

Report on actions you plan to take to meet Health and Social Care Act 2008, its associated regulations, or any other relevant legislation.

Please see the covering letter for the date by when you must send your report to us and where to send it. **Failure to send a report may lead to enforcement action.**

Account number	1-116516041
Our reference	INS2-2387582344
Location name	Fylde Community Link Supported Living and Domiciliary Support

Regulated activity	Regulation
Personal care	Regulation 18 Notifications of other incidents
	How the regulation was not being met:
	<i>The provider was not notifying the Care Quality Commission of reportable incidents Regulation 18(1)(2)</i>

Please describe clearly the action you are going to take to meet the regulation and what you intend to achieve

(Please note the actions described below are in addition to existing reporting systems).

- Implement an on line reporting system located within FCLs Intranet, requiring staff to report incidents and any observations made immediately. (Observations refer to anything seen that is out of the ordinary) This will eliminate time delays caused under current procedures when an Incident Report is only brought to the attention of the Registered Managers once completed. We will, therefore, be able to make all required reports within the 24 hour window allowed by the regulations. The observations log system will also ensure that the Registered Manager, rather than front line staff, decide on the required and proportionate response to the reported observation and /or incident.
- The observations log will generate an immediate email to a defined group of Senior Managers; receipt of the email demands immediate attention and proportionate action. The destination of the response is then recorded, tracked, outcomed and audited within existing reporting systems.
- Observations / Incidents which are reported by telephone will be immediately recorded onto the observations log.
- Registered Manger will then complete any required Statutory Notifications.

All staff will be;

- Instructed how and when to use this system by an organisation wide distribution of process guidelines and directions.
- Supported to adapt the settings on their Smart Phone where needed so as to be able to record an observation on the log from their phone
- Instructed to report by phone if they do not have a Smartphone or other suitable device. The instruction will be for them to call Reception (who will complete an Observation Log), or, out of hours, the on call manager

Who is responsible for the action?

Fergus Stokes, CEO

How are you going to ensure that the improvements have been made and are sustainable? What measures are going to put in place to check this?

- Weekly Meetings with Registered Managers, Health & Safety Officer and Policy and Compliance Officer to audit all reported incidents which will be tracked with outcomes recorded.
- The Observation Log records will also be reviewed at this meeting to identify and plan any actions required.

Who is responsible?

Joy Higgins, Gail Addison and Karen Howard,
Registered Managers

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What resources (if any) are needed to implement the change(s) and are these resources available?

- A rationale and process document to be written and circulated to all staff; to include evidence of receipt and understanding by the receiver.
- A named person will be available to support staff to change settings on their smart phones where needed to access the observation log on the FCL Intranet.
- New reporting system built on the Intranet for observation logs
- Reception staff to be informed about their responsibilities in relation to taking calls and completing Observations Log.

Date actions will be completed:

17th November 2016

How will people who use the service(s) be affected by you not meeting this regulation until this date?

Not at all – there has been no harm or risk of harm caused through the missed notifications in the past : this improvement is about ensuring that we gather low level information in a timely way and ensure that no notifiable event is ever missed again. Prompted by the recent inspection report and having our understanding improved, we are already meeting the regulation and will continue to do so.

Completed by: (please print name(s) in full)	Fergus Stokes
Position(s):	CEO
Date:	31 st October 2016