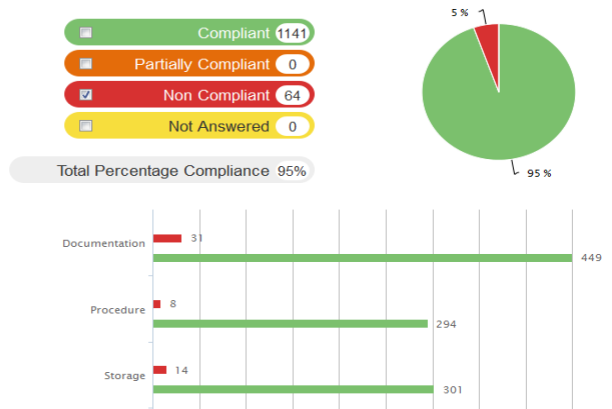


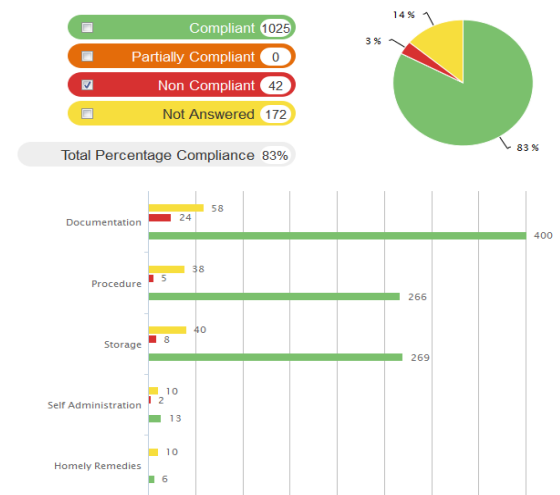
All Homes

Monthly Medications Audit Outcome 9: November 2013



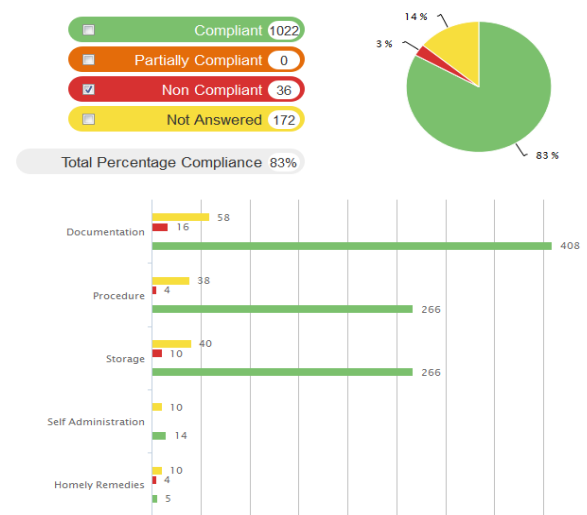
All Homes

Monthly Medications Audit Outcome 9: January 2014



All Homes

Monthly Medications Audit Outcome 9: March 2014

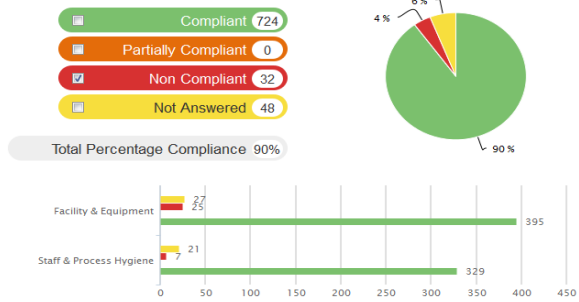


Medication Control: not reported in April

Generally strong positive trend
 All homes responding better than 90% compliance
 Documentation identified as an early issue & improved
 Some adverse indications on MARS sheets
 2 homes failed to report

