

Action Plan for West Abbey

Date of last published inspection report – 29 April 2020.

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:

- To ensure the dining experience is a dignified and pleasurable experience where residents are supported to make choices and eat in their preferred way. Audits of lunch times are now undertaken to monitor serving times. This is to ensure residents receive their meals within an acceptable time limit. If an unacceptable waiting time is identified through audit and observation, additional staff will be deployed and the effectiveness of this monitored.
- Ensure that any resident who refuses medication for 3 days in a row is referred to their GP for a review of the medication and the method of administration, this will be recorded on the Medication Administration record (MAR) and in the healthcare professional records.
- An agreed refurbishment programme will improve and enhance the Memory Lane community environment. Ozone machines are in use temporarily along the corridors, and regular carpet shampooing in place and recorded on cleaning schedules to monitor and address odours until refurbishment can take place.

West Abbey Care Centre has continued to work closely with the Local Authority, CQC and the CCG who are updated regularly regarding progress made.

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:

- ❖ Virtual Cruise - Residents at West Abbey were asked where they would like to visit this summer for a cruise, and they chose the Caribbean because of the warm weather, the tropical drinks and the music.
- ❖ National Biscuit Day- Tea and biscuits is a quintessentially British treat, and it was the perfect excuse to come together and have a bit of fun.
- ❖ Independence Day- Residents at West Abbey celebrated Independence Day in true American style by hosting a day of all things American.



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 West Abbey:-

- ❖ "Dad was extremely ill over Easter, and the care he received was second to none. Barchester West Abbey, despite the severity of covid19 threat, continued to show compassion, care and dignity to Dad. Even going as far as to cry with me over the phone."
- ❖ "Our daughter has been a resident of West Abbey Care Centre in Yeovil for 21 years. We cannot speak highly enough for the staff. Everyone, from laundry staff, cleaners, carers, nurses and management, for their friendliness, efficiency, and cheerfulness, particularly in the present time when challenged with unprecedented problems. We have always been very happy with all aspects of our daughter's 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 West Abbey Care Centre, then please do contact the home directly on 01935 411136 and ask to speak with the Manager about the services we could provide to your loved one.

23 September 2020

General Manager

