

# Action Plan for Lindum House

Date of last published inspection report - 10 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:

- Following the inspection, all care plans have been reviewed and re-written as necessary. This includes individuals' preferences and choices around all aspects of their daily living activities. A full review of all residents that are nursed in bed was undertaken to ensure this is their individual choice and their care plans have been updated to reflect this.
- Residents that have a catheter, have been reviewed and all have a detailed care plan and risk assessment in place. Four hourly catheter visual checks have been implemented and are monitored on a daily basis by the General Manager.
- All staff have received a supervision around wearing face masks correctly. The Operational Trainer conducted "Observations in Practice" to ensure all staff were fully compliant with PPE requirements. This is also monitored on a daily basis by the General Manager during the Daily Walk-round. An IPC audit is carried out every month and any actions are addressed immediately.
- A full audit of the environment was undertaken and an action plan was put in place to address any issues identified. A new satellite kitchen has been installed on the first floor. All handrails have been re-painted and there is a programme in place to decorate bedrooms.
- Staffing is determined by resident dependencies using the Barchester DICE dependency tool. The home continues to work over the DICE recommended staffing levels. Rota's are completed by the General Manager to ensure there is a good skill mix on both floors.
- There has been further training provided in the following areas: Catheter Care, Tissue Viability, Oral Care, Diabetes, Dementia Care, and Safeguarding.
- Recruitment of new staff remains on-going with support from Barchester Recruitment Team. All new staff receive a full induction and on-going support and development.

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 enjoy trips out visiting local places of interest or just to explore, which inevitably ends up with us having a lovely lunch somewhere.
- There are regular concerts the home holds, that allows staff and residents to have a good old singalong, and community links include the local churches, knit and natter groups and toddler groups coming in to see residents.



- On a daily basis, everyone enjoys a variety of activities, including quizzes, bingo, arts and crafts, reminiscing and movement to music. The home hosts movie afternoons on the big screen which, of course, involves popcorn and ice cream at the interval!

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 Lindum House:

- "Dad looks really well. The staff look after dad really well. Special mention to all the staff and the entertainment lady who keeps everyone happy. The receptionist is excellent very organised and friendly."
- "I find Lindum House a friendly, helpful house. Been visiting for years."

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 Lindum House, then please do contact the home directly on 01482 886090 and ask to speak with the Manager about the services we could provide to your loved one.

**31 October 2022**

**Jayne Clarke**

**General Manager**

