

Action Plan for Kingfisher Lodge

Dear Sir or Madam,

We thought it might be useful to residents, their relatives, friends and other visitors to summarise our response to the Care Quality Commission's latest inspection report, setting out the actions we are taking at Kingfisher Lodge. The most recent inspection was carried out on the 5th of June 2018. The Care Quality Commission rated Kingfisher Lodge as 'good' for being 'safe', 'caring', and 'responsive', three out of the five key areas it inspects against, and as 'requires improvement' in the remaining two areas, which gives it a 'requires improvement' rating overall.

We value the Care Quality Commission's view of how we deliver care. We were pleased that they noted that: 'People were supported by staff who were kind and caring. One person said, "The quality of care is excellent." Another person said, "The staff are so caring and lovely." A relative said, "The staff are fantastic." A staff member said, "I think the care here is brilliant. I've never met more kind, hardworking, dedicated staff. The really do care about the residents." We observed staff speaking with people in a respectful, friendly and reassuring way. One person said, "Staff are very friendly." Another person said, "I have never heard staff talk in a detrimental fashion." We observed positive relationships between people and staff. People responded well to staff. For example, staff were laughing and talking with people about what they had done the previous evening. The atmosphere was relaxed and calm. One person said, in relation to the atmosphere, "If you can't be happy here, I don't know where you would be happy."

As the new General Manager I believe that setting out the actions we are taking to improve services will help everyone interested in care at Kingfisher Lodge to understand the inspection report and the changes we are making.

Report findings and actions

The Care Quality Commission asked us to ensure that consent to care is always sought in line with legislation and guidance.

To ensure that we improve in this area:

A full review of all care profiles is ongoing. This will establish where capacity assessments may be required: if appropriate, Deprivation of Liberty Safeguards applications will then be made. This will be monitored by the Deputy Manager to ensure all documents have been completed as required.

The mental capacity assessments, best interest decisions and Deprivation of Liberty Safeguards applications will be filed in the resident's care profile. This will ensure that all care plans contain relevant information and clear direction for staff to ensure a consistent approach. It will also identify how consent can be gained from those who have the capacity to do so but are unable to sign accordingly.



All Deprivation of Liberty Safeguards applications that have been applied for will be logged on the Barchester's internal Clinical Governance database.

Any authorisations received will be reviewed and signed by the General Manager with a copy being retained in the resident's care profile as well as the General Manager's office. The status of Deprivation of Liberty Safeguards will be recorded in the care plan and a specific plan of care will be written to evidence any conditions that may be attached.

For any future admissions, completion of Mental Capacity Assessments and application for Deprivation of Liberty Safeguards will be part of the admission process where necessary.

Statutory notifications will continue to be made on receipt of any authorised Deprivation of Liberty Safeguards applications.

These actions will be entered onto the home's central action plan which will ensure it is reviewed by the General Manager and Regional Director to ensure completion.

Monthly visits from Regional Director will assess and support improvements being made. Four monthly Quality Improvement Specialist reviews will be undertaken to monitor sustainability, with regular support from our Clinical Development Nurse.

We will also continue to monitor our training statistics, ensuring staff are up to date with the principles of the Mental Capacity Act at induction, with updates during annual refresher training. The requirements of this notice will be discussed during supervision with our nurses and if additional training or support is required we will ensure this offered.

Our head of unit has recently attended Mental Capacity Act training.

Care plan audits carried out by the Deputy Manager will focus on consent and capacity and any omissions will be highlighted with the named nurse or key worker so they are addressed.

Accountability for change

We were pleased that the Care Quality Commission found improvements and important areas of good practice at Kingfisher Lodge, rating us 'good' for being 'safe', 'caring' and 'responsive', noting that: 'The service had received several compliments. One compliment read, "Whenever I visited I always felt Kingfisher Lodge was a home from home. So lovely and clean and fresh. And all of your staff could not have been more attentive and pleasant." Another compliment said, "The wonderful staff really do put the care into caring. We know they are doing a job but not only did they do it in the most excellent manner possible but they went that extra mile over and above what would be expected." And: 'Staff spoke of being proud of the work and care they provided. One staff member said, "It makes me proud to think I have done my very best for the people and their families." Another staff member said, "I am proud when I make people laugh. Some people don't laugh very often so I try to have fun with them and make it feel like home." And: 'Family and friends told us they were welcomed at the service to visit at any time. One relative said, "I can come in and visit whenever I want. I come in most days, at different times. The staff always make time to speak with you."

However, we accept that there are areas in which improvements are needed. We are committed as a staff team to improving the service offered at Kingfisher Lodge.



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 Kingfisher 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,

Clare Sinclair,

General Manager

1/08/2018

