

Action Plan for Elm Bank Care Home

Date of last published inspection report – 03 November 2020

This service was acquired by Barchester Healthcare on 8 January 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 the main areas for focus included:
 - Our Health and Safety Manager visited the care home and all relevant documentation was reviewed regarding water management. Legionella testing was carried out on 20 March 2020 and 7 September 2020 and results in both cases returned clear.
 - With regards to maintenance, weekly meetings are held with the maintenance team and where it is established water temperatures are acceptable this is recorded in addition to when remedial work is required.
 - In the event of water temperatures being higher than safe recommended levels the appropriate action is taken and then documented. The management and maintenance team completed their legionella training and additional equipment was sourced to ensure the temperatures recorded are precise. Monthly emails are sent to our divisional facilities manager who also has oversight of any concerns regarding the property. Our maintenance team are fully trained.
 - Barchester Healthcare and the General Manager follow a dependency tool which ensures all residents' needs are assessed and met to a high standard and in a timely manner. Monthly dependency assessments are completed to ensure that if residents' needs begin to increase, staffing numbers reflect this. Staff deployment is completed daily on allocation forms and this is in line with our Covid-19 business continuity plan to ensure no cross infection. Rotas are only completed by the management team. We aim to cover short term sickness by using a 'whole home approach'. Barchester acknowledges when our homes require additional support and, due to the pandemic, we are continuing to recruit on a tier 1 programme. Weekly meetings are held with the recruitment team to ensure we are recruiting the correct team members and a live tracker is completed daily to reflect this.
 - Barchester's Health and Safety Manager visits the home 4 times a year and completes audits to ensure actions are completed in a timely manner. Unfortunately due to the pandemic Elm Bank were unable to complete all actions due to contractors being unable to enter the home during the lockdown restrictions.

However, a full in-depth action plan was formulated for each community and for the exterior of the premises by our Health and Safety Manager and these were completed within the specified timeframes. A monthly report is sent by the General Manager to the Health and Safety Manager to ensure the home receives continuous support. Health and Safety meetings take place once a month in the home to ensure all matters are known by head of departments and then escalated as needed

- Since our inspection, monthly newsletters are sent to all relatives, a monthly zoom meeting is also held by the manager which gained (56) relatives in total in November, the highest ever amount of relatives attending a meeting. Tablets are charged daily and all relatives are aware to contact the home in order to book a video call with their relative using our booking system.
- We also have a visiting suite which means relatives and residents can meet through a protected wall and receive a warm drink in the comfort of a lounge. Those who do not enjoy the visiting suite may either have a window visit or even a garden visit. Care plans and risk assessments in respect of visiting and Covid-19 have been formulated for every resident with the involvement of relatives where required which identifies any potential risks regarding cognitive impairments, mobility concerns or any other potential barriers. These have then been discussed with families and alternative solutions are created by either Skype/zoom meetings, writing cards or letters and sending photos when possible. Any concerns regarding visiting are discussed with the General Manager and care review meetings are then held with relatives via Zoom to try find a solution without putting any residents at risk. All team members have helped in ensuring communication is maintained.
- We implemented a new phone system as the building itself was constructed with 4 phone lines instead of 8 phone lines. The General Manager has implemented a new system where all heads of department now have a phone on them to ensure they all answer this when it is ringing. The reception team will put all calls through to the General Manager when a community does not respond. Monthly relative meetings are held where information is shared, letters have been sent out, and senior care assistants call relatives during resident of the day to discuss loved ones' care needs. We request feedback through the meetings and through our website and complaints procedures. Dates for all relative meetings are attached to the monthly newsletter and a reminder is emailed out on the day. Feedback from residents is received through monthly meetings.
- It is important to make it clear that Covid-19 testing is vitally important to us and we have been following government guidance very closely throughout the pandemic. We are glad that we are currently able to test staff members every week and residents every 28 days.
- A new Manager was appointed on 03 August 2020 who is presently in the process of applying for registration 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:



- At Elm Bank we feel it is important to keep busy and explore a variety of hobbies. We are always on the lookout for new intellectual and creative learning opportunities for residents. We were recently kindly donated gift vouchers from our local branch of Co-Operative Food, on London Road in Kettering. We used this donation to purchase some beautiful flowers for our monthly flower arranging class. Thank you Co-op!
- The Macmillan coffee morning has always been a chance to open our doors and welcome the wider community into our home. Like so many other celebrations Covid-19 has changed things this year, so our staff brought in homemade and shop-bought cakes instead. At 11am our staff team all stopped what they were doing and had a piece of cake with residents – a lovely opportunity to enjoy conversations over a brew.
- Thank you to everyone who supported our Pumpkin and picture display and competition. We had donations from Elm Bank staff, members of the community and local companies. Special thanks to Elm Bank staff and residents enjoyed dressing up as devils, angels and witches. During Halloween week we enjoyed some spooky crafts, a party and games including ghoulish tin can alley. We baked Halloween shortbread and cupcakes and had an amazing day.
- The Elm Bank team made sure residents enjoyed some fireworks on Bonfire Night. The display was visible across Kettering and was lovely to see above Elm Bank's rooftops. We all enjoyed hot chocolate and treats too.

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 Elm Bank Care Home.

- ❖ I would like to say thank you for keeping my mum [name removed] safe and happy. We are chatting regularly and she sounds very well and is not anxious or worried at all. I know that you closed the home to all visitors long before it was a government instruction and I am very grateful for your commitment to protecting the residents.
- ❖ Elm Bank have been able to allow garden visits since July and these visits have been very welcome, so that my dad (94) could see us. His stroke has taken his speech, so communication is very difficult for him. Today we had an indoor visit which was excellent. A room was adapted with a transparent 'window' and microphone/speakers which were a great help as Dad wears hearing aids. The staff, especially reception, are very helpful and Dad is as content as he can be, and so are we!
- ❖ My mother has been a resident for four years now. She is well cared for and happy. My Mum and Dad recently had their 75th Wedding Anniversary and Elm Bank staff went out of their way to make the day as special as possible. Wonderful! Thank you very much for everything!

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 Elm Bank Care Home, then please do contact the home directly on 01536 313520 and ask to speak with the General Manager about the services we could provide to your loved one.

20 NOVEMBER 2020

General Manager

