

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	1-5902004197
Our reference	INS2-5985980031
Location name	Barking and Dagenham Branch

Regulated activity	Regulation
Personal care	Regulation 12 Safe care and treatment
	How the regulation was not being met:
	<i>The procedures for administration of medicines were not being followed and left people at risk of not having their medicines as prescribed. Regulation 12(1) (2)</i>

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

Following the inspection, all staff have completed their medication training via e-learning. They are also scheduled to attend further face to face training. Staff that complete medication audits have been retrained, and the Registered Manager and Operations & Compliance Manager are spot checking these. As part of the spot checks, all MAR charts are being audited and errors identified are being addressed. The service has a clear action plan in place to address that concerns identified.

Who is responsible for the action?	Manager and Operations & Compliance 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?

All MAR charts are going to be audited twice a week, The Operations & Compliance Manager will visit the service and check the audits for accuracy.

A schedule has been put in place to ensure that every client has their MAR audited twice a week.

Training Manager will ensure all staff have the required training and will also complete spot checks in the service and provide further training if needed.

Who is responsible?	
What resources (if any) are needed to implement the change(s) and are these resources available?	
Operations & Compliance Manager already in post and currently working on the action plan. Training Manager is aware of the concerns and is currently completing the face to face scheduled training.	
Date actions will be completed:	10/12/19

How will people who use the service(s) be affected by you not meeting this regulation until this date?
The service is being monitored, and any concerns dealt with immediately, the face to face training is additional to their current training to ensure knowledge. Medication is being administered by trained members of staff and monitored effectively to reduce any risks to residents.

Completed by: (please print name(s) in full)	Belinda Brown
Position(s):	Operations & Compliance Manager
Date:	20/11/19

Regulated activity	Regulation
Personal care	Regulation 17 Good governance
	How the regulation was not being met:
	<i>The provider had not ensured there was effective governance and quality systems in place to ensure the quality and safety of care was assessed, monitored and improved when needed. Regulation 17(1) (2)</i>
Please describe clearly the action you are going to take to meet the regulation and what you intend to achieve	
<p>We have reviewed our auditing system and carried out an internal audit of the service. Medication records and stock levels are being monitored and we are ensuring that these are completed. By making these changes we expect to see improved medication compliance and documentation.</p>	
Who is responsible for the action?	Manager * Operations & Compliance 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?	
<p>All MAR charts are going to be audited twice a week, The Operations & Compliance Manager will visit the service and check the audits for accuracy.</p> <p>A schedule has been put in place to ensure that every client has their MAR audited twice a week.</p> <p>Training Manager will ensure all staff have the required training, and will also complete spot checks in the service and provide further training if needed</p>	
Who is responsible?	
What resources (if any) are needed to implement the change(s) and are these resources available?	
<p>The service is being monitored, and any concerns dealt with immediately, the face to face training is additional to their current training to ensure knowledge. Medication is being administered by trained members of staff and monitored effectively to reduce any risks to residents.</p>	

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Position(s):	Operations & Compliance Manager
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