

Action Plan for Cherry Blossom Manor

Dear Sir or Madam,

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 care at Cherry Blossom Manor. We were grateful that the Care Quality Commission noted good practice in many areas, including rating us as 'good' for being 'caring' and 'well-led'.

We were pleased that CQC noted that: 'People and their relatives described staff as caring and friendly. People were involved in decisions about their care, and were reassured when they became anxious. Visitors were welcomed to visit at times suitable for them. People's dignity and privacy were respected and promoted by the staff who supported them. People's care was reviewed regularly to ensure staff were responsive to their changing needs. Activities and communal areas including a café provided opportunities for people to socialise and interact with others. People and their relatives were encouraged to provide feedback, and were aware of the process to resolve any concerns and complaints. Feedback was used to inform changes to improve the quality of care people experienced.'

The Care Quality Commission's overall rating for the home was that it 'requires improvement', however, singling out three areas at the time of their inspection. We value the Care Quality Commission's view of how we deliver care and recognise that there is room for improvement in some areas of our service.

We have already addressed issues identified in the report but there are areas in which we need to continue to consolidate improvements. We believe that setting out what we have done will help everyone interested in care at Cherry Blossom Manor to understand the inspection report and how we have improved and will continue to improve the care we offer at Cherry Blossom Manor.

Report findings and actions

The Care Quality Commission did not find us in breach of any regulations and did not require us to agree an action plan with them, which indicates that their concerns were minor. However, we felt the report asked us to look at three issues: staffing levels, time available for staff to spend with residents and training arrangements

Actions that we took were:



To ensure that staffing levels allow for the best care practice we have successfully initiated a recruitment campaign for Registered General Nurses, Senior Care Assistants and Care Assistants. This is an ongoing process but staffing levels have increased significantly.

To ensure that staff have quality of life-based time to interact with residents we have increased staffing levels and put aside specific time for care staff to spend with residents during afternoons. We are working with residents and relatives on developing interactions focussed around finding enjoyable activities, tailored to the individual, including establishing gardening and scrabble clubs and working towards sewing and arts clubs.

To ensure that all staff training is up to date we appointed a designated trainer and introduced a regularly audited training matrix. Our staff training percentages are now above Care Quality Commission requirements.

We are confident that these actions resolve the issues raised by the Care Quality Commission report.

Accountability for change

We are pleased that the Care Quality Commission noted good practice in important areas of our work at Cherry Blossom Manor, rating it 'good' in terms of being 'caring' and 'well-led'. We believe that the inspection report shows generally good practice – and that, in particular, our staff are caring, dedicated and passionate about their work. We were pleased that they recorded that residents said: 'Staff are very friendly and nice,' 'Staff are very friendly and helpful,' 'Lovely girls, nothing is too much trouble,' 'The food is delicious, we must have the best chef ever,' and, 'I can't praise the home enough, it was the best move that I made [choosing to live here]'. A relative told them, 'I think that mum is well taken care of. It is an amazing facility.'

However, we know that we must sustain improvements in our services. 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 Cherry Blossom Manor this programme is 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,

Sarah Tilley,

General Manager

14/06/2016

