

Action Plan for Brampton View

Date of last published inspection report –27th March 2020.

This service was acquired by Barchester Healthcare on 8th 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.

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:

- Brampton View Care Home reacted quickly to the comments made in the CQC report of 27 March 2020 and improvements have been implemented. One of the concerns raised earlier in the year was in relation to staffing levels, particularly at night. We are now utilising a dependency tool which is used throughout the Barchester Group. The tool works in conjunction with our resident risk register to identify a safe level of staffing according to residents' needs. We have fully recruited our own staff to above the required level and are not reliant upon agency staff. Some of the more experienced members of the team have undertaken developmental training to enable them to provide robust supervision of all team members.
- We have utilised the Barchester "Getting to Know You" booklets to support the residents' and families' involvement with planning care and daily activities. These have helped us identify more easily the very specific personal needs and desires of each individual. Our teams have been allocated to specific communities within Brampton View and are very much acquainted with the requirements for each resident. We have also encouraged other departments to be involved to ensure that we meet our residents' wishes. E.g. the head chef meets with residents regularly to ensure that we have included their favorite meals on our menus. Despite the fact that, due to Covid 19, external entertainment is restricted, we have implemented a varied programme of activities, many of which are inspired by our residents' choices.
- Further staff training has also been implemented and the compliance rate for eLearning has improved significantly to an overall level of 90%. This is ongoing and increasing on a weekly basis. Despite a brief pause in face-to-face training due to restrictions brought through COVID-19, we now have clinical webinars up and running successfully. All clinical staff who require this specialist training have either completed their learning or have been enrolled onto future courses.

A new Manager was appointed on 7th September 2020 who has commenced the process of registration



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:

- Notting Hill Carnival - On Friday 28th August we held our own Notting Hill Carnival. We listened to carnival music, danced, and watched clips of previous carnivals on the TV. We enjoyed some party mocktails.
- Balloon modelling - We had fun trying some balloon modelling to see whether we could make anything recognisable. We had some strange looking animals, a few loud pops and a couple of balloons that whizzed off around the room.
- Baking at Brampton - Residents enjoyed making shortbread for everyone to share at afternoon tea time in the garden. Baking is a favourite activity and leads to lots of discussion about people's favourite foods and memories of baking with their families.

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 Brampton View

- *"My Mum has been at Brampton View for nearly five years. In this time she has been looked after extremely well. Staff are very conscientious and look after the residents like family. Her nutritional needs are met and the chef is always accommodating. I would like to thank all the staff. Thank you for all you do for my Mum and I am so glad we chose Brampton View."*
- *"The staff at Barchester Brampton View are selfless and dedicated both as individuals and as a team. Any concerns or questions raised, have been answered frankly and openly, always with the best interests of the residents in mind. I have often turned up unannounced and been made to feel welcome; nothing is hidden. I would have no hesitation in highly recommending this care home regardless of whether the resident would require nursing, dementia or residential care."*

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 Brampton View then please do contact the home directly on 01604 850700 and ask to speak with the Manager about the services we could provide to your loved one.

10th September 2020

Marion Southwood

General Manager

