

# Action Plan for Austen House

Date of last published inspection report – 4 October 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:

- Training for Deprivation of Liberty and Mental Capacity has been undertaken at Austen House on 11 October 2022.
- The General Manager and Clinical Development Nurse contacted the DoLS team and updated Austen House DoLS assessment status. The General Manager had a meeting with the senior team and organised DoLS folders for each unit in order for the senior team and external professionals to have easy access to DoLS assessments. The senior team will be liaising with the Deputy Manager or General Manager when DoLS are to be reviewed in order to ensure DoLS assessments are updated in a timely manner.
- We have reviewed our medication practice at Austen House following the identified areas which highlighted that some of our practices were not managed safely.
- The medication trolley was repaired, and are checked daily by the Nurses during medication rounds.
- PRN protocols have now been rewritten and are reflective of each resident's needs and use. On admission into the care home, all new residents are reviewed and PRN protocols put into place without delay and checked by the General Manager as per new admission process. PRN protocols have been reviewed for all residents who have been prescribed medication which is as and when required.
- The Clinical development Nurse has supported the General Manager in ensuring all Registered Nurses are clear with the policy of signing in medication and transcribed medication protocols.
- We had a discussion with the housekeeping team and reviewed the cleaning schedules. The housekeeping team are to ensure that their trolley and cupboards are kept clean and tidy at all times.
- The Fire Risk assessment has been reviewed and the home has had an inspection carried out by the Royal Berkshire Fire and Rescue service since the Care Quality Commission inspection.
- The Duty of Candour procedure will be carried out accordingly. We have recently ensured we worked in alignment with this procedure, by liaising with families and apologies letters have been sent as appropriate
- Staff have now been provided with Duty of Candour training.
- Incident and accident forms are completed by Senior Nurses and these are reviewed by the Clinical Development Nurse and 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:

- Residents and staff thoroughly enjoyed themselves, as they marked the start of the Hindu festival of Diwali, popularly known as the 'festival of lights'. Residents helped with making colourful patterned rangoli and lighting 'diyas', small oil lamps which are lit to signify the triumph of good over evil. Diwali honours Lakshmi, the goddess of wealth, the lamps help Lakshmi find her way into people's homes. Austen House so enjoyed this special day. The kitchen and staff prepared some really special food which was so enjoyable and the atmosphere was fabulous.
- Furry friends are always welcome at Austen House. One of our regular visitors is Luna, a lively 7 month old Spoodle. Luna visits Austen House weekly with a resident's family. Residents and staff alike all look forward to her visits.
- Residents and staff at Austen House received a very welcome visit from Thrive Early Years and Intergenerational Care. Thrive believe the development of a child during the first three years age helps create the foundations of an individual's life. Residents and staff at Austen House loved our interaction with the children, enjoying, playing with them and reading stories.

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 Austen House Care Home:

- "My friend is happy and well cared for at Austen House. The staff are very caring, helpful and friendly."
- "I have found all the staff very approachable and helpful with a friendly and positive manner. The restaurant and lounge areas are spacious and luxurious and easy for my mother to get to. The activities staff are wonderful and encourage the residents to attend and are respectful if they chose not to. The residents are given a weekly agenda of the activities and can choose at any time which activities they would like to attend. Austen House meets all my mother's needs and I am confident she is well cared for."
- "Following an extremely warm welcome from the manager and one member of staff, I would like to extend my thanks for the well-constructed, and informative visit to Barchester Austen House Care Home yesterday. All of my queries and concerns regarding my mum's future care were answered. Thank you."

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 Austen House Care Home, then please do contact the home directly on 0118 926 6100 and ask to speak with the Manager about the services we could provide to your loved one.

**31 October 2022**

**Seva Hashimova**

**REGISTERED MANAGER**

