

October 2020

Dear Families and Friends of Okeley Care Home,

Further to our CQC inspection in February 2019 and my subsequent letter informing you what we were doing to improve on the areas highlighted in this report in May 2019, I thought it would be beneficial to update you further on progress made within the home.

During the period of the pandemic, CQC paused routine inspections and introduced the Emergency Support Framework with the intention of focusing on immediate risks presented by the pandemic. CQC has now developed its new Transitional Monitoring Approach which is being rolled out from this month and plans to bring together the Emergency Support Framework and target the Key Lines of Enquiry (KLOE), specially looking at safety, access and leadership.

For us this means that CQC will review information held with regards to the care home and will be having a conversation with the provider either on line or via telephone and ask 'monitoring questions' to ensure we are compliant with the KLOEs. This is not an inspection and as such our ratings with CQC will not change. The purpose of such calls is to inform CQC if an inspection is required based on information they hold. This new approach means our CQC rating will not change at present.

However, I would like to reassure you that the home has progressed in addressing all concerns raised since the last inspection.

Hayley Gibbs is now the home manager at Okeley. Hayley has been employed as the home manager in one of our sister homes for the last 5 years and comes to Okeley with a wealth of experience and is enjoying the challenge of a bigger home. Victoria Bridge continues in her deputy managers post and works closely alongside Hayley overseeing all care related aspects within the home.

Both myself and Karen Spicer the Regional Head of Quality and Development continue to support Hayley and Victoria.

Since the CQC inspection we have reviewed our action plan to ensure we have addressed all areas highlighted.

Senior care staff have received further training and support with regards to completing care records in a person-centred way and completed leadership training. This included a wider view of care planning to see how person-centred information needs to be consistent and link to other plans and risk assessments. All care plans have been fully reviewed to ensure all needs are documented and

assist in the delivery of person-centred care to the people we support. This will continue to 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.

Hayley has reviewed each person's medications care plan, to ensure it reflects the needs of the individual. She has implemented additional training for senior staff with regards to medication record keeping and recently moved pharmacy to improve the continuity and support for training and auditing this new pharmacy can provide.

The homes governance framework has been revised and improved. The home manger has oversight of all audits completed in the home and actions are raised and addressed where required. All care documentation has been audited and improvements have been made where required. Risks assessments evidence preventative measures or risk reduction plans. The manager and deputy manager have daily oversight of all reported incidents and review care documentation accordingly. Staff have undergone retraining with the regards to the completion of care documentation.

The Essex PROSPER initiative has been reinstated and divided into each unit so that a robust analysis is clear on each floor of any reported accidents and incidents, falls, infections, and wounds. This will enable the home to source champion training for safeguarding, falls prevention and improved oral health, and seek additional support where needed to ensure the people we support have the additional access to aids where needed.

At the start of the Pandemic we were very aware of the effects of social isolation for the people we support given the need to lockdown our care services. The company purchased iPads and additional mobile phones for staff to use with residents to help them remain connected to their families and friends, we had a period of external and then internal visiting and now unfortunately find ourselves in the position of having window visits only given the government's recent announcement that Essex has been placed under Tier 2 restrictions. We know how difficult this situation is not only our residents but for you as family and friends of Okeley and appreciate all the positive support you have given to the home and our staff at this difficult time.

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 when they next visit us. We will continue to monitor our progress and feel confident our next CQC inspection will have a better outcome.

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 Operations Director