



RADCLIFFE MANOR HOUSE CARE HOME

***52 Main Road
Radcliffe on Trent
Nottingham
NG12 2AA***

25th August 2022

In response to the coroner's report of the Inquest 22 June 2022 and the Regulation 28 Notice issued subsequently, the trustees of Radcliffe Manor House commissioned a Health and Social Care consultancy company (Swift Management Services) to review the governance processes within the organisation in order to provide assurance that systems are in place and working as they should and, where appropriate, make recommendations to ensure that the clinical governance within the home is adequate to ensure resident safety, transparency, and compliance with best practice.

A summary of the report is attached. (The full report contains details of the care plans of a number of residents from which they could be identified.) The main thrust of the report is that the paper-based care plan system currently used by the Home makes the identification of risk and progression to mitigation difficult, and this has not been helped by the fact that risk assessment procedures have been adapted from various sources. The two major recommendations of the report are:

- In order to improve care planning and record keeping, the Home should introduce a digital care planning system which will enable the linking of care plans to risk assessments; this digital system should also be capable of providing good quality trend analysis and facilitating point-of-care-delivery record keeping.
- In order to improve policy and procedure maintenance and also communication of changes, the Home should introduce an on-line total quality system that is subscription-based and maintained by the provider. This will mean staff have better access to policies and procedures and would be informed of changes automatically.

The trustees are currently undertaking a procurement exercise in relation to the variety of digital care systems available and we are evaluating a shortlist of two systems. **Our aim is to have the system fully implemented for all of our residents by the end of this calendar year.**

On the advice of Swift Management Services, the trustees are also looking into acquiring the care-home-specific total quality system QCS, which is easy to personalise, has an understandable format and readily navigable portal. This contains the basic set of audits to facilitate the primary audit process, thus reducing the risk of audits not being specific or being missed. **This should also be in place by the end of this calendar year.**

In terms of improving communications with relatives with respect to falls and other significant incidents we have implemented several changes.

- The ‘falls protocol’ now explicitly includes a step to ensure relatives are informed and the care plans include communication sheets where this is formally logged.
- Family members are invited to participate in monthly reviews of the resident’s care plan where the resident themselves lacks capacity to do this. Where the resident has capacity, they are encouraged to involve family members in their review.
- Looking ahead, we will pay particular attention to the ability of the new care planning system we select to ‘prompt’ communication of significant events to relatives and to allow us to audit this process.

Together, these actions should meet the concerns set out in the Regulation 28 Notice, but the trustees are aware that additional effort will be required by themselves and senior staff to ensure that these operational changes, with appropriate training and implementation of an overarching action plan and risk register, continue to improve clinical governance within Radcliffe Manor House.

On behalf of the Trustees of Radcliffe Manor House

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