

Action Plan for Hethersett Hall

Date of last published inspection report – 8 August 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.

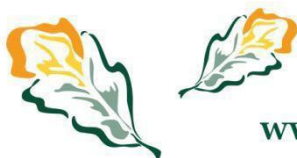
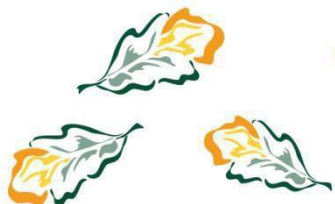
This is to provide appropriate assurance to our residents and relatives (as well as other key health and social care partners) that we take all feedback seriously to ensure a great lived experience for our residents.

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 included improvements in medicines management and care planning:
 - We have produced more guidance for staff in the administration of PRN ('as required') pain relief and there is an associated care plan in place. Any resident requiring PRN medication has a fully detailed PRN protocol record in place.
 - All mental capacity assessments and best interest decisions are clear and concise and will be completed immediately after the admission of any new resident. All care plans will include the resident's preferences and how they would to receive their care and support.
 - Monthly Clinical meetings are held with Heads of Unit and Deputy Manager to review all residents at risk and implement any further actions needed to reduce the risk further.
- A General Manager was appointed in June 2018 and 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 how the home has provided life enrichment and activities for the residents recently:

- Draughts, Anyone? - Residents enjoyed a game of draughts whilst, making the most of the sunshine! These lovely gentlemen had a friendly game and shared lots of laughter!
- Memory Lane - We have been busy creating memory boxes for residents' keepsakes. We spent time chatting about what colours residents would like to use, how they would like to decorate their boxes and what special photos or items they would like to put in them.



- Strike! - We introduced the residents of Memory Lane to our new bowling pins, which proved to be great fun, and was a chance to exercise as well. There was lots of laughter shared amongst residents, as we had a friendly competition.
- Divisional Carer of the Year - Congratulations to [name removed], who has been named as a Divisional Winner in the 2020 Barchester Care Awards. [Name removed] is a finalist in the Carer of the Year category and has been invited to attend an awards ceremony on 8th October, where she will find out if she has won overall. Good Luck!

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 Hethersett Hall

- ❖ "This is just to say how very grateful we are for the latest communication from you. We have been following the news about the Care home sector with increasing concern, and feelings of despondency. Listening to the Minister for Care recently gave absolutely no comfort. However, we knew that there was a meeting scheduled to include representatives from the sector, and imagined that Barchester, as a major provider, would be included. We guess this has now taken place. Your letter was very much appreciated and gave us reassurance that you would keep us in touch with developments, however unwelcome they might be! We have no doubt whatever, that the home in which my parents, respectively 98 and 99 years old, live, is doing a magnificent job, and we have every confidence in them. The staff work under difficult conditions in normal circumstances they have proved beyond all doubt what they are made of...."
- ❖ "Thank you for your letter of reassurance dated 17th April [2020], and for all your precious Coronavirus-related letters. Having BOTH my (95-yr.old) parents in Hethersett Hall, nr. Norwich, (and indeed my mother-in-law, who passed away there last year, before them) I am in awe of the Barchester team there. Always have been from the start, but am particularly now...."
- ❖ "...I am delighted with the care and attention that mum has had to date in the Garden House at Hethersett Hall".

For more 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 Hethersett Hall, then please do contact the home directly on 01603 810478 and ask to speak with the Manager about the services we could provide to your loved one.

09 September 2020

General Manager