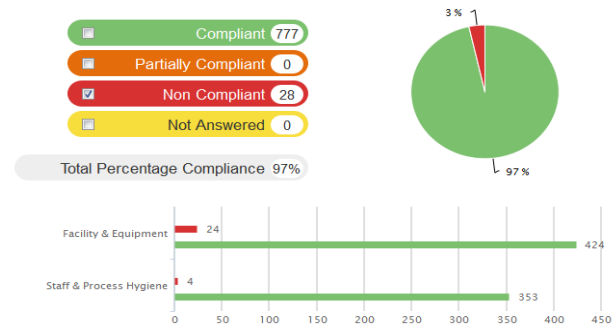
All Homes

Monthly Infection Control Audit Outcome 8,16: February 2014



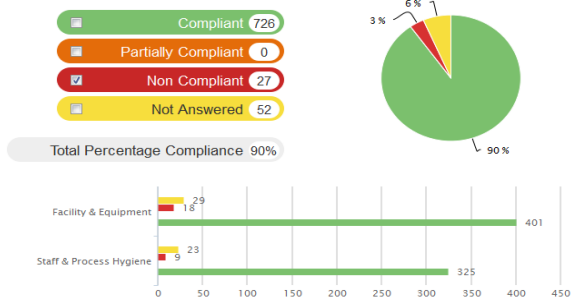
All Homes

Monthly Infection Control Audit Outcome 8,16: March 2014



All Homes

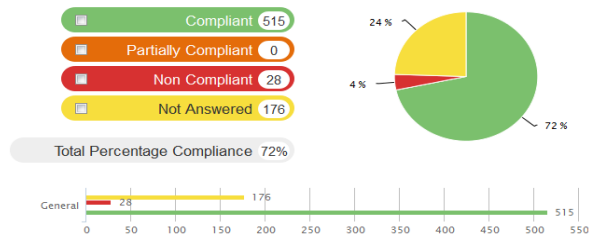
Monthly Infection Control Audit Outcome 8,16: April 2014



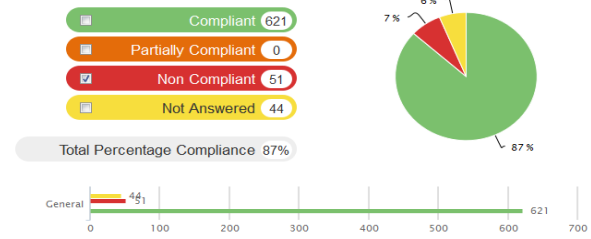
Infection Control:

Overall outstanding positive trend
 Consistent improvement in cleanliness & documentation
 Still some gaps in Infection Control training, staff awareness
 One home failed to report
 Only one report less than 90%

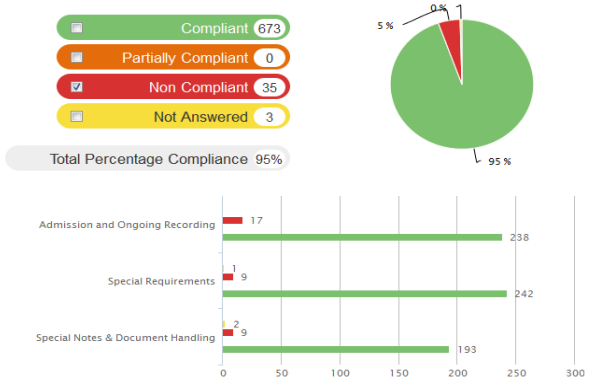
Homes
Monthly Care Documentation Audit Outcome 1, 2, 4, 6, 7,21: December 2013



All Homes
Monthly Care Documentation Audit Outcome 1, 2, 4, 6, 7,21: February 2014



All Homes
Monthly Care Documentation Audit Outcome 1, 2, 4, 6, 7 & 21: April 2014

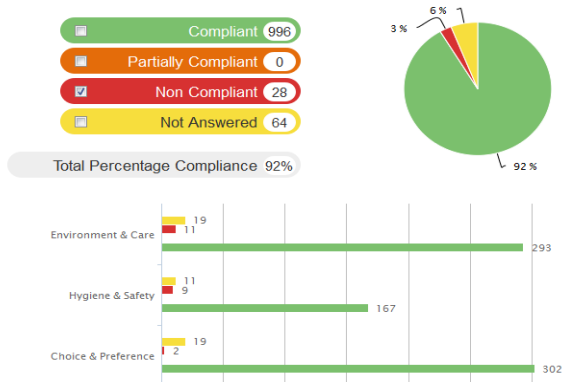


Care Documentation: Not reported in March

Some areas for improvement - POA, EOL docs etc
 All homes reported
 Only two homes reported below 90% - improving trend
Much better reported this month

