

Action Plan for Lydfords

Date of last published inspection report – July 2019

This service was acquired by Barchester Healthcare on 7th April 2020 and is now working to Barchester Healthcare policies and procedures.

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:

- Establishing a system to appropriately deploy staff within the home to ensure the resident's needs are met. Staff deployment now discussed at daily stand up meetings and outcomes recorded. The staff are deployed and allocated to work in specific areas of the building and the system is working effectively. The call bell response times have significantly improved and the feedback received from relatives and residents has also improved.
- Face to face Dementia Care training has been implemented and 95% of staff have already attended face to face training to enhance their knowledge and provide better dementia care for our residents. This training is on-going and one member of staff is the allocated Dementia Champion in the home
- A staff member is now allocated to the lounge and all staff have been supported to provide activities for the residents in the lounge and for those choosing not to join the group activities. Examples of activities offered include: bingo, word search, arts and crafts, dominoes, card games, variety of entertainments and music based activities. Our activity programme was designed following feedback from our residents.

Lydfords has continued to work closely with the Local Authority, CQC and the CCG who are updated regularly regarding progress made.

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:

- Post cards of Kindness - Here at Lydfords we are part of the postcards of kindness group initiative and we have started receiving cards from people all over the world
- National Picnic Week - Lydfords celebrated National Picnic Week with yummy food and lovely homemade Pimms.



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 Lydfords.

- *“Mum arrived at Lydfords almost a year ago. She found it difficult to settle in at first, but with the help of the staff she is now quite happy there and enjoys joining in with the daily activities. The home has recently been taken over by Barchester and already the changes and improvements are good. It is reassuring for myself and my sister to see Mum well cared for particularly given the current situation with Covid-19 where we have been unable to visit until recently. I would recommend Lydfords”*
- *“My mother is now permanently bedridden and lives with dementia. She is always treated with kindness and respect and is kept clean and comfortable at all times. She also receives regular one to one activities - usually being read a story or just a friendly chat so that she does not feel isolated. I am extremely happy with the care that she receives at Lydfords. I am also very impressed with the management of the home”.*

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 Lydfords Care Home, then please do contact the home directly on 01825 840259 and ask to speak with the Manager about the services we could provide to your loved one.

10th September 2020

Maria Stefea

General Manager

