

Action Plan for Werrington Lodge

Date of last published inspection report – 17th 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 and the main areas for focus included:

- Using our Resident of the Day process, we ensure care plans are reviewed fully on a monthly basis and can demonstrate involvement from families and the resident. At our daily stand up meetings the General Manager and Deputy Manager undertakes a review of the previous day's resident of the day to ensure all elements of the process and all departments in the home have contributed.
- The General Manager and Deputy Manager ensure actions are continually monitored via; daily stand-up meetings, clinical governance meetings and monthly auditing. This is an ongoing, continuous process and ensures progress made and improvements are embedded and sustained.
- We use our Clinical Governance systems to analyse and evaluate any shortfalls in the service. Our governance system monitors; infection, tissue viability, medications management, wounds, statutory notification, hospital admissions, nutrition and accidents and incidents.

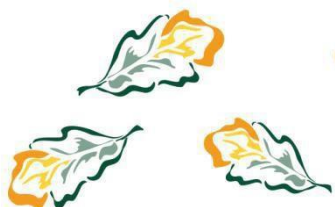
A new General Manager has been appointed since the inspection, and on 19th March 2020 was registered by the Care Quality Commission.

Werrington Lodge Care Home has continued to work closely with the Local Authority, 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:

- Pamper Day - Staff at Werrington Lodge treated the residents to a lovely pamper afternoon.



- Wake 'n' Shake Fridays, which is an exercise class catering for all abilities and level of mobility, along with Karaoke, a very much requested favourite of all the residents.
- VE Day Celebrations - Residents and staff at Werrington Lodge made a well-deserved fuss of VE Day. There was food and drink aplenty and the scene was set with flags and banners.

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 Werrington Lodge:-

- *"Since coming to Werrington Lodge at the end of April this year I have been made to feel very welcome. I have found the staff very caring and friendly, they have looked after all my nursing needs. The facilities and activities are good. The food is enjoyable and nothing is too much trouble to accommodate my dietary needs. Everyone works extremely hard to make every day a pleasant experience for the residents".*
- *"Until I stayed after a hip operation last March I had no idea how dedicated and hard-working the care staff is. I visited my husband almost daily before that, but it gave me no idea of all that goes into caring for a person. I found the lunches delicious and the care and staff marvelous! Everywhere always lovely and clean. My husband is happy to be so well looked after in the care 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 Werrington Lodge, then please do contact the home directly on 01733 324252 and ask to speak with the Manager about the services we could provide to your loved one.

10th September 2020

Luke Cook

General Manager

