



PACIFIC
· CARE ·



Quality Improvement and Development Plan

Mosswood Care Home

2024/2025

Mosswood Care Home supports up to 71 residents across 3 buildings (Tay, Gryffe, and Clyde) based in Renfrewshire, on the outskirts of Glasgow. Together with over 120 dedicated staff we aim to provide the highest quality of care within the Care Home sector.

In July 2022 Care Inspectorate (CI) undertook an unannounced inspection which showed we were providing a good service consistently, and the report (published in July 2022) highlighted and outlined the very good work, support, and care delivered to our residents, their families, and our staff.

The CI reflected on many areas of significant strength and since then, we have continued to work towards implementing further change and improvements so that our residents continue to experience excellent care.

We are now looking at our longer-term ambitions as part of our quality improvement journey to remain an excellent Care Home provider, recognised for the care we provide and the staff we develop.

Excellent Care, Every Time

Our Quality Improvement and Development Plan (QIDP) reflects a renewed focus and continues to place the resident at the centre of everything we do. Our ambition is to provide *Excellent Care, Every Time* for every single one of our residents.

Excellent Care, Every Time means; Every resident receives safe and excellent care. We want our residents and their families to always experience the very best of care and for our staff to continue saying, "I'm proud to work at Mosswood Care Home".

We want our staff, whatever their role or position to shine and contribute to our future and our resident's care.

Our 2024/25 Quality Improvement and Development Plan is the start of a 12-month journey towards improved excellent care. By delivering it, we will equip our staff with a framework, methodology and passion for improving resident safety and quality of care. We will ensure that we continue to embed a culture of excellence and always continue to look at how we can improve. The plan demonstrates a deep-rooted desire running throughout Pacific Care to always find ways to make things better and more meaningful for our residents.

We will ensure that as a home we make the best use of this commitment and that we remain enthusiastic and passionate about quality improvement throughout the delivery of the plan and into the future.

We want to demonstrate that we offer the highest standards of clinical care, psychological, and social support to our residents and their families, loved ones and friends. We will commit to remaining true to our values to provide excellence in the home, and that our staff will drive our Quality Improvement and Development Plan forward.

The improvements we want to make and are making, set out in this document, will be embedded into the culture of the home, and will help us build the capacity and capability to improve into the future.

Our Quality Improvement and Development Plan covers everything from dementia care, end of life care, meaningful connections and activities, improved resident experiences, staff development, infection prevention and control, as well as being more responsive to the feedback of our residents, families, health professionals and our own staff - all with the aim of providing *Excellent Care, Every Time*.

The following pages provide an overview of the Quality Improvement and Development Plan. They describe the background to the plan and how it has evolved over the past year, and how we intend to continue our improvements beyond 2024.

The document will describe how, by bringing together people who have different perspectives on what is needed to improve our residents and our staff's experiences, we have developed a plan and approach to quality improvement.

The various elements of each area of improvement and development are summarised with their key metrics for success used to monitor and track progress.

We are determined to deliver this plan, but we recognise and know we can't do this alone. One way in which we do this is by sending out annual surveys to our residents, their families, external health and social care professionals, and our staff to receive and welcome comments, observations, thoughts, and ideas to help us to make improvements, all supported by a co-production approach. We value the support

of our stakeholders, our partner organisations and, critically, our staff and residents as we work together to deliver the highest quality of care.

This plan demonstrates our commitment and ambition to provide *Excellent Care, Every Time*.

Who is responsible for delivering our Quality Improvement and Development Plan?

The Pacific Care leadership team and home manager acknowledged the findings of our most recent CI inspection, and whilst these highlighted significant strengths in how we support our resident's well-being, our leadership, and how well our care and support is planned, we remain committed to building on these to deliver a service that will provide *Excellent Care, Every Time*, remaining a leader in the sector.

The areas of improvement and development we have focused on, delivered, and continue to deliver, fall into the following key areas, and are directly aligned to the Care Inspectorate's key quality indicators.

- How well do we support people's well-being?
- How good is our leadership?
- How good is our staff team?
- How good is our setting?
- How well is our care and support planned?

