

Action Plan for Chalfont Lodge

Date of last published inspection report – 25 November 2019

We are writing to share with you our response and action following the last CQC inspection. During the inspection, there were many 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 and shared with the regulator and the main areas for focus including medicines management and risk management:
 - A robust system to complement our medicine management policy, has been put in place which is overseen and monitored by the Deputy Manager.
 - All residents who express a wish to administer their own medicines are assessed by trained staff as to their ability to do so and a self-assessment risk assessment completed and reviewed after seven days and thereafter every three months.
 - For all new admissions a detailed pre-admission assessment will be completed. All risk assessments are now completed within 24 hours in line with company policy and all care plans written within seven days.
 - Care plans for identified health needs are written to provide guidance for staff in the management of specific conditions.
 - Any changes to people's care and support needs including access to healthcare professionals are now communicated between shifts at the daily handover and the daily handover sheet updated.
 - All residents with identified risks are subject to review at the monthly clinical meeting and actions taken as required to ensure people remain safe.
 - Those requiring specialist care intervention or management are referred to the appropriate services.
- A new Manager was appointed in November 2018 and has since 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 how the home has provided life enrichment and activities for the residents recently:

- Big thank you to our local community - We were delighted to receive some lovely gifts from a group of schools in Aylesbury, the parcel included handwritten letters from the school children to which residents will be responding soon.
- Residents composed and sang for the Queen! - After Chalfont Lodge won the Barchester 'Bake a Cake fit for a queen' competition, to celebrate the Monarch's 94th birthday, the residents decided to write a royal song called 'an Ode to the Queen'.



- No jingle but still wonderful Ice Cream! - We all enjoyed a lovely afternoon in the sunshine, on the terrace overlooking the lake. A visit by the ice cream trolley was most welcome, with a choice of traditional flavours and we also chose our favourite toppings.

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

For information, please 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 Chalfont Lodge, then please do contact the home directly on 01753 888002 and ask to speak with the Manager about the services we could provide to your loved one.

21 September 2020

General Manager

