

Action Plan for Westgate House

Date of last published inspection report – 28 March 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 included:
 - The General Manager continues to respond to complaints in line with Barchester's policy and in an appropriate and timely manner. All files within the General Manager's office have been restructured and there is a section on complaints management.
 - The General Manager is responsible for all complaints received and these are monitored as part of the monthly audit by the Regional Director.
 - The recruitment process was re-established and shared with the CQC inspector on the day of the inspection. All application forms are now being checked by the General Manager for any discrepancies and amended by the applicant before interview. References and important recruitment checks are discussed as part of the interview process.
- A new General Manager was appointed on January 2020. Since this time, the General Manager has been registered with the regulator.
- Since the last inspection, the home has also received two monitoring visits from the local authority which were positive.
- During the Coronavirus pandemic, the home received a call from CQC using their Emergency Service Framework methodology. The summary report was positive.
- 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:

- VE Day Celebrations
- Carers' week
- Watercolour Gallery



- Art Therapy

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

Below are a couple of examples of recent feedback we have received from significant people who visit Westgate Care Home:

- ❖ "...I am so happy my 95 year old mum is safe and so happy with the care provision by caring wonderful staff..."
- ❖ "...I know the carers and doing their very best, they are kind and compassionate and as long as mum and the other residents are kept safe and their mental health wellbeing stimulated and happy, I'm happy...."
- ❖ "...[Name removed] her Carer is excellent and a credit to Barchester, Valerie on Reception is also a true asset to Barchester as so are many others on the 1st floor! Thank you again to you ALL at Barchester...."

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 Westgate Care Home, then please do contact the home directly on 0208 534 2281 and ask to speak with the Manager about the services we could provide to your loved one.

Catherine Ogbogu-Sang

General Manager

18 August 2020

