

Action Plan for Bedewell Grange



We thought it would be useful to residents, relatives and other visitors to summarise our response to the Care Quality Commission's latest inspection report, based on inspection visits carried out in September 2018, setting out the actions we are taking to improve care at Bedewell Grange.

During their inspection we were grateful that the Care Quality Commission noted good practice in a number of areas. We were pleased that they rated Bedewell Grange 'good' for being 'effective' and 'responsive'. Their overall rating for the home was that it 'requires improvement', however. We value the Care Quality Commission's view of how we deliver care and recognise that we have work to do.

We were pleased that during their full inspection visit the Care Quality Commission noted: 'Staff were compassionate, kind and cheerful' and that: 'The home was well-maintained, spacious, bright and airy'. They recorded supported access to community health services and that: 'One visiting professional commented, "Staff are quick to get medical advice when it is needed.'" They also noted relatives and staff commenting very positively on the new management team, with staff comments including: "Staff morale has improved and the atmosphere is much better", and a relative saying: "Each time [the resident] has asked about anything it has been dealt with straight away."

We have already begun addressing many of the issues identified in the report, and the report recognises improvements, but there are areas in which work remains to be done. We believe that setting out these actions will help everyone interested in care at Bedewell Grange to understand our response to people's concerns, our action planning and how this will be implemented by the new management team.

Report findings and actions

The Care Quality Commission asked us to ensure that staff deployment ensures people always receive safe, person-centred care.

To ensure that we improved in this area:

Rotas are planned at least 12 weeks in advance, ensuring effective staffing levels and skill mixes in line with needs.

Ongoing recruitment is a priority. We are also ensuring that skilled bank staff numbers are maintained.

Deployment of staff is reviewed daily and discussed daily at our 'stand-up' meetings

Reflective supervisions are being completed in relation to supporting residents with their individual needs



The Care Quality Commission asked us to ensure that systems are in place to keep people safe and that person-centred care is delivered at all times.

To ensure that we improved in this area:

Deployment of staff is reviewed daily and discussed daily in the stand-up meetings

Induction of staff is completed in an effective and supportive manner with the 'buddy/ mentoring' system.

Working Hours have been reviewed to support and maintain continuity over the 24-hour period, providing consistency of care.

Care Reviews are completed on a monthly basis or when needs change. Referrals for support services from community teams will continue to be made in the event that a resident's needs may require it.

A 'Resident of the day' approach has been implemented within the home. The associated package ensures an enjoyable day on a monthly basis and a thorough review of the care needs of individual residents and a person-centred approach to their well-being and quality of life.

The meal time experience for residents was reviewed and a 'tools down' approach has been implemented to ensure all residents' needs are met in a timely manner. Pictorial menus are also being developed

Activities are being reviewed and the home continues to develop and update a weekly community engagement plan.

Meaningful stimulation is reviewed daily as staff review their working practices, supported through further training and development.

Further adverts for Bank activities staff have been placed to ensure that engagement and stimulation are continuous.

Dementia Distress Reaction Training is also being delivered to ensure that the person-centred care approach is maintained.

Accountability for change

We take seriously the Care Quality Commission's view of how we deliver care and recognise that we need to continue to improve services at Bedewell Grange.

We are pleased that the Care Quality Commission noted many areas of good practice at Bedewell Grange during their inspection and that they rated us 'good' for being 'effective' and 'responsive'. We were pleased that they recorded that: 'People were supported by staff who were kind, caring and respectful... Throughout the visit the interactions we observed between staff and people who used the service were friendly, supportive and encouraging. And: 'During the inspection there was a



pleasant atmosphere in the home. Staff appeared to have a good relationship with people. One person told us, "We get a good giggle here." Another person said, "It is a very happy place. A third person commented, "There are consistent staff here, no changes. I can't fault any of the staff here."

We are working hard to ensure that we meet Care Quality Commission requirements for improvements, and to improve our working practices. We are monitoring our progress carefully, audited through regular visits from senior managers: our progress will also be monitored by the Care Quality Commission. We look forward to their next inspection visit and review of our ratings.

As Acting General Manager for Bedewell Grange 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,

Theresa Chapman,

Acting General Manager,

9/11/2018

