

Action Plan for Mount Tryon

Date of last published inspection report – 5 July 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.

A full action plan was produced and shared with the regulator on 19 June 2023 and the area for focus included:

- We are reviewing all residents' tissue viability and mobility care plans and ensure information is current and up to date. We then cross check this with our handover documentation, and repositioning records and ensure this triangulates.
- We are completing daily audits of repositioning records and ensure residents are repositioned as per their care plan. Where there are any shortfalls, these will be addressed immediately.
- We continue to review all residents' pressure relieving mattress settings and ensure the correct setting is documented in their care plan and on their repositioning records. We will ensure care staff know how to check and set mattress settings correctly through supervision and 'huddle' meetings.
- We continue to review all residents' nutrition and hydration care plans and ensure information is current and up to date with fluid targets documented where needed, and all dietary needs, including IDDSI requirements are up to date. This will then cross check this with our handover documentation, dietary needs boards in the kitchen and fluid records and ensure this triangulates.
- We will continue to complete daily audits of fluid charts and ensure residents are meeting their fluid targets as per their care plan. Where there are any shortfalls this will be addressed at the time and actions recorded.
- We will continue to complete a review of all residents and ensure that where oxygen is in use and prescribed correct signage is in place and well as care plans that include details on individual requirements, risks and management of equipment.
- We continue to complete a review of all residents and ensure that where catheters are in situ care plans and catheter assessments will be put in place.
- We will continue to ensure nurses know what action should be taken should temperatures be outside of recommended ranges. This will be done via supervision.

A General Manager has been registered with CQC to manage the service since August 2022.

- 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:

- We had a lovely time recently for our Hawaiian day at Mount Tryon. Residents have made all of our own decorations, including props, which was very rewarding, particularly to see them all up on the walls and on the tables.
In the morning to keep to the theme we made homemade Hawaiian Pizza, with ham, cheese and



pineapple which was served as an option on our evening menu.

- We are delighted to have resumed our min bus trips and outing this summer. Residents have and will continue to be supported to visit places of interest. A highlight recently was a trip to our local restaurant The Babbacombe Inn, The food was lovely we were Lucky with weather.
- Recently at Mount Tryon we have been working on our scrap-books. This was lovely way to look back at fond memories of the activities we had enjoyed, friendships we had made and the laughter that it had created. We will keep updating our scrapbook in the coming months.
- This month was Beatrix Potter's Birthday. Beatrix Potter, whose full name was Helen Beatrix Potter, was born on July 28, 1866, in South Kensington, England. To mark this occasion we have decorated our cupcakes with our homemade cupcake toppers. We enjoyed these with our afternoon tea, whilst one of our lovely residents read us one of her famous 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 Mount Tryon Care Home:

- "My aunt recently had a respite stay at Mount Tryon to provide some relief for a struggling family at home. We were very wary of the experience but were supported the whole time. My aunt had a wonderful time, she said she had a fabulous holiday. The staff were so kind and caring. My aunt loved the garden, the company and the activities. We have the next stay booked. Thank you to the whole team."
- "My mother's care is first class. The administration team are very professional, and approachable and treats the needs of the residents as paramount. The staff are all very caring, supportive and friendly. The events team are hardworking and imaginative. The food is excellent."
- "We stayed to have tea with my father-in-law as it was his birthday. The kitchen made him a gluten-free birthday cake. A particular staff member was very helpful in providing us with a meal so we could sit at the table with my father-in-law. Thank you to the particular member of staff and the kitchen cook."

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 Mount Tryon Care Home, then please do contact the home directly on 01803 292077 and ask to speak with the Manager about the services we could provide to your loved one.

6 September 2023

Ria Willett

General Manager

