

November 2022

Dear Families and Friends of Okeley Care Home,

Following on from my letter in October 2020 with regards to the Care Quality Commission (CQC) inspection held in February 2019, I thought it would be beneficial to provide you with an update.

As part of CQC's Direct Monitoring Approach, and in response to anonymous feedback, an unannounced inspection was held in November 2020. During this inspection, CQC felt there had been a marked improvement and the home was no longer in breach of Regulation 12 & 18, and as a result awarded the home a 'Good' rating in the 'Safe' domain.

CQC also went on to highlight that the homes had improved on previous shortfalls with regards to auditing, governance and record keeping (Regulation 17). As Hayley, the Home Manager, had only been in post for a few months at the time of the inspection, CQC wanted to ensure improvements were sustained and would therefore visit for a full inspection at a later date. As of today, we are still waiting for this visit.

Since my letter in October 2020, we have also welcomed Nova Shirfield as the homes new Deputy Manager – Nova has worked in the home for some time as a Team Leader, so she will be known to you.

Hayley and the Okeley leadership team are supported by the Excelcare's Essex Regional Team and Central Support Office. Both parties keep regular contact with the home, conducting regular support visits to ensure standards are maintained, and provide guidance and supporting documentation to ensure key improvements are successful in their implementation, and that Hayley and her team feel confident in the care they provide to the people living at the home, supported by these key teams.

Over the past year we have implemented many improvements to our governance system across the Excelcare group – audits are now completed electronically to allow greater oversight. The home has also recently introduced the E-MAR system to support with the administration of medication which again allows for greater oversight.

As I am sure you are aware, recruitment within the care sector is a national issue – to address this, a number of sponsored team members will be joining the home soon from overseas. This process has taken longer than anticipated, due to delays with visa applications, which have unfortunately been out of our control, however people are now beginning to join us, which is lovely to see. I am aware that the use of agency team members is not ideal, however I am hopeful that once our new team members begin working with us, this will help to ensure the continuity of care and familiar faces to all.

In the meantime, the Okeley team continue to support people and their loved ones to enjoy a life well lived and make special memories together. We can see the positive impact this has by the wonderful moments of smiles and laughter, which is shared on the home's Facebook page.

Thank you for taking the time to read our letter. We will continue to monitor our progress and we feel confident that our next CQC inspection will have a positive outcome.

We always appreciate feedback; so, should you wish to support Okeley by leaving some kind words, please leave them a review on Carehome.co.uk or Google using the QR codes below.

If you would like to talk about any of the issues raised, or would like to share any questions or concerns, please feel free to email me at helen.bennett@excelcareholdings.com

Yours sincerely

Helen Bennett

Regional Operations Director

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