

Bushey House Beaumont

Date of last published inspection report – 9 June 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:

- We have acknowledged that the turnover of management resulted in inconsistency and did not give staff in the home clear guidelines to follow. We have since recruited an experienced Barchester Manager who has worked for the company for over five years. The Manager is supported by a Senior General Manager three times a week to ensure that all systems and reporting in the home is reported and escalated to Senior Management. Communications have improved between Regional Director and external agencies including Hertfordshire safeguarding team. Additionally we are assured that any concerns raised at home level now are being recorded on our governance systems to provide senior management oversight. All historical concerns (including safeguarding and complaints) are being reviewed and actioned as appropriate.
- Barchester Healthcare has a very comprehensive range of training for all staff roles, supported by onsite visits from the Operational Trainer which also includes observations of practice and 1:1 and group supervisions. We will ensure that all statutory and mandatory training and supervision sessions are in place by reviewing training matrix. When it is evident that staff are not adhering to statutory and mandatory training requirements, appropriate measures will be taken against the non-complaint staff. Each staff member's training needs will be assessed and appropriate training provided according to their needs, e.g. moving and handling for specific service users to the home.
- Steps have already been taken to ensure that residents requiring assistance with meals (due to a choking risk) will have this information documented in the care plan and ensure it is communicated at each handover. Additionally, all staff will be / are training in IDDIS and this will be monitored via competency and observations by the Head Chef and General Manager. The Management team will carry out observations during meal times to those residents identified at risk, to ensure the steps mentioned above are followed up. Chef and nursing staff are now working closely to ensure that individuals'

Barchester Healthcare Ltd

Barchester Healthcare Ltd, 3rd Floor, The Aspect, 12 Finsbury Square, London, EC2A 1AS
Tel: 020 7382 2860 • Fax: 020 7382 2890 • Email: info@barchester.com • www.barchester.com

Registered in England No. 2792285



dietary needs are met safely i.e. special/modified diet. A list is provided to chef for action. Monthly meetings with care staff and the chef is in place. The chef has now completed IDDSI training with all care staff.

- The General Manager and Deputy Manager will ensure that any resident who has developed pressure ulcers are referred to health care professionals without delay. Additionally the Clinical Development Nurse (CDN) is available to provide support and guidance in. Stand Up meetings will take place daily (x7 days) where all changes in skin integrity are discussed. Where a resident's skin integrity is changing the General Manager and Deputy Manager will ensure they review immediately alongside wound care plans and assessments. When required a referral to Tissue Viability Nurse (TVN) will be made without delay and additionally all changes will be added to the care plan and clinical governance system. Records of all referrals will be kept in the care profile to ensure there is a record of when the referral was made. Advice from the TVN referral will be stored in the care profile and advice will be added to the care plan and discussed at the staff team handovers. The Home will appoint a Tissue Viability champion to ensure the home has increased oversight of pressure care in the home. This champion will receive enhanced training provided by the CDN.
- 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:

- Bushey House Beaumont had a fantastic time hosting A Vintage Garden Party. The event was a great way to open the first day of the Bushey Festival and residents and team members were joined by their loved ones and members of the local community. There were delicious cakes and plenty of Pimms. Thank you to everyone that joined us!
- At Bushey House Beaumont, not only do we have our own beautiful gardens and views, but we also have wonderful places to visit and spend time in close by. Residents enjoyed a wonderful afternoon in the Bushey Rose Garden. Head Chef Avni packed us some delicious treats and refreshments and we wandered around admiring the designs of Landscape Architect's Thomas Mawson. Much of the original planting still remains making it a beautiful and peaceful place to spend time

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 Bushey House Beaumont:

Barchester Healthcare Ltd

Barchester Healthcare Ltd, 3rd Floor, The Aspect, 12 Finsbury Square, London, EC2A 1AS
Tel: 020 7382 2860 • Fax: 020 7382 2890 • Email: info@barchester.com • www.barchester.com

Registered in England No. 2792285



- “My father's respite stay provided him with the high level of care he needed from a team of kind, caring and supportive carers. The whole family were impressed by the care and attention he received to ensure every need was more than met. He enjoys the food, the company of the carers and the entertainment. My family are grateful for everything they did to make his stay a positive one.”
- “Excellent care.”

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 Bushey House Beaumont, then please do contact the home directly on 0208 4218 844 and ask to speak with the Manager about the services we could provide to your loved one.

4 October 2022

Mary Jane Bague

REGISTERED MANAGER

Barchester Healthcare Ltd

Barchester Healthcare Ltd, 3rd Floor, The Aspect, 12 Finsbury Square, London, EC2A 1AS
Tel: 020 7382 2860 • Fax: 020 7382 2890 • Email: info@barchester.com • www.barchester.com

Registered in England No. 2792285

