

## 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.**

<b>Account number</b>	1-1191298603
<b>Our reference</b>	INS2-4838582388
<b>Location name</b>	Mencap East Hampshire Domiciliary Care Agency (now Royal Mencap Society - Central Hampshire)

Regulated activity	Regulation
Personal care	<b>Regulation 18 Notifications of other incidents</b>
	<b>How the regulation was not being met:</b>
	<i>We had not received a statutory notification in relation to two incidents.</i>

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

There is a process in place where staff members report any accidents, incidents or near misses to the service manager within 24 hours.

The service manager types up the Menac (Mencap's accident/incident) form immediately on receipt of the information, and sends by email to the registered manager for review.

If the incident is a potential safeguarding incident, the service manager will inform the local safeguarding team by telephone.

If the service manager believes that the incident is notifiable to CQC, they will seek advice from the registered manager and Mencap's compliance manager.

Notification forms are completed locally and are sent to the compliance manager who checks them and submits them to CQC. A central record is held of all CQC notifications.

A copy of the hard copy notification form is filed in the Menac/notification folder.

If the manager is on leave we have arranged that all Menacs are phoned through to another experienced registered manager for typing before they are sent to the registered manager.

If the registered manager is off all Menacs are to be sent to the regional manager for checking to ensure that any incidents that need to be reported to safeguarding team and/or CQC are reported using the processes above.

A member of Mencap's quality team will deliver a workshop for managers around recording and reporting which will include CQC notifications.

<b>Who is responsible for the action?</b>	Area Operations 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?**

Auditing of Menacs is to be added to the manager's monthly check sheet. The manager will continue to complete the monitoring tool monthly with the area manager auditing.  
The registered manager will review the Rivo system (used to log all accident, incidents, and near misses) on a monthly basis to ensure CQC notification had been made where applicable.

**Who is responsible?**

Area Operations Manager

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

Update the manager's monthly monitoring form to include checks  
Book in manager recording and reporting workshop

**Date actions will be completed:**

30/06/2019

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

The people we support could be at risk if there is a failure to identify and report significant incidents that could affect their physical and emotional well-being.

**Completed by:**

(please print name(s) in full)

Area Operations Manager

**Position(s):**

Area Operations Manager

**Date:**

14/05/2019

Regulated activity	Regulation
<b>Personal care</b>	<b>Regulation 12</b> <b>Safe care and treatment</b>
	<b>How the regulation was not being met:</b>
	<p><i>Risks to people had not always been assessed, monitored or mitigated effectively.</i></p> <p><i>None of the risk assessments viewed had contingency plans.</i></p> <p><i>Support plans and risk assessments lacked necessary detail in order to guide staff to deliver a safe care.</i></p>
<b>Please describe clearly the action you are going to take to meet the regulation and what you intend to achieve</b>	
<p>All support plans and risk assessments will be reviewed in line with the individual's needs assessments, and additional detail added as appropriate.</p> <p>All risk assessments will contain details of contingency planning for when things may go wrong, in order to give better guidance to staff.</p> <p>All support plans will contain details of what the supported person is able to do for themselves, and what they need support from staff with.</p>	
<b>Who is responsible for the action?</b>	Area Operations Manager and Service Manager
<b>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?</b>	
<p>Once all of the support plans and risk assessments have been updated, we will add a review sheet which will include details of any changes that have been made to the plan.</p> <p>Staff will be notified of changes through the communication book, with follow up at team meetings to ensure they are aware of and understand changes.</p> <p>In line with organisational processes, the manager and registered manager will continue to review support plans every six months and risk assessments annually (unless a high risk activity), or sooner if there has been a change in needs.</p> <p>Review dates will be inputted onto the MAT (Mencap's manager's assurance tool) which will be monitored by the registered manager.</p> <p>Mencap's quality team will audit the revised plans and risk assessments.</p>	
<b>Who is responsible?</b>	Area Operations Manager
<b>What resources (if any) are needed to implement the change(s) and are these resources available?</b>	

None

**Date actions will be completed:**

31/07/2019

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

The needs of the people we support may not be met if we do not have comprehensive and detailed support plans and risk assessments in place. People could be at risk if contingency plans are not detailed enough and staff may not be able to respond appropriately if things go wrong.

However the staff who work in the service know the people they support well. If we use agency staff we ensure that they are inducted by the manager or another experienced support worker. We have an experienced member of staff on site each shift, who can advise and support. All Mencap staff are trained to deal with emergency situations during their induction training.

**Completed by:**

(please print name(s) in full)

Area Operations Manager

**Position(s):**

Area Operations Manager

**Date:**

14/05/2019

Regulated activity	Regulation
<b>Personal care</b>	<b>Regulation 17 Good governance</b>
	<b>How the regulation was not being met:</b>
	<p><i>The failure to maintain securely accurate, complete and contemporaneous records in respect of each service user.</i></p> <p><i>Management oversight and governance processes were not always effective and failed to pick up on things found at inspection.</i></p>
<b>Please describe clearly the action you are going to take to meet the regulation and what you intend to achieve</b>	
<p>Support plans and risk assessments will be updated to ensure that any changes in need have been included</p> <p>The manager is going to ensure that key workers update plans when needs change. This will be done as part of monthly monitoring visits.</p> <p>Support plans will be reviewed at least every six months by the manager with annual review of risk assessments.</p> <p>Manager checks will be completed monthly and these will be sampled by the registered manager on a monthly basis during their visits.</p> <p>The manager will discuss with the team the importance of updating information when there has been a change in need, as well as informing the manager of any changes. This will be done at team meetings.</p>	
<b>Who is responsible for the action?</b>	Tracy mills and Philippa Howe
<b>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?</b>	
<p>Registered manager will check during monthly service visits to ensure plans have been updated.</p> <p>Once completed, the manager and registered manager will continue to review in line with processes at least every six months for support plans and annually for risk assessments.</p> <p>Recording on the MAT tool when paperwork is reviewed and any actions identified added to the improvement plan, which will be monitored by the registered manager.</p>	
<b>Who is responsible?</b>	Area Operations Manager
<b>What resources (if any) are needed to implement the change(s) and are these resources available?</b>	
<p>All support workers will complete a refresher of recording and reporting training.</p> <p>Managers to attend a workshop delivered by a quality team member around record keeping</p>	

and monitoring.

**Date actions will be completed:**

31/07/2019

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

Individuals may not be supported appropriately if clear and up to date records are not kept.

<b>Completed by:</b> (please print name(s) in full)	Area Operations Manager
<b>Position(s):</b>	Area Operations Manager
<b>Date:</b>	14/05/2019