

Action Plan for Thistle Hill

Date of last published inspection report – 28th 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 the 12th of August 2021 and the areas for focus included:

- In relation to safe care and treatment, Personal Emergency Evacuation Plans (PEEP) assessments have been carried out when a resident is admitted to the home and a risk assessment has been formulated according to the resident's needs. The risk assessments are reviewed when the needs of the resident changes or when there has been an environmental change. Our 'Resident of the day' process captures any changes along with monthly care plan reviews. The General Manager has implemented a full review and update of the individual PEEPs and the consolidated information for each unit. These have been stored in each unit and in the main reception so that they are accessible if emergency evacuation is needed.
- The General Manager has held an Infection Control meeting as part of a Clinical Governance meeting. The meeting was chaired by the Manager and the progress of the actions which had been identified from the infection control audit were reviewed.
- In the monthly Clinical Governance Meetings all residents identified as at high clinical risk are discussed as well as action taken to mitigate further risks.
- Care Plan audits have been carried out monthly by the Clinical Lead in the home and any concerns have been acted upon. Information has been shared within the home and lessons learnt have been highlighted with staff.
- In relation to infection control processes the General Manager carries out a daily walk around and checks that staff are wearing PPE appropriately. PPE and infection control are discussed at the stand-up meetings each morning. Staff have completed infection control training at their induction and refresher training as a minimum yearly unless changes are required sooner.
- In relation to good governance, lessons learnt have been completed on the back of incident forms and a lessons learnt form to reduce the risk of future incidents occurring. Incidents have been signed off by the General Manager and they have been discussed at the Clinical Governance Meetings and at handover meetings.



A General Manager has been registered with CQC to manage the service since November 2017.

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:

- As part of the bespoke life-enrichment programmes, Thistle Hill Care Centre have hosted a number of live virtual events in the home on a regular basis through partnerships with places of interest and world class performance companies. For example, the residents experienced the magic of the Nutcracker with a special interactive workshop led by English National Ballet Associate Artists.
- As well as marking Armistice Day by wearing poppies and observing the national two minute silence, residents were able to take part in the memorial service at Knaresborough Castle to pay their respects to our fallen heroes, then in the afternoon residents in the home took part in a reflective stroll around the, home's woodland walk Charlotte's Way and spoke about loved ones they had lost in conflicts gone by.
- Residents at Thistle Hill Care Centre enjoyed celebrating the world's largest folk festival by taking part in an authentic German experience. The event began with a German themed quiz, then some German folk music which our residents got up and danced to. The head chef Paul put on a live cooking demonstration, grilling up some delicious German sausages and other themed snacks.

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 few of examples of recent feedback that has been received from significant people who have visited Thistle Hill Care Centre:

- "I just wanted to say a big thank you to you and your team for all you are doing. We have just got home after visiting my father and it was so lovely to see him, and his fabulous smiles. The carer was wonderful with him and then afterwards we met with briefly, and it was great to speak with him too. So I just wanted to express our deepest thanks to each and every one of you for all that you do."
- "My dad was only with you for a little no more than 2 weeks before sadly passing away. During that time he received the best care we could have asked for. The staff were extremely comforting, kind, understanding and helpful and most of all caring. We as a family thank you. Also, the care and love you showed to my mum was so lovely."
- "My mum, battling with Alzheimer's, spent the last 13 months of her life at Thistle Hill, Deighton unit, where the team looked after her with extraordinary care and dedication..... The team were very supportive, as best they possibly could be, through these difficult times and I would really recommend them to anyone looking for a similar care setting."

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 Thistle Hill Care Centre, then please do contact the home directly on 01423 869200 and ask to speak with the Manager about the services we could provide to your loved one.

30th December 2021

Mandy Scott

