

# Action Plan for Forest Hill

Date of last published inspection report – 11 May 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:

- All safeguarding referrals and outcomes/ recommendations will be discussed at monthly Clinical Governance meetings with actions and lessons learnt to be shared with the team through emails, staff supervisions, discussions at daily stand up meeting and staff meetings.
- Support was provided by the Hospitality Manager who assisted in the chemical dosing system being repaired and domestic staff receiving additional training in the use of chemicals.
- The General Manager will complete all monthly quality audits in a robust and thorough manner which encompasses for example; infection control practices (including housekeeping cleaning schedules), care records (including individual care plan review and clinical risk assessments) to ensure the health, safety and wellbeing of residents living at Forest Hill. The General Manager or Deputy Manager will allocate any actions from the audits to the heads of department and registered nurses to complete. Completed actions will then be recorded on the audit and signed off by the General Manager.

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 granted the wish of a resident who had always wanted to try flower arranging, this was made possible with our fantastic activities team
- We have specifically designed our Namaste room to help stimulate senses and encourage engagement. Our Namaste room offers an area where our residents are encouraged to relax and unwind, surrounding by tranquil lights, relaxing music and aromatherapy diffusers
- Many residents requested a trip to the seaside to make the most of the nice weather, which was reminiscent of fond childhood memories for all involved.

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 Forest Hill Care Home:

- "We had no concerns over the care provided, they were responsive, caring and effective and had



taken all actions appropriately” (External HealthCare Professional)

- “I have never met a nurse so efficient, who has given the family as well as our loved one support and compassion” (New family member)

For more information, please visit the [www.carehome.co.uk](http://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 Forest Hill Care Home, then please do contact the home directly on 01909 530531 and ask to speak with the Manager about the services we could provide to your loved one.

**7 September 2022**

**GEORGINA JACKSON**

**REGISTERED MANAGER**

