

# Action Plan for Henford House

Date of last published inspection report – 17 May 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 on and the main areas for focus included:
  - All current mental capacity assessments and best interest decisions were reviewed and rewritten involving relevant people to ensure they are decision specific and that best interest decisions detail how decisions have been reached with the least restrictive options considered.
  - Additional training has been sourced to ensure that all nurses have the necessary skills and knowledge to carry out mental capacity assessments and appropriately conduct and record best interest meetings and decisions.
  - We continue to ensure the assessment of capacity, determination of best interest decisions and application of the Deprivation of Liberty Safeguards process are considered as part of the admission process and as part of the resident review process as people's needs change.
- A new Manager was appointed on 07 October 2019. Since the inspection, the General Manager has 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:

- Bastille Day - Residents at Henford House celebrated Bastille Day in true French style on the 14th July 2020.
- Friendship Day - Henford House had a blast celebrating Friendship Day on 30th July making friendship bracelets.
- Long Awaited Reunions at Henford House - For some residents at Henford House care home the long awaited reunion with family and friends became a reality recently, as limited outdoor visits have now been allowed to commence at the home.



- Hatchings at Henford – Staff, residents and guests at Henford House celebrated the birth of some chicks recently. There was a lot of ‘egg-citement’ at the home as 8 chicks hatched throughout the week.

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 Henford House:

- ❖ “....I’m so looking forward to seeing my aunt... in the garden whilst socially distancing. Cannot wait for that day as I know she is too. ....meanwhile thank you so much to all the staff at Henford House for their wonderful care”.
- ❖ “I just want to thank you on behalf of my mother’s family for the care you are giving to our much loved Mother and Grandmother [name removed]”.
- ❖ “I have just read the latest Barchester letter to residents and relatives (dated 24.04.2020) and one of the things mentioned is a request for us to nominate staff for the new Employee of the Week recognition. I would like to nominate [staff member’s name removed]. I first met [name removed] well over 4 years ago, when I visited Henford, unannounced, to see if it would be suitable for some respite care for my Father. [Name removed] was on duty on reception and happily showed me round. Move on 4+ years and [name removed] has been an absolute STAR.... I really felt she went more than the ‘extra mile’ to get the situation resolved – and at all times she was her normal happy, chatty self in emails and made me feel connected with Henford, a place I have been visiting twice a week for the past 4 years and which I really miss just now. [name removed] has also been very helpful with setting up Skype to enable me to have face to face contact with my Father.....”

For more information, please visit the [www.carehome.co.uk](http://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 Henford House, then please do contact the home directly on 01985 212430 and ask to speak with the Manager about the services we could provide to your loved one

**7 September 2020**

**General Manager**

