

Action Plan for Bloomfield Care Centre

Date of last published inspection report – 9 November 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:

A full action plan was produced and shared with the regulator on 19 November 2020 and the areas for focus included:

- Our new General Manager has a clear understanding of all matters that are to be reported to the regulator and ensures the Deputy Manager also understands their responsibilities in this area. The General Manager and Deputy Manager have oversight of all accidents and incidents that occur and ensure the appropriate actions are taken within a timely manner as required to include the submission of notifications to CQC.
- We are working with external agencies more closely and, through regular communication, we are building a culture of openness, transparency and trust.
- We have a renewed focus on staff training, including safeguarding. We discuss the need for training with the staff regularly whilst monitoring training compliance and staff competencies.

A General Manager was appointed and commenced in post on 2 November 2020.

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:

- Staff at Bloomfield Care Centre recently enjoyed treats which included handmade soap, drinks, health bars, snacks and biscuits. A local 14 year old student, recognised the need to spread cheer to our front line staff. They contacted local businesses asking them to give their support at this difficult time. The student was inundated with gifts and was delighted to be able to supply Bloomfield staff with such wonderful treats.
- Arts and Crafts are enjoyed thoroughly at Bloomfield, some of our residents enjoy colour therapy which focuses the mind. Accompanied with a cup of tea and a piece of home baked cake- what could be better!
- Residents at Bloomfield regularly enjoy the garden. Whilst practicing safe distancing, refreshments are served while Activities Coordinators at the home support the residents by playing ball games to improve physicality and well-being. In these unprecedented times, providing a range of engaging physical, mental and spiritual activities for our residents is more important than ever. Our residents



really enjoy the activity and fun was had by all. Our varied life enrichment programme for residents includes ways to stay in contact with relatives digitally, such as through Skype, and we have new ways to keep residents active, whilst ensuring that the group activities are smaller, adhering to social distancing advice.

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 Bloomfield Care Centre.

- 'Just wanted to say thanks for all your letters keeping us relatives updated. My Mum is at Bloomfield Care Centre & the staff there are great. Thanks to them for their care in looking after my Mum & the other residents.'
- 'I would also like to take this opportunity to feedback that I am constantly humbled by the dedication and hard work of the care workers and nurses. If there is anything good to come out of this situation I hope one of the things will be a recognition of the importance of this group of workers'.

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 Bloomfield Care Home, then please do contact the home directly on 01761 417748 and ask to speak with the Manager about the services we could provide to your loved one.

08/12/2020

General Manager

