

Action Plan for Ashfields

Date of last published inspection report – 8 April 2022

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 robust follow up process for referrals to different disciplines such as the Falls Team, Tissue Viability Nurse, District Nurse, Dietician and Speech and Language Team is in place to ensure clinical risks are appropriately managed. We now have a tracker in place for clinical risks which highlight dates of referral and expected follow up dates. The outcome of the follow up will be reported and recorded with any further actions allocated to a designated senior member of staff.
- Internal audit processes are more robust and are quality checked by the Regional Director and/or Clinical Development Nurse. Any actions from previous audits are reviewed at regular intervals and the Senior General Manager will maintain oversight of these at all times to ensure the audit process is effective. The internal audit process includes a monthly documentation audit. Where these identify inconsistencies or inaccurate information, this will be addressed immediately. The need for contemporaneous recording will continue to be reinforced through daily stand up meetings, supervisions and whole staff meetings.
- All residents identified as not having sufficient stock of medication had this addressed on the day of inspection. All residents now have required stock to meet their medication needs. We will ensure that residents have sufficient stock at all times by carrying out daily stock checks, recording running balances and reporting risks of medication shortages throughout the cycle. Any shortfalls will be identified in advance and addressed with the GP and the Pharmacy to ensure a timely delivery.
- Weekly, as well as monthly medication audits, are taking place and will continue to take place. This will minimise the risk of medication errors occurring and will identify any shortfalls. The audits will also ensure all relevant and required information is documented for allergies, photographs and PRN (as required) medications.
- Reviews with the Pharmacist and GP surgery are taking place to discuss the prescription requests and delivery of medication to the home within the required time scales.

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:

- Celebrations were in full swing at Ashfields Care Home, as one of our residents reached her centenary in style. She was joined by staff and other residents as she received a telegram from the Queen in recognition of her landmark birthday. A champagne reception was held at the home and guests enjoyed a special birthday cake made by the home's chef.
- One of our residents was a singer during her life from the age of five.- We contacted Heather



Edwards an advocate for singing and member of Music Mirrors, she goes to places connecting communities by singing. We took our resident to the forum and joined Heather's choir for a singing session. She found the session very comforting and she felt she was back on the stage. This has empowered our resident.

- Recently our residents visited the Norfolk Broads, they went for a boat trip with the public with a tour guide. The boat went through a bird watching session, and we saw George Formby House - he was an English, actor, singer song writer, and comedian in the 1940's. We passed by Salhouse Broad and Wroxham Broad, and we saw a kingfisher along the way (a hard to find bird). The trip enable us to do a reminiscing session and we ended up singing some of George Formby's songs and the residents came home happy.

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 Ashfields:

- "Mum has been happy here and is very well cared for. The staff are attentive, friendly and willing to do all they can with a cheery smile."
- "An extremely pleasant home and the staff are all very helpful and obliging."
- "As a family, we love this place! The staff are kind and understanding and take great care of my mam. The food is fantastic and my mam loves that she can have a glass of wine with her lunch. Also, whenever we need to talk to anyone, they are there for us. They're all amazing!"

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 Ashfields, then please do contact the home directly on 01603 721720 and ask to speak with the Manager about the services we could provide to your loved one.

Kerry Angeloni

Registered General Manager

