

Dear Whom it May Concern,

Please find attached the following documents in relation to the Inspection 18.09.2018 -

CONFIDENTIAL INFORMATION

Please find attached the following...

- Updated Training Matrix, Peg Training is included. Manual Handling and Delivering Personal Care (refresher training!) cover training for infection control, however we are now offering online training, infection control courses will be included.
- The care plan now reflects how meds are given, I have highlighted this on the attached care plan. (Not for sharing).
- I have attached our MAR audit spreadsheet, this identifies when there are gaps and what action is taken.
- I have attached an Appraisal form along with an Appraisal Response, this is done yearly with all carers by Brenda Saint-James.
- I have attached two spot checks which we are doing quarterly with our carers.
- I have attached Carers Monthly Observation Report, this is completed on a monthly basis and brought into the office along with the care notes and charts.
- I have attached a copy of our MCA sheet, BI Sheet and Med Consent form, completed for different Service Users.

We trust this is now satisfactory for the recent CQC inspection, perhaps the final decision can be reconsidered.

If you have any further questions/queries please do not hesitate to contact me.