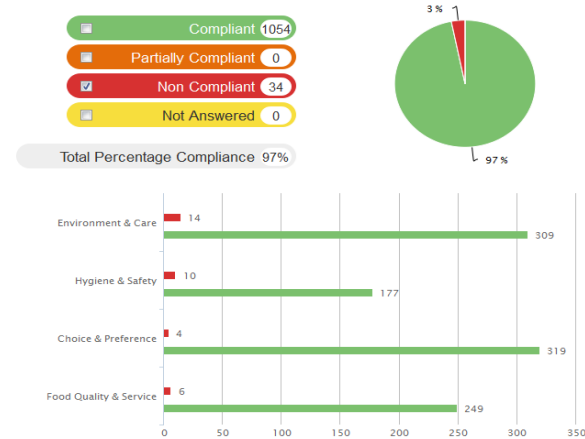
Homes

Meals & Nutrition Audit Outcome 5: December 2013



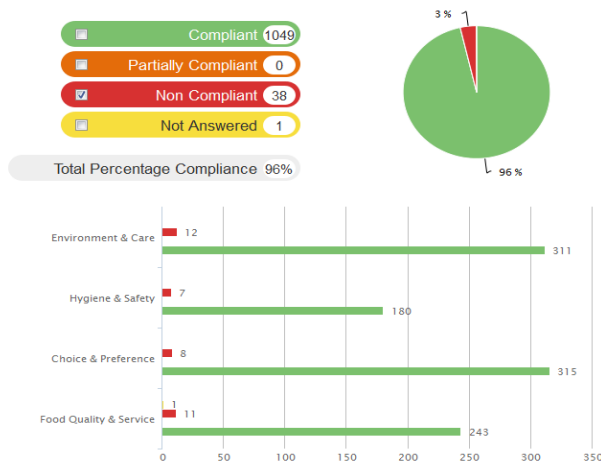
All Homes

Meals & Nutrition Audit Outcome 5: February 2014



All Homes

Meals & Nutrition Audit Outcome 5: April 2014



Meals & Nutrition Audit:

Significantly improved

Some areas for improvement:

