

Action Plan for Chester Court

Date of last published full inspection report - 10 December 2020

Focused Infection Prevention and Control Inspection – 29 December 2020

We are writing to share with you our response and action following the latest CQC inspections. During the inspections, there were many positive areas identified. However, for the purpose of this statement, we have focused on the action taken since the full 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 full inspection:

- A full action plan was produced and shared with the regulator on 6 January 2021 and the main areas for focus included:
 - Daily and weekly audits on medications, medication stock levels, Medication Administration Records (MARs) and Topical Medication Administration Records (TMAR) charts are being completed to ensure they are correct and discrepancies are acted upon at the time and recorded on incident forms.
 - Stock counts of medications are being carried out to ensure these correspond with the stock recorded on the MAR and TMAR charts in place and to anticipate and prevent medication depletion.
 - During the daily stand up meetings, the General Manager or Deputy Manager are discussing the daily and weekly medication audit findings. Any actions identified from the audit are allocated to the Nurses and the General Manager is overseeing the completion of the actions.
 - The Regional Director and Senior General Manager are carrying out medication, TMAR and stock checks during weekly visits to the home. The Clinical Development Nurse is visiting once per month to also carry out medication checks.
 - Improvements are being made and sustained with ensuring staff are always wearing personal protective equipment (PPE) correctly, disposing of this appropriately and following current Public Health England guidance.
 - Governance arrangements at Home level are continuing to be embedded to identify and address any shortfalls in the safety and quality of the service in a timely manner.
 - Staff meetings are being held monthly in order to communicate with staff, monitor the service and drive quality improvement.

We then had a further CQC inspection on 29 December 2020. This was a focused Infection Prevention and Control inspection to follow up on actions identified at the previous inspection.



The inspection was very positive and the CQC recognised that there had been significant progress made in the service. Some of the findings were as follows:

- Systems had been implemented to ensure staff were following government guidance in relation to safe infection prevention and control (IPC) procedures.
- Personal protective equipment (PPE) was available throughout the environment. Staff were observed to use this appropriately in line with government guidance.
- Steps had been taken to check the knowledge of staff in relation to IPC. This included an IPC quiz.
- People were supported to follow social distancing guidelines. Environmental changes had been made to support this.
- The environment was clean and tidy and there were no malodours.

A new General Manager was appointed in September 2020. Since the inspection, the General Manager has been formally registered with the regulator.

The General Manager and the Regional Director at Chester Court Care Home will ensure improvements of systems to monitor quality and safety at the home are robust, effective, implemented and embedded.

Barchester Healthcare have a range of internal support teams who are on hand to individually support our homes to deliver the best resident experience. There are also a range of audits which take place at home, regional and corporate level to ensure additional quality assurance is provided.

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

- Chester Court have been in the festive spirit throughout December enjoying live streamed events, festive games and hosting a Christmas party as part of the home's life enrichment programme. Residents have also enjoyed a feast of festive foods specially prepared by the home's hospitality team.
- Residents were delighted to receive a supply of free activity gifts from their local Age UK branch. There has been plenty of art work and colouring going on, along with a game of cards or two as part of the home's life enrichment programme. Residents would like to say a big thank you to Age UK and look forward to sharing their art work soon.
- Residents recently enjoyed a day of remembrance in honour of the fallen. The focal point of the day was a remembrance wall created by residents and staff, where they wrote a sentiment to a loved one or just to thank the fallen heroes for their sacrifice. Residents made the poppies for the day as part of their life enrichment activities. They also enjoyed games and a remembrance tea where they shared stories of loved ones who had served for their country. The activities team at Chester Court supported the residents at the home by dressing up as popular war time songs and music played in the background.

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 Chester Court:

- My grandma was able to meet her great grandson for the first time due to your visiting suite and we thoroughly enjoyed it, and the garden visits we previously had were well organised.
- We would like to thank you for all the care, compassion and kindness shown to my father during his



short stay at Chester court. Knowing he was so well cared for is comforting for us all.

- We want to say thank you for all the hard work the staff do to ensure my dad is cared for during these difficult times. You make his life so enjoyable.
- I just want to send my heartfelt thanks to each and every one of you for your dedication, compassion and inspiring care at this very challenging time. Barchester are lucky to have you all, keep safe.

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 Chester Court, then please do contact the home directly on 01670 820111 and ask to speak with the Manager about the services we could provide to your loved one.

Sarah Kelly

REGISTERED MANAGER

29 January 2021

