

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	1-9965724805
Our reference	INS2-12682126331
Location name	Royal Mencap Society - 6 Lamberts (Foxglove)

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 9 Person-centred care
	How the regulation was not being met:
	<i>The provider was not ensuring people received personalised care, to ensure people lead meaningful lives.</i> <i>Regulation 9 (1)</i>

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

Since the inspection, we have undertaken quality of life conversations, called Personal Outcome Scale interviews, with people we support and/or their families where individuals find it more difficult to answer. We have used the conversations to help identify activities and outcomes that are personally important to the person, and we have supported people to develop one-page profiles and support plans to reflect this learning.

In addition, we have reviewed our staffing requirements at the service using a dependency tool and support assessments. We are using this information, along with the outputs from people's Quality of Life conversations, to ensure we are commissioned for the correct number of hours to ensure people receive personalised and meaningful support. Where there is a discrepancy with what we need and what we are currently commissioned for, we will work with our commissioners to ensure that we are funded appropriately.

Following the inspection, we have implemented a key worker system to ensure that everyone we support at Foxglove has a named support worker. This provides a single point of contact for both the people we support and their families. This will significantly help with communication and ensure any feedback is acted upon in a timely manner.

To ensure the team has the knowledge and confidence to help people achieve their identified outcomes, our National Quality of Life Programme Manager is holding virtual outcome workshops with them. Following these workshops, there will be at least one strong outcome in place for every person we support, with clear guidelines for the team to follow to help support people to achieve these. The webinar will also explain how teams can translate the outputs from people's Quality of Life interviews into their support plans.

Moreover, our Learning and Development team will be completing Active Support training with the team by August. Members from the Quality team will also be completing active support workshops with the team prior to their training session. Both these initiatives will help to embed person-centred support, ensure the team are aware of the benefits of this support style, and provide guidance to the team on how to implement active support successfully for people at Foxglove. It will also ensure that the team move away from task-focused support where people are 'cared for' to 'working with' people where the team help promote people's independence and support them to take an active part in their own lives.

Mencap's Head of Volunteering is actively supporting us to recruit volunteers who are willing to drive the minibus for outings and support the team to arrange the activities identified by the people we support. The adverts for a minibus driver and an activity coordinator are currently being advertised, both online and with targeted local promotion.

Following feedback from people's families, we will develop a "You said, We did" communication to demonstrate that we are listening to and acting upon feedback provided by those closest to the people we support.

Since the inspection, we have raised pay rates at the service to help reduce staff turnover and attract new staff. This has ensured we have a full complement of staff on shift, which means the team has more time to spend helping people we support, improve their quality of life and achieve their goals and aspirations. We now have an external cleaner who visits Foxglove once a week to support the team and people we support. Again, this means the team can spend my more time with people we support.

People we support have also been actively involved in the improvements we have made to the environment of the service, for example, they have helped to choose the kitchen, they have chosen their new bedding and towels, and have made improvements to the garden, such as creating a vegetable patch and flower area.

Later in the summer, we will be holding a 'What Matters Most' Reflection event for Foxglove. What Matters Most is Mencap's person-centred Quality and Practice Framework, which describes how we develop safe, reliable and stable services, using person-centred practices, so we can delivery improved experiences and outcomes for people. We want to make sure that we are delivering the best possible support, and are supporting people to have great experiences and achieving the personal outcomes that are important to them. The reflection event is a good time for people we support, their families and friends, colleagues and other professionals to come together to review how well we are doing this, and what we need to do to make it even better.

We recognise that not everyone we support will want to join a reflection event, and it is important to note, that the event will not replace individual reviews that we will hold with people we support.

Who is responsible for the action?

Service Manager
Area Operations Manager

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 implemented the following to ensure the improvements described above have been/are being completed and are sustained going forward:

- We have implemented a new daily shift planner. The allocated shift lead must complete the planner each day, which asks them to describe the activities that people we support have been supported with

during that shift. A Senior Operations Manager reviews the shift planner weekly to ensure it is completed and people are supported with meaningful activities.

- The Regional Operations Manager will use our internal accountability process with the Area Operations Manager and Service Manager to monitor the implementation and effectiveness of the actions described above, and how the team are supporting people to achieve their identified outcomes.
- The What Matters Most reflection event will provide an opportunity for us to ask people about what they think worked well and what we could do differently, and for everyone to be offered the chance to share their experiences and to contribute towards the plans for what we do next. It will help us to identify whether the actions above are successfully support people to achieve the outcomes they want, whether they have helped them to lead more meaningful lives and whether there is any further improvements we need to make to ensure they receive support that is personalised to them. leading to the outcomes people want
- We will seek regular feedback from both people we support and their families. Our next National family survey is due to be completed towards the end of this calendar year.

Who is responsible?

Regional Operations Manager

What resources (if any) are needed to implement the change(s) and are these resources available?

To embed the actions and processes above, the team will require support from the following:

- Our internal Quality team
- Learning and Development team
- Volunteer team
- Operations Director
- Nominated Individual
- Local authority to agree an increase in commissioned hours

Our National Family Support role can also support the team to develop their relationships with people's families should they need this.

Date actions will be completed:

31st August 2022

How will people who use the service(s) be affected by you not meeting this regulation until this date?

In meeting the date identified in the Warning Notices, we have already completed a number of actions to support our return to compliance against Regulation 9. For example, we have already completed quality of life conversations with people we support, we have supported people to update their one-page profiles and support plans, we have involved people in the environmental updates to the property and we have recruited new staff members. We have also already started to support people to achieve the outcomes they have identified that

are meaningful to them.

The date of 31 August 2022 ensures the changes to practices are sustained and training is embedded effectively. It also provides time for the Local Authority to undertake any reassessments of people's support and agree the increased in commissioned hours.

However, until we can confirm that the actions are embedded and have helped people to lead more meaningful lives, people's community inclusion and engagement may be less than desirable and limited.

Completed by: (please print name(s) in full)	Compliance Manager
Position(s):	Compliance Manager
Date:	14/06/2021