

Action Plan for Wimbledon Beaumont



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, which took place in August 2018, setting out the actions we are taking to improve care at Wimbledon Beaumont.

We were grateful that the Care Quality Commission noted good practice in a number of areas. For example, they rated Wimbledon Beaumont 'Good' for being 'Caring' and recorded: 'The service people received was based on treating them with dignity, compassion and respect. People and their relatives thought staff listened to and acknowledged them and valued their opinions whilst delivering support in a friendly, patient and helpful way. Positive staff care practices reflected that they cared about people. People were stimulated and encouraged to have conversations with each other as well as staff in a patient and skilled way. Staff applied their knowledge of people and their needs and preferences enabling them to lead happy and rewarding lives where possible. This was individually and as a team. People were treated with kindness and understanding with staff taking an interest in them.' And: 'We observed some lovely caring interactions between staff and people. One care worker was dancing with a person in a wheelchair, who was smiling and laughing. The person had dementia and had lost the ability to communicate very well in English, so the staff member communicated by touch and dancing instead.'

The Care Quality Commission's overall rating for the home was that it 'Requires improvement' in four of the five areas that they inspected, however, giving Wimbledon Beaumont a 'Requires improvement' rating overall.

We value the Care Quality Commission's view of how we deliver care. We have already addressed important issues identified in the report but we recognise that there are areas in which ongoing work is needed. We want to reassure you that we are taking appropriate actions. We believe that setting out these actions will help everyone interested in care at Wimbledon Beaumont to understand our response to people's concerns, our action planning and how we are improving the care we offer at the home.

Report findings and actions

The Care Quality Commission wanted us to ensure that sufficient numbers of suitably qualified, competent, skilled and experienced staff are deployed in order to meet people's needs.

To ensure that we improve in this area:

Residents' dependency assessment are reviewed monthly in accordance with the Dependency Indicated Care Equation (DICE) tool, which matches staffing to clinical need. Staffing levels are adjusted accordingly



A new allocation form and key workers list is in place

The handover form has been reviewed to make it more informative and improve communication within the team, facilitating providing competent and timely care.

The staff mix is considered when staff rotas are completed to ensure best staff allocation.

A new allocation form is in place and nurses have the autonomy to deploy staff when the need arises.

The home is actively recruiting nurses and several appointments have been made.

We have made appointments to all Carer and Senior carer posts.

Since the appointment of the new manager we have had no further resignations and the retention rate is good. The morale of staff has improved as per feedback from the staff/residents/relatives.

We have introduced rolling rotas to ensure that staff are not working excessive hours and that the hours are fairly distributed.

The Care Quality Commission asked us to ensure that systems are in place to make certain medication is always administered safely.

To ensure that we improve in this area:

Accredited medication management training was provided by an independent medication training company, accredited by the Royal Pharmaceutical Society all members of the nursing team at Wimbledon Beaumont.

All nurses were reassessed for medication administration competency.

A medication error tracker is in place and any errors are logged and discussed during weekly clinical meetings to reflect and learn from mistakes. Any nurse who makes three medication errors within 12 months is subject to disciplinary procedures.

A training and development plan is in place for all nurses and their performance is monitored closely to ensure we are fully compliant with Regulation.

Close monitoring and reflective practice supports nurses, linked to comprehensive medication audits and daily spot checks by the management team. This is linked with closer cooperation with the GP surgery and pharmacy to ensure the risk of medication errors is minimised

The Care Quality Commission asked us to ensure that care and treatment is always given with people's consent.

To ensure that we improve in this area:

A detailed care plan audit was undertaken by the manager to ensure all relevant persons have updated mental capacity assessments and best interest decisions meetings; a tracker of consent forms has been set up in order to comply with Regulations at all times.

Deprivation of Liberty Safeguarding (DOLS) applications have been submitted for all residents who require them.

After completing mental capacity assessment and best interest meetings we apply for Deprivation of Liberty Safeguarding authorisations as soon as a newly admitted resident arrive at Wimbledon Beaumont where appropriate, informing CQC.

We are in touch with the local Deprivation of Liberty Safeguarding team to ensure that assessments



are done in a timely manner.

We have put a system in place to ensure that we place copies of all Lasting Power of Attorney notifications on residents' files.

We ensure all documents relating to capacity and consent are reviewed as part of monthly care plan review.

The Care Quality Commission asked us to ensure that effective systems are in place to monitor and improve service quality.

To ensure we improve in this area:

The new manager operates an 'open door' policy to ensure all issues are dealt with effectively and efficiently

The new manager has held one-to-one meetings with all staff; the meetings helped to establish a good working relationship, listen to concerns and feedback and to incorporate those findings in providing additional help and support.

The new manager used these meetings to raise awareness of staff and promote open and transparent culture.

The new manager introduced weekly meetings with relatives to get their feedback and look in depth into the care provision.

Company audits are performed by the management team (Deputy Manager and General Manager) and action plans are completed and implemented within given timescales.

All outstanding action plans are completed in a timely manner and lessons learned are discussed with staff.

All complaints are dealt with in a timely manner and feedback are discussed with staff to ensure lessons are learnt.

Accountability for change

We are pleased that the Care Quality Commission noted areas of good practice at Wimbledon Beaumont. For example, they recorded that: 'There was good support and interaction that staff delivered at eye contact level and using appropriate body language that people responded to. The support was re-assuring with appropriate physical contact such as holding hands and a cuddle. If people were struggling with the activity taking place, the activities coordinator politely enquired, "Shall I help you with that" and encouraged them to continue. There was also a round of applause for each person's contribution that people's smiling faces and body language indicated they appreciated. People and their relatives said that the way staff provided care and support was what was needed and delivered in a friendly, relaxed, patient and professional way. One person said, "People [staff] are so nice and helpful." Another person told us, "It's nice, they [staff] are very good here." And: Another relative told us, "Mum is so happy here, it's the girls [staff] that make it." A vicar who visits regularly told us, "I am here every month. The staff are very friendly and the residents are very happy" and "The home is very much highly regarded in the community – a lot of parishioners say they see themselves here when the time comes for them to need care."



However, we take very seriously the Care Quality Commission's view of how we deliver care and recognise that we need to improve services at Wimbledon Beaumont.

We are working hard to ensure that we meet Care Quality Commission requirements for improvements and that we 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.

As the new General Manager for Wimbledon Beaumont these actions are currently 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,

Gayane Selimyan,

General Manager,

19/03/2019

