

Clarkson House Care Home Ltd / The Vicarage Care Home

Action Plan	
This is following a Reg 28 issued by the coroners following an inquest	
Provider:	Clarkson House Care Home Ltd/ The Vicarage Care Home
Care Home Manager	██████████
Date plan started;	18/10/2020 Based on information gathered at the inquest and updated after information as per Reg 28 letter received in December 2020.
Completed by:	██████████

RED	Still outstanding
AMBER	Some work completed but not fully complete
GREEN	Work completed
	Task not identified

Matters of Concern	Plan of Action	Review	Review	Review	Comments/Timeline
<p>The documentation available at the inquest from the home was limited in detail. As a result, it was difficult to understand what observations had been undertaken by care home staff who were monitoring him.</p>	<p>Documentation training in house has been completed. This has been carried out by senior staff on a 1:1 basis with all staff.</p>	18/10/20	27/12/20	22/01/21	All staff completed
	<p>The quality Improvement Team has started Teams training on documentation for all staff.</p>				- Further training completed today 22/01/21 and other sessions booked for 29/01/21 and 05/02/21
	<p>The documentation and recording policy has been updated and reissued to all staff both hard copy and via group email.</p>				Continue to monitor
	<p>We have reissued relevant documentation pro formas and sourced out relevant and more uptodate document proformas from The Quality Improvement Team to be completed by staff following a fall, resident being unwell, loss of appetite , loss of weight and ensured staff are conversant with them and how to complete them through 1:1 where relevant and small group sessions at handovers.</p>				Monitoring continues
	<p>We have included documentation as above as a high priority in our induction document for new staff.</p>				No Further Action Required at the moment /continue to monitor
<p>The evidence given at the inquest was that the observations were of limited quality notwithstanding the diagnosis of Covid-19 and his vulnerability.</p>	<p>In April 2020 the situations that we were presented with were new and unexpected: Since then we have learnt a lot about Covid-19. Drawing from regular guidance provided by the local authority, public health England, CQC we keep our staff updated with new and updated changing advice through memos,</p>				Continue to monitor

	<p>emails, whatsapp messages and group discussions at handovers. Our senior staff also carry out observations of our staff practice and adherence to instructions as per updated guidance.</p>	18/10/20	27/12/20	22/01/21	
	<p>All our staff on site except for a few new starters have undertaken a specific Covid-19 course provided online by social care T.V and have all undergone infection control training provided by the Local Authority on a weekly basis. (previously twice weekly) . We ensure that staff have refreshers as new information and guidance are regularly added onto the course.</p>				Continue to monitor
	<p>We have sourced out a new course specific to infection control and management leading to a level 2 qualification. This is due to start by the 15/2/2021 and the objective is for all staff to complete by the end of March 2021.</p> <p>Details-Unit 1: principles of the causes and spread of infection in health care settings</p> <p>Unit 2: Principles of the importance of personal hygiene and health in the prevention and control of infection in health care settings</p> <p>Unit 3: Principles of decontamination, cleaning and waste management in health care settings.</p> <p>Unit 4: Principles of infection prevention and control in a health care setting.</p>				Awaiting to complete registration To monitor

	We have increased cleaning staff duty hours over the past 6 months to cater for more regular cleaning and disinfection in addition to new products being used for desanitisation.	18/10/20	27/12/20	22/01/21	Continue to monitor
The inquest heard that after the home went into lockdown Covid 19 was found in residents within the home. At the inquest the home were unclear if staff had brought it into the home or if the admission of residents from the community who were not tested for Covid 19 before admission were the cause of it entering the home. There was no risk assessment in place relating to admission of new residents.	We have reviewed our admission policy and we are keeping it under regular review adding to it based on new guidance being provided by the local authority, PHE and our local infection prevention team based at Tameside General hospital				Continue to monitor
	Included in the above is PCR testing and lateral flow testing as guided by the Local Authority and government guidance. We undertake regular testing of residents and staff and keep the safe steps Covid app updated and this is monitored by the NHS regularly.				Continue to monitor
	We as Managers follow and attend meetings organized by the Local Authority (manager's forums) and Greater Manchester infection control meetings and cascade down any new information we come across.				Continue to attend
	We have undergone vaccinations (1 st Dose) of most of our residents and staff in December 2020 and now await the second dose and a few requiring the 1 st dose.				Continue to monitor
	Infection control audit to be planned as the next due audit was the end of 2020 but due to the demands on the infection prevention team who normally carry out				Date of audit to be confirmed by the quality improvement team by the end of January 2021

	<p>the audit this was not done. We have now arranged for the Quality improvement team to undertake and support us with an infection control and management audit in the coming weeks.</p>				
<p>Staff were unclear as to the PPE requirements as a result of changes to the guidance that were occurring on a regular basis and it was unclear how changes were being shared with staff and implemented</p>	<p>In March/April 20 the guidance of the requirement and use of PPE was limited. We are implementing the use of correct PPE as guided by the local authority and infection control team. Any changes or new advice provided by the local authority and other relevant authorities are specifically cascaded down to the staff electronically and through memos and handovers. We can confirm we have stock of PPE's that could last us for 4-6 weeks at the very least.</p>	<p>18/10/20</p>	<p>27/12/20</p>	<p>22/01/21</p>	<p>Continue to monitor</p>
	<p>We acknowledge that at the beginning of the pandemic of March/April 2020 there was a lack of clarity as to PPE requirements and there were regular changes in the guidance on a regular basis. Initially the changes were communicated to staff at handovers but soon after all updates on changes in PPE requirements have been shared at handovers and group email and whatsapp group and this remains relevant to date. Please note that the use of appropriate PPE's and other precautions required forms a large part of the infection control and management training offered by the local authority.</p>				<p>Continue to monitor</p>

<p>The inquest heard that the ambulance was delayed due to shortages of available ambulances. The inquest was told this was driven by a number of factors. This included staff absences due to the need of self-isolate awaiting testing and the increased cleaning needs in relation to ambulances required by Covid 19. The inquest was told that at some points in the day and in some acute trusts, ambulance crews were being supported by on-site cleaning crews. This meant quicker turnaround times and increased capacity. This was not consistent and not on a 24/7 basis. As a result, ambulances were struggling to reach vulnerable and unwell members of the public and transport them to an acute setting.</p>	<p>We acknowledge that the delays from the emergency services in periods of high need could impact on vulnerable and unwell residents. We have updated our protocol as regards waiting times whereby in the event of an emergency e.g. fall or a resident becoming very unwell, then staff to be proactive and keep updating 111 or 999 on at least an hourly basis.</p>	<p>18/10/20</p>	<p>27/12/20</p>	<p>22/01/21</p>	<p>Continue to monitor</p>
	<p>In addition we have reviewed our dispositions in terms of wifi capacity to enable us to seek advice and support digitally via skype or business whatsapp accessible from every corner of the building and every room of the building. The system is tested daily via an app by the manager.</p>				<p>Continue to monitor</p>