmental risk assessment twice a year which will incorporate any arrears identified in monthly checks that staff complete. Any actions will be reviewed monthly by the service manager, and the risk assessment will be reviewed every six months by both the service manager and area operations manager.
- We have implemented a monthly monitoring sheet for specific equipment for the people we support.
- We will complete a Mencap internal Health and Safety checklist for all communal areas. This checklist is in an accessible format for the people we support. It covers a wide span of the property including: electrical safety and internal and external décor.
- We have updated the Health and Safety file. The file now includes all paperwork relating to the property, such as: equipment monitoring sheets, health and safety checklists, guidance for staff and information discussed at staff team meetings. All staff have access to this file as it is a working document. Staff are asked to read and sign its contents.
- The Registered Manager will complete a monthly check to ensure all the above processes are being followed. The Area Operations Manager will complete a service visit every 6-12 weeks to review the progress. This will also be discussed at our Accountability and 1-1 meetings.

Who is responsible?	Registered Manager
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What resources (if any) are needed to implement the change(s) and are these resources available?

We have successfully agreed additional funding with the Operational Director for all improvements and equipment required.

We require external contractors to make our environmental improvements. We have already obtained quotes and have agreed the work to be carried out.

Date actions will be completed:	1 st November 2019
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How will people who use the service(s) be affected by you not meeting this regulation until this date?

The last action to be completed is the installation of the replacement Arjo bath. The bath has been ordered and we are just waiting for the delivery and installation date. We have been given an estimate of 6-12 weeks for this to be completed. There is currently a working bath in place so this would not have any immediate effect on the people using the service.

We are awaiting the final phase of glossing the hall way and decorating the bathroom. This will be completed once the new bath has been installed.

Throughout this process we have involved the people we support around changes that were to be made to décor and any new equipment purchased. We have received positive feedback from families and external practitioners.

Completed by: (please print name(s) in full)	[redacted]
Position(s):	Registered Manager
Date:	5 th August 2019