

Action Plan for Bamfield Lodge



BAMFIELD
LODGE

BARCHESTER HEALTHCARE

Date of last published inspection report – 25th October 2018

This service was acquired by Barchester Healthcare on 8 January 2020 and is now working to Barchester Healthcare policies and procedures.

We are writing to share with you our response and action following the last CQC inspection. Since taking over the service, we have made the following improvements:

- We have successfully recruited a new Manager who is driving through the required improvements so residents receive the best experience from living at Bamfield Lodge
- We have implemented a range of policies and procedures to support safe working practices.

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 at the point we took over the service and this was shared with the Regulator as part of the registration process:
 - A robust system has been put in place for managing medication, including training, recording and storage of medication. Monitoring arrangements are in place to ensure improvements are sustained.
 - The management team have reviewed the deployment of staff to ensure that the right staff are on duty with the right skills at the right time and in the right place.
 - Risk management systems have been improved to ensure that people are cared for safely and in line with their assessed needs.
 - Barchester's governance systems have been introduced to monitor quality within the service and communication has been improved with the staff team
- A new Manager was appointed in June 2019 and has registered with the regulator.
- The management team within the home have developed strong links with other key stakeholders.
- The Regional Director has been supporting the home as it implements Barchester's Quality Assurance processes and reviews and re-writes all care plans.
- 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:

- Pub Quiz- Resident go off to the Bamfield Lodge bar for quiz night



- Local MP visit- Our local MP visited the home, in the garden offering support to residents and family members about COVID-19
- Arts and Crafts- Residents making “stay safe” pictures
- Pen Pals- The home is part of the ‘Pen Pals around Bristol’ scheme, linking up with the local community.

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 Bamfield Lodge

- ❖ “my mum is at Bamfield her name is (resident name removed) of course I am very upset I can’t see her but the Manager and his team have been absolutely fantastic I can’t thank them enough”
- ❖ After a Skype call-.....”we did manage it yesterday with (Staff member name removed) help. He is great- and it was so lovely to see mum. Thanks for all you are doing.”

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 Bamfield Lodge, then please do contact the home directly on 01275 890930 and ask to speak with the Manager about the services we could provide to your loved one.

7 September 2020

General Manager

