

# Action Plan for White Lodge



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, carried out in August 2018, setting out the actions we are taking to improve care at White Lodge. We were grateful that the Care Quality Commission noted good practice in many areas, including rating us 'good' for being 'caring', and 'effective'. For example they noted that: 'People were supported to maintain a healthy balanced diet. People told us the food was good and plentiful. People using the service and their relatives commented the service was kept clean. The building was well maintained and provided a spacious environment. Staff had developed caring relationships with people and treated people with kindness, and compassion. People were treated with dignity and respect. They were supported to maintain their independence wherever possible.' And: 'The team also worked in partnership with other organisations including local social and health professionals. People's care records reflected a number of professionals were actively involved in people's care and appropriate information was shared with other professionals. This included GPs, chiropodist, mental health teams and opticians.' 'We observed positive interactions between staff and people. Staff listened to people and talked to them in an appropriate way so they could understand. They adjusted themselves so they were at the same level and maintained eye contact when speaking with people. Staff were purposeful and positive in their communication with people and gave people time to express their wants and needs and make decisions about their care.'

The Care Quality Commission's overall rating for White Lodge 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 White Lodge 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 effective and accessible systems are in place for identifying, responding to and resolving complaints.*

To ensure that we improved in this area:

Residents and relatives will be encouraged to use the Barchester complaints policy and system. We are ensuring that all Heads of Departments are aware of, understand and have appropriate access to the system.

Complaints and responses are being discussed through staff supervision and at Heads of Departments' meetings.



We are discussing complaints and learning from those complaints at Clinical Governance meetings, with nursing staff disseminating lessons learned across the wider staff team.

Email reminders are sent centrally if a complaint is on the system as an audit process.

The General Manager will monitor the effectiveness of the complaints system.

*The Care Quality Commission asked us to ensure that sufficient numbers of staff are always deployed to meet people's care and treatment needs.*

To ensure that we improved in this area:

We are ensuring that Barchester assessment of dependency and staff requirements tool is used effectively by using up to date, factual information and are staffing the home accordingly.

We have a robust and effective recruitment plan in place.

We are utilising staff from a nearby sister home.

We are also liaising and working with one sole agency provider to ensure continuity of care where possible.

### ***Accountability for change***

We are pleased that the Care Quality Commission noted good practice in important areas of our work at White Lodge, rating it 'good' in terms of being 'caring' and 'effective'. We were pleased that they recorded that: 'People benefitted from having a staff team who were kind, caring and compassionate. Some of the staff team had been working for White Lodge for a long period of time. People told us, "Very nice carers, no worries at all, everyone is very kind". Another person said, "So far [staff have] coped very well with me. Nurse [is] brilliant and carers fabulous. Can't fault them. Very good". Relatives told us they felt the staff were kind and caring. One relative told us, "They are caring..." Another relative said, "Some carers are outstanding..." And: 'People told us they were treated with privacy, dignity and respect.... Staff were mindful of the importance of maintaining people's privacy and dignity. Staff told us, "You've got to see any person as your own grandfather, as you would want your family to be treated". Another staff member said, "I treat people like I would like my own parents to be treated."

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 Acting General Manager for White Lodge 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,

Sue Astill,

General Manager

10/09/2018

