

Action Plan for Chorleywood Beaumont DCA

Date of last published inspection report – 11 June 2019

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:

- A full action plan was produced and shared with the regulator and the main areas for focus related to medicines management and included:
 - Staff working in the supported living service have retaken their medication competency and refresher training provided by Boots.
 - All staff have been made aware of the correct procedure with regards to 'prompting' medication and will report immediately if they have any concerns with the medications in clients' own homes.
 - Staff have been instructed to record prompting of medication in the progress and evaluation notes for each client they visit daily. In these notes the staff are recording the 'prompt' and whether the medication was taken.
 - Medications will be monitored in a monthly audit tool carried out by the home's management team. Where areas for improvement are identified, additional training, supervisions and support have been put in place.
- Since the last inspection, a new General Manager has been appointed and commenced in employment on 6 July 2020. The General Manager is in the process of being registered with the regulator as the Registered Manager.
- All staff working in the supported living service have had and will continue to have reflective supervisions where they have the opportunity to discuss medication management for the clients receiving care from the service.
- 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 more information about what our residents have been involved in, please visit the activities page on the home's website page.

For more information about what people have said about our services, please visit the www.carehome.co.uk website.

If you would like to know more about the great things that are happening at Chorleywood Beaumont Care Community, then please do contact the home directly on 01923 285111 and ask to speak with the Manager, Diana Nica about the services we could provide to your loved one.

Date of statement – 13 August 2020

General Manager

Diana Nica