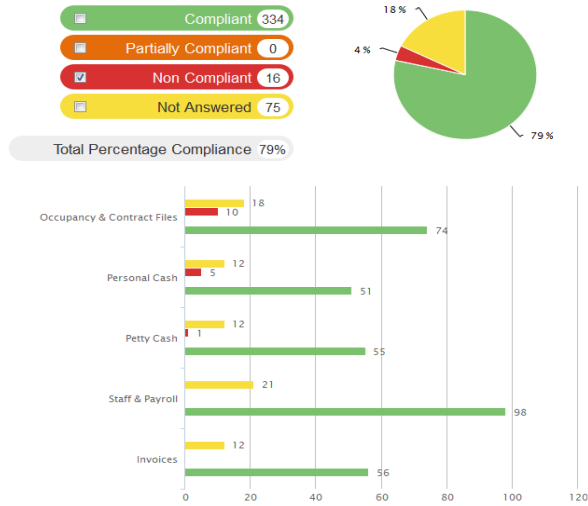
Quality Surveys

Hygiene certificates for chefs

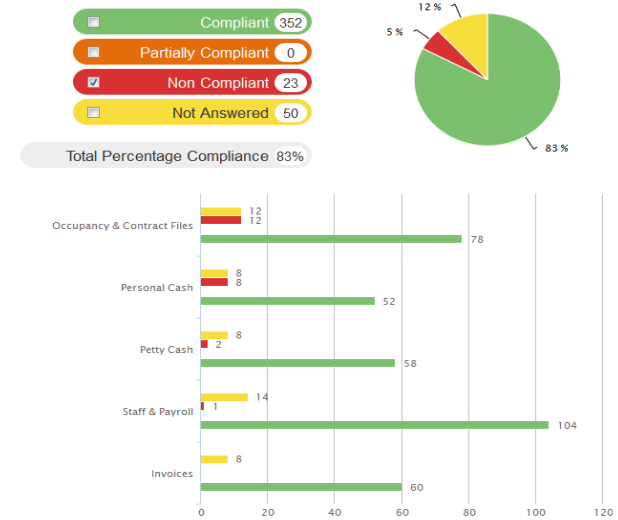
All homes reported on this aspect

All homes reported better than 90% compliance

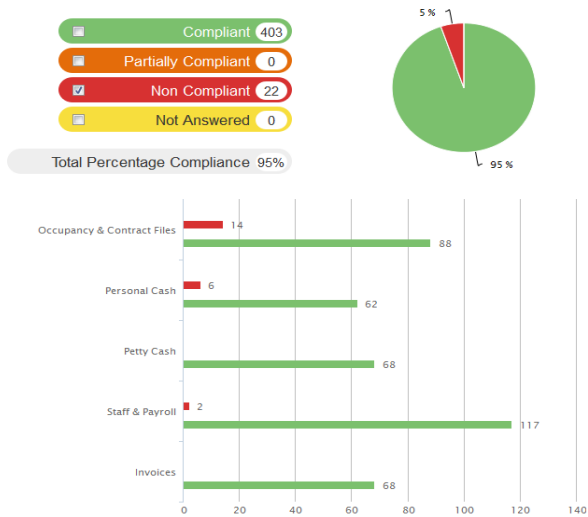
Homes
Financial Audit Outcome 3, 7 & 21: December 2013



All Homes
Financial Audit Outcome 3, 7 & 21: February 2014



All Homes
Financial Audit Outcome 3, 7 & 21: April 2014



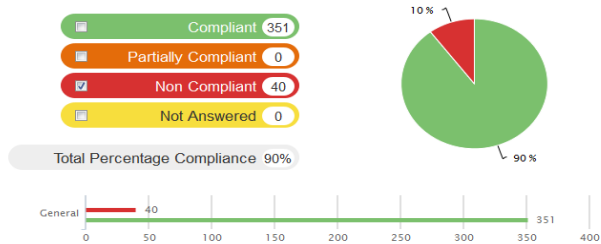
Financial Audit: Not reported in March

Some remaining areas for improvement:
Contracts process & documents

Full reporting this month
Only three homes reported less than 90% compliance

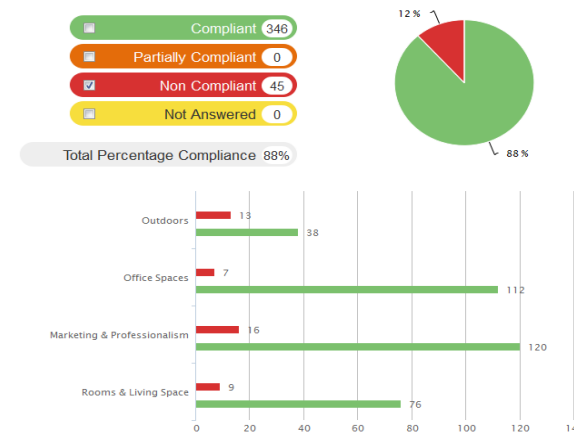
All Homes

First Impressions/Environment Monthly Audit Outcome 8,10,11,16: November 2013



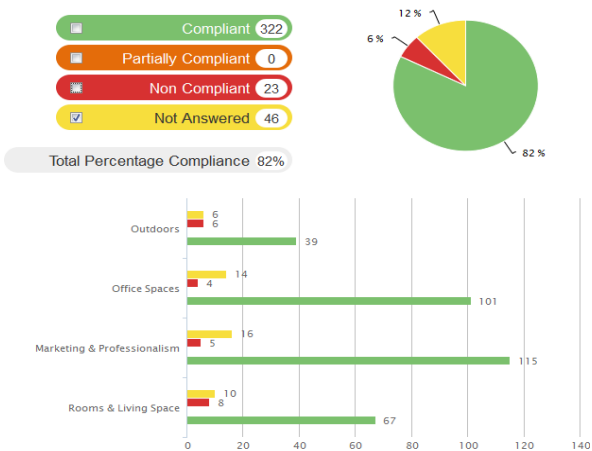
All Homes

First Impressions/Environment Monthly Audit Outcome 8,10,11,16: January 2014



All Homes

First Impressions/Environment Monthly Audit Outcome 8,10,11,16: March 2014



First Impressions/Environment:

