

Action Plan for Ritson Lodge

Date of last published inspection report – 29 January 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:

- We are recruiting staff into different positions to ensure appropriate staffing is available from our own team. Our staffing ratio has increased on night shifts and morning shifts by one carer. We have recruited 2 full time day carers, who will be commencing their inductions once DBS checks are complete.
- We complete our rota 6 weeks in advance, and are ensuring, when requesting support from external agencies, that they are providing the same staff members to support familiarity with our systems, staffing and residents. An induction will be available and completed by all agency staff working within our home.
- We are focusing on providing our staff with person-centred support and encouragement to complete their role effectively and achieve any further qualifications they express an interest in. Within our new supervision system we now carry out observations of practice to reflect upon and promote learning experiences and improvement in all aspects of the day to day running of our home.
- A review of all risk assessments and care plans for residents is currently taking place to ensure the risks are clearly detailed along with the actions we take to mitigate the risks. Risk assessments are updated monthly and the needs relating to this will be discussed in greater detail at the monthly Clinical meetings. Much of the risk assessments and care plan updates are completed and the team are committed to keeping this to a high standard by carrying out regular and ongoing evaluations.
- Daily handover takes place at the beginning of each shift. Each resident's needs will be discussed more robustly from an improved handover process. This will ensure all staff are up to date with information and each resident's care plans, and risk assessments are reflective of their needs and preferences.
- An RD Review takes place on site monthly and will identify any areas that may need to be addressed and issues that require action. We also have twice yearly Quality Improvement Reviews conducted by Barchester's Regulation and Quality Improvement Team to provide an objective assessment of the quality of the service.
- All documentation in relation to the covert administration of medication is currently being reviewed to ensure robust instruction. Documentation for all covert medication will updated 6 monthly, or sooner as required. This will include permissions from the prescribing GP and pharmacy. PRN protocols will be updated to reflect this to include when covert administration may be needed and why. Covert medication will be covered in all future staff supervisions where appropriate, and we will ensure all staff that carry out medication are aware of the up to date guidance.
- We ensuring standards are kept high through ongoing supervisions, training and practical support received by our support teams and external agencies with whom we have developed good working relationships. We work closely with Norfolk County Council Quality Assurance Team who came to visit Ritson Lodge to assess what support we need and what input they may be able to provide.

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:

- We celebrated Chinese New Year the same way we celebrate almost everything - using it as an excuse for great food, original activities and games, a chance to learn something new and have fun.
- We enjoyed a lesson in the history of the origins of the Afternoon Tea party almost as much as we enjoyed the food itself. Our wonderful Chef and his team never disappoint as they put on delicious meal after delicious meal. Our Activities Team always make the most of every occasion with music, entertainment and fun.
- Burns Night at Ritson Lodge was celebrated with the traditional Ode to the Haggis, readings of Robert Burns' poems and a delicious Scottish and Burns inspired menu. Residents were delighted by the Chef's performance and the menu.

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 Ritson Lodge:

- "Facilities of a high standard. The staff are friendly and helpful. Excellent dining experience. Purpose-built accommodation light and airy. Good communication, always contacted if the need arises. Health and hygiene given high priority. Secure and safe environment. Good range of activities is available. Overall an impressive care facility".
- "Thank you to all staff and management. Nothing was too much trouble and everyone was very smiley! I enjoyed my week with you, it was a real treat. Thanks again".
- "All the Ritson Lodge staff provided excellent care for my mother who was a resident for four years and recently died at the home. The care staff provided very sensitive and attentive care during my mother's last couple of weeks. The administrative staff were flexible and sympathetic throughout".

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 Ritson Lodge Care Home, then please do contact the home directly on 01502 734000 and ask to speak with the Manager about the services we could provide to your loved one.

08 February 2022

Holly Woodcock

General Manager



www.barchester.com