

Cepen Lodge Care Home

Date of last published inspection report – 1 March 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:

- Following on from the CQC inspection, we completed a full medication audit throughout the whole home. Monthly medication audits have been completed as part of the Barchester Quality Assurance process. All “as required” (PRN) medication protocols have been rewritten, and are in place for all residents as appropriate. We have implemented the use of the Barchester “variable dose” medication record sheet. This is being reviewed as part of the monthly audit process. We have reiterated the Barchester Healthcare Medication policy and procedures.
- All residents and relatives were given the opportunity to participate in the “Tell Barchester” survey. There are regular monthly resident meetings taking place, and a relatives meeting was held in April 2022. These will continue to take place.
- We are in the process of inviting all relatives to attend a care review with the team leaders to review the individual’s care files, and as part of the monthly “Resident of the Day” review, we are contacting relatives to gain their feedback. The GM has an open door policy and is available for the residents, the relatives to speak to when visiting the home, and the staff working on the communities.
- 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:

- Residents enjoyed receiving beautiful poems and colourings from some local school children.

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- Cepen Lodge has brought a bit of magic to residents by providing a 'Magic Table 360 and the Happiness Programme' as a way to improve residents' quality of life.
- Residents are thoroughly enjoying different fun activities such as popping bubbles, playing the piano, colouring in pictures, sweeping leaves or interacting playfully with fish.

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 examples of recent feedback we have received from significant people who visit Cepen Lodge:

- "The staff are very professional, caring and compassionate. The food, facilities and cleanliness are also excellent. The management and reception staff excelled in their roles. Thank you for taking good care of my mum."
- "My mother-in-law has been living at Cepen Lodge for four years. During that time she has been looked after exceptionally well. She is always well dressed and her room is very clean and tidy. The staff are always very helpful and caring, this must have been very difficult for the past two years during the pandemic."
- "Excellent care, support and attention is provided for my dad and also myself. I live in Cornwall and am offered consideration and support whenever I call for updates etc. My dad can be quite challenging as a dementia sufferer and the consideration offered to him by all the staff is exemplary."

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 Cepen Lodge, then please do contact the home directly on 01249 707280 and ask to speak with the Manager about the services we could provide to your loved one.

4 October 2022

Jade Hodge

REGISTERED MANAGER

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