

**Quarry House Care Home**

Adelaide Place, Channons Hill, Fishponds

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www.bristolcarehomes.co.uk**Quarry House**

BCH response to CQC Quarry House inspection report November 2017

Bristol Care Homes welcomes the positive tone of the November 2017 CQC report on the inspection of Quarry House.

Our response on the main points of the report is

1 Staffing levels

We are pleased to see that CQC now accept that the staffing level which Bristol Care Homes has maintained throughout at Quarry House is adequate. Quarry House is in fact one of the most highly staffed care homes in the UK, with a higher staffing ratio than a sample of over 20 homes selected nationally. The staffing ratio is 36% higher than others of our homes with similar resident dependency levels. Over 60% of the home's funding is dedicated to staff deployment, which is again at the highest level nationally. We are committed to maintaining this high staffing level.

2 Medicine management

We accept CQC's observation that some MAR charts had not been fully completed and, in some cases, were unsigned. This specifically applied to the management of topical creams and as-required medicines (PRNs). We have ensured that our whole nursing team strictly observes this requirement and we anticipate no recurrence of this mistake.

3 Care plans

Bristol Care Homes is totally committed to excellence in care planning. We were one of the first providers in the UK to introduce computerised care planning, for its advantages in terms of ease of access, readability, prioritisation of needs, and historic detailed archiving of all care delivered. We therefore expect our care plan entries to be detailed and person centred. We accept that this is not always achieved. We plan to enhance our management of care plans through a specific training programme in the new year. In our view, some of CQC's objection to the language used in our care plans is too subjective.

4 Dementia care

Caring for people with dementia is challenging. There is no total solution to dementia care. All care providers are seeking to find best care strategies for the more distressing aspects of dementia behaviour. We feel that the CQC report should acknowledge these challenges, and not give the impression that they can be readily overcome by more training. Our staff are trained in caring for people with dementia, but it is always the case that greater understanding and therefore further training in dementia care will be useful. We have further training planned, but this does not in our view mean that our present training is inadequate – rather it is evolving.

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5 Environment

We acknowledge that a major school of thought in academic research in dementia care suggests that stimulation through the deployment of vivid colours in the home environment is helpful. We are not however convinced of this, and refer CQC to other academic contributors who have an opposite view. We have carefully designed the rooms in Quarry House to be homely and cosy, with wallpaper above the dado rail, which is a rare provision in care homes. The en-suites are of gentle matching colours. We specified light pastel shades for the corridors in order to render the space light rather than dark, and to create a sense of calm. There is no evidence in our view which demonstrates that an increased neurological response to vivid colours is necessarily a response of pleasure rather than of distaste. We are very concerned never to stereotype or patronise those of our residents who have dementia. We have carefully selected art from a leading Cornish gallery, and grouped this in different themes such as forest, abstract landscape, cityscape, boats etc, around the home to create interest.

We do however recognise that orientation is difficult in Quarry House, since all floors are decorated in the same design. We are therefore implementing a programme to rename each floor as Garden, Ocean, Meadow and Sky and have ordered corridor run graphics representing these themes for each floor. Signage on each floor will then be redesigned to include the floor specific theme. This is a unique creative initiative which deserves commendation.

5 Well-led

We do not accept CQC's conclusion that Quarry House is not well-led. Quarry House has the same group leadership team, practice and disciplines as at all other Bristol Care Homes' homes, two of which are rated Outstanding by CQC. Bristol Care Homes has total confidence in the present nurse manager and deputy nurse manager at Quarry House who are providing excellent leadership.

CQC repeat the points made earlier in their report that errors were made in some aspects of medicine management and in care plan detail, and in effect mark Quarry House down twice, ie in two sections of the report for these failures. This is unreasonable, since our management team are well aware of the issues and are acting to correct any inadequacies. Quarry House, as all Bristol Care Homes' homes, is well led.

If CQC had more reasonably given a 'Good' rating under this heading, then the whole report would have rated the home as 'Good' rather than as 'Requires Improvement'. Many external readers of the CQC report have responded that a reading of the text of the report would have led to an overall 'Good' rating. Bristol Care Homes and all the staff team at Quarry House strongly believe that our service is Good, and should have been rated Good overall in this CQC report. We will hopefully convince CQC of this in their next inspection.

Geoff Crocker

Chairman

Bristol Care Homes

December 2017