

Action Plan for Chalfont Lodge



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, setting out the actions we are taking to improve care at Chalfont Lodge. The inspection was carried out over March 2018. We were grateful that the Care Quality Commission noted good practice in important areas, rating us with 'good' status for being 'caring', 'effective' and 'responsive'. We were pleased that they noted that: 'An assessment of people's needs was carried out before they came to live at Chalfont Lodge. The assessments enabled a care plan to be formulated. Records showed that people and their relatives were involved in this process. People's preferences, personal history and specific health needs were considered when planning care. This meant that staff were able to provide care and treatment focussed on individual needs.' And: 'The premises were well designed and provided people with an environment which promoted their independence. A coffee area was provided in the main foyer for visitors, relatives and people to socialise and enjoy home-made cakes and pastries. A range of professionals were involved in providing additional care and support for people. Professionals included speech and language therapists and podiatrists. We saw evidence of referrals made and treatment plans documented in people's care records.' Furthermore: 'One relative told us, "I was apprehensive at first about [family member] coming anywhere. She came here and from the minute she arrived she has been as happy as you like." Another relative told us, "Staff here are lovely and really pleasant.'

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 continue improving services.

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 Chalfont 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 sufficient numbers of suitably qualified staff are always deployed in the service.

To ensure that we improve in this area:

- Our homes dependency tool is reviewed weekly and in response to changes to residents needs and numbers. Therefore when needs increase we can ensure that staffing levels are adjusted to meet the need.
- Additionally the rotas and allocations sheets are reviewed daily and discussed at daily stand up meetings to ensure that the home is staffed safely



Accountability for change

We are pleased that the Care Quality Commission noted good practice in important areas of our work at Chalfont Lodge, rating it 'good' in terms of being 'caring', 'responsive' and 'effective'. We were pleased that they recorded that: 'We asked people and their relatives if they felt the service was caring. One relative told us, "As far as I'm concerned its home from home, I can't sing any higher praise, I don't have the slightest qualm about leaving [her] here." People commented, "Staff get to know me they are incredible and so attentive, they cannot do enough, my particular named carer is excellent," "We get used to the carers and they are great" "Staff here are lovely and really pleasant." And: 'We observed good caring approaches with people; staff provided reassurance and communicated in a way people could understand. We found people were treated with dignity and respect. Staff did not rush people and were able to describe the methods they used to ensure people's dignity and privacy was respected.' And: 'The service enabled people and their families to be involved in decisions about their care and support. Regular reviews were held with people and their families to discuss any changes or additions to care needs. Family members told us they were kept informed of any issues or changes to their relative's condition. One relative told us, "They always let me know what's going on." Care plans we viewed had details about involvement of people in their care.'

Despite this praise we know that we need to sustain improvements made so far and to continue to improve in some specific areas. We are working to ensure that we meet Care Quality Commission requirements 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.

As Acting General Manager for Chalfont 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,

Wayne Hughes,

Acting General Manager,

