

Action Plan for West Abbey

Date of last published inspection report – 25th June 2021

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:

- The General Manager will ensure through the use of medication audits and spot checks that the correct medications have been prescribed for individuals with allergies and that there are adequate supplies kept within the home. This will be monitored each month or sooner if used. The General Manager will ensure that this is correctly documented in the medication administration records.
- The General Manager and Deputy Manager will continue to monitor the deployment of staff to ensure residents in the home benefit from a premium dining experience. All staff working in the home have undertaken training to assist in offering a 'whole home' approach, ensuring needs can be met.
- The General Manager will ensure that all relatives are made aware of the management structure in the home. Regular relatives' meetings have been arranged and the home will continue to provide written communication through the use of email, letters and newsletters

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:

- West Abbey has participated in the Yeovil scarecrow event and made a scarecrow in the home, displayed currently in Morrison's supermarket before it starts moving around the local area
- Staff and residents have been celebrating Wimbledon with strawberries and cream and playing indoor tennis
- Residents enjoyed Ascot ladies day with 'bubbly', strawberries and cream and the men celebrated beer day with beer tasting from around the world.



- Each week the home has enjoyed 'virtual tours' or 'virtual performances through live streaming events offered by the Barchester lifestyle enrichment programme.

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 West Abbey.

- '...Thanks to West Abbey my mum spent the last 3 years of her life full of laughter joy and unconditional care. Thank you all from the bottom of my heart. I will be forever grateful. Thanks all for bringing joy back into my mum's life.'
- 'My father had been a resident for the past 18 months and throughout that time he was been continually well looked after by all staff. At times he would have been difficult to take care of but we were impressed by the patience and care shown towards him. He was always clean and appeared to be very happy in himself. The pandemic has been challenging and the care home did everything they realistically could have done to facilitate visits and at the same time maintaining safety. Overall we would have no reservation in recommending this care home to any prospective residents.'
- 'I have always found the staff at West Abbey very helpful and caring with regards to my mother who has been at the home since April 2019. They always have her interests at heart, and the home is run by the very professional and caring manager. I must also praise the admin staff, hairdresser and activities organiser who always give above and beyond, which is especially appreciated during these difficult times. Unsung heroes one and all. The home is always clean and tidy, and modernisations make it very modern and stylish'.

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 West Abbey please do contact the home directly on 01536 484494 and ask to speak with the Manager about the services we could provide to your loved one.

Date of statement - 07 July 2021

General Manager

