

Action Plan for Kingsland House



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 latest inspection report, carried out over April 2018, setting out the actions we are taking to improve care at Kingsland House.

The report noted improvements in many important areas since their previous inspection, including staffing levels, medicine administration practice, the promotion of dignity, notifications to the Care Quality Commission and the management and governance of the service. We value the Care Quality Commission's view of how we deliver care, and were pleased that they rated us 'good' for being "caring", 'effective' and 'responsive', noting that: 'People and their relatives told us, and our observations demonstrated, that the management of the service had improved. The quality assurance systems in place ensured they were meeting people's needs. Shortfalls were recognised and the provider and management team had worked hard and taken a considered approach, concentrating their efforts and additional resources on specific areas of practice to ensure that improvements were made.' And: 'People could make choices about how their care was delivered and suitable levels of staff were available to support their preferences in relation to mealtimes, personal care, daily routines and activities. Comments from people included... "I have the freedom to make my own choices. Generally, there is no problem with getting up or going to bed when I want and do what I want during the day. I may go to the activities, it's my choice." And: 'People and their relatives told us they were safe. One person told us, "The people make me feel safe. It's very warm and comfortable. I like it here very much." 'People's relatives told us and we saw that the staff were caring and respectful. One relative told us, "My relative has been happy, comfortable and peaceful here." Care and support provided was personalised and met peoples' diverse needs. People and their important relationships were respected and promoted within the service.'

However, though the report is complimentary the Care Quality Commission rated Kingsland House as 'requires improvement' in two areas and therefore 'requires improvement' overall. This rating is to do with making sure that improvements that CQC acknowledge have taken place are sustained, a formal requirement when a home is making the transitions that Kingsland House has done recently, but we know there remain areas in which ongoing work is needed, and we want to reassure you that we are taking appropriate actions.

We believe that setting out our plan will help everyone interested in care at Kingsland House to understand the inspection report and how we are improving the care we offer.



Report findings and actions

The Care Quality Commission found no breaches of regulations during their inspection but asked us to ensure we consolidate improvements in the areas of effective staffing and management continuity.

To ensure that we consolidate improvements in staffing we are adhering to current staff to resident ratios as resident numbers build up.

To ensure management continuity we are making sure that the current Acting General Manager will be fully involved in any managerial change necessary.

Accountability for change

We are pleased that there have been important improvement at Kingsland House, and that the Care Quality Commission rated us as 'good' for being 'caring', 'responsive' and 'effective'. We were also pleased that the Care Quality Commission noted many areas of good practice, during their recent inspection, recording that: 'People were cared for by kind and caring staff. Throughout the inspection people and their relatives were positive about the care provided by staff that they described as conscientious and hard working. One person told us, "They are all lovely here. They are very kind. I can't think of anyone being unhappy here." People spoke positively about their relationships with staff. One person told us, "They are kind, I get on very well with them." Another person told us, "I haven't seen anybody who doesn't know what they're doing. They show compassion. The care cannot be faulted." And: 'People's dignity and wellbeing was considered and promoted. When people required assistance from staff with personal care they did this in a timely and discreet way and did not rush people.' They added: 'One person told us, "It's up to me what I want to do. I need help to get up and dressed. I can get up or go to bed when I want. I just say when I'm ready to go and if I really wanted to get up early I could press my bell and let them know. They're very obliging." And: 'The atmosphere in the communal spaces was comfortable and relaxed and friendly. People who communicated verbally used humour with staff and were equally as relaxed with the care staff and acting general manager as they were with visitors. In response to communication needs of people living with dementia staff made good eye contact with people, adapted their tone, spoke slowly and responded to questions in a reassuring and consistent way. Staff showed genuine regard for people and responded to their physical and emotional needs in a timely manner.' 'One relative told us, "Whilst this is not the place I ever expected my relative to end up, I have to say I am comforted by how safe and well attended my relative is." "I've had no concerns, everything has been totally proactive and I am kept completely updated." Another relative told us that their relative's care was better than previous service, "My relative has been happy, comfortable and peaceful here."

We are working to ensure that we meet Care Quality Commission requirements and to sustain our improved 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.



As Acting General Manager for Kingsland House 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,

Neli Koleva,

Acting General Manager,

12/07/2018