Not reported in February

General and steady improvement

General improvement in appearance & cleanliness

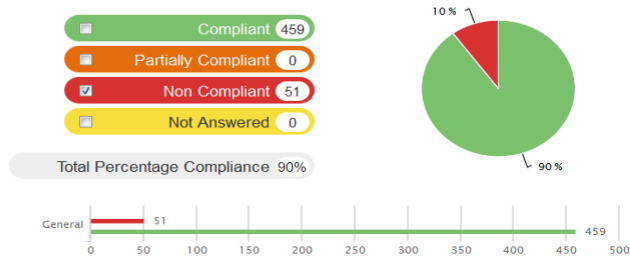
Cheney and Hawthorne failed to report

All but 3 reported better than 90% compliance

Driveways, exteriors & some bedrooms inadequate

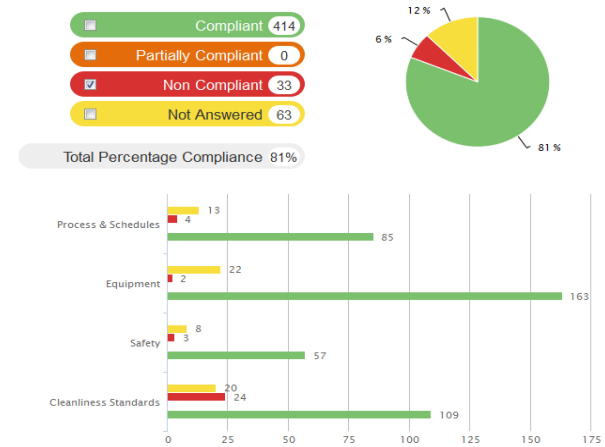
All Homes

Domestic Services Audit Outcome 8,10,11,16: November 2013



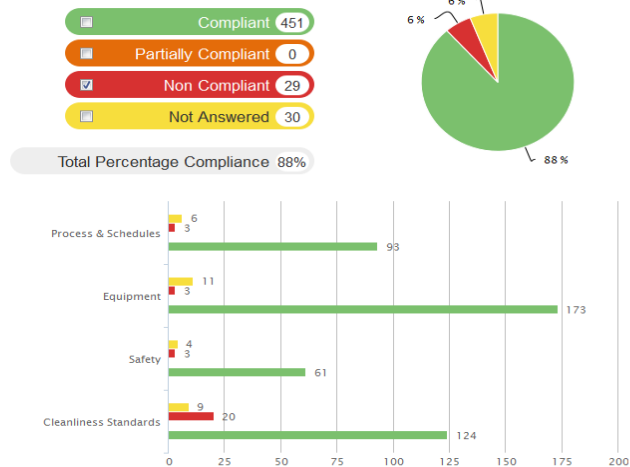
All Homes

Domestic Services Audit Outcome 8,10,11,16: January 2014



All Homes

Domestic Services Audit Outcome 8,10,11,16: March 2014



Domestic Services:

Not reported in February

Overall Positive trend

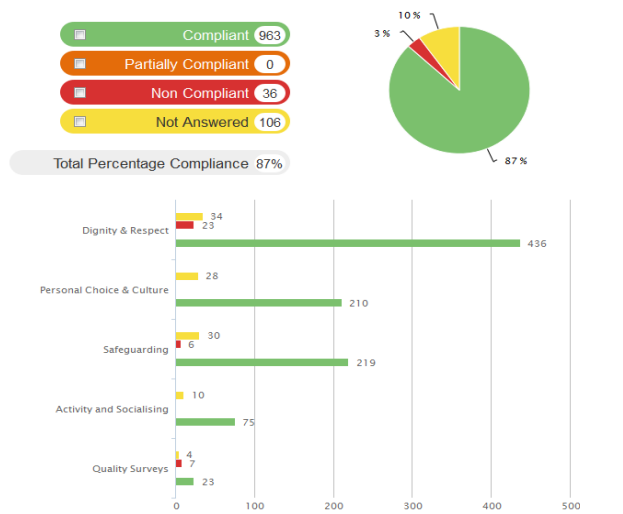
Some lack of cleanliness persists, carpets a problem area

