

Action Plan for Jasmine Court Independent Hospital

Date of last published inspection report – 22/09/2021

We are writing to share with you our response and action following the last CQC inspection. During the inspection, there were many positive areas identified however for the purpose of this statement, we have focused on the action taken since the inspection in response to some areas of improvement identified.

This is to provide appropriate assurance to our patients and relatives (as well as other key health and social care partners) that we take all feedback seriously to ensure a great lived experience for our residents.

Actions taken to improve the service following the inspection:

A full action plan was produced and shared with the regulator on 18 October, 2021 and the area for focus included the following:

- In relation to safe care and treatment a focused one off audit of all risk assessments and risk management documents has been undertaken to obtain the full extent of the gaps inherent in all patient risk assessment and management documents.
- All Nurses with the role of Named Nurse have completed or refreshed assessment training on clinical risk assessments and the Hospital Director organised a one off training session for Nurses that focused on the key elements of risk assessment and risk management plans. The emphasis was on updating records following every patient safety incident, and capturing the changing nature of risks and the principle of a corresponding risk management plan addressing each identified risk. Staff have continued to receive focused supervisions on the issue of risk assessment, risk management plans, effective documentations and reviews.
- In relation to safeguarding patients, all accidents and incidents have been reviewed by the clinical team within 24 hours (72 hrs. weekend and Bank Holidays) at the daily clinical review meeting and any safeguarding incident(s) that have been identified have been immediately reported to the Local Authority safeguarding team in Essex.
- A safeguarding workshop has been organised and delivered to the service by the Local Authority Safeguarding team. The safeguarding workshops ensured that all staff are aware of the actions required in relation to reporting and managing safeguarding incidents including what constitutes abuse, types of abuse and safeguarding reportable incident.

It has been reiterated at all staff meetings that the safeguarding of patients is every member of staff's responsibility and that they should report any safeguarding concerns immediately to the Hospital Director or, On-Call Manager during week-ends and bank holidays.

- The Hospital Director has implemented a weekly audit of selected patient files with focus on identifying any incident which may be reported in the daily records but not reported in incident/accident forms which have triggered reporting and notifications to the appropriate authorities.

The outcome/findings from these audits are reported and shared with the clinical team during clinical



morning meetings, monthly staff meetings and clinical governance meetings.

- In relation to governance the Hospital Director carries out a weekly progress notes audit for one patient folder per week and assigns this task to the Deputy should he be absent for more than a week. All incidents and accidents and patient risk behaviours that have been reported within the last 24 hours (72 hours during weekends and bank holidays) are reviewed during morning meetings which support the monitoring of compliance with policies and processes.
- Nursing staff have received coaching from the Hospital Director regarding the required standards when completing both accident and incident reports and correct timeframes within which these are to be completed and reported to the Senior Management team. All accidents and incidents are reviewed by the clinical team within 24 hours (72 hours weekend and Bank Holidays) at the daily clinical review meeting and appropriate risk management and risk reduction plans are discussed and agreed.
- All accidents and incidents are recorded on the electronic clinical governance databases within 24 hours, to ensure Senior Management have oversight. All incident and accident reports are reviewed by the Hospital Director to ensure actions are completed and reviewed by the MDT during patients ward round meetings.
- A monthly analysis of all accidents and incidents is completed by the Hospital Director and trends shared via staff and clinical governance meetings.

A Hospital Director has been registered with CQC to manage the service since July 2020.

- Barchester Healthcare has a range of internal support teams which are on hand to individually support our services to deliver the best quality resident experience. There are also a range of audits which take place at home, regional and corporate level to ensure additional quality assurance.

Below are a few examples of how the hospital has provided life enrichment and activities for the patients recently:

- We continue to promote patient/carer partnership through our monthly staff and patients community meetings focusing on feedback from our patients, obtaining information on areas and activities they want us to introduce and providing feedback to patients using the 'you said , we did model' feedback concept.
- We recently trained a number of our staff to be able to safely utilise the Company's mini bus in taking patients out for activities in the community. A trip took place recently to Lee Valley Water Park.
- A Carer's meeting and BBQ feast took place last month where a patients, carers and relatives and staff met in an interactive session.
- Virtual life enrichments programmes including a virtual tour of the London Aquarium
- Regular wellbeing activities such as foot spa, massage, pet therapy and music and entertainment

For more information about what our residents have been involved in, please visit the activities page on the hospital's website page.

Below are a couple of examples of recent feedback we have received from significant people who visit Jasmine Court Independent Hospital:



- *“I wanted to thank you for allowing us to have dad home for his birthday today, it was such a special day for us all and meant a lot. Those 4 hours flew past but was really nice and productive. My dad had a really lovely day, we had a nice breakfast at home and he opened his presents and we had birthday cake, and then he even wanted to cut the grass which he did himself no issues. It was nice to see him how he was today.”*
- *“Hope you are well during what must be a very stressful time for you & your team. We had a big scare on Saturday and are very thankful for xxxxxx professional response and for keeping us updated. The A & E team were kind enough to let me stay with xxxxxx and I am very grateful for that. Could I ask that you pass our thanks to xxxxx, xxxxxx & the other staff members that spent their shifts at the PAH, especially for putting themselves at risk by entering a Covid environment.”*
- *“I cannot thank you enough for taking my Dad under your wing during the difficult years we have all had. It gives me so much comfort and I am so, so Grateful. I am so sorry that we couldn't get dad back to Jasmine court for you all to look after him but I do feel blessed that I was allowed to be with him this last week so he wasn't on his own. I will miss you all.”*

For more information, please visit the www.carehome.co.uk website to see the most recent feedback from relatives.

If you would like to know more about the great things that are happening at Jasmine Court Independent Hospital, then please do contact the home directly on 01992 786815 and ask to speak with the Hospital Director about the services we could provide to your loved one.

10 December 2021

