

Action Plan for Wykeham House

Date of last published inspection report – 21st October 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 General Manager has reviewed the provision of meaningful activities in the home.
 - The General Manager has ensured that where residents were unable to consent to care, because they lack capacity, all relevant documentation was completed appropriately. Their families or advocate are now encouraged to take an active role in the decision making process for the resident.
 - Ensuring appropriate admissions by a thorough pre-admission assessment
 - Developing a system to monitor and respond to clinical risk effectively
 - Ensuring all staff have had an induction and all training has been kept up to date.
 - Reviewing the care documentation to ensure that it reflects the wishes and the preference of the residents.
 - Reviewing staff provision and deployment within the home.
- A Senior General Manager (SGM) was appointed on 1st March 2020. Since the inspection, the SGM has 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, For more information about what our residents have been involved in, please visit the activities page on the home's website page:

- Sports day for residents and staff
- Celebrated World Chocolate day
- We held the Wykeham House "Chelsea Flower show"

To see the most recent feedback from relatives. Please visit the www.carehome.co.uk website.



If you would like to know more about the great things that are happening at Wykeham House, then please do contact the home directly on **01293 823835** and ask to speak with the Manager about the services we could provide to your loved one.

22nd September 2020

Senior General Manager