One failed to report

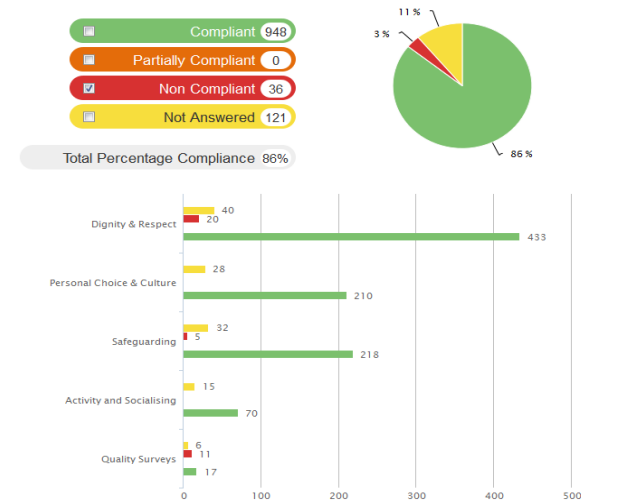
All homes but three reported better than 90%

Quality Management Report: Apr 2014

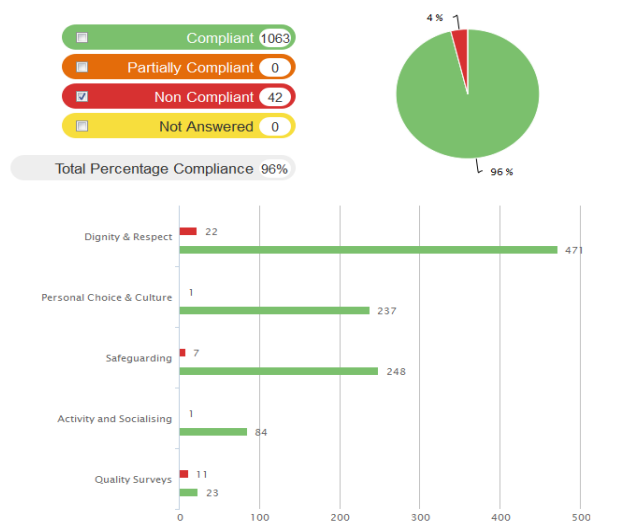
Homes
Dignity Audit Outcome 1, 2, 4, 7, 16, 17: December 2013



All Homes
Dignity Audit Outcome 1, 2, 4, 7, 16, 17: February 2014



All Homes
Dignity Audit Outcome 1, 2, 4, 7, 16, 17: April 2014



Dignity Audit:

Hugely improved picture overall

A number of sticky areas of issue:

- Resident involvement in running homes

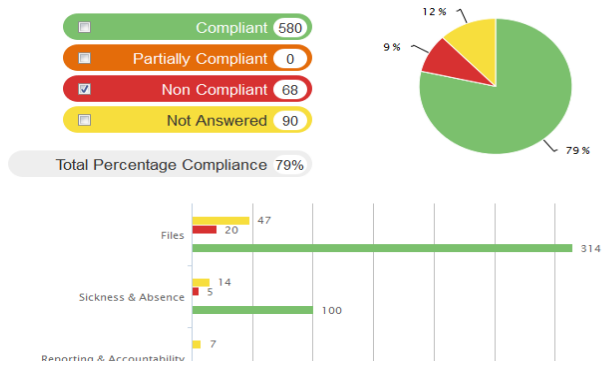
- Quality Surveys

- Staff Training (Safeguarding)

