

Action Plan for Mount Tryon

Date of last published inspection report – 13 January 2022

We are writing to share with you our response following the last CQC inspection.

During the inspection, there were many positive areas identified. For the purpose of this statement, we have focused on sharing some of the positive comments and the actions taken since the previous inspection in June 2021 which meant we were no longer in breach of regulations 10, 12 and 17.

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.

Feedback from CQC following the inspection:

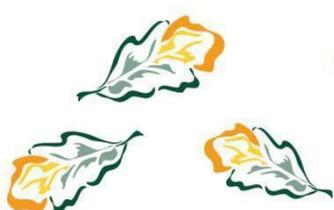
- Comprehensive risk assessments were in place and reviewed regularly to ensure they remained up to date.
- Staff received training in supporting people living with dementia. They were skilled at anticipating if someone needed assistance. They knew how to support people if they were distressed and putting themselves or others at risk.
- People were supported effectively with nutrition and hydration. The chef had detailed current knowledge of people's dietary needs and people spoke very highly about the quality of the food. Food and fluid intake were monitored, people weighed regularly, and referrals made to Dieticians and the Speech and Language Therapist if required.
- The provider had systems in place for reviewing accidents and incidents, and safeguarding concerns. An analysis of this information was completed to identify any patterns and trends.

We acknowledge that concerns were raised as to the recording of administration of creams, recording of mattress settings and evacuation plans, but as the report states, these were addressed immediately on the day of inspection with the implementation of the correct forms and training for staff. We continue to monitor these closely.

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:

- Our residents went all out to celebrate the Queen's Platinum Jubilee at Mount Tryon. Afternoon tea was served on the terrace after a wonderful performance from a local entertainer.
- Residents recently enjoyed a 'beach party', making good use of the summer sunshine with fishing, seaside songs and ice cream served. Residents also had fun competing for prizes with 'hook the duck' in the garden.
- Residents had a visit from Poppy the pat dog who was a big hit with the residents who made a big fuss of her.



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 or reside in Mount Tryon:

- "I came in here for a very short time but decided to stay longer because it seems so good with everything for you. In the last couple of months, I have changed my mind completely to stay for as long as possible. For my safety, I will stay forever. The staff here are just so nice and wonderful for everything."
- "My experience at Mount Tryon has been a professional nursing home. Way beyond what I expected it to be."

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 Mount Tryon, then please do contact the home directly on 01803 292077 and ask to speak with the Manager about the services we could provide to your loved one.

19 July 2022

Ria Willett

General Manager

