

Action Plan for Yatton Hall

Date of last published inspection report – 24 September 2019

This service was acquired by Barchester Healthcare on 7 April 2020 and is now working to Barchester Healthcare policies and procedures. Since taking over the service, we have made the following improvements:

- We have successfully recruited a new General Manager and a new Deputy Manager who are driving through the required improvements so residents receive the best experience from living at Yatton Hall.
- We have focused on improving staff training and the home has been supported by an Operational Trainer to ensure that staff have the knowledge and skills required to provide safe care and support.
- We have implemented a range of policies and procedures to support safe working practices.
- The leadership team are building relationships with external professionals to include CQC, the CCG and local GPs to provide the right level of assurance and confidence in service delivery.

During the inspection, there were some positive areas identified however for the purpose of this statement, we have focused on the action taken since the inspection in response to some areas of improvement identified.

This is to provide appropriate assurance to our residents and relatives (as well as other key health and social care partners) that we take all feedback seriously to ensure a great lived experience for our residents.

Actions taken to improve the service following the inspection:

- A full action plan was produced at the point we took over the service and this was shared with the Regulator as part of the registration process:
 - A robust system has been put in place for managing medications, including training, recording and storage of medication. Monitoring arrangements are in place to ensure improvements are sustained.
 - The management team have reviewed the deployment of staff to ensure that the right staff are on duty with the right skills at the right time and in the right place.
 - Risk management systems have been improved to ensure that people are cared for safely and in line with their assessed needs.
 - Barchester's governance systems have been introduced to monitor quality within the service and communication has been improved with the staff team.

A new Manager was appointed on 28 May 2020. Since the inspection, the General Manager has been registered with the regulator.

Barchester Healthcare has a range of internal support teams which are on hand to individually support our homes to deliver the best quality resident experience. There are also a range of audits which take place at home, regional and corporate level to ensure additional quality assurance.

Below are a few examples of the positive changes which have been made and how these have impacted on our residents' enjoyment and experiences:



- Postcards of Kindness – residents have received lovely postcards from people in the community and have loved reading them and writing back to hopefully start new friendships
- Afternoon Tea to celebrate the Queen’s birthday with all the residents taking part
- Yatton Hall in Bloom – the residents have been involved in creating some fabulous floral attractions on our dining room terrace

For more information about what our residents have been involved in, please visit the activities page on the home’s website page.

Below are a couple of examples of recent feedback we have received from significant people who visit Yatton Hall:

- ❖ “My father spent the last year of his life in Yatton Hall Care home. The caring attitude and kindness of the staff were brilliant. When he first went in he was encouraged to take part in the activities and new ones were added for him. At the end of his life, he was moved to nursing care and kindness and attention to detail was second to none. I couldn't have wished for my father to end his days in a nicer environment.”
- ❖ “The staff and facilities at Yatton Hall Care Home are excellent. The ladies and man are always very pleasant and helpful. Nothing is too much trouble. It is very comforting to know that my step mother is being so very well looked after especially as I have to travel the world on business and I can't get to see my stepmother as often as I would like to. I have nothing but praise for the hard work that is done. This includes the admin staff too.”

Please do visit the www.carehome.co.uk website to see the most recent feedback from relatives.

If you would like to know more about the great things that are happening at Yatton Hall Care Home, then please do contact the home directly on 01934 330 937 and ask to speak with the Manager about the services we could provide to your loved one.

Caren Billingsley

General Manager

18 August 2020