Mosswood Care Home is led by the Home Manager, **Pauleen Stevenson**, supported by her deputy and staff. The home also benefits from regular support from the Quality Improvement Manager, Clinical Director, HR, Finance, and the Operations Manager.

The Home Manager is responsible for implementing the actions and delivering the proposed outcomes in this document. The Clinical Director and Quality Improvement Manager (along with the Home Manager) provide leadership and direction for the Quality Improvement and Development Plan.

Individual improvement projects and programmes have been developed and led by our staff - clinical, operational and support services, working together to ensure we provide high-quality care and resident experience.

The home also works closely with NHS Greater Glasgow and Clyde Care Home Collaborative Improvement team on a number of projects,

supporting the home with the delivery of its Quality Improvement and Development Plan.

Background to the Quality Improvement and Development Plan

Pacific Care Ltd is a family-owned Care Home provider and has been supporting the care of residents for over 25 years. Its values are founded on the belief that every resident should receive *Excellent Care, Every Time*.

To help achieve this, we aim to move forward, building, and growing year by year through co-production with our residents, families, and staff, supported by the regulation and improvement work of the Care Inspectorate, and partnership with Renfrewshire HSCP to deliver the very best of care.

Mosswood Care Home was given the rating of 'Good' (Graded 4 out of 6) in July 2022 by the Care Inspectorate (CI).

It highlighted the following key messages:

- *People were well cared for and their health needs well managed.*
- *People's physical and mental well-being would benefit from a consistent programme of activities.*
- *Management were responsive to making improvements to the service.*

Following the inspection, we immediately began to focus on what we needed to do to improve ourselves further and maintain a leading presence in the provision of care within the Care Home environment.

Our Quality Improvement and Development Plan is not just a response to the ongoing regulatory function of the Care Inspectorate's (CI) inspections. It is a real desire to build, grow, achieve, and deliver excellent care and experiences for our residents. This includes the actions that we believe are necessary to provide our residents we care for with safe, effective, compassionate, and meaningful, high-quality care.

We have put safety and quality at the heart of everything we do. We are strengthening our response to risk, reducing harm, and implementing reliable systems to support our staff to provide safe and effective care. We will involve residents in the design and delivery of our care so that we better understand what matters to them.



**Mosswood Care Home
Care Home Service**

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Unannounced

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Pacific Care Limited

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Service no:
CS2012312934



To offer confidence to our stakeholders, staff, and residents that we are making continued improvements, the Quality Improvement and Development Plan is underpinned by improvement milestones and metrics to ensure that we can effectively track our progress and be transparent through our own personal accountability.

The delivery of our Quality Improvement and Development Plan will build on our recent CI inspection reports from July 2022 to ensure our actions will continue to lead to measurable improvements in the quality, safety, and meaningful experiences of care for our residents.

Care Inspectorate 2022 Report

The 2022 Care Inspectorate grading for Mosswood Care Home is shown in Figure 1.

The full CI report can be found on the CI website.

<https://www.pacificcare.co.uk/media/4921/mch-ci-inspection-report-july-22.pdf>

Figure 1

How well do we support people's wellbeing?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
1.4 People experience meaningful contact that meets their outcomes, needs, and wishes	4 - Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	4 - Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

What have we done to support the development of the Quality Improvement and Development Plan

Our Quality Improvement and Development Plan is a key driver for change. Throughout the year we will regularly revisit, update, and amend our Quality Improvement and Development Plan supported through internal programmes, committees, meetings, external guidance, and collaboration with our stakeholders.

Examples of some of the ways in which we have and do this, are summarised below.

- Refreshed our 'internal' unannounced Quality Assurance Audits in line with the Care Inspectorate's Core Assurances and Key Quality indicators.
- Updated our internal Infection Prevention and Control Assurance and Accountability Framework.
- Continuous update of our internal Risk Assessment and Safe System of Works.
- Promote external collaboration with Renfrewshire's HSCP Assurance Teams

supporting an annual Quality Assurance visit to the home.

