

# Action Plan for Latimer Court

Date of last published inspection report – 15<sup>th</sup> 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:

- A full action plan was produced and shared with the regulator on 8<sup>th</sup> September 2021 and the main areas for focus included:
- We have reinstated the Barchester Focused Quality Improvement Plan in all communities. This will ensure that the General Manager will have oversight on a daily basis on a variety of room documentation including fluid charts, repositioning chart and Topical medication charts. She will also oversee the completion of mar charts, further review of mar charts will be completed by the Regional Director on a daily basis.
- Medication audits have been completed in all communities and the actions have been completed and reviewed by the Deputy Manager and the General Manager. Monthly medication audits will continue
- All staff administering medication have had their medication competencies and training refreshed.
- The General Manager has held staff meetings to review the content of this inspection and to identify lessons learnt.
- The Clinical Development Nurse visits weekly to support and monitor the practice of our clinical team. Our Regional Director, continues twice monthly visits to ensure practices are embedded.

A General Manager was appointed on 3<sup>rd</sup> March 2021. The GM has registered with the regulator on 5<sup>th</sup> August 2021

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:



- Baking Club: Tuesday morning from 11am is when our creative bakers come into their own with the smells and delights of home baking, from drop scones, shortbread biscuits and decorated muffins for the community to enjoy
- Fitness Classes are a Favourite Activity: Our fabulous fitness classes are popular, everyone appreciates how important it is to improve their balance and flexibility.
- Thank You for Our Clear View Reader Donation: A local lady donated a clear view reader which enables people who are visually impaired to enjoy reading their favourite books, magazines and photos.

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 Latimer Court

- “The staff are kind, caring committed and welcoming. They try to accommodate requests and suggestions. They convey enthusiasm for the care home and its residents. I feel a lot of confidence in entrusting my loved one to their care”.
- “Friendly and helpful staff. Any problems are solved straight away.”
- “The help and care my wife is receiving at Barchester Latimer Court is excellent and a weight off my troubled mind. My wife will never be cured of vascular dementia and all I can do is make sure her last few years are as pleasant as possible, and Latimer Court is helping me achieve that.”

For more information, please visit the [www.carehome.co.uk](http://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 Latimer Court, then please do contact the home directly on **01905 363270** and ask to speak with the Manager about the services we could provide to your loved one.

**26<sup>th</sup> October 2021**

**Lisa Riddle**

**REGISTERED MANAGER**

