

Action Plan for Paternoster House

Date of last published inspection report – 2 September 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:

- Daily 'walk rounds' by the General Manager and Deputy Manager will ensure a continuous review of infection control practices and environmental shortfalls, any concerns identified will be immediately rectified and addressed with staff.
- Additional 'out of hours' checks will take place to ensure improvements already made with infection control procedures are embedded at all times.
- Infection control 'champions' will be fully trained and introduced into the home. These staff members will be empowered to take the lead on maintaining a high standard of compliance with infection control procedures and policies already in place.
- Refurbishments have already been undertaken for residents' bedrooms.
- Residents mattresses have been checked to ensure residents are safe.

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 enjoyed 'the power of music' therapy and entertainment provided by a live performer singing classic songs
- Residents have thoroughly enjoyed 'puppy therapy' with a visit from six wonderful Dachshund puppies which brought a smile to everyone's face
- A local charity has visited the home with a range of cuddly and colourful budgies and rabbits for each resident to hold

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 Paternoster House:

- "I could never wish for better Angels to be looking after my mum. Beautiful garden area, activities team are absolutely amazing and so friendly"



- “I visited my dad and to see how happy he is in this beautiful care home. I met the new manager and she is absolutely outstanding nothing was any trouble. You can see how much she cares about all her residents and staff 110% devoted. I am so glad my dad is in this care home and I wouldn't want him anywhere else, you know he is getting well looked after. I have also recommended this care home to a friend and would recommend to anyone. This is the care home to be in.”
- “From day one I have been impressed with the care and dedication of all the staff, the respect given to both my husband and myself. I even had a call from the chef going through my husband's likes and dislikes.”

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 Paternoster House then please do contact the home directly on 0199 284 0242 and ask to speak with the Manager about the services we could provide to your loved one.

1 December 2021

Madalina Ilie

REGISTERED MANAGER

