

Balclutha Court

Date of last published inspection report – 18 March 2022

We are writing to share with you our response and action following the last CI 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 will rewrite our PRN protocols to ensure that they are person centred. Reflective supervision will be carried out to ensure that staff administering PRN medication go back to the individual and evaluate the effectiveness of the medication and record the outcome. This will be monitored through daily documentation audit following resident of the day and also through monthly medication audit.
- Operational trainer and our Heads of unit will carry out IPC competencies with staff and reinforce current guidance on a 3 monthly basis. GM will also observe practice during daily walk round and identify good practice and areas for improvement.
- Current guidance relating to IPC is available through Barchester intranet where staff can access guidance via training PC and tablets. Current guidance will continue to be discussed at staff meetings and stand up meetings.

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 had a fantastic time joining National Trust Talks Service team at Cliveden House for an inspirational talk on Nancy Astor – the first woman to take a seat in the House of Commons. Our residents had the opportunity to learn more about the fascinating life of Nancy and her political career. As the first woman MP, she experienced both attention and scandal throughout her

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life, which led to many triumphs and numerous disasters. The talk was truly enjoyed by all.

- Our residents had a lovely time joining Sue and Nicole from Ferndown Florist for an intriguing flower arrangement workshop in celebration of the Queen's Platinum Jubilee. Our residents enjoyed a wonderful virtual demonstration and got inspired to create their own flower posies for our Jubilee displays. Our home will be specially decorated for the upcoming festivities.

For more information about what our residents have been involved in, please visit the activities page on the home's website page.

Below are some of examples of recent feedback we have received from visitors to Balclutha Court.

- "All phone calls to the home are dealt with efficiently. Staff are very friendly at all visits. Can visibly see staff going out of their way to care for the residents. An active and varied entertainment programme. Residents fed well and often, and drinks for hydration are always on hand to the residents. Staff have made an obvious effort to get to know my mum in supporting her care. Welcoming reception area on entry to the home".
- "My dad is a temporary resident, awaiting a homecare package. From his initial day until now he has been made to feel very welcome. He wasn't impressed to begin with, as he was confined to his room because of various Covid restrictions. However, now he is free to wander around and sit outside he is much more settled. All staff are very friendly and helpful and concerns are dealt with quickly. He is very impressed with the overall standard of meals. The rooms are clean and comfortable. Overall everyone is doing a great job during quite difficult circumstances. If he wanted to stay I would be quite happy, but he is desperate to get back to his own house".
- "After much deliberation and heartache, we as a family had to come to the decision to put mum into care. She initially went into Balclutha for respite however it became evident my dad wouldn't be able to cope at home as my mum was not getting any better. Although this was a difficult decision the staff at Balclutha have been next to none. They are all so welcoming and nothing is a problem for them. The nursing staff, activities staff, care assistants and the receptionist are all lovely caring people. The thing that resonates with me the most is when my dad was apologising for going every day and was told "this is your wife's home now and you are always welcome here." Probably the hardest but the best decision we have made as my mum is well cared for well-fed and is settling in well. She went in a distressed and fragile lady and is now happy and content even gaining weight thanks to the

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lovely home-cooked food. We as a family are very grateful. Thank you, Balclutha.”

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 Balclutha Court, then please do contact the home directly on 01475 326 087 and ask to speak with the Manager about the services we could provide to your loved one.

4 October 2022

Alison Dickson

REGISTERED MANAGER

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