

Action Plan for Winchester House

Date of last published inspection report – 7th January 2020

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 included:
 - We have successfully recruited a new General Manager who is driving through the required improvements so residents receive the best experience from living at Winchester House.
 - We have focused on improving staff training and the home has been supported by an Operational Trainer and the Clinical Development Nurses to ensure that staff have the knowledge and skills required to provide safe care and support.
 - Barchester's governance systems monitor quality within the service. Governance arrangements at home level continue to be embedded to identify and address any shortfalls in the service quality in a timely way.
 - Risk management systems have been improved to ensure that people are cared for safely and in line with their assessed needs.
 - All residents' care documentation has been reviewed to ensure it is robust, reflects the residents' current care needs and is person centered.
- A new Manager was appointed on 20th January 2020, and has now been registered with the regulator.
- The Regional Director and Regional Clinical Development Nurse monitor the quality of the care via our Governance systems. They will visit the home at least monthly as visiting restrictions are reduced.



- 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:

- Sweet Tooth! – Our sweet cart is wheeled around the home offering everyone their very own pick 'n' mix
- Pamper Sessions- Nail care and hand massages.
- Here We Go Again- We have a weekly cinema club, and residents enjoy a bag of popcorn as they settle down to watch the movie.
- Music Therapy- In the absence of our usual entertainers, we continue to provide music therapy for all our residents.

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

Below are examples of some recent feedback we have received from significant people who visit Winchester House

- ❖ .."I have really enjoyed having Skype calls with my mum... it has been really good as I live a long way away and do not get to see my mum as often as I would wish so it is really nice 'seeing' her each week."
- ❖ .."All the staff have been so caring especially when he was in quarantine with suspected Covid. Luckily he did not have it, but loved all the extra attention..."
- ❖ "Would you please pass on my heartfelt thanks and gratitude to the staff at Winchester House and to the caring and dedicated care assistants on Shorts Terrace..."

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 Winchester House, then please do contact the home directly on 01634 685001 and ask to speak with the Manager about the services we could provide to your loved one.

25/08/2020

General Manager

