

Action Plan for Tandridge Heights



We thought it might be useful to residents, potential residents, their relatives and friends to summarise our response to the Care Quality Commission's latest inspection report, published in October 2018, setting out the actions we are taking to improve care at Tandridge Heights. We were grateful that the Care Quality Commission noted good practice in many areas, including rating us with 'good' status for being 'safe', and 'effective'. For example they noted that: 'People's needs and individual requirements were assessed before they moved into the service. This ensured that their people's care and equipment needs could be met by the staff. The assessments included the person's diagnosis, communication, personal hygiene, continence, mobility, nutrition, breathing, pain, mental cognition, any special needs (under the Equalities Act) and their preferences for social activities. This information was used to develop the person's care plan.' And: 'There was a 'wellbeing checklist' in place for people that needed hourly visits by a member of staff. This monitored that the visits were done, and any actions such as repositioning the person, personal care, the mattress setting and whether their call bell was in reach. The registered manager or nurse reviewed these during the day.' They also recorded: 'People felt supported by staff with their emotional as well as physical needs.... A new person arriving at the home for respite care looked lost and disorientated once their relative had left them. Staff quickly came and talked with them, explained why they were there and offered them some tea. They also encouraged other people to talk with and welcome the person.' And: 'People told us their independence was promoted. One person said, "I don't like being bossed about. I was in another home where they stopped me from walking, but they are not like that here." They told us how they had been supported to go outside. "I like doing that and feeling independent." Another person said, "Lovely care home, they give you a lot of freedom here."

The Care Quality Commission's overall rating for Tandridge Heights was that it 'requires improvement', however, singling out three areas at the time of their inspection. We value the Care Quality Commission's view of how we deliver care and recognise that we need to do better in some specific areas.

We are already addressing issues identified in the report but there are areas in which ongoing work is needed, and we want to reassure you that we are taking appropriate actions. We believe that setting out these actions will help everyone interested in care at Tandridge Heights to understand the inspection report and how we are improving the care we offer.

Report findings and actions

The Care Quality Commission asked us to ensure that all care plans are person-centred and that all staff are aware of them.

To ensure that we improved in this area:

Tandridge Heights' Nurses and senior carers are reviewing and amending all care plans with the assistance of residents and their families. We ensure that the care delivered reflects the resident's



choices and needs. We also identify, record and base planning on the resident's strengths and abilities, together with goals and aspirations and how these will be achieved.

Staff will be given more training in writing the progress notes in a person-friendly format. We have also arranged for our Clinical Development Nurse to help staff in understanding how we can write in a more person-centred manner. The front profiling sheet will also be written in this manner.

Residents and their families will be asked to complete the Barchester Healthcare 'Getting to know me' booklet, which provides a basis for person-centred care based on personal history.

We are writing to residents' families and advocates with Power of Attorney for health and/or welfare in the case of residents who cannot contribute to writing their care plans, arranging dates to complete the documentation.

Extra hours and protected time have been assigned to ensure carer involvement and time to involve relatives.

Ten per cent of all care plans are checked weekly as part of a weekly audit. Residents' care plans are now checked monthly as part of 'Resident of the Day' programme, and will include the resident's comments. Care plans will be signed by the resident, if possible, to confirm the resident's choices and preferences are still accurately reflected in care documentation.

Accountability for change

We are pleased that the Care Quality Commission noted good practice in important areas of our work at Tandridge Heights, rating it 'good' in terms of being 'safe' and 'effective'. We were pleased that they recorded that: 'People told us staff were caring to them. One person said, "They are very considerate, very genuine and kind." A relative said, "She is treated like a grandmother, I have seen nothing but kindness." ...On the day of inspection, we found that that people in the communal areas looked happy and content. We also observed positive interactions and heard staff who spoke with people in a friendly and considerate manner. One new carer told us, they were expected to, "Respect and promote people's dignity." And: 'People were supported to maintain relationships close to them. One said, "It's a good place, it's personal. It's safe to bring the grandchildren to visit too." They also said that the home had provided a large room for all the extended family and friends to hold the person's 91st birthday party. This meant a great deal to the person concerned. Another relative told us, "They listen to him. And I make sure they also hear what I'm saying, so we work together." Another told us, they were, "Always made to feel welcome" whenever they visited.'

However, we know that we need to improve in some specific areas. We are working to ensure that we meet Care Quality Commission requirements. We are monitoring our progress carefully, audited through regular visits from senior managers: our progress will also be monitored by the Care Quality Commission.

As General Manager for Tandridge Heights these actions are currently accountable to me. If you would like to talk about any of the issues this raises I and my team would be pleased to do so.

Sincerely,

Jean Hiley,

General Manager

07/12/2018

