

Action Plan for Wykeham House

Date of last published inspection report – 23 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.

A full action plan was produced and shared with the regulator on 18 July 2023 and the area for focus included:

- The handover sheets for the whole home and each unit is in the same format. The clinical lead is responsible for checking and updating handover sheets weekly and at any time if any changes have been identified.
- Alert cards and prompts have been removed from residents' folders to reduce the risk of incorrect information.
- The General Manager signs off handover forms daily Tuesday to Friday and on Monday signs forms from Friday to Sunday. These are returned to the nurses at the daily stand up meeting.
- The General Manager will sign off the monthly Audits to check that the audits actions have been completed.
- Nursing staff to discuss accidents and incidents at handovers, stand up meetings and clinical governance meetings. Trends to be identified and lessons learned completed.

A General Manager has been registered with CQC to manage the service since June 2020.

- 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 have been enjoying our recent outings to Tilgate Park Nature Reserve where they get the opportunity to see a variety of animals and birds. Residents then get to enjoy a picnic prepared by our kitchen team.
- Residents at Wykeham House were joined by Brownies, Rainbows and friends and family for our recent Community Sports Day! We hosted wheelchair egg and spoon races, a three-legged race and a sack race and residents enjoyed a buffet prepared by our kitchen along with a variety of games to keep them active.

Here at Wykeham House we make the "impossible", possible. Bill and his family didn't think he would be able to attend his granddaughter Melissa's wedding. Shannon our activities assistant thought we could make this possible and she did. On 10th June 2023 when Melissa walked down the aisle she not only had her husband waiting at the other end but also her grandad. A truly special occasion.



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 Wykeham House:

- "Very happy with our choice. Mum has settled fairly well. Integration with activities has enabled her to be wheeled out of her room and mix with others. So happy that the nurses and carers have got her out of bed each day. Food is a problem as she is a plain eater so needs assistance with eating and choices."
- "My wife had a nice time, and as she had dementia, the illness went quick and had a quick end. Was cared for very well, and many thanks to all the staff."
- "Staff are amazing, kind, welcoming and friendly. Understanding and caring. They have given my partner back his dignity, so clean, comfortable and peaceful. His room is lovely. Everyone looking after him are so far amazing - a huge thank you."

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 Wykeham House Care Home, then please do contact the home directly on 01293 823835 and ask to speak with the Manager about the services we could provide to your loved one.

5 September 2023

Julia Christodoulides

Senior General Manager

