

# Action Plan for Newington Court and Falcon Place



Dear Sir or Madam,

We thought it might be useful to residents, potential residents, their relatives and friends to summarise our response to the Care Quality Commission's latest inspection report, published in April 2017, setting out the actions we are taking to improve care at Newington Court and Falcon Place. We were grateful that the Care Quality Commission noted good practice in important areas and many significant improvements since our last inspection. They noted: 'People gave us positive feedback about the home and told us they received safe, effective, caring, responsive care,' that: 'People were supported to maintain their relationships with people who mattered to them. Relatives and visitors were welcomed at the service at any reasonable time and were complimentary about the care their family member's received. Staff were cheerful, kind and patient in their approach and had a good rapport with people. The atmosphere in the home was calm and relaxed. Staff treated people with dignity and respect,' and: 'People told us the home was well run. Comments included, "It's changed since [registered manager] took over for the better. If you got a complaint she gets it done. They have carers meetings, resident meetings and carer and resident meetings so you have an opportunity to hear your voice heard."

We were pleased that the Care Quality Commission rated Newington Court and Falcon Place 'Good' for being 'Caring' as at our previous inspection before and added 'Good' ratings for being 'Effective' and 'Well-led'. Their overall rating for the home was that it required improvement, however, singling out two areas at the time of their inspection. We value the Care Quality Commission's view of how we deliver care. We recognise that we need to consolidate progress we have made and continue to improve services at Newington Court and Falcon Place.

We want to reassure you that we are taking appropriate actions. We believe that setting out these actions will help everyone interested in Newington Court and Falcon Place to understand the inspection report and how we are resolving issues and continuing to improve the care we offer.

## Report findings and actions

*The Care Quality Commission wanted us to ensure that people always receive care and support that is appropriate, that meets their needs and reflects their preferences.*

To ensure that we improve in this area:

As the inspection report makes clear, care planning has improved considerably, with greater involvement of residents and relatives and good staff knowledge of content and individual likes and dislikes. In order to ensure that no individual is overlooked and that all



regulation-required recording is in place the General manger, Deputy Manager and Heads of Unit are now carrying out a weekly audit of care planning, checking that new residents have documentation in place and that all required reviews have been carried out.

*The Care Quality Commission wanted us to ensure that recruitment procedures are always effective.*

To ensure that we improve in this area:

As the inspection report makes clear, recruitment and recording processes are generally in good order. However, a discrepancy between a CV and an application form was noted on one file during inspection. In order to ensure that this does not happen again an audit of existing files was carried out; for future employees particular attention will be given to employment history. Should any gaps be found an explanation will be sought from the staff member, recorded and added to the personnel files. For all future employees there is a double check system in place, carried out by the General Manager and the home's administrator.

### ***Accountability for change***

We are pleased that the Care Quality Commission noted important areas of good and improving practice at Newington Court and Falcon Place, including rating us as 'Good' for being 'Effective' and Well-led' in addition to 'Good' for being 'Caring.' We were pleased that they recorded that: 'People told us that staff were kind and caring towards them. We observed that staff were friendly, kind and responsive to people's needs,' that: 'Relatives told us staff were kind and caring. Comments included, "Staff are kind and professional"; "I think the care is very good. I think the girls [staff] are very good". One relative told us that staff were "Encouraging not condescending," and another commented: 'Ever since my dad has been in this home, he has improved greatly. Nothing is too much trouble for the staff, they are very helpful, even towards visitors. 100% perfect'.

We will continue to work to ensure that we meet Care Quality Commission requirements, consolidating the improvements they noted and addressing issues to be resolved. We are monitoring our progress carefully, audited through regular visits from senior managers: our progress will also be monitored by the Care Quality Commission.

As General Manager for Newington Court and Falcon Place these actions are currently accountable to me. If you would like to talk about any of the issues this raises I and my team would be pleased to do so.

Sincerely,

Amanda Oxley,

General Manager,

25/4/2017

