



## *Able Care & Support Services Ltd*

This response is provided by Y1 Capital Ltd who acquired Able Care and Support Services Ltd on 1st July 2021.

Though the incident happened prior to the acquisition of Able Care and Support Services, we recognise our responsibility for the need to implement measures in ensuring that present and future residents who are suffering cognitive illnesses and confusion are fully assessed for their suitability to reside at Melbourne Court.

### Partnership Working

A range of joint working is already in evidence with Tameside Metropolitan Borough Council and other professional agencies relating to the admission process and continued residency at Melbourne Court including:

- Continued development of shared processes in ensuring that all risks are fully assessed pre-admission to Melbourne Court to include cognitive illnesses and confusion.
- Weekly meetings/telephone calls with Local Authority and Healthcare/Social Care professionals in supporting residents and their needs.
- When need identified through care staff observations, alerts and monthly audits, Multi-Disciplinary meetings are held to support people to live as independently as possible at Melbourne Court taking into consideration their wellbeing, support needs, medical issues to include cognitive illnesses and confusion and if their environment is conducive for their tenancy to remain in place.
- Extra care panel held every two weeks with Tameside Metropolitan Borough Council and all Extra Care providers within the Tameside area. The panel enables all providers of extra care to discuss voids and referrals to the scheme, concerns raised, activities and the sharing of best practice.

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### Continued Development of Service Provision

Able Care and Support Services have introduced new systems to include:

- On-Care digital care management software enabling care staff to record care delivery and all interaction with residents. The system enables care staff to raise an alert with the office if they should have any concerns or issues associated with a resident they care for. The office ensures that all alerts are promptly dealt with, linked information recorded on On-Care in how the raised alert has been actioned, measures put in place, and progress in resolving issues raised.
- EMAR (Electronic Medication Administration Record) software has been introduced allowing care staff to update MAR sheets automatically and enabling the care office to have an accurate view of resident's medications in real time thus reducing medication errors.
- Introduction of Falls Managing report form. The form is to report all falls, whether witnessed or not, with follow up actions we have made in reducing/mitigating any further falls to the individual or other residents.
- Scheduled annual reviews, or sooner should changes in the resident's needs be identified, of residents care and support plans with associated risk assessments to mitigate and further reduce risks to include those linked with cognitive illnesses, confusion and falls. Resulting actions required post review are recorded on Care Planner software and if identified, allied health professionals are contacted for advice and direction. Care and support plans are updated and shared with relevant care staff.

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	Action	By Whom	By When	Evidence of completion	Progress	Status (RAG)
1	Collaborative working:-  Enhanced Pre-admission risk assessment of new tenants	Able Care Management and TMBC Commissioning Team/Social Work Team	December 2020	Minutes of meetings.	Weekly meetings.  Scheduled Multi-Disciplinary Meetings.	December 2020
2	Introduction of Falls Management Reporting Form	Completion by Able Care staff.  Reviewed/actioned by Able Care office management	December 2020	Completion of forms to include action taken.  Recorded on Care-planner	In place	December 2020
3	Alerts raised - Concerns/issues re residents	Raised/logged by Able Care staff. Reviewed/actioned by Able Care office management.	December 2020	Alert with resulting action recorded on On-Care.	In place	December 2020
4	Scheduled annual review of resident's needs (or sooner should changes in the resident's need's be identified).	Able Care Office Management	December 2020	Reviewed/revised support plan in place and recorded on Careplanner.	In place	December 2020

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