

Action Plan for Tewkesbury Fields

Date of last published inspection report – 3rd December 2019

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 General Manager and a new Deputy Manager who are driving through the required improvements so residents receive the best experience from living at Tewkesbury Fields.
- 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:
 - Barchester's governance systems have been introduced to monitor quality within the service and communication has been improved with the staff team.
 - The Home Manager now submits all statutory notifications on time, which will be monitored within Barchester's governance systems
- A new Manager was appointed on 10th August 2020 and is in the process of being 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:

- Music & Movement- Residents enjoy a weekly armchair Zumba class!



- Gardening Club- Green fingered residents have a weekly get together where they discuss their views on our land improvement and assist in maintaining our plants and shrubs.
- Quiz – Our residents requested that a weekly quiz was held at our last residents meeting and this has now started.
- Religious Service is provided on a weekly basis via the internet using our SMART TV.
- Annual “teddy bear picnic”- Picnic goers chose a teddy and had a great time socialising in the garden.
- Knit & Knatter – Residents get together to socialize, learning to knit for good causes or for personal items. One of our current residents has taken the lead in this group.

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 Tewkesbury Fields

- ❖ “I just wanted to get in touch to express my sincere gratitude for the tremendous dedication and understanding of staff at Tewkesbury Fields Care Home during these extremely overwrought times.....”
- ❖ ..”My mother, and all of us as a family, could not ask for more. Mum is calm, content, comfortable at all times and loved and respected by such a special team, and she fully appreciates the love and care they give whilst we are unable to visit.
The communication about her condition is excellent, and nothing is too much trouble whenever we ring.”
- ❖ “Luckily my mother is very independent and used to spending time alone and she seems perfectly content to chat on the phone and receive photos. I am sure she will be delighted when we can visit again, but she seems comfortable and very accepting of the situation.
Best wishes to all and thank you for all that you do to look after our mother during this challenging situation...”

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 Tewkesbury Fields, then please do contact the home directly on **01684 850311** and ask to speak with the Manager about the services we could provide to your loved one.

25th August 2020

General Manager

