

May 2019

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, setting out the actions we have taken to improve the Quality of Care and Service Delivery at Okeley Care Home.

The CQC report shows the home has been rated as 'requiring improvement', which is not acceptable by the standards that Excelcare sets itself. Prior to CQC's visit we were working on areas of improvement that had been found by our Regional Team and had an action plan in place to address these areas.

Although there are still areas where we need to improve; we wanted to give you the assurances that we are making improvements and we will continue to do so until we can demonstrate sustained improvement.

We have in place at the home Shoenagh Mackay who is the Registered Manager of the Home.

Shoenagh also has the support of our Regional Director Helen Bennett who is the Responsible Individual for the Essex Region and Karen Spicer the Regional Head of Quality and Development. Karen has supported other homes through the improvements needed and we are confident that her support will be instrumental to improve services and quality of life for the residents at Okeley.

Since the CQC inspection we have reviewed our action plan to ensure we have addressed all areas highlighted. This plan is updated weekly to evidence progress made. Below is a table of actions CQC requires us to improve and how we intend to do this.

Report findings and actions	
<i>The Care Quality Commission asked us to ensure that:-</i>	Peoples care was planned in a personalised way.
<i>To ensure that we improve in this area we are doing:-</i>	Senior care staff will receive further training in completing care records in a person centred way. This will include a wider view of care planning to see how person centred information needs to be consistent and link to other plans and risk assessments. This will include people's choices around wellbeing and their social life, daily activity, advanced care wishes and end of life care. End of life care planning and discussions will include views and choices on quality of life and living well. Each person's care plan will show consistent guidance on all support each person requires and in particular around behaviour and their personal care. This will also show in risk assessments where plans of support have worked or where they have required a change and why. Care plans will also show more detail around each person's gender preference of care staff if stated. The home

	<p>has and will continue to have an internal improvement plan in which every person using the service has their full care portfolio reviewed every month by senior carer. This will involve the person themselves if they are able to participate and / their next of kin as appropriate. This will be monitored by the manager who will have oversight via internal home's care plan audits and by the regional quality and development team auditing of care plans and associated records for each person based on sampling.</p>
<p><i>The Care Quality Commission asked us to ensure that:-</i></p>	<p>Peoples medicines are managed safely and that any risks are managed and responded too.</p>
<p><i>To ensure that we improve in this area we are doing:-</i></p>	<p>Each person's medications care plan is to be improved and sustained to adequately reflect their support needs around medication. Care plans will include the exact nature of support people need. There will be guidance for staff in medication care plans regarding any risks and side effects for specific medications. Information in care plans will match the medication administration record by showing clearly the route of administration for topical medications and the specific area of the body the topical item is prescribed to be applied to.</p> <p>"As needed" medications will be recorded in each medication care plan in detail and on the PRN protocol form kept with the medication administration record. Body maps will accurately reflect for all topical medications, the site of application. Additional training in medication record keeping will be completed via coaching by the regional team to all medication administering staff.</p>
<p><i>The Care Quality Commission asked us to ensure that:-</i></p>	<p>Ensure the homes governance framework identifies and addresses and issues found in a proactive manner.</p>
<p><i>To ensure that we improve in this area we are doing:-</i></p>	<p>The home has an internal audit system which is currently being revised and improved. Where homes audits cover areas of record keeping the manager is to have oversight of each audit and the findings to follow up on any shortfalls and raise actions within target dates for completion.</p> <p>The managers checks of care plan and medication audits should ensure that other support needs of people such as repositioning , equipment settings, the need for referral , risk assessment and review are completed fully and correctly with meaningful content. Those completing the audits will have the skills to perform this task.</p> <p>Risk assessments will evidence what preventative measures or risk reduction plans have been tried, have worked well or require review and changes to support plans. The manager and care manager will continue to attend handovers to check that recorded support needs are successfully communicated and well known to the staff team.</p> <p>The home is introducing use of ipad individual tablets for staff to record care episodes contemporaneously.</p>

Thank you for taking the time to read our letter and please be assured to know that we are working hard to ensure that we meet Care Quality Commission requirements and to improve our working practices. We are monitoring our progress carefully, audited through regular visits from senior managers: our progress will also be monitored by the Care Quality Commission.

Since the CQC inspection we have also had an inspection by Essex County Council and have received a very positive report on the back of this.

If you would like to talk about any of the issues raised or would like to give any views or feedback on the home; please feel free to email me at helen.bennett@excelcareholdings.com

Yours sincerely

Helen Bennett
Regional Director