

Action Plan for Kingswood Court

Date of last published inspection report – 14 September 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.

A full action plan was produced and shared with the regulator on 22 September 2022 and the areas for focus included:

- A suite of monthly audits will be completed each month within the home to identify any areas of improvement. Where any areas are identified, an action plan would be implemented and any lessons learned shared with the team to ensure high quality care and support is provided to all residents living at Kingswood Court Care Home.
- A full review has been completed of staffing levels in the home, in line with Kingswood Court Care Home's dependency tool. This has resulted in an increase of both care and activity hours to provide residents with further care, support and engagement.
- A robust recruitment plan has been implemented for the home, with new staff having joined, or are currently in the process of joining the team at Kingswood Court Care Home. All staff joining the home will undergo a thorough induction process to ensure they understand the home and most importantly, get to know each resident and their care and support needs.

A General Manager was in post and was in the process of being registered with CQC to manage the service.

- 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:

- The home was happy to welcome back Kris from Tropical Discovery. Our residents are always very brave to see, learn about and handle the wonderful animals.
- To celebrate International Women's Day, our residents wrote thank you notes to all of the inspirational women in their lives. Not only did our residents thank their sisters, daughters, nieces, cousins and friends, they also thanked some of our wonderful staff, who were filled with tears of joy.
- We were recently invited to take part in a local community art project, organised by Brick Project UK. Our residents were asked to paint three separate brightly coloured disks, with any design they choose. These disks are going to be a part of a large mandala mural, which will be located in the Library of Things in Kingswood.

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 Kingswood Court Care Home.

- A thank you letter was sent in from a daughter of one of the residents at Kingswood Court. This was to express their thanks for supporting the resident in such a kind and compassionate way during their time at Kingswood Court. The letter stated that there were many members of staff at Kingswood Court who were worthy of praise and the daughter was extremely grateful for the care provided to her mother.
- Kingswood Court received thanks from family members for the care provided to their loved one during their stay at Kingswood Court.

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 Kingswood Court Care Home, then please do contact the home directly on 01179 603722 and ask to speak with the Manager about the services we could provide to your loved one.

13 October 2022

John Mathew Gangadharan

Deputy Manager

