

# Action Plan for Westvale House

Date of last published inspection report – 1 February 2024

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 on the 15 February 2024 and the area for focus included:

- At Westvale House we will ensure that when there has been an incident or accident recorded, we ensure lessons are learnt and appropriate actions taken to minimise the risk of further incidents of the same nature.
- The General Manager will ensure a frequent, robust medication audit is completed with any actions documented and acted upon in a timely manner to minimise risk and error.
- Further training and supervision is being completed with staff to ensure a safe and consistent approach to the safe handling of medications.
- The General Manager/ Deputy Manager will check medication documentation as part of their daily walkaround, particularly focusing on the records for any prescribed creams.
- The General Manager and the Clinical Lead at Westvale will ensure that when 'as required' is prescribed and needed to be administered that staff are fully recording this.
- During the handover process, staff will ensure that any changes to residents' medication is discussed and documented to ensure all clinical staff on duty are aware of the current, prescribed medication for each resident.
- The General Manager, with support from the Deputy Manager and the Clinical Development Nurse will ensure all persons involved in the administration of medication have completed their mandatory medication administration training, and subsequently had a medication competency assessment completed.
- During the daily walk around, the General Manager and/ or Deputy Manager will ensure that medications are disposed of appropriately.
- At Westvale, where thickeners are prescribed for residents, we will ensure these products are used only for the prescribed individual and when not in use are securely stored in the clinical room.
- The General Manager and Deputy Manager are reviewing the location of every residents' call bell and their individual ability to effectively use the system. Where appropriate, alarms such as a neck pendant or wrist pendant will be utilised to ensure all residents have access to an emergency call bell at all times.
- At Westvale we will complete 'Care Huddles' to emphasise the importance of call bell accessibility and ensuring residents are able to call for assistance if they need to do so.
- The General Manager will complete a frequent analysis of call bell response times; investigating and analysing any instances where the call bell was not responded to in a timely manner.
- We are reviewing all resident personal evacuation plans; ensuring they are person centred and meet the individual needs of each resident. These plans will be reviewed and updated as and when an individual's needs may change.

- Regular 'Care Huddles' are being held focusing on the importance of documenting the repositioning of residents, fluid and nutritional intake. To support this we have introduced 'Chart Champions' to ensure the documentation is being completed accurately and effectively.
- We are completing a full review of all residents' care plans and risk assessments to ensure the correct information is available to the care team and ensure that only current, up-to-date information is available.
- At Westvale we will use the 'Resident of the Day' process to ensure each individuals' care plans, risk assessments, applicable care charts and documentation is completed appropriately and is up to date.
- The General Manager will embed and complete robust monthly clinical audits to monitor progress and evaluate that processes in place are effective and any actions are promptly identified and documented.
- The Regional Director will continue to visit the home a minimum of monthly to oversee the clinical audits and offer support to ensure appropriate governance of systems is embedded within the home.

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

Below are a few examples of how the home has provided life enrichment and activities for the residents recently:

- Recently celebrating the 99<sup>th</sup> birthday of a resident by inviting in the 'Brownie' group in where she was previously a Brownie group leader for many years. They looked at old Brownie group photos sang campfire songs. At the end of the celebration she was awarded two Brownie badges to wear with pride.
- Celebrating Valentines' week by making and delivering Valentines' gifts, playing Valentines' themed bingo, listening to and singing along to some love songs and finishing the week with Valentines' meals for residents to enjoy with their loved ones.
- Residents enjoyed celebrating Burns night, enjoying the sound of bagpipes played live by a piper in the home. Residents then enjoyed a poetry and music session before ending the day enjoying a meal of haggis, neeps and tatties.

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 Westvale House Care Home:

*'I can honestly not begin to express how fantastic the staff are at Westvale. My grandad moved in, in October and from the very beginning the staff could not do enough for him.'*

*'The home is comfortable, safe and secure and welcomed my dad and family with compassion. The staff provide an excellent service to all and are a credit to the company.'*

*'We wouldn't hesitate to recommend Westvale to anyone looking for a home where the care is superb.'*

For more information, please visit the [www.carehome.co.uk](http://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 Westvale House Care Home, then please do contact the home directly on 01925 571266 and ask to speak with the Manager about the services we could provide to your loved one.

**Jackie Bray**

**General Manager**

