

Action Plan for St Thomas

Date of last published inspection report – 06 May 2020

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:

- Oral care charts were reviewed and updated to ensure these included what support residents require and receive
 - Transdermal medication patch records were updated to ensure that these are being applied in line with guidance
 - Quality Assurance processes were reviewed to ensure that service delivery was effectively monitored
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- 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.
 - Since the inspection, an internal Quality Improvement Review has been carried out at the service. This highlighted significant improvements from the previous review.

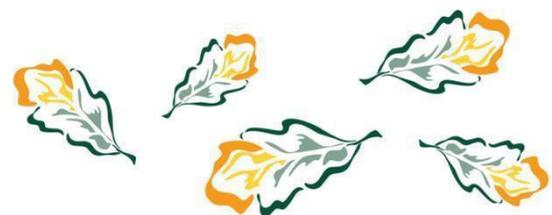
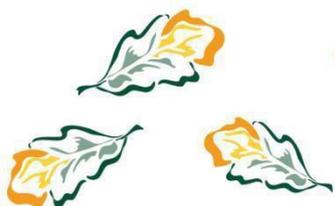
Below are a few examples of how the home has provided life enrichment and activities for the residents recently:

- Residents embraced different cultures and discussed and celebrated their travels over the years on “Indigenous Craft Day”. They also made their own Aboriginal rain sticks!
- To mark “Friendship Day”, the residents enjoyed receiving and replying to letters from members of the local community
- The residents sent a poem and a “hug” keyring to their loved ones during the Covid Pandemic to maintain links with those important to them

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 St Thomas:

- “Hi everyone, had the letter this morning (about covid19) Hope you’re all well. I just want to say a big thank you for looking after (name removed) and all your residents. Even more at this time... Please look after yourselves, keep safe.”



- “Our mother is a resident at St Thomas’. She is extremely happy and so are we at the excellent level of care and caring that she receives. My sister and I find the 3 meter social distancing and garden visits to be just fine under the circumstances. It just amazes me how ungrateful some people can be by complaining about 3 meters versus 2 meters. Keep up the good work and let’s hope this difficult situation comes to a positive end soon. Stay safe and keep on caring.”

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 St Thomas, then please do contact the home directly on 01256 355959 and ask to speak with the Manager about the services we could provide to your loved one.

11 September 2020

General Manager

