

Action Plan for Maple Leaf Lodge Care Home



Date of last published inspection report – 21 October 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:

- Housekeeping staff have received training and cleaning has improved on all communities. In the latest resident meeting, residents commented that the home was significantly cleaner and the bedrooms were clean. A new laundry system has been implemented, and the laundry system is working well for staff and residents.
- Supervision and training has been completed for all staff on the 'Meet and Greet' protocol and on Infection, Prevention and Control which also includes the correct use of personal protective equipment. A full review of the PCR and LFD testing system has been completed and this ensures we are working in line with the government guidelines.
- The residents who have been identified as being at risk have had care reviews to ensure that their needs are being appropriately met. Advice has been sought for individual residents from the SALT team, GP, Social Workers and the District nursing team. The team have also used the support of Marie Curie for recent end of Life care.
- All residents have a one page "getting to know me" information profile sheet completed. This ensures there is easily accessible information that can be used to promote person-centred interaction. All residents have nutritional likes and dislikes recorded which will be reviewed with them monthly, this ensures personalised choice is being offered.
- A medication audit has been implemented and this ensures we are able to identify and share findings to improve medicines management within the home.
- All residents who require topical application of medicines will have their needs reviewed and assessed by a healthcare professional. This ensures we are providing the most appropriate line of treatment for our residents
- There is an on-going review of residents' needs, staffing levels have increased and they are currently above the hours determined by our dependency tool each day. The General Manager completes a rota according to residents' needs, skill mix and allocated additional staff.
- The complaints system has been reviewed to ensure complaints are being actioned to a satisfactory resolution. This has given reassurance to our residents, relatives and healthcare professionals and has allowed for lessons to be learnt and best practice opportunities to be shared.
- We continue to work to refurbish the home and communal areas, new furniture has arrived this month, and we have raised a capital expenditure request for approval for new carpets for bedrooms.
- A Senior General Manager has been appointed and Divisional Quality Review Committee Meetings are held with the Executive Team and members of the Senior Management Team. This ensures organisational oversight, a multi-team approach to support and assist with the ongoing actions within the home and assurance that these improvements are being made.



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:

- The residents completed a Memory Walk for the Alzheimer's Society, they used this opportunity to raise awareness, encourage support and to educate those about dementia.
- Celebrating Roald Dahl Day. To recognise the wonderful work of Roald Dahl residents and staff had a fun filled day, they dressed up as the Fantastic Mr. Fox, Oompa Loompa and Mr. Twit. The residents took part in a Matilda themed quiz, baked a delicious chocolate cake and watched 'Esio Trot'.
- National Read a Book Day. The residents decided to host a discussion about their favourite books and launch their very own monthly book club. Residents also had an audiobook session so everyone could get involved.

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 Maple Leaf Lodge:

- "Very friendly. There was always something of interest to do. People always invited me to join in with things that they were doing. I enjoyed joining in with the activities. Nothing was forced you were simply invited and encouraged. The facilities were very good and the food was a good choice and served well."
- "My Uncle has been at Maple Leaf for 3 years. The staff are all fantastic and assist my uncle with fantastic care, nothing is too much trouble. Throughout this awful pandemic, they have always had a smile on their face. I take my hat off to them all. The manager is very pleasant and always available to talk to if needed. Keep up the good work."
- "My grandmother has been at Maple Leaf for 2 years. The team have provided excellent care. The past year has been very hard for us all. The team deserve to be mentioned for all their hard work and commitment. Nothing is ever too much trouble. It was wonderful for the new manager to call us to introduce herself."

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 Maple Leaf Lodge Care Home, then please do contact the home directly on 01476 590674 and ask to speak with the Manager about the services we could provide to your loved one.

22 November 2021

Kerry Angeloni

Senior General Manager

