

Action Plan for Kingswood Court

Date of last published inspection report – 9 June 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 have completed skills supervision and training with the staff team throughout April and May 2023. This was in relation to CQC standards in relation to nutrition and hydration.
- Our Regional Operations Trainer has completed observations of practice to ensure that the staff team have implemented the learning from the training.
- Care charts are now being checked daily by the nursing team, the Deputy Manager and the Regional Support Manager. The nursing team also bring the care charts to the daily stand up meetings. By doing this, we are able to discuss any shortfalls and quickly identify any actions needed to be taken.
- We have developed and introduced “champions” within the home to support the team in key areas such as hydration, infection control, tissue viability, falls prevention, dementia, safeguarding, wellbeing, continence and health and safety.

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:

- To celebrate “Dementia Action Week”, the residents enjoyed creating their own version of the special ‘forget me not’ flower. The ‘forget me not’ is the logo of the Alzheimer’s Society. It was lovely to not only enjoy the creative process, but also to talk about gardening and the residents’ favourite flowers.
- Residents enjoyed a musical session, helping our residents and contributing to many benefits such as positive mental well-being, encouraging social activity and engagement, to bringing them happiness and joy!
- Some of our gentlemen residents at Kingswood Court had a fun game of Dominoes as part of their weekly Men’s group activities. It’s vital for our residents to take part in social groups and spend time together as friends, as they may have done when living at home.

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 Kingswood Court:

- “My first visit here was most enjoyable. I can see the residents are kindly cared for. All the staff have



been welcoming and friendly. I am most impressed!"

- "We had a lovely visit today visiting a friend. The staff were very warm and friendly and caring staff who work very hard. The chef's cake was amazing!"
- "My friend seems to be well looked after, all staff seem very welcoming and happy, always happy to help."

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 Kingswood Court, then please do contact the home directly on 01179 603722 and ask to speak with the Manager about the services we could provide to your loved one.

DATE: 03.07.2023

Mathan Balasubramaniyan

REGISTERED MANAGER

