

Action Plan for Florence Court

Date of last published inspection report: 13 April 2023

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 reviewed the Infection Prevention Control audit in light of changes since the last audit. This will ensure that the home has an up-to-date picture of infection control and that there is a clear action plan with timeframes to address issues that are identified.
- We provided staff with specific training on accident and incident reporting, which will improve the level of detail, ensure body mapping is completed as needed, and incidents are reported to management in a timely manner.
- We have a co-ordinated, methodical plan with environmental experts and contractors to eliminate the problem identified with flies, including on-site treatment and elimination of all potential sources of the problem. We have moved residents from the affected floor so a specific treatment can be used. All external work, including the removal of all flower beds and the replacement of new hard-core and soil, has been completed; all underground drainage work has been completed; and fumigation work is still ongoing.
- We ensure that risk assessments are completed in full, signed and dated at the time of the assessment and that this is completed for all new admissions to the home in line with our Appropriate Admissions Policy.

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 had a wonderful minibus trip to the Titanic Museum in Southampton. Everyone really enjoyed looking round, interacting with the displays and learning about its incredible story.
- Residents, families, friends and staff all got together for a 'Right Royal Rave Up' and joined the rest of the country in celebrating the Coronation of our King. It was fantastic to see so many people join us for such a wonderful event.
- Residents on the Memory Lane community have really enjoyed making one of their balconies a pretty place to be. By popping out in the minibus and buying their plants, painting the furniture they



chose and planting up the area; they have made a wonderful space to enjoy.

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 Florence Court:

- "It's been an emotive decision for our mum to go into a home but our experience at Florence Court has been second to none. The genuine care from every member of staff radiates as soon as you walk through the door, from the carers, reception, housekeeping and management team through to the maintenance man. They are like extended family and we are comforted that Mum is at Florence Court."
- "When respite turned into a permanent stay to best meet Mum's changing care needs, the staff were brilliant with Mum helping her to make a difficult transition when she couldn't go home as originally planned. They showed compassion and kindness and their genuine care for her made a huge difference, thank you."
- From the moment we arrived, we found the experience so relaxing. Everyone was so friendly and helpful. The quality of the fixtures, service and food was excellent

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 Florence Court, then please do contact the home directly on 01498 555900 and ask to speak with the General Manager about the services we could provide to your loved one.

20 June 2023

Jacqueline Hampton

GENERAL MANAGER

