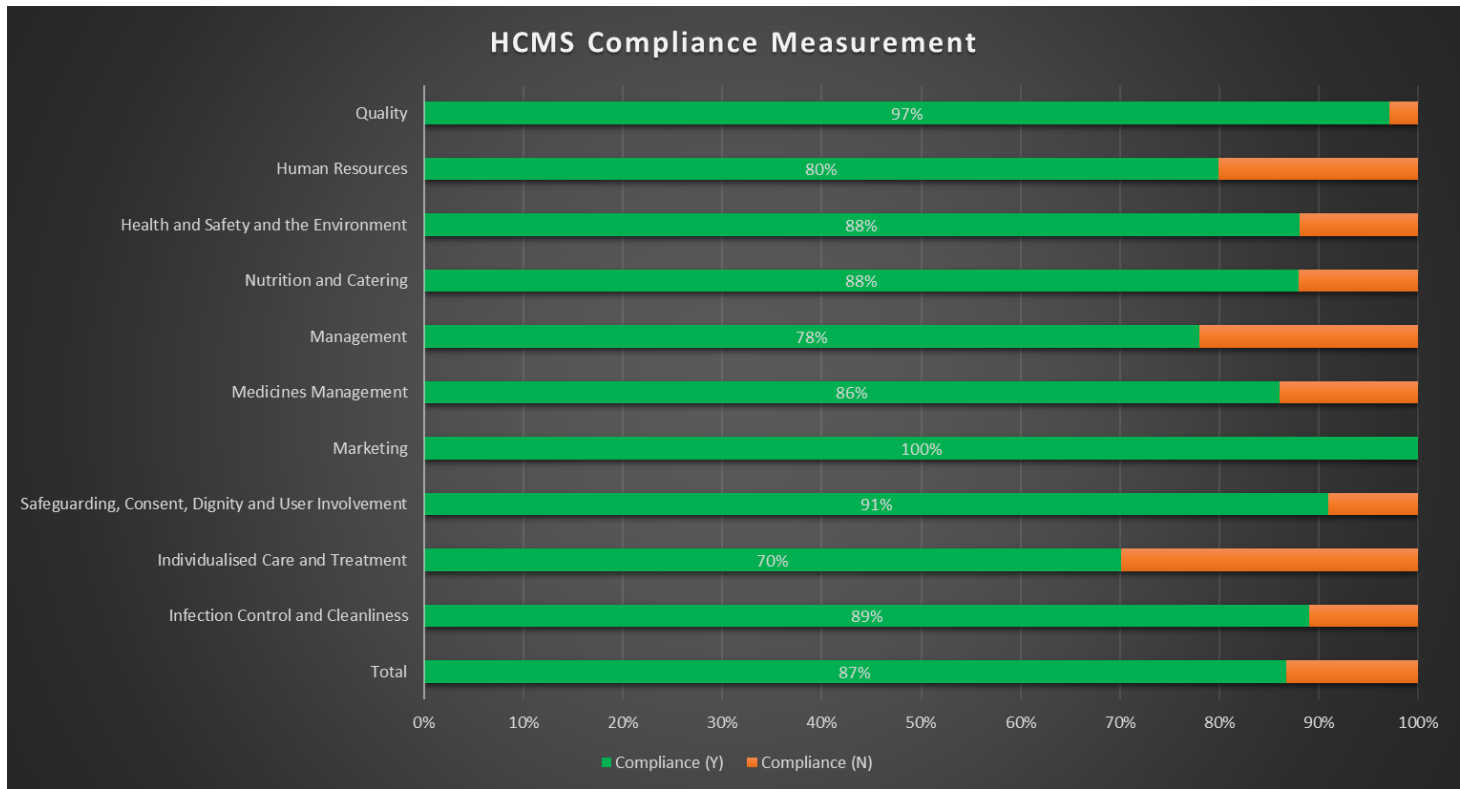


Finney House External Compliance Visit



(Source: HCMS, Breakdown of Sections & Compliance, www.hcsolutions.co.uk)

Feedback

There was evidence of robust monitoring systems both at home and senior management level.

- Action plans were developed following audit and then signed off when completed.
- Monitoring of key performance indicators including safeguarding issues, complaints, accidents and incidents was undertaken, reviewed and resulted in 'lessons learned' reflections.
- Weekly clinical risk meetings had also commenced to ensure that any issues within the home are identified and acted on in a timely manner.
- There were regular resident/relative meetings held and feedback surveys had been issued in January 2018.
- 'You said, We Did' boards were developed following feedback as evidence that issues raised or suggestions made were acted on.
- Staff meetings were held regularly and resulted in the identification of key themes for action.

- Overall Compliance was measured at 87%
 - There is a full action plan in place to further improve excellence in compliance