

Action Plan for Bamfield Lodge

Date of last published inspection report – 15th December 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 10th December 2021 and the areas for focus included:

- The General Manager and Deputy Manager have been working alongside the teams on all units each day to ensure a person centred approach to all aspects of care has been implemented. Staff and residents have been monitored, supported and regularly asked how they are and if they require additional support. The support provided has been recorded on the Manager's daily walk round report. The General Manager and Deputy Manager spot check risk assessments and supplementary charts to ensure that residents' needs are being met.
- Group supervisions have taken place with all the staff team, to ensure that they understand the importance of best practice, working in a person centred approach, with a whole home approach and the importance of recording accurately in care documentation. Staff have completed documentation training with the Clinical Development Nurse. The whole home approach has been discussed in daily stand up meetings, group supervision and staff meetings.
- In relation to the deployment of enough suitably qualified, competent and experienced staff, the DICE dependency tool has been reviewed for each resident. Staffing levels have also been reviewed. The General Manager has continued to recruit for various roles within the home. An additional 12 care hours have been allocated which has impacted positively on staff morale by enabling staff to spend more time with the residents.
- The rota has been completed in advance to ensure that the skill mix on each community is appropriate. Care staffing Planning Meetings and Safe Staff Meetings have been held monthly to discuss and review skill mix and deployment of staff in the home.
- A thorough induction has been provided for new starters prior to them working on the floor and training has been delivered to ensure staff are skilled, confident and competent to perform their role to a high standard.

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:

- To celebrate World Singing Day, the residents joined together in song. Using lyric books and backing tracks, they enjoyed singing popular songs from the 1950s and 1960s.
- As part of the Armistice Day tributes a Remembrance wall hanging was presented to Royal British Legion (RBL) Bishopsworth, Bristol. Residents, staff, families and local people hand knitted 100 poppies to celebrate the centenary of the RBL. £40.30 was donated to the poppy appeal and the wall hanging formed part of a display at the Bishopsworth branch on Remembrance Sunday.
- Residents raised funds for the Alzheimer's Society as part of Elf Day 2021 by joining in games, prize draws and quizzes.

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 Bamfield Lodge Care Home.

- "I recently had the pleasure of visiting Bamfield as a prospective residence for my dad. I wanted to say I was really pleased with what I saw. The care assistant that showed me round and took the time to chat to me was lovely I appreciate the way in which I was spoken to and dealt during my communications with you (including not being bombarded with calls after my visit)"
- "I have not seen my mother as happy as she is now. The staff are always there ready to assist and help her whenever she needs them. She really enjoys all the activities. As a family, the pressure has been lifted from us because we know she is being well cared for."
- "I cannot praise or recommend this home highly enough. Mum has been at the home for over 12 months and is happy and contented this is due to the facilities, all the staff and the activities provided which mum so enjoys. The staff are excellent, polite, and friendly and nothing is too much trouble for them and mum herself sings their praises."

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 Bamfield Lodge Care Home, then please do contact the home directly on 01275 890930 and ask to speak with the Manager about the services we could provide to your loved one.

30th December 2021

Raji Sunil

General Manager

