

How We Are Driving Continuous Improvement

We are determined to rectify these ratings without delay and will be working on all domains. In 15 years of ownership at Magnolia House, this is the first time we have been found lacking in any way and I cannot apologise enough.

We take the findings of the report extremely seriously and it has given us an additional focus as to improvements that will be made. I am confident that by working closely with the new manager, Caroline, Deputy Manager, Kirsty and Heads of Care, Dawn, Maria and Sarah; along with all of the dedicated team at the home, we will turn this around very quickly.

Gaps in Care Planning & Risk Assessments have already been improved upon and continual work is happening in this area. Mental Capacity Assessments are currently being carried out, and the new manager has extensive knowledge of Safeguarding. My colleagues at Head Office and I are also on hand with daily