

Chilterns Court Care Centre – October 2017

The Manager, Maggie Coleman, has now been in post for 6 months. Her initial focus was on recruiting a full senior team to provide strong and effective leadership, embedding a supportive culture among her colleagues working in the home and ensuring quality care for all those living in the home.

Maggie has now recruited a full Senior team and is working closely with them to ensure colleagues are fully supported, competent and confident in their roles. The Trust recently completed a AON engagement survey for all their care homes. Chilterns Court Care Centre results were extremely good demonstrating good employee engagement. Their results were in the top quartile for the Trust and for the UK average.

Recruitment

Continues to be very problematic in Oxfordshire and especially in Henley with a particular, expected, slump in August and September. However, there are signs that this is improving and applicants are being received and processed. The Trust have invested significant resource to the recruitment for the home with several campaigns and job fairs being completed. We are currently completing benchmarking around payrates in the Henley area to identify any shortfalls we need to address. In the meantime, we continue to use a high level of agency but try to ensure the agency members used are consistent and familiar with the home.

Quality Care

The main issues raised at the last CQC inspection were around documentation rather than care delivered. Colleagues have received training and support in their continued efforts to improve in this area. This has been continually monitored by the Trust internal quality team and by Oxfordshire County Council Contracts team. Recent audits completed in October confirm the home is progressing very well in this area.

ICU/RACU Beds

The beds are all operational and being fully utilised. Initially the use of the RACU beds were slow, however this is no longer the case and both the Intermediate Care beds and the RACU beds are mostly full. Accolade received on this unit are high which demonstrate good satisfaction of the service received by the clients using this service.

Patsy Just
6 October 2017