

Rachael Wardell / Tandra Forster		Adult Social Care				15 October 2015		RED	
P&S1asc04		% of care homes rated good or better by Care Quality Commissioning (CQC) in the area of "safe"							
Corporate Board only	2013/14 Year End	2014/15 Year End	2015/16				Target	Polarity	
			Q1	Q2	Q3	Q4			
RAG	-	-	♦	■			4 / 4 100%	Higher is better	
Qrtly outturn			-	-					
YTD outturn	Not reported	Not reported	3 / 4 75%	3 / 4 75%					
<p>REASON FOR RED: The full Ofsted report can be found here http://www.cqc.org.uk/location/1-111590066</p> <p>A recent CQC inspection rated Willows Edge as good but highlighted one area, Safe as requiring improvement. This was on the basis that:</p> <ul style="list-style-type: none"> The service was not always safe because there were not always sufficient staff available to meet people's needs. The provider's medicines procedure did not provide guidance to staff on the circumstances when medicines may be given covertly. However, individual guidelines were provided in one case where this might be necessary and appropriate best interests agreements had been obtained <p>REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN:</p> <ul style="list-style-type: none"> Two additional staff have temporarily been brought in on every shift to help with three of the most high dependency residents Medication procedures have been adapted to ensure covert medication is covered in the procedure and clear guidance is given to all staff on ensure a best interest decision is taken and recorded before any covert medication is administered <p>FINANCIAL IMPLICATIONS: None reported</p> <p>SERVICE PLAN UPDATES REQUIRED:</p> <ul style="list-style-type: none"> Whilst improvements are identified, the CQC do not consider the home is at significant risk and will not prioritise a review. This indicator will remain at 75% <p>STRATEGIC ACTIONS REQUESTED: To agree revised target of 75%</p> <p>CORPORATE BOARD DECISION:</p> <p>Target for this measure to remain at 100%. Rachel Wardell / Tandra Forster to develop a new measure to be reported at Q3</p>									