

Action Plan for Hawthorns

Date of last published inspection report – 27.01.2020

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 on 18 February 2020 and the main areas for focus included:
 - Care plans had been rewritten and outlined each person's support needs to remain safe. Clear guidance described the actions for staff to support the person in areas including personal care, patient airway, oxygen risk, tracheostomy risk, suctioning, inner tube, oxygen levels and ventilation circuits.
 - Tracheostomy care and ventilator care weekly audits have been introduced. These are completed by the nurse on duty and reviewed by the registered manager. Tracheostomy care and ventilator care weekly audits are also part of the service's monthly audit.
 - Staff responsible for delivering care to service users have completed specific training to support their care and treatment needs. The training included tracheostomy tube care, suction, and percutaneous endoscopic gastrostomy (PEG). With competencies completed for stoma care, catheter and convene and respiratory support, including but not exhausted: ambubag, piped oxygen, ohmeda, piped vacuum suction, hand ventilation, Fisher Paykel 850 and Nippy.
 - Personal emergency evacuation plans have been rewritten and clearly outline the equipment needed to maintain life and the actions for staff to take for the person to remain safe in the event of an emergency.
 - Storage and maintenance documents for portable equipment have been created. These record a physical check of the equipment and access to power.

A Manager was in post at the time of the inspection. The Manager was registered with the regulator in August 2019.

- Following the inspection a Warning Notice was issued regarding failure to comply with Regulation 17, (2)(a) Good governance, of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Confirmation was received on 11 August 2020 that due to the actions taken by the home the home was now compliant as improvements had been implemented, embedded and sustained.



- 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:

- VE Day was a great chance for all staff and residents to get together to celebrate this remarkable occasion, we had singing, dancing, reminiscing and everybody was very upbeat making our 'We'll Meet Again' video.
- Chelsea Flower show at Hawthorns was a great activity and all residents really enjoyed making flower displays, and naming all the flowers in a quiz we set.
- Here at Hawthorns we are doing our best to keep upbeat and enjoying every opportunity to celebrate important events. Balloon ping pong is one of our favourite games, it's funny, makes us laugh and keeps us fit at the same time.

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 Hawthorns Care Home.

- 'To all the wonderful staff at Hawthorns, Peterlee. We are so grateful for the fantastic care that you have given our relative since he arrived in December and especially at this difficult time when we cannot visit. To know that he is in such good hands and being so well looked after is a huge comfort to us. We hope that you and your loved ones stay well and look forward to seeing you soon'.
- 'Just would like to say in these difficult times and not seeing my wife the whole team have gone above and beyond in keeping me informed on both my wife's condition as well as theirs, because they are my family. I miss all the girls on rehab'
- 'My daughter was at Hawthorns Peterlee from March until September 2020 and has now been moved to another home. The time she spent at Hawthorns was fantastic. The nurses and carers were absolutely great. Everyone was very friendly and nothing was too much trouble. They were also very friendly with us too. I cannot praise them enough. My husband and I thank everyone who looked after her'.

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 Hawthorns Care Centre, then please do contact the home directly on 0191 587 1251 and ask to speak with the Manager about the services we could provide to your loved one.

30/09/2020

REGISTERED MANAGER