- Issue surveys to residents, families, external health and social care professionals and staff to collate feedback about our performance and their experience to inform what we are doing well and what we can do better.
- Grown our community connections enabling greater access to events internally and externally to help our residents feel part of the local community.
- Collaborating in care improvement projects with external stakeholders evidencing improved care outcomes.
- Commenced the implementation of our digital care strategy to promote and improve resident safety, improved care outcomes and more meaningful experiences and connections.
- Improved our social media presence to promote the excellent care and wonderful experiences our residents enjoy, helping to break the myths and stereotypes which people continue to have of care homes.

What did we achieve in 2023/24

Mosswood Care Home set out a number of aims and objectives for 2023/24, specifically to improve our ability to evidence the excellent care and support delivered by our staff, development of external partnership relationships to enhance our resident's care and well-being experience, and to improve our communication and engagement with our stakeholders.

A summary of the achievements although not exhaustive, for 2023/24 is illustrated below;

- Implementation of electronic medication records to improve our ability to track and monitor the safe administration of medicines in real time.
- Implementation of Digital Reception to improve data capturing.
- Introduction of Oomph on Demand, a digital based activities platform and leading provider of activities, wellness, content, and training designed to boost happiness and quality of life for care home residents and staff.

- Strength and Balance pilot project, supporting and maximising the improvement of our resident's capacity to mobilise and improve their sense of well-being.
- Award of £6000 following the success of the 'Strength and Balance' project to introduce 'Strength and Balance' equipment in to the outdoor garden areas.
- Top 20 Care Home Award 2024 winner in Scotland.
- Successful pilot of Nordoff Robbins, which is an evidenced based, award winning music therapy approach, delivering group and one to one support. This further translated in to a commitment from the home to ensure that this is now a permanent offer at Mosswood Care Home.
- Re-introduction of intergenerational community work between the home and local schools which see children actively participating in the support and engagement with our residents.
- Partnership working with the NHS Care Home Collaborative on a clinical pilot to improve resident care outcomes. It focused on improving the knowledge of staff to help prevent 'Tissue Damage' through enhanced education and training around pressure relieving equipment.
- Re-introduced links with West of Scotland University supporting student placements studying 'Higher Health and Social Care'.
- Significant improvements in our monthly newsletter correspondence and social media presence keeping friends, families and carers updated in real time of the wonderful activities and engagement our residents experience.
- Adopted a 'community' experience approach for our family and carer meetings. This has helped to capture greater understanding and feedback of their experiences of care home life.
- Successful recruitment and development of newly qualified nurses following positive student placements.
- Improved choice of activities which has enhanced the well-being of residents. Meaningful records now being captured to help evidence improvements or decline.

What areas will we be focusing on over the next 12 months?

The Quality Improvement and Development Plan 2024/25 overpage provides the reader with a detailed overview of the agreed improvement areas and actions Mosswood Care Home will be working towards achieving. This is a dynamic and fluid plan and will change as we meet our aims and as we recognise and acknowledge new areas of improvement.

The quality framework (Figure 2) helps to guide and provide a clear pathway for the home manager and their staff to self-evaluate, progress, and deliver the required areas of improvement identified in the plan. The core assurances help us to remain focused on the areas that are important to our resident’s safety and wellbeing. Meetings these will ensure they are kept safe and protected from harm, whilst meetings our legal obligations in line with our conditions of registration.

The plan represents a real time commitment to all of our stakeholders that we are aspiring to *Excellent Care, Every Time*.

We will update the plan for the reader every 3 months so that we keep you updated with our progress. We would also encourage any other suggestions or observations from you at any time towards our improvement plan.

Key to the success of our Quality Improvement and Development Plan is framing it around the Care Inspectorate’s (CI) own Quality Improvement Framework and Core Assurance Checklist.

