

Action Plan for Challoner House

Date of last published inspection report – 17 April 2019

We are writing to share with you our response and action following the last CQC inspection. During the inspection, there were many positive areas identified however for the purpose of this statement, we have focused on the action taken since the inspection in response to some areas of improvement identified.

This is to provide appropriate assurance to our residents and relatives (as well as other key health and social care partners) that we take all feedback seriously to ensure a great lived experience for our residents.

Actions taken to improve the service following the inspection:

- A full action plan was produced and shared with the regulator and the main areas for focus include:
 - Staffing levels continue to be reviewed daily to ensure that we are deploying staff to the right place at the right time. All sickness is now reported directly to the General Manager. This ensures that deployment of staff is continuously monitored to ensure safety.
 - We are checking call bell records regularly to ensure that response times are timely.
 - We continue to seek feedback on a daily basis from residents and relatives in relation to waiting times and staff visibility.
 - The management team complete out of hours visits to ensure quality throughout the 24 hour period.
 - Staff continue to receive support through one to one supervisions and appraisals so they can highlight areas for further support or training.
 - Clinical meetings are held monthly to ensure that all key staff are aware of those people at risk and ensure staff remain aware of their specific needs.
 - The Regional Director and Regulation and Quality Improvement Team continue to review quality regularly.
- A new General Manager was appointed in May 2019 and has since been registered with the regulator.
- Barchester Healthcare has a range of internal support teams which are on hand to individually support our homes to deliver the best quality resident experience. There are also a range of audits which take place at home, regional and corporate level to ensure additional quality assurance.

Below are a few examples of how the home has provided life enrichment and activities for the residents recently:

- Glamorous Grans – We have celebrated our glamorous grans with afternoon tea.
- Chip Treats - Residents really wanted fish and chips from our local chip shop and wished to eat their meals out of the paper, just like the good ol' days.
- Birthday Celebrations – We have celebrated 80th birthdays and 100th birthdays recently. Our chef makes a great celebration cake!



For more information about what our residents have been involved in, please visit the activities page on the home's website page.

For more information, please visit the www.carehome.co.uk website to see the most recent feedback from relatives.

If you would like to know more about the great things that are happening at Challoner House, then please do contact the home directly on 02380 266036 and ask to speak with the Manager about the services we could provide to your loved one.

19 August 2020
General Manager

