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**Elements Medical Ltd**

**Mock Inspection –  
Report and  
Improvement Plan**

11/12/24

## Scope

Delphi Care Solutions were commissioned by the registered provider to complete an independent, evidence-based mock inspection of Elements Medical Ltd.

Delphi completed the mock inspection on 11/12/2024. During the mock inspection we identified areas of improvement. Throughout the day, areas of improvements were shared with the registered manager.

This report provides further comprehensive, details of our findings and includes our recommendations. If the suggested actions are completed prior to inspection; it is our opinion, if the Care Quality Commission were to inspect today, the rating for Elements Medical Ltd would be as follows: Good

CQC KEY LINES OF ENQUIRY					
Safe 23/32 = 72%	Effective 16/24 = 67%	Caring 15/20 = 75%	Responsive 18/24= 75%	Well-Led 18/28 = 64%	Overall Rating
Score: Good ●	Score: Good ●	Score: Good ●	Score: Good ●	Score: Good ●	Score: Good ●

## Rating

CQC Quality Statements scoring system.

4 = Evidence shows an exceptional standard

3 = Evidence shows a good standard

2 = Evidence shows some shortfalls

1 = Evidence shows significant shortfalls

We use these thresholds to convert percentages to scores:

- 25 to 38% = 1
- 39 to 62% = 2
- 63 to 87% = 3
- over 87% = 4

## R/A/G Rating

The red / amber / green (RAG) rating below provides a visual of the key areas to be focused on within the improvement plan. The following report details the mock inspection, utilising the Single Assessment Framework and Quality Statements, as used by the Care Quality Commission.

<b>Complaints</b>	<b>Accidents Incidents</b>	<b>Fire Safety</b>	<b>Safeguarding</b>	<b>Supervision</b>
●	●	●	●	●
<b>Training</b>	<b>Staff Files</b>	<b>Staff Rotas</b>	<b>Medication</b>	<b>Audits and Governance</b>
●	●	●	●	●
<b>H&amp;S Audits</b>	<b>Medication Audits</b>	<b>Infection Control</b>	<b>Environment</b>	<b>Care Planning</b>
●	●	●	●	●
<b>Specific Assessments</b>	<b>General Risk Assessment</b>	<b>Daily Notes</b>	<b>Quality Monitoring</b>	<b>MCA</b>
●	●	●	●	●
<b>Activities</b>	<b>Policy and Procedures</b>	<b>Whistleblowing</b>	<b>Culture</b>	<b>Person Centred Care</b>
●	●	●	●	●

Safe: Score Range 1 – 4. Maximum Score 32								Total score
Learning Culture	Safe Systems, Pathways and Transitions	Safeguarding	Involving People to Manage Risks	Safe Environments	Safe and Effective Staffing	Infection Prevention and Control	Medicines Optimisation	23/32 72%
3	3	3	3	2	3	3	3	
Effective: Score Range 1 – 4. Maximum Score 24								
Assessing Need	Delivering Evidence Based Care and Treatment	How Staff Teams and Services Work Together	Supporting People to Live Healthier Lives	Monitoring and Improving Outcomes	Consent to Care and Treatment			16/24 67%
3	2	3	3	2	3			
Caring: Score Range 1 – 4. Maximum Score 20								
Kindness Compassion and Dignity	Treating People as Individuals	Independence Choice and Control	Responding to Peoples Immediate Needs	Workforce Wellbeing and Enablement				15/20 75%
3	3	3	3	3				
Responsive: Score Range 1 – 4. Maximum Score 24								
Person Centred Care	Care Provision Integration and Continuity	Providing Information	Listening to and Involving People	Equity in Access	Equity in Experience and Outcomes	Planning for the future		18/24 75%
3	3	3	3	3	3	NA		
Well Led: Score Range 1 – 4. Maximum Score 28								
Shared Direction and Culture	Capable Compassionate and Inclusive Leaders	Freedom to Speak Up	Workforce Equality Diversity and Inclusion	Governance Management and Sustainability	Partnership and Communities	Learning Improvement and Innovation	Environmental Sustainability/ Sustainable Development	18/28 64%
3	3	3	3	1	3	2	NA	