

Action Plan for Brook House

Date of last published inspection report – 24 November 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 15 December 2023 and the area for focus included:

- At Brook House we will ensure that all CD's are being audited and checked daily. This will include opening the boxes of newly delivered ampules and CD's and doing a physical check and observations of the CD's – including to see if the CD's are in good condition. The count will be recorded daily by both the day nurses and the night nurses and the observations of any medication in poor quality will be recorded in the daily auditing file.
- The General Manager will continue to sign off checks weekly as oversight. Additionally, all CD ampules are now being kept in a separate CD cabinet away from risk of damage from other CD's administration. Any concerns or variance on the count will be immediately reported to the General Manager.
- All staff have had training on the procedure from the Clinical Development Nurse and compliance on the procedure will be followed up by the General Manager daily during their walk rounds.
- At Brook House we will continue to ensure all liquid medications not only have the date of opening on the liquid bottles but will also ensure that they have an expiry date recorded on the bottle. During the monthly medication audits; completed by either the General Manager, Deputy Manager or Clinical Lead, this will be a focus point.
- Where medication is opened and the date recorded (the expiry date will also be recorded one week earlier in the Nurse's station diary). This will be done to ensure that Nurses have notice of the date of the expired medication and allowing time for new medication to be ordered. Additionally the Clinical Team (RGNs) will also make a further note in the Nurse's diary of the date of disposal due.
- At Brook House the staff team will continue monitoring blood glucose machines weekly and the calibration of the machines are being checked and audited (signed off) by the General Manager and/ or the Clinical Lead weekly. Furthermore this is now being checked on Clinical Development Nurses support visits to the home.
- The Regional Director will continue to ensure that this is checked on his Quality Assurance visits.
- The Clinical Development Nurse will also ensure a session is in place to ensure that all Nurses are able and competent to complete this, and it is anticipated that this will be fully completed and signed off by 14 January 2024 by the Clinical Development Nurse.
- The PRN protocols have been rewritten for each resident and will be more person centred. These protocols will continue to be audited by the Clinical Development Nurse during support visits to ensure they are person centred and have the appropriate information in place.
- Staff will continue to receive further training and support from the Clinical Development Nurse to ensure that they are aware of how to complete protocols appropriately.
- Additionally, we are ensuring we are now typing up PRN protocols so the information can be clear and legible, and the monthly review of protocols will be in place by the Clinical Lead and reviewed by the General Manager.
- Medication care plans will continue to be reviewed and, where needed, rewritten.

- All Nurses will receive additional training and support from the Clinical Development Nurse in ensuring medication care plans are being written in a way where appropriate and adequate information is in place to support people's health needs.
- Additionally care plans will continue to be reviewed as a part of Resident of the Day on a monthly basis and overseen by the General Manager.
- Monthly documentation audits will continue to sample 20% of residents' documentation, including their care plans, with full audits completed and action plans implemented where appropriate.
- Staff are now ensuring that wherever the GP has a responsibility in ensuring medical procedures are followed through, that this is added to the Nurse's diary and followed up.
- Where the GP has failed in ensuring any planned procedure is completed, the General Manager will forward concerns to the Practice Manager.

A General Manager has been registered with CQC to manage the service since 2008.

- 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:

- Our residents and staff enjoyed the trip to the sea side. It was very nice to embrace the sea breeze and to walk in promenades. They had a lovely lunch all together at a restaurant with a lovely view of the sea. They had the best ice cream in Clacton. They enjoyed each and every moment of the trip. They were really very happy.
- The world is a beautiful place, with so much to explore. The residents enjoyed a beautiful outing to the Wembley Stadium and London Designer's Outlet. They enjoyed riding scooters, talking to each other, and enjoying shopping and coffee.
- Today we went with the residents to the farm in Stanmore. Residents fed and petted the animals, everyone enjoyed it. After that's we had a picnic there with the sandwiches and biscuits, weather was very nice and we had a lovely time.

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 Brook House Care Home:

- "The time my darling husband has been here we have been extremely happy with the treatment he has received over the years. My husband has been very happy here with the kindness he received."
- "My dad is at Barchester Brook House Care Home and I am so happy he is to be Honest. The manager and his staff go over and beyond for their resident's they really care about the people they care for, God love them. My dad knew it was my big birthday this year and asked the staff and my family could we celebrate in the home? No problem. I cannot fault the kindness and love and total dedication Brook House staff have and will go to make the people they care for and their families happy 100%. Your loved ones will be truly cared for by the most amazing and dedicated people. Thank you for putting my point of view forward."
- "I am a friend of one of the service users at Barchester Brook House Care Home. He has been well care for here and been happy with all the facilities and staff."
- "My wife is looked after with exceptional levels of care. She is treated with dignity at all times. The care staff are friendly and polite at all times. I am confident that she is receiving the best possible care at all times."



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 Brook House Care Home, then please do contact the home directly on 0208 908 5670 and ask to speak with the Manager about the services we could provide to your loved one.

5 January 2024

John Gilfillan

General Manager