Full reporting this month

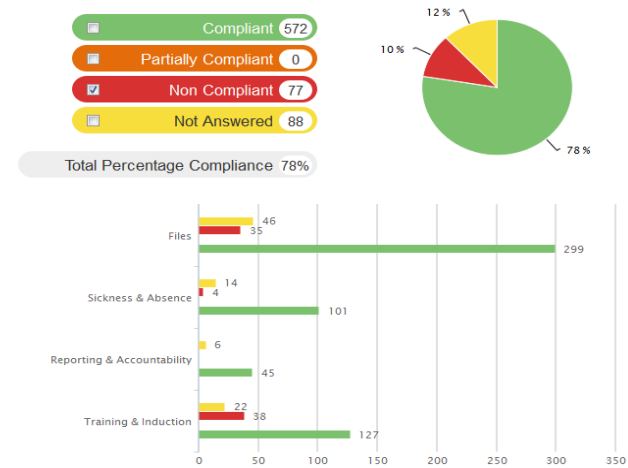
All Homes

Personnel Audit Outcome 12, 13, 14, 16: November 2013



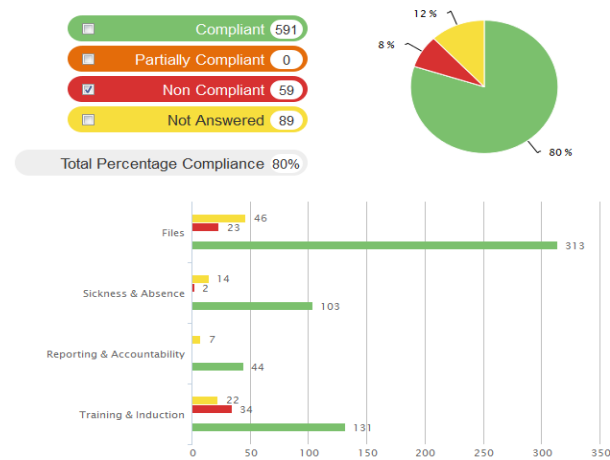
All Homes

Personnel Audit Outcome 12, 13, 14, 16: January 2014



All Homes

Personnel Audit Outcome 12, 13, 14, 16: March 2014



Personnel Audit: not measured in April

Some areas for improvement remain:

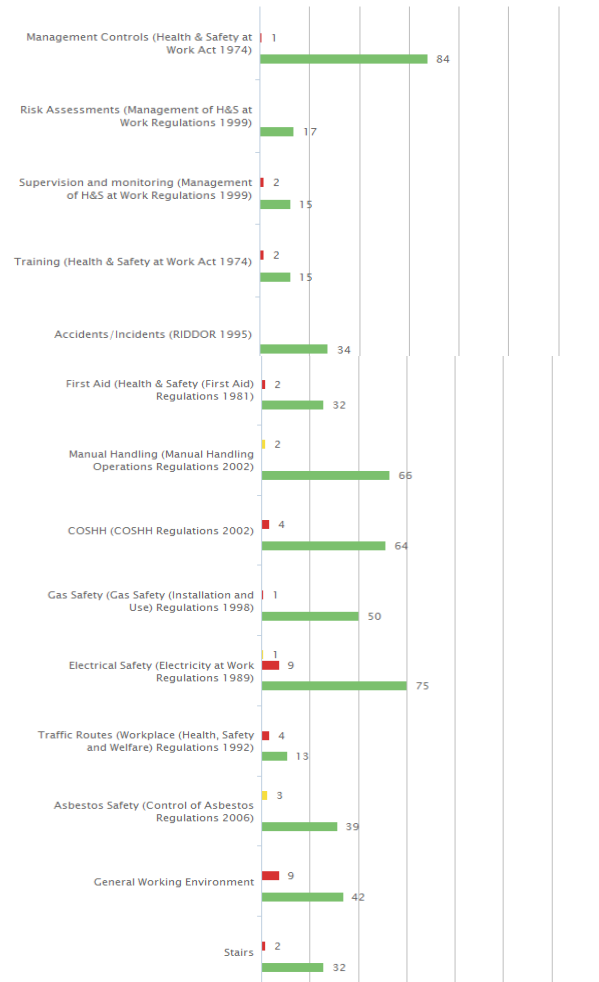
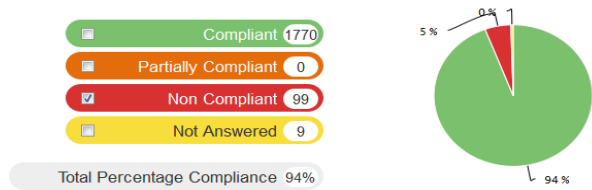
Training & induction 70%

Staff records 82%

Two failed to report

All Homes

Health & Safety - Quarterly Audit October 2013



Compliance Report

Health & Safety - Quarterly Audit Q1 2014

