

# Action Plan for Southgate Beaumont

Date of last published inspection report – 24<sup>th</sup> December 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 home has recently appointed a Dignity Champion, who meets weekly with the General Manager to review any concerns.
    - Dignity training has been planned by both internal and external trainers
    - The Named Nurse and Keyworker system has been reviewed. All residents should now be aware of their Named Nurse and Keyworker
    - The GM will monitor call bell responses daily, she will discuss any concerns residents or their relatives have about this during her daily walk round.
    - The home has introduced a “smiling competition” every two months. The winner receives a token prize and their winning photograph on the notice board.
- A General Manager was appointed in August 2013 and 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.

For information about what our residents have been involved in, please visit the activities page on the home’s website page. Below are a few examples of how the home has provided life enrichment and activities for the residents recently:

- “Mr. Dilly’s “ice cream van- Residents were treated to a surprise visit recently.
- A Thursday Cocktail club- This is usually held in the house bar but during the good weather we have held it in the garden.
- Sports day for residents and staff- Fun and games in the garden
- Virtual dog show- This was really popular and the results will be announced shortly



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 Southgate Beaumont:

- ❖ .."Lovely staff who are very friendly. Excellent care. Lots of activities. Wonderful food. My Uncles were very well looked after"
  
- ❖ ..."We asked Southgate Beaumont to provide respite care after my uncle received heart surgery, he is 92. The home is spotless, extremely well furnished, warm and inviting. The level of care is world-class. The food standard is very acceptable. The carers are fantastic and always go the extra mile..."

For information, on the most recent feedback from relatives. Please visit the [www.carehome.co.uk](http://www.carehome.co.uk) website

If you would like to know more about the great things that are happening at Southgate Beaumont, then please do contact the home directly on 0208 882 9222 and ask to speak with the Manager about the services we could provide to your loved one.

**24<sup>th</sup> August 2020**

**General Manager**

