

## Action Plan for Broadleigh

Dear Residents and Families

Your home at Broadleigh has recently been inspected by the Care Quality Commission (CQC). The CQC monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and publish what they find, including performance ratings.

We want to summarise our response to the Care Quality Commission's latest inspection report, carried out in October 2019 and published in December 2019 setting out the actions we have taken to improve the service at Broadleigh..

We value the CQC view of how we deliver care and the positive statements they made. For example:

- People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.
- Thorough recruitment procedures had been followed to ensure staff were suitable to work with vulnerable people. Staff had undertaken training and had their competence checked on an annual basis. Staff received the support and training they required to carry out their roles.
- We received positive feedback about the support people received. One relative told us, "It's lovely, no faults at all. All staff are kind and compassionate. They're proactive at amending support as [family member] condition deteriorates." Another relative told us, "It's very good, couldn't ask for better, it's so peaceful."
- Staff members were passionate about their jobs. One member of staff told us, "I love my job, I have learnt a lot of things. I want to learn what's going on in people's mind. Sometimes the only thing I can do for them is show my care and compassion, sometimes they just need a hug or smile."
- People and their families told us that they had been involved in their pre-admission assessments, care plans and reviews. One relative told us, "It's brilliant, they're compassionate and look after them really well."
- There was a range of activities offered such as arts and crafts, entertainers and trips out. One person told us, "I like to spend time in my room but if something is on then I go downstairs. I get trips to the park too." One relative told us, "They're encouraged to participate in things, never left to sit on their own unless that's what they want to do. They also get taken to the park in the nice weather." Another relative told us, "[Family member] likes singing every Thursday and doing arts."

- One nurse told us that if a person at the end of their life did not have a family member with them then they would organise allocation of work to staff so that someone could be with the person. They also stated that when needed they were there to support the person's family. They worked hard to ensure that the wishes of the person were carried out including pain relief, if they wanted to remain in the home to die, and their wishes for after their death.
- Medicines were managed safely so that people received their medicines as the prescriber intended. One person told us "I always get my tablets on time." One relative said, "The drugs round is like clockwork."
- The provider had systems in place to make sure that staff practices controlled and prevented infection as far as possible. Staff had undertaken training and were fully aware of their responsibilities to protect people from the spread of infection.

The Care Quality Commission's rating for Broadleigh was that it 'requires improvement'. We value the Care Quality Commission's view of how we deliver care and recognise that we need to do better in some specific areas.

We believe that setting out these actions will help everyone interested in care at Broadleigh to understand how we are improving the care we offer.

***Failure to notify the Commission of the changes to the management arrangements for the home.***

We have put in place new procedures to ensure changes to management arrangements are promptly notified to The Care Quality Commission and immediately after the inspection the notification that The Care Quality Commission required us to submit was made.

***Failure to complete risk assessment and/or act upon them places people's health and wellbeing at risk.***

A new computerised care management system is being implemented at Broadleigh to provide improved control.

***Failure to follow safeguarding procedures places people at risk of harm.***

Monthly external audits have been added to our in-house monthly management controls to enhance identification and rectification of issues identified.

***Failure to operate effective governance systems has placed people's health, safety and welfare at risk of harm.***

Enhanced procedures have been implemented to manage Health & Safety matters.

We are working closely together to ensure that we meet the Care Quality Commission requirements and continue to improve our working practices. During this process we are monitoring our progress carefully through regular visits from senior managers and external audit.

We value your input as residents and families. If you would like to discuss anything about your stay at Broadleigh I and my Senior Team would be pleased to do so.

Your sincerely,

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