

Action Plan for Brampton View



BARCHESTER HEALTHCARE

Date of last published inspection report – 22 December 2023

We are writing to share with you our response and action following the last CQC inspection. During the inspection, there were overall improvements noted since the previous inspection completed on 5 April 2024, showing that the home is continuously improving. 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.

The regulator did not request an action plan to be completed however we have an internal action plan that we are focusing on to ensure:

- At Brampton View we will ensure staffing levels are continually reviewed and updated to ensure appropriate and safe levels of staffing in the home at all times. Reviews of staffing are undertaken on a monthly basis or as and when needs, risk or occupancy changes.
- The General Manager will review the rotas; ensuring there are always staff on shift with different skills and experience and that rotas are completed 4 weeks in advance.
- The General Manager will continue with daily walks arounds; ensuring they are assessing if residents' needs and requests are being responded to in a timely manner; including at meal times.
- The General Manager will complete audits as per company policy to identify any areas for improvement and add these to their action plan. All actions will be added to the home's central action plan and oversight completed by the General Manager at least weekly. The audits and CAP will be monitored by the Regional Director to ensure progress is made.
- At Brampton View we will ensure all little-used and unused water outlets are flushed on a weekly basis to ensure water safety is adhered to. This is to reduce the risk of the legionella bacteria being detected.
- At Brampton View we will ensure that all required fire testing, including but not limited to; weekly fire alarm tests, fire door closures, emergency lighting and fire drills are carried out in line with Barchester Policy.
- At Brampton View we will ensure that fire exits are easily accessible and free from obstruction and appropriate signage is in place.
- We will work alongside our maintenance teams to ensure all floorings in bedroom and communal areas are maintained and replaced where required.
- We will ensure the external safety of residents, staff and visitors by maintaining and replacing external slabs and pathways where required.
- The General Manager will ensure that all incidents and accidents are recorded in the correct time frame using the clinical governance system. The General Manager will have oversight of all incidents and accident forms and ensure that they are accurately recorded. The accident and incident information will also be discussed as part of the monthly clinical governance meeting.
- The General Manager will review all incidents and accidents; referring them to the local safeguarding team and/or regulator when required.
- The General Manager will follow the Duty of Candour process as needed. This is to ensure that the home is open and honest when things go wrong in the home.
- The General Manager will analyse incident data and identify patterns and trends for lessons to be learnt. The patterns and trends will be used and shared with the staff team, to support safety.



procedure to be reviewed and measures to be implemented to support in the prevention of future incidents occurring.

- The General Manager, with support from the Regional Director is going to continue to implement and drive systems for monitoring the safety and accuracy of medication management.
- At Brampton View, all staff who are administering medication are adequately trained to do so; the General Manager will ensure training is refreshed and competency checks completed as required.
- The staff team at Brampton View will continue to monitor Medication Administration Records for any errors or discrepancies and report these to the Deputy Manager or General Manager without delay so that appropriate action can be taken in response
- The General Manager will continue to carry out monthly Medication audits.
- The Regional Director will continue to ensure that Medication Audits are taking place during his Quality Assurance visits.
- At Brampton View we will endeavor to have open and honest communication with residents, staff, families and friends; welcoming all feedback.
- We will ensure there are scheduled meetings held with staff, residents, family and friends as per Barchester Policy; ensuring these are advertised and accessible.
- The General Manager will respond to any complaints and concerns in a timely manner and logging them as per Barchester Policy.
- At Brampton view we will encourage staff to identify any development needs or opportunities; encouraging and facilitating staff to meet these needs.
- All staff are required to complete their statutory and mandatory inductions relevant to their role to ensure the safety and competency of the staff team.
- The General Manager will ensure that all staff have supervisions and appraisals where there is opportunity to discuss training needs, aspirations and general wellbeing.

A General Manager has been registered with CQC to manage the service since September 2023.

- 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.

For information about what our residents have been involved in, please visit the activities page on the home's website page.

- Virtual flower arranging session over zoom. They demonstrated how to create beautiful table displays in preparation for Valentine's Day. We joined along with the creations at the same time adding roses and carnations to our displays. We were thrilled with our displays and have placed them around the home for all to enjoy in the run up to Valentine's Day.
- In preparation for Chinese New Year we spent some time looking at the Chinese alphabet and attempted to learn to write our own names in Chinese. We also learnt some common phrases like hello is Ni Hao, I love you is woaini and most importantly where is the pub is jiuba zainali! We are fully prepared for a trip to china now and are looking forward to our Chinese food tasting tomorrow afternoon.
- We were joined by the fabulous Northampton Sings for an afternoon of live music and cheese & wine!! What more could we ask for on a Sunday afternoon. Northampton Sings are a local choir who are currently fundraising for Northampton Parkinson's People charity. We had a great afternoon with them and have already had requests to get them back in as soon as possible!

Below are a couple of examples of recent feedback we have received from significant people who visit Brampton View Care Home:

- "My mother has been in Brampton View for almost two years now, and from the first day was very happy. The staff have been most kind, professional and helpful, going out of their way to provide excellent care and quality of life for my mother. The food is absolutely great, especially on occasions such as Christmas. There are so many interesting activities provided, and we were particularly touched by such kindness as a Zoom meeting made possible so that Mother could see and speak to all her family who live abroad. We are rest assured that Mother is very well looked after!"

- "Mum has been here since Christmas 2020 and is happy with the friends she has made. The staff are excellent, and if any problem occurs, can always rely on management to sort quickly."
- "Since the support manager and her team took over the management of Barchester Brampton View Care Home, there has been a huge change for the better. The home is now very well-run. It is lovely and calm and the atmosphere is warm, caring and reassuring. The new staff on Lower Valleys fill me with confidence that my dad is cared for and treated with dignity. He is much calmer than he used to be and much more settled. Well done to the support manager and team."

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 Brampton View Care Home, then please do contact the home directly on 01604 850700 and ask to speak with the Manager about the services we could provide to your loved one.

15 February 2024

Motshodiemang Masedi

General Manager

