

## Windmill Lodge Care Home

Windmill Lodge has appointed a new manager, since the last CQC inspection. Michelle David brings with her extensive experience in care leadership. To support the development in the home Michelle is joined by Rajiv Mungar who has worked for Excelcare for many years and has been promoted to Operations Support Manager. In addition we have appointed a second person to support Michelle in the role of Care Quality Manager; this person will join the team in February 2020.

Josephine Tenwick is the Regional Head of Quality & Development for the London region, Josie is currently based at Windmill Lodge and is supporting the whole team, coaching, training & supporting the learning with team members across the home.

Joselo Silva is a Regional Quality & Development – based solely at Windmill Lodge to support the improvements required at the home.

We have recruited a new administrator and receptionist, which have helped us build stronger relationships with key partners and family members.

### Staffing levels

Reviews of all staff rotas have been recently carried out and changes to shift patterns implemented to ensure the right skill mix are on each floor on each shift. We have a daily allocation sheet to reflect this that is accessible to all staff, relatives and visitors. Monthly dependency assessments are carried out for residents to ensure we continue to have correct staffing levels.

We have introduced a daily dashboard form to highlight any areas of concerns with staffing immediately and how it is being managed accordingly. Staff sign an attendance sheet to evidence understanding of matters discussed. Daily dashboard form is displayed on each floor to share information with the staff team.

### Training/development

Ensuring staff is fully trained and competent to carry out their roles and to ensure residents are safe is paramount to the care delivery. The home is supported by training calendar that does not only cover our mandatory training but specialist training for Nurses, Person Centred Care planning programme for all. Compliance has continued to increase and is now at the expected standard for the homes in London.

As a home we have recognised that ongoing training and development of staff is crucial for employee performance and productivity which has positive effects on the service delivery to our residents. We have identified a number of areas where champions being implemented will benefit the overall service delivery and better the lives of those who receive our services. We intend to have champions in our home which will ensure in-house training is complaint as resources will be readily available to ensure this.

We have held a number of staff surgeries to allow team members the opportunity to voice concerns, share ideas of how we can improve our services and boost staff morale. Team members were very positive about the changes that have been made in the home since the new manager has come into post. The team voiced some of the challenges faced in an open and safe arena. This has helped us drive down the use of agency and retain team members at the home.

### **Care plans and risk assessments**

We are working on creating more robust care plans and risk assessments that are person centred and reflect a holistic approach to supporting residents with their daily care needs. Team members have attended several training sessions in order to ensure that the care plans reflect the daily lives of the residents in the home.

We have had support to ensure that care records are contemporaneous and that records are updated and continue to be reviewed whenever needed and this work directly supports the improvements in the home.

The support team in the home, work alongside nurses and carers to teach, coach and support great care for our residents and this is reflected in the feedback we now receive.

### **Involving family and friends**

We welcome relatives and friends to visit their loved ones at any time. Although, we promote protected meal times we also encourage families and friends to dine with our residents if they so choose as we want the dining experience to be inclusive and more of a homely surrounding.

Relatives are contacted and encouraged to participate in the resident of the day review. We are also looking to introduce dementia support groups for families who are struggling to come to terms with Dementia. We held a friends and family week from the 13<sup>th</sup> January 2019 and it was so successful we will carry this out every 6 months.

We will be launching 'Connect at 3' on the 3<sup>rd</sup> February 2020. 'Connected at 3' is a new concept we are introducing at Windmill Lodge.

At 3pm every day the team come together in the lounge or in the resident's bedrooms (for people supported in bed) and spend time with the residents either on a one to one basis or as a group for between 5 to 15 minutes to do activities, singing, dancing, playing board games etc.

It's a time every day when all the residents and team come together to have fun, do a fun activity and smile and laugh together.

This enhances the well-being of the residents and the team.

### **Effective**

New menu cycle created 30/7/19 more variety of foods offered, more fresh fruit and vegetables for the residents. Hydration stations have been implemented on each floor and the feedback around food & the meal time experience continues to be good.

We have placed a Meal- time experience feedback book on each floor, for residents and family to leave comments for the Chef to view on a daily basis.

Menu boards introduced on each floor to demonstrate choice is offered to residents at meal-times. At our resident council meeting residents expressed how much the food has improved.

### **Creating a more Dementia friendly environment**

The home continues to undergo refurbishments to make it more Dementia friendly. Our home features a train station where residents with a dementia are able to have a quiet space to sit. It also promotes social interaction and engagement.

We have clear signage to orientate residents around the home. We have also created front doors with door numbers for residents' rooms on our Dementia residential floor. A flower shop, hairdressers, and a small café area, are all part of the ongoing development to provide quiet and social spaces for residents.

#### **Further updates:**

The company's head of quality, governance & development has visited the home with her team to offer support to the home. The team will also carry out mock CQC inspections in order to further bolster learning & improvement as we move through the months ahead.

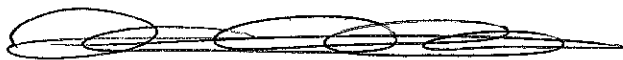
Since the last inspection we have had a full Healthwatch inspection which went well, the Healthwatch team on the day felt the home was good and the lived experience of people living at the home was one of support and kindness.

We continue to work on improving the home on a daily basis and know that the care & support offered to residents and families is good, though we are always open to feedback and would love to hear of your experience of the home.

We hope the above summary gives reassurance that we are taking the rating of requires improvement very seriously. If you have any questions in relation to what we are doing to address the areas of concern please do not hesitate to contact The Home manager Michelle David on: 0208 466 5267 or [michelle.david@excelcareholdings.com](mailto:michelle.david@excelcareholdings.com)

Your views count.

Signed:



Michelle David

Home Manager