Figure 2

Key question 1: How well do we support people's wellbeing?	Key question 2: How good is our leadership?	Key question 3: How good is our staff team?	Key question 4: How good is our setting?	Key question 5: How well is our care and support planned?
1.1. People experience compassion, dignity and respect	2.1. Vision and Values positively inform practice	3.1. Staff have been recruited well	4.1. People experience high quality facilities	5.1. Assessment and personal planning reflects people's outcomes and wishes
1.2. People get the most out of life	2.2. Quality assurance and improvement is led well	3.2. Staff have the right knowledge, competence and development to care for and support people	4.2. The setting promotes people's independence	5.2. Carers, friends and family members are encouraged to be involved
1.3. People's health and wellbeing benefits from their care and support	2.3. Leaders collaborate to support people	3.3. Staffing arrangements are right and staff work well together	4.3. People can be connected to and involved in the wider community	
1.4. People experience meaningful contact that meets their outcomes, needs, and wishes	2.4. Staff are led well			
1.5. People's health and wellbeing benefits from safe infection prevention and control practices and procedures				
Key question 6: What is the overall capacity for improvement?				

Quality Improvement and Development Plan 2024/25

Outcome What do we want to achieve?	Actions How are we going to do it?	Timeframe When do we want this to be completed or next reviewed?	Person responsible Who is doing each action or responsible for ensuring it gets completed?	Where are we now? What have we achieved, and what has prevented us from doing what we wanted?
Improve medication administration and recording	Implementation of E Mar – Electronic planning	Within 3 months (completed by end of Feb 24)	Home Manager/Dep Manager and team leads to oversee	Implementation plan discussed and agreed. A transition plan has been shared, and a 'Go Live' date for staff to begin using the electronic care plan platform (E Mar) set for 1 st Feb 2024. Auditing E Mar now commenced Completed Feb 24
Improve our ability to capture and evidence care delivered, and to enable real time monitoring of care outcomes to better inform and improve our resident's care.	Introduce electronic care plans to the home. PCS mobile	Within 3 months (completed by end of June 24)	Home Manager/Dep Manager	23.04.24 – Implementation plan discussed and agreed. A transition plan has been shared, and a 'Go Live' date for staff to begin using the electronic care plan platform (mCare) set for June 17 th 2024. Implementation of PCS continues completion of care plans due September 24
Improve activities interaction by Implementing Activity platform.	Implementation of OOMPH – offers a variety of activities e.g, exercises, live entertainment and activity planners	Managers to oversee Activity coordinator to implement	Managers to oversee Activity coordinator to implement	March 24 – commence using April 24 – further staff training required
Residents should be encouraged to be as active as possible	Exercises-group and 1-1 to take place on a daily basis. Strength and Balance exercises to commence with selected residents.	Ongoing 3 Months	Activity and Care Staff Activity Staff and Care Staff	Staff to encourage resident participation. 'Care Home Collaborative' and 'Paths for All 'are working with care home on Strength and Balance project. Care Home have managed to secure funding for Strength and Balance equipment from Paths for All for our garden areas to allow outside activity. 4 staff are now trained and a further 4 waiting on upcoming dates TBA – Confirmed 07.03.24, 20.03.24.

				Strength and balance equipment now installed May 24 Completed May 24
Online recording of housekeeping and Maintenance records to improve record keeping and compliance within the home	Implementation of PCS record keeping	27.05.24	Manager to oversee Housekeeping and Maintenance staff to implement	Now live 27.05.24. Housekeeping and Maintenance now familiar with system. Fully implemented. Completed 27.05.24
Better communication between family and nursing staff	Set up email on computer systems within each of the units	1 Month	Home Manager	Emails now set up and families informed of details. Completed Jan 24
Develop Cappuccino area so that residents, families/friends can use during their visits To provide a better visiting experience for our visitors	Purchase coffee, drinks machine	1 Month	Home Manager	Coffee machine purchased and located in the Cappuccino Completed 29.04.24
Increase music therapy activity for residents who enjoy playing musical instruments, singing or have a wish to learn	Nordoff Robbins will be providing music therapy. They will be contracted for 1 day per week (Wednesday)	1 Month	Home Manager	Nordoff Robbins music therapy has now commenced. Residents are really enjoy participating in this activity Completed July 24