



Newham Safeguarding Adults Board Response to the Safeguarding Adults Review of care at Mornington Hall and Baker's Court care homes in Newham.

As a result of concerns related to the quality of care for six residents in two care homes run and managed by HC One, Bakers Court and Mornington Hall, the Newham Safeguarding Adults Board commissioned a non-statutory Safeguarding Adults Review. All members of Newham Safeguarding Adults Board offer their condolences to the families of the people this review is about, all of whom have lost their loved ones since Newham Safeguarding Adults Board began this review. We also wanted to thank family members and close friends of these adults for the time you put into contributing to our review. It was painful for you to do this, but our report is stronger for it. All the members of Newham Safeguarding Adults Board are grateful to you, and you remain in our thoughts.

When any incident occurs, it is an expectation that improvement work begins at once, and this response summarises work that started before the report was commissioned and continues still.

Improvements by HC-One

There were a number of recommendations for HC One, the organisation that owns Mornington Hall and Bakers Court. HC-One began making changes as soon as the incidents and concerns that are set out in the report were known.

The recommendation to HC-One about hearing the voice of residents was addressed by:

- A planned programme of meetings for both residents and relatives, this is currently being carried out virtually via Zoom platform. Family members attend.
- Care plans are reviewed at a minimum of monthly in line with the HC-One's protocol, this involves involvement with relatives either by phone or Zoom, or as Covid restrictions lift, in person.

- The Manager continues to have an 'open door' policy so people can contact them directly to discuss any concerns or provide feedback. There have been 7 concerns and 23 compliments over the last 12 months. These concerns were addressed within three working days, with feedback confirming satisfaction with each response and the actions taken.
- The residents were involved in the recruitment process of a new Chef, and the plan is that work to enable this sort of involvement will become routine.
- The Head Chef and kitchen team meet with residents at least twice weekly to get residents' suggestions and make agreed changes. This is recorded in a food comments file and used to support menu planning.

The recommendation to HC-One about improving the planning of care for residents was addressed by:

- The senior management team reviewing, monitoring and ensuring that care planning is consistently in place. This includes risk assessment and using care plans to reduce identified risk.
- The home manager reviews records to ensure consistent recording and quality. The home manager uses walk-rounds and care plan audits to do this. Additional care planning is in place if increased risk to a resident is identified. This could be for example around weight loss management, or stress and distress care planning.

Improvements by London Borough of Newham and the North East London NHS Clinical Commissioning Group

The report recommended that London Borough of Newham and the North East London NHS Clinical Commissioning Group invite all existing residents to participate in a multi-disciplinary review of their needs and care provision. During a twelve-week period in January to April 2021, all 70 residents had their multi-agency reviews completed. These reviews provided the Newham Safeguarding Adults Board with assurance that care was of an expected standard and that the managers and staff at both homes had put in place the improvements that were also recommended in the report on Mornington Hall and Bakers Court. Joint monitoring visits continue consistently.

Further confirmation of tangible improvements came from the Care Quality Commission in relation to Mornington Hall. The most recent inspection there in April/May 2021 saw the care home's rating improve from Inadequate (following an inspection in July 2019) to Good overall in April/May 2021. There has not been a further Care Quality Commission Inspection at Bakers Court.