

Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated Activity	Regulation	Owner	Action(s) to be Taken	Target Date	Actual Date
Personal care	Regulation 9 HSCA RA Regulations 2014 Person centred care Information about people's individual care needs, preferences, likes and dislikes were not identified in care plans and risk assessments.	Juliet Hanson	Revised assessment form and upload to Mobizio. Review all SU's care plan and update accordingl to meet rvised standards.	Aug-19	
Personal care	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment Risks to people had not always been assessed or were lacking sufficient information to support people safely.	Juliet Hanson	Advise and retrain assessment staff. Audit in place to check defect rate.	Jun-19	
Personal care	Regulation 17 HSCA RA Regulations 2014 Good governance Audits were not effective at identifying short falls and areas for improvement at the service.	Nigel McNeil	Audit programme devised for quarterly, 6 monthly and annual with Action Plan to incororate into Business-as-Usual.	Jun-19	