

Action Plan for Mount Tryon

Date of last published inspection report – 27 July 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:

- Ensuring medications are being appropriately managed and all residents with time sensitive medications are given these in a timely manner and at an appropriate time.
- Ensuring care plans are person centred and specific to individuals' personal preferences, and that all care staff are familiar with the preferences.
- All residents that have been identified as being at risk of choking and aspiration have had referrals made to the Speech and Language Therapist and a care plan is in place which clearly documents the advice and guidance to follow.
- Blood glucose monitoring machines are now calibrated weekly with the correct control solution and recorded for each individual machine. This ensures that the machine is giving the correct reading and minimises the risk associated with people's care.

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:

- Residents recently enjoyed a 'fine dining' experience. The Chef created restaurant style quality food whilst still ensuring that residents' nutritional needs were met.
- National Fish and Chip Day - Residents enjoyed fish and chips from Watcombe Fish & Chip Shop, Fore Street, Torquay where the staff kindly gave us a special rate.
- Reminiscing with Music – Big thank you to the family of a former resident who very kindly donated a large selection of LPs to Mount Tryon. Residents have been enjoying listening to their favourite tunes bringing back special memories

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 Mount Tryon:



- “To the General Manager and all the lovely Staff, thank you all for taking such good care of (name removed) for us.” (name removed – daughter of a resident).
- “I would like to express my sincere thanks to all at Mount Tryon for all their efforts to make my Mother’s 100th Birthday today a special day and in every way. It was very special and greatly appreciated because the family was unable to travel to Torquay due to lockdown and COVID quarantine rules. Mum had a beautiful birthday cake made and decorated lounge, complete with banner and balloons and Happy Birthday sung to her by the wonderful staff who have been so special and caring in every manner. A HUGE Thank You to all the staff at Mount Tryon.”

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 Mount Tryon, then please do contact the home directly on 01803 292077 and ask to speak with the Manager about the services we could provide to your loved one.

20 September 2021

Damon Drummond

REGISTERED MANAGER

