



It's the care that counts...

St Martins Grange – Inspected by CQC 14,16, 23 November 2017

Update on Progress May 2018

Our new Home Manager, Alison Wetherall, has made a huge impact on the home since joining in March 2018. Alison has brought a new approach to managing and supporting the staff team and has rapidly made improvements to care delivery and organisation within the home. Residents, relatives, staff and professionals have all commented positively on the changes.

Safe? - CQC said we were Requires Improvement.

The shortfalls previously identified in relation to risk assessment and management have been fully addressed. Alison has worked very closely with external health and social care professionals and we are confident that all necessary safeguards are now in place to protect residents' safety and wellbeing. Alison has recruited a new senior staff team who have transformed the approach to housekeeping so that the environment now meets an exemplary standard of hygiene and infection control.

Effective? - CQC said we were Requires Improvement.

We are confident that the service is now effective in meeting the needs of residents. The progress noted by CQC in relation to the environment for people living with dementia has continued. We have recruited more staff and our dependency on agency staff is reducing. We have now implemented our new 'Heart to Heart' approach to supervision which has been well received by staff and has proved to be highly effective.

Caring? - CQC said we were Good.

CQC said that people and their relatives complimented staff on being caring and that they treated residents with compassion and kindness. Staff has greatly improved and residents and relatives have fed back to us that the staff are generally happier and more focussed on their day to day tasks. Staff continue to communicate in a friendly and warm manner, utilising accessible approaches to take account of sensory impairments. There is a sustained emphasis on supporting residents' dignity and staff understand residents' care needs. Visitors are always welcome at the service.

Responsive? - CQC said we were Requires Improvement.

CQC said that people received care that was responsive to their need and we have continued to make progress in this area. Daily programmes have been revised and now present a far wider range of opportunities for residents to engage in meaningful activities on a daily basis. We welcome feedback and have responded positively and comprehensively to relatives who have had cause to complain. We are committed to this approach because feedback is so important in completing our improvement journey at the home.

Well led? - CQC said we were Requires Improvement.

We have addressed the inconsistency of leadership in the home and we know that Alison has the full confidence of her staff team. Our quality assurance processes are tracking the improvements made in the home and we are confident that the evidence of improvement will be fully recognised by the CQC at their next inspection. For the full CQC report, please either ask the Home Manager for a copy or alternatively this can be found on CQC's website.