

HORNCHURCH NURSING CENTRE – RE-VISIT

10th AUGUST 2016

We were met by the deputy manager, who advised that Vicki Johnson, the manager, was unable to attend our meeting but would be on duty later that day if we wished to see her (it was noted when we visited in November 2015 that a new manager had been appointed and was then due to commence shortly). We were told that the CQC had visited the home during the previous week.

We noted that considerable improvements had been made to the home since our last visit.

- The home had largely been re-decorated and there was good contrast between doors and wall and murals had been painted in various locations in the dementia unit; We understand that this is to be cascaded to the other floors.
- Most carpets had been replaced with just one area due to be re-carpeted shortly.
- Bathrooms floors had all been replaced.
- A maintenance assistant had been appointed and taps etc. were checked on a regular basis to ensure that there was no build-up of lime scale.

We were also advised that the CCG had recently appointed Health 1000 to provide a GP service to the home. This service is based at King George Hospital. The deputy manager had nothing but praise for this service, reporting that they were responsive to all requests and pro-active in providing support as and when necessary.

The home had instituted a “controlled admission” approach which ensures that the number of concurrent admissions is not more than 2 to ensure that new residents have time to settle in properly.

There is a daily check of MAR sheets and weekly audits of medication take place.

We were concerned, however, to note that there does not appear to be an official handover of controlled drugs between shifts. Given that the home is situated over three floors, with each floor having separate senior nurses, such a handover does not seem to be too onerous to be implemented and is considered to be best practice.