

# Action Plan for The Spires

Date of last published inspection report – 13 September 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.
- Improvements have been made to how the quality assurance systems are being used to identify areas of improvement required in people's records and medicine administration and records.
- The General Manager and Deputy Manager are completing audits and taking appropriate action where improvements are required to ensure they are fully completed.
- Since the last inspection all staff who administer medicines have had their competence reassessed and they have completed the required training for safe medicines management.
- Adherence to Barchester's Quality Assurance Policy ensures that the home operates to a consistent standard.
- The Spires continues to be subject to regular review and oversight by a Regional Director and Barchester's Regulation and Quality Improvement Team.
- Since the inspection, a new General Manager has been appointed in November 2019 and they have been registered with the regulator.
- The General Manager has continued to take a proactive approach to sharing any lessons learnt with the staff team.
- 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:



- ❖ Foot Spa and A Tipple - A wonderful afternoon for residents enjoying a soothing foot spa and massage along with a glass of bubbly, cheers everyone!
- ❖ Anyone for Golf – Residents showing our staff how to get a hole in one!
- ❖ National Chocolate Day – Enjoyed by all and our chef prepared some great treats!
- ❖ 2<sup>nd</sup> Birthday Celebrations – Check out our activities page to see how we celebrated!

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 The Spires

- “....I just wanted to say how much I appreciated the planning that went into making Mum’s birthday very special. She looked so pretty with her hair styled and she was so very happy and relaxed. The lovely cake and singing of happy birthday were a lovely surprise for her. It made a special occasion for her at a time when I was struggling to hide my emotions. So much time and care is taken by yourself and the team at The Spires to ensure that residents are happy, and I really do appreciate the hard work. Please could you pass on my thanks and best wishes”.
- “From our first visit the sound of laughter and joy was apparent throughout the home. Over the last few weeks, everyone has been incredibly supportive, not only to Mum but also to my sister and I. The circumstances most of us find ourselves in are not easy. However, knowing the care, attention, and involvement of all at The Spires have meant we are confident and comforted that Mum is excellently looked after as much as is humanly possible. Thank you”.
- “....I have had a call from [name removed]. She is a district nurse and wanted to say a very well done to the Manager and the Deputy Manager and to say they [home] are doing a fantastic job in these circumstances”. (comment received during coronavirus pandemic)

For more information, please visit the [www.carehome.co.uk](http://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 The Spires, then please do contact the home directly on 01543 419740 and ask to speak with the Manager about the services we could provide to your loved one.

**22 September 2020**

**General Manager**

