

# Action Plan for Ashcombe House

Dear Sir or Madam,

We thought it might be useful to patients, potential patients, their relatives, friends and our commissioners to summarise our response to the Care Quality Commission's latest inspection report, setting out the actions we are taking in response at Ashcombe House. The most recent inspection took place on the 9th and 10<sup>th</sup> of August 2016, published on the 4th October. The Care Quality Commission rated Ashcombe House as 'Good' in three out of the five key areas it inspects against: for being 'Caring', 'Responsive' and 'Well-led'. However, CQC rated the home as 'Requires improvement' in two of the five key areas it inspects and so as 'Requires improvement' overall.

In some areas where the report is really positive the Care Quality Commission's policy is not to give a 'good' or 'outstanding' rating until they can be sure that practice is embedded. We value the Care Quality Commission's view of how we deliver care and recognise that we need to consolidate and continue to improve services at Ashcombe House. We believe that the report shows many of Ashcombe Houses strengths, however. For example, we were pleased that the Care Quality Commission noted: 'People were supported by staff who had the most up to date knowledge available from detailed care plans to best support their needs and wishes,' 'People received care which was respectful of their right to privacy whilst maintaining their safety,' and 'The manager and senior staff promoted a culture which placed the emphasis on care delivery that was respectful and delivered by staff who felt they were caring for their own relative.'

We believe that setting out the actions we have taken to improve services will help everyone interested in care at Ashcombe House.

## Report findings and actions

The Care Quality Commission did not require Ashcombe House to take any actions but their report prompted us to improve practice in these areas:

- Staffing and skills mix are now addressed on the basis of objective assessment of need on a monthly, weekly and daily basis when necessary.
- We recognise that aspects of the environment at Ashcombe House are not ideal for some people living with dementia. We have made changes to the environment where we can: for example we make sure that walkways are clear. We now base our assessments of people living with dementia partly on ensuring that they are coming to the correct environment. We will work with Barchester Healthcare's specialist dementia team to ensure best practice.



## Accountability for change

We were pleased that the Care Quality Commission rated Ashcombe House 'Good' for being 'Caring', 'Responsive' and 'Well-led' and noted that a relative said: "Oh yes (family member is safe - they (staff) are just so amazing, always have her best interests at heart," that staff guidance asked staff to: 'support people by taking a slow, loving and reassuring approach to assisting people'. The Care Quality Commission said: 'We could see that staff followed this guidance and took time greeting people using their preferred name, talking about their families and their participation in recent activities as well as giving people the additional time and support to express their needs,' that: 'The last completed resident and relative customer survey from 2015 asked the question, 'Are residents treated with kindness, dignity and respect', 100% of the respondents agreed that this was a true and accurate reflection of the action taken by staff at Ashcombes,' that: 'Care plans detailed how to recognise the signs of an impending health related issue and what action to take as soon as one of these incidents was recognised... There was evidence of referral to and collaborative working with healthcare professional, families and staff,' and a relative saying: 'To be honest I don't think there is anything (the service could do better), it's really good.'

However, we accept that there are areas in which can make positive changes and embed best practice. We are committed as a staff team to continuing to improve.

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 General Manager for Ashcombe House 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,

Karen James,

General Manager

21/10/2016

