



Layden Court Care Home in South Yorkshire



We were inspected by our regulator on 29 January 2020. The areas for improvement are shown below along with a brief update of actions and new initiatives introduced into our home.

Areas for Improvement	Response
<p>SAFE:</p> <ul style="list-style-type: none"> Weekly audits picked up any missing signatures in the records of medication administered to people and the registered manager followed this up with staff. However, work was needed to ensure staff reported any missing signatures as soon as possible, when spotted. Written plans and protocols were in place when people's care included medicine given covertly, such as disguised in food. However, these needed to be clearer. These issues were either addressed at the inspection or were in the process of being actioned. There was room to improve the frequency with which they used the hand sanitisers provided. One person's risk assessments and care plan included contradictory information related to their nutritional needs. It was evident staff were aware of people's needs but relied on verbal handovers for up to date information. 	<p>SAFE:</p> <ul style="list-style-type: none"> All Care Plans are currently being updated utilising new documentation. Protocols were reviewed by the GP's to ensure that any medication being administered covertly was being done so correctly to avoid any potential contraindications. Monthly Medication Audits are now taking place using the home's new Quality Assurance System. In addition to this, the Home & Deputy Manager as part of their daily walk round, check (randomly) medication charts to monitor completion, including missing signatures. All team members responsible for the administration of medication undertake both e-learning & competency based assessments at regular intervals. There are numerous hand sanitiser stations located throughout the service. Due to recent COVID guidelines, all team members have received additional Infection Prevention & Control Training including handwashing. Infection Control audits are carried out by the Head House Keeper. All care plans are currently being reviewed / rewritten to reflect the introduction of new paperwork. Team members are being supported in the writing of care plans by the Home Manager/ Deputy and Regional Manager to ensure that they are reflective of residents individual needs and provide consistent information across all of the

Full details of our plan along with the CQC report are available in reception. For more information please call Jenny Hololob on:

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<ul style="list-style-type: none"> A specialist health care professional had provided new guidance to staff about the frequency with which people's weight should be checked. However, not everyone's file had been updated to reflect the new guidance. 	<p>relevant sections. Care plans are audited on a regular basis as part of the Radar Audit system.</p> <ul style="list-style-type: none"> All residents are weighed monthly as a minimum unless their individual care plan identifies a greater need and there is involvement and instruction from a visiting professional such as a dietician. Weight loss is recorded if it meets a set criteria & currently home managers are monitoring and reviewing weight loss regularly.
Areas for Improvement	Response
<p>WELL-LED:</p> <ul style="list-style-type: none"> There remained a need to ensure the improvements previously made by the registered manager were embedded into practice and were sustained. The audits completed in the home to check the quality and safety of the service were in a clear format and well organised. They were for the most part, effective in identifying and addressing shortfalls and concerns. However, they had not always picked up errors or inconsistencies in people's risk assessments and care plans, or shortfalls in cleanliness. 	<p>WELL-LED:</p> <ul style="list-style-type: none"> The service now has additional senior team members in place and a more established team who are able to support the Home Manager in ensuring improvements and changes to the service are embedded into everyday practice. The service has recently implemented a new electronic Audit System, which ensures that a robust audit schedule is adhered to. The system automatically generates action plans when issues are identified and is supported and monitored both at service and regional level. The Home Manager also further monitors and identifies potential risk areas throughout the service each month.

We were rated as 'Good' in all other areas including Effective, Caring and Responsive.

What's NEW at Layden Court?

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We have introduced a new walking club called Walk 'N Talk. The idea is that we set aside time where the focus is on walking. This may involve some assistance or the use of a stick, frame or wheelchair or taking a virtual walk from the comfort of a chair or bed but the emphasis is the same – engagement and relaxation.

Whilst walking outside the home in the community isn't an option at the moment, garden walks still are and 'virtual' walks are also a great activity we are introducing to our activity programme.

Connecting with our local community

We have decided to take our Postcard Pals initiative a little further with the next stage all about friendship and the possibility of creating new friendships between residents. Residents will be reaching out to their nearest home within our group to say 'hello'.



Secondly, at the beginning of lockdown, we marked the start of Postcard Pals by talking to our local community – receiving letters and postcards from local schools and groups. We will now respond with a quick Postcard to say thank you and keep the conversation going.

Helping families stay in touch with loved ones using Facebook, Zoom and phone

We have launched a private Facebook Group for Layden Court families and residents to keep the conversation flowing between residents and their loved ones. We are also supporting families and residents to Zoom, Skype and telephone.

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Comments from families on carehome.co.uk in 2020

Following feedback, I have been contacted by the home with an updated plan for contact. My father was in a different home before this, and even when feedback was given, it was not acted upon so this is fantastic. This, and because they offer tailored care is why both my parents are in Layden Court.

20th October 2020, Daughter of resident

We've experienced different care homes over the past few years and generally find Layden Court to be one of the better ones. The manager and staff are always approachable and they keep us informed of our loved one's situation.

12th October 2020, Son-in-Law of resident

Sadly our aunt passed away, but during her whole stay here she was treated with care, compassion and understanding. The staff treated her with dignity and she became quite fond of them all. They kept us fully informed of her needs and even their doctor called to speak to us on occasions. Highly recommended by us.

27th March 2020, Nephew of resident

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