

Action Plan for Station Court



Dear Sir or Madam,

We thought it might be useful to residents, potential residents, their relatives and friends to summarise our response to the Care Quality Commission's report on its latest inspection for Station Court, carried out in March and April 2017, setting out the actions we are taking to improve care here.

We were grateful that the Care Quality Commission rated Station Court 'Good' for being 'Safe', 'Caring' and 'Responsive', and noted good practice in important areas. For example, they noted that: 'We observed kind, caring and courteous interactions between staff and people using the service. Care and support was provided discreetly and sensitively. The registered manager was keen to involve people that used the service in the running of the home, and had created two 'resident ambassador' roles to help support people living in the home to share their views. End of life care was not being provided at the time of our inspection but staff had received training and guidance in this area, with support from district nurses. We received positive feedback from a district nurse about working closely with staff caring for people approaching the end of their life.'

The Care Quality Commission's overall rating for the home was that it 'requires improvement' however, singling out two 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 improve services at Station Court. We are already taking action to improve the services we offer but there are areas in which further work is needed to address problems, 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 Station Court to understand the inspection report and how we are improving the care we offer at Station Court.

Report findings and actions

The Care Quality Commission asked us to ensure that suitable systems are in place to safeguard people from having their liberty of movement restricted.

To ensure that we continue to improve in this area:

Applications for residents who require Deprivation of Liberty Safeguard applications are now completed on the day of admission or as need arises.

The Deprivation of Liberty Safeguard register is updated as applications are received and entered on to our electronic calendar to capture all lapsing Deprivation of Liberty Safeguard orders in advance. These are available on both the General Manager and Deputy General Manager's computers for greater transparency.



The Care Quality Commission did not formally require us to take any further actions but in response to their report:

We have audited and updated care plans, checking that all plans are correct in regard to wishes about resuscitation. A register of expiry and updates of resuscitation orders has been commenced so management have overview of the home's immediate needs. Supervision sessions with all senior staff are taking place with regard to reviewing and monitoring care needs.

We are continuing work on care plans in order to ensure they become more person-centred and are also working with staff on the importance of ensuring good examples of progress and evaluation in individual care plans. Workshops are arranged with staff to offer training and explain the need for accurate recording around resident's daily living. Barchester Healthcare's Clinical Lead nurse will support the home around effective and meaningful documentation.

Accountability for change

We are pleased that the Care Quality Commission rated us 'Good' for being 'Safe', 'Caring' and 'Responsive' and noted good practice in important areas of our work. We were pleased that they recorded that 'People told us they felt well cared for. One person said, "I have got a lot to be thankful for with these carers." Another person who had been receiving respite care said, "The staff have been absolutely lovely, I've been very well looked after; it's been great." One person called us over and said, "These young people are very good to us, I just want to say thank you." A relative told us, "Staff are very helpful, as a visitor I always feel welcome." Another relative told us staff were friendly and helpful, and added, "When (family member) was in hospital, they knew we lived away and there was no one to do their laundry, so they took it away and did it for us. They didn't need to do that, they go above and beyond." They also noted that: 'We observed caring and courteous interactions between staff and people. Staff were attentive and took care to check how people were,' and: 'Staff treated people with dignity and respect.'

However, we know that we need to consolidate good practice and to make some improvements. 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 Station Court 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,

Ray Robson,

General Manager

30/05/2017

