

## Coton Hill House Inspection report

Whilst we are disappointed with the recording omissions in two areas during the Coton Hill House inspection leading to the rating above, may I highlight the action taken and positive feedback. There are ratings of “Good” in three of the five areas inspected.

The first reporting issue was a result of not completing the recording processes we have in place to demonstrate that unused water outlets are flushed regularly. The actual flushing of the outlets was being undertaken but unfortunately this was not recorded.

The second reporting issue was the procedure for checking expiry dates on medication in our medication fridges.

Both recording omissions were addressed on the day of the inspection and the learning cascaded throughout the home.

The report references an incident that took place earlier in the year which was fully investigated. The learning outcome from this was that all staff received further medication training and we moved the medication storage room to another area where the likelihood of staff being distracted was significantly reduced.

For balance I would like to assure you the report detail goes on to say:

*“Despite our findings everyone we spoke with told us they received their medicines when they needed them. One person told us they receive their medicines at the correct time and they knew what they all were. People had guidelines in place for staff to safely support them with 'when required' medicines including the maximum dosage within a 24-hour period to keep people safe. Staff members were aware of these guidelines. When people received topical creams, we saw these were applied correctly and recorded appropriately in people's records.”*

I would encourage you all to read the report as it highlights that in the the following areas the service was rated as Good;

- Care
- Responsive
- Effective

It was wonderful to read the quotes from the people living at Coton Hill House and their families, reflective of the service they receive everyday, for example :

*“People told us they were treated with care by a kind, interactive and friendly staff team. People and relatives described staff members as, "Wonderful," and "Supportive" One person said, "There are regular staff and they are all very good and genuinely caring." • All staff members talked about those they supported with fondness, compassion and genuine positive regard. • Throughout this inspection we saw staff members chatting people and relatives. The general atmosphere was calm and relaxed with staff members able to spend quality time with people talking about shared interests. “*

Whilst explaining these are recording issues we have taken the findings seriously and actions have already been put in place to ensure these do not happen again.

We will be working with the CQC to evidence this when they next visit when we aim to return the service to the Good rating we believe it deserves after the action taken above.

Chris Wall

Chief Executive