

# Action Plan for Kenwyn

Date of last published inspection report – 06 September 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:
  - Reviewing the leadership arrangements within the service and a review of staffing deployment
  - Ensuring residents and relatives were able to participate in the care planning process and share ideas and feedback on the development of the service
  - Ensuring new employees to the service were supported and appropriately trained
- A new General Manager (GM) was appointed on 02 July 2019 and had only been in post for a few days when the inspection took place. Since the inspection, the GM has registered with the regulator.
- The Regional Director has worked closely with the service and the management team and had visited at least monthly until March 2020. During the Covid pandemic, the Regional Director has been having regular meetings with the GM using video technology, and has been monitoring the action plan for the service and has supported the team to make the necessary improvements.
- The Divisional Director has also provided support to the service by visiting regularly.
- 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.
- The service had an internal Quality Improvement Review undertaken in August 2020 in which improvements had been noted from the previous review.

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

- On National Tea Day, residents shared lots of new varieties of hot teas, iced teas and biscuits
- On Star Wars Day, residents spent the afternoon reminiscing about how the franchise has developed over the years and how they remembered the first launch



- Residents participated in a “Virtual Zumba” class and danced their hearts out to some Beatles music

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

Below is an example of recent feedback we have received from significant people who visit Kenwyn:

- ❖ I am writing regarding the care of my recently deceased Mum (name removed). I cannot thank you enough for the care she received, for the compassion that was shown to her and to our family, there was never a wrong time to call, and never a hint of irritation, thank you. I do love my Mum, and am thankful for your patience with her, and for even till the end trying to encourage her, sadly she had given up on life and did not want to be on this earth anymore. Thank you to all who cared for her.”

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 Kenwyn, then please do contact the home directly on 01872 223399 and ask to speak with the Manager about the services we could provide to your loved one.

**10<sup>th</sup> September 2020**

**General Manager**

