



Houndwood House Care Home in Radlett



We were inspected by our regulator on the 2nd October 2019. 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"> • Reporting of incidents and accidents were not always done in a consistent manner to ensure effective communication. • The approach to identify potential safeguarding concerns were discussed along with logging of prompt actions. 	<p>SAFE:</p> <ul style="list-style-type: none"> • We carry out a daily Home Manager / Deputy Manager walk about and review activity during daily flash and clinical meetings with the team. • The team have received additional guidance and support to complete reporting consistently and we have enhanced our handover documentation. • Refresher training was carried out with the team immediately and we have also revisited our induction for new team members. • All team meetings have a discussion around safeguarding issues as part of our agenda. • We have also taken the opportunity to promote important safeguarding contact information throughout the home.
<p>WELL-LED</p> <ul style="list-style-type: none"> • Auditing approaches were discussed along with the importance of accurate submissions as part of quality assurance and monitoring of the service 	<p>WELL-LED:</p> <ul style="list-style-type: none"> • We have introduced a number of measures to ensure accurate auditing of records, including: direct observations to ensure actions have been sustained, and whole home audit with regular visits. • We also have regular monitoring visits from senior brighterkind team to again, ensure actions have been sustained. • Our Regional Manager and Support Managers monitor and check action plans and updates regularly.

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

Tel: 01923 709416

www.brighterkind.com/houndwoodhouse

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What's NEW at Houndwood House?



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 Houndwood House 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

“My mother has been at Houndswood House Care Home for the last 10 months. She entered with the onset of dementia which has gradually over time deteriorated. The staff, which includes all staff whether nursing, administrative or peripheral staff are some of the most caring, polite, helpful and thoughtful people that I have had the pleasure to meet. From every angle, I have been kept informed of all decisions etc relating to my mother. She is incredibly happy there - as much as it is possible for her to be and I am so grateful to all at Houndswood for their ongoing care and support to my mother, which during the current circumstances of the lockdown is incredibly difficult for them. They are trying to maintain as much contact as possible with family members and I am continuously being called to talk to my mother via videocall. This is not ideal but with the present situation, it is the best solution. I have no hesitation whatsoever in recommending Houndswood House to anyone.”

11th May 2020, Daughter of resident

“Very good, caring attention. Food is good with generally appropriate activities. Staff are hard-working, professional and knowledgeable about individual requirements.”

24th March 2020, Husband of resident

“All the staff at Houndswood House I have found to be very friendly, caring and professional. When visiting we are made to feel welcome, which is really nice, and I am happy to know, my father is safe and cared for.”

9th January 2020, Daughter of resident

“The quality of care and compassion shown by all the staff at Houndswood House is exceptional. Their dedication and expertise sometimes needing a lot of patience is very apparent. Well done to all.”

8th January 2020, Son-in-law of resident

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