

Outcome Substantiated

Allegation of organisational abuse

On reviewing the induction for new staff and agency staff it was clear the part of internal systems including how to use the care call schedule was inadequate and not detailed enough.

It was also evident internal quality checks were not being used by ensuring the care call schedules were checked by the Deputy Manager at handover. The Deputy Manager had also failed to maintain documentation for evidence as part of the Quality assurance processes.

Outcome Substantiated

Actions taken

- Review meeting with Teresa and daughter to discuss ensuring Teresa has her morning visit at the agreed time by regular care staff. This will be monitored by the Registered Manager to ensure care calls take place for a two month period.
- Agreed review of the safeguarding in 2 months to discuss if there are any further actions and to ensure Teresa and Bev feel confident with the service.
- Looked if call for other service users had been missed which was not the case as care notes indicate calls took place.
- Induction for new staff and agency has been revised which now includes a more detailed induction on how to follow the care call schedule
- The new staff member who was on duty has now received a more detailed induction and is confident how to use the care call system. They also shadowed an experienced worker for a couple of days to build confidence.
- New staff member receiving additional supervision until Manager is confident they are clear on the care call system. This is formally documented.
- Local policy developed with regard to quality assurance checks including the checking of care call schedules by the Deputy Manager at handover and ensuring the retention of care call documentation for a two month period before it is destroyed.
- Met formally with Deputy Manager regarding concerns of record keeping and quality checks. Outcome provided to Deputy Manager in writing.
- Team meeting held on the 31st July to refresh teams knowledge of completing care call schedules and other key documentation.

I am satisfied that I have undertaken this investigation thoroughly, and have put in place a proportionate response to the incident detailed above.

Signature	F. Edwards	Date	03.08.16
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