

Action Plan for Harper Fields

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 are taking to improve services at Harper Fields. The Care Quality Commission visited Harper Fields in May 2017 and published their report in December. During the visit we were grateful that the Care Quality Commission rated us 'good' with respect to being 'caring', 'effective', 'responsive' and 'well-led' and that the report is predominantly complimentary. Their overall rating for the home was that it 'requires improvement', however. This is because they observed a breach of regulations, and any breach of regulations now results in an overall 'requires improvement' rating.

In their report on their visit the Care Quality Commission noted: 'Relatives told us they believed their family member to be safe. One relative told us they believed their family member to be, "Very safe" when they left the home. Another relative told us, "We know she is safe and they [staff] love her." A further relative told us they would know if their family member did not feel safe and were confident therefore the person was safe living at the home.' And: 'Relatives we spoke with told us of their confidence in the staff team and their ability to meet the needs of their family member. One relative told us staff, "Know what they are doing." The same family member told us of their confidence in the ability of the person in charge of the unit where their family member was living. Finally: 'During our inspection we saw the registered manager throughout the home. We saw they were known to people who lived at the home and interacted appropriately to people. One person told us, "The manager is very down to earth" and told us they, "Help the staff and sometimes brings me a meal." Relatives who spoke with us were complimentary of the registered manager and the improvements they had made at the home. One relative stated the manager had, "Turned the place around". Another relative told us, "Improved no end".... Other comments about the registered manager included, "Really pulled it up", "Exceptional" and "Lovely, always listens" while another person told us the manager's door was always open.

We value the Care Quality Commission's view of how we deliver care and recognise that we needed to improve our service at Harper Fields in the specific area identified. We want to reassure you that we are already taking appropriate actions to change and embed improvements. We believe that setting out these actions will help everyone interested in care at Harper Fields to understand the inspection report and how we are improving the support we offer.

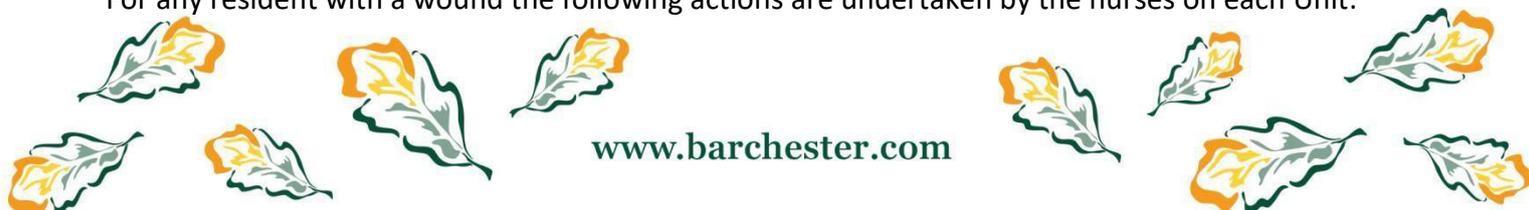
March 2015 Report findings and actions

The Care Quality Commission asked us to ensure that risks to health and welfare are always identified and that actions are taken in line with care planning and risk assessments.

To ensure that we continue to improve in this area:

Care staff now identify skin viability through skin inspections when personal care is completed on a daily basis and report all changes to the Nurse in Charge.

For any resident with a wound the following actions are undertaken by the nurses on each Unit:



- An incident form is completed for all wounds and forwarded on to the General Manager or Deputy Manager to review. This is added to weekly clinical governance reviews
- Wound assessment forms are put in place for all wounds, with clear details of what types of dressings are to be used and how often they need to be re-dressed
- Nurses implement a CP50 care plan which describes the type of wound and what actions are to be taken
- Photos of all wounds are taken on a weekly basis so that progress can be monitored
- Staff refer residents to the specialist Tissue Viability Nurse if a wound appears to be deteriorating or if there are any issues relating to wound healing
- Care plans of residents with wounds are audited by the General Manager or Deputy Manager on a monthly basis
- All residents with wounds are discussed at Handovers on each floor twice a day and actions to be taken explained to both nurses and care staff

We hold Monthly Clinical Governance Meetings in which wound care within the home is discussed with all nurses, identifying any areas in which we need more support

The home is liaising with Barchester's Clinical Nurse Team, who are supporting them with any issues regarding wound care.

Solihull 'Support 2 Care Homes' Team are coming into Harper Fields to support Nurses with care documentation and training

All Nurses are to attend Tissue Viability Training within the next 6 months.

Tissue Viability Representatives are invited into the home to update all Nurses on dressings and types of wounds.

Harper fields has Quality Audits by the Internal Barchester team to monitor care and practices within the home – These take place every two months

Accountability for change

We are pleased that the Care Quality Commission rated Harper Fields as 'good' for being 'caring', 'effective', responsive' and 'well-led'. We were pleased that the Care Quality Commission noted much good practice in their May visit this year and that: 'People told us they liked the staff and found them to be kind and caring. One person told us, "I am getting there" when they described the improvements they were making. Another person told us, "I like it here, they're all really nice. They do what I ask so I am happy." A further person told us, "Staff are genuine when helping with my various needs" while another person described the staff as, "Splendid". Throughout the inspection we heard staff spoke with people in a kind and caring way. We saw people responded to staff with smiles as well as engaging in conversations. When one person became anxious regarding their ability to pay for a meal we saw and heard a member of staff responded appropriately and managed to reassure the person.' And: 'Throughout our inspection we received positive feedback from people and their family members about the range of activities available for people to participate in. We saw people engaging in numerous hobbies and interests in different areas of the home. One relative told us they had, "Never seen anything like it" and told us of the attention their family member received in areas such as trips to the theatre and ballet. The same relative told us about the quality of life experienced by their family member and how this matched with what was important to the individual. Another relative told us [about], "Things for people to do" and described how they also joined in with events in the home along with their family member who enjoyed the entertainment and mini bus trips.'



We are working to ensure that we meet Care Quality Commission requirements for improvement in the specific area they identified and that we can demonstrate we have improved our working practices. We are monitoring our progress, which is audited through regular visits from senior managers and specialists: our progress will also be monitored by the Care Quality Commission.

As General Manager for Harper Fields these actions are accountable to me. If you would like to talk about any of the issues this raises I and my team would be pleased to do so.

Sincerely,

Deborah Cheshire,

General Manager

14/12/2017

