

Action Plan for Rothsay Grange

Date of last published inspection report – 30 September 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:

- An action plan was produced and shared with the regulator on 15 October 2020 and the main areas for focus included:
- We audit our PRN (as required) protocols to ensure they provide details about why and how medicines should be given, the symptoms, the effects and the desired outcome.
- We review all residents in the home to ensure they have a medicine care plan which details how people like to take their medication where applicable.
- We have spoken with our pharmacist and consulted our policies and will continue to leave un-dispensed PRN medication blank on the Medication Administration Record (MAR) chart but clearly detail on the reverse of the MAR chart, the reasons and effect when it was given.
- We carry out staff supervision, observations and support to ensure they are effectively managing residents' medication.
- The monthly clinical governance meetings in place monitor the clinical treatment and indicators for people at risk in the home to provide oversight and ensure residents receive appropriate care and treatment, including prescribed medication.

A General Manager has been registered with CQC to manage the service since April 2019.

- 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:

- We had a fun-filled cream tea-themed afternoon. As always the tea was flowing, and we spoke about the way people say scones and about the history of The Boston Tea Party
- Residents at Rothsay Grange always look forward to their Monday beauty treatments. They can choose from a selection of treatments, such as manicures, pedicures, facials, massages and hair styling by our multi-skilled activities team
- At our Baking Club, we made chocolate brownies. They turned out delicious! We had them for afternoon tea. Our residents told us how much they loved baking and remembering when they used to bake cakes as a child.



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 Rothsay Grange.

- Thank you for your regular updates. The care of our mother at Rothsay Grange before and during this pandemic has been well managed and compassionate. We would like to convey our thanks to all the staff.
- You have been given a 'Golden Star Award' from Downsend School in Ashted, Surrey. You were nominated by [name removed]. The headmistress asked the children at his school to tell her if they knew of anyone who deserved an award for kindness. He immediately thought of all of the staff at Rothsay Grange Care Home who are doing an amazing job looking after his great granny. He has really loved being able to talk to her via Skype twice a week and seeing that she is safe and well. A certificate will be arriving in the post shortly! Thank you again for everything you are doing for [name removed] and all of the other residents.
- 'Can I thank you for the great job the staff are doing and ask if you would pass my feelings on to them all as I feel in these difficult times for all of us it is the least that they deserve. To you all for everything they do for my lovely [name removed]'.

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 Rothsay Grange Care Home, then please do contact the home directly on 01264 772898 and ask to speak with the Manager about the services we could provide to your loved one.

20/10/2020

Registered Manager

