

Action Plan for Sutton Grange



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, published in December 2018, setting out the actions we are taking to improve care at Sutton Grange.

We were grateful that the Care Quality Commission rates Sutton Grange 'good' for being 'caring', and noted 'significant improvements' in the home overall and good practice in a number of important areas. For example, they recorded: 'It was clear from our observations that staff understood people's needs well and there was a mutual respect noted between people and staff. Staff were kind and caring towards people who used the service and were seen engaging in light hearted well-meaning conversations at a pace meeting people's individual needs. It was clear from our observations that staff understood people's needs well and there was a mutual respect noted between people and staff. Staff were kind and caring towards people who used the service and were seen engaging in light hearted well-meaning conversations at a pace meeting people's individual needs.' 'All people we spoke with told us they were treated in a dignified and respectful manner by staff and the management team.' And: 'All of the care files we looked were comprehensive, detailed, person centred, well organised and provided very good information about how to meet people's needs. Areas covered in the care plans included, personal care, eating and drinking, life style, optical needs, communication, safe environment, and skin integrity. Clear and detailed information was recorded in relation to the management of specific conditions.... All areas of risks for people were being managed well and an ongoing detailed evaluation of care plans and risk assessments were taking place monthly. This included any amendments where these were required.'

However, despite being complimentary about standards in the home generally and improvements in particular, the Care Quality Commission's overall rating for the home was that it 'requires improvement' in four of the five areas that they inspected, giving Sutton Grange a 'requires improvement' rating overall. This can be confusing for people who are unfamiliar with the Care Quality Commission's approach to rating. However, to ensure that standards are genuinely high they require that care homes can demonstrate improvements will stand the test of time; their current report makes this clear: 'Improvements were noted across all areas of the home... It was clear from our discussions that the management team understood all people's needs and the operation and oversight of the home. Significant improvements had been noted since our last inspection. These improvements need to be embedded and demonstrate their sustainability to continue these improvements in the home.'

We value the Care Quality Commission's view of how we deliver care and are pleased with the tone and detail of the report. We will ensure not only that current standards continue to improve but that they are the basis for excellence.

Report findings and actions



The Care Quality Commission found one area in which we were in breach of regulations. They asked us to ensure that systems are sufficiently robust that no individual can miss their medicines.

To ensure that we improve in this area:

The General Manager carried out a review of systems and implemented a new process of verification of medical practitioner instructions. No alterations will be made to the dispensing of medication without written confirmation from a practitioner. This written confirmation will be held with the related Medication Administration Record to ensure each medication dispenser is aware of all changes to medication.

All staff dispensing medication will revisit their medication competency assessments. At monthly Clinical Governance meetings the medication system was reviewed and the local medicine policy was updated, with all staff signing to confirm understanding of the new protocols.

Improving communication between the home, local hospital and GP was an agenda discussion at a Care Home Forum to explore lessons that can be learnt. Monthly medication audits are now completed by the General Manager and Deputy Manager to monitor compliance with medication procedures. Weekly GP ward rounds now include medication reviews for all residents. All proposed medication changes are documented by the GP.

The pharmacy provider completes independent medication reviews and a request has been made for a review for the home.

Accountability for change

We are pleased that the Care Quality Commission noted areas of good practice at Sutton Grange. For example, they recorded that: 'At our last inspection we found that systems and processes were not established or operated effectively. During this inspection we found improvements had been made and the home was meeting the requirements of the regulation.' And: 'We received very positive feedback from people who lived in the home and relatives about the registered manager and his visibility in the home. They told us "He definitely knows what he's about", "He's the best we've ever had", "He always has a kind word" and "He is always out and about." Relatives told us, "He always keeps us informed", "Things have definitely improved since he arrived", "I am very pleased with him, he brought his team with him" and "I thought of taking my wife out but I have seen a hell of a difference since he's been here."

We take very seriously the Care Quality Commission's view of how we deliver care and recognise that we need to continue to improve services and to embed improvements already made at Sutton Grange, which were not meeting the standards Barchester sets itself at the time of inspection.

We are working ensure that we meet Care Quality Commission requirements, to improve our working practice and to offer the best possible quality of life for residents. 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 the Regional Director for Sutton Grange these actions are currently accountable to me and to the management team at Sutton Grange, headed by Bennett Mott. If you would like to talk about any of the issues this raises I and my team would be pleased to do so.

Sincerely,

Beverley Davies,

Regional Director,

22/01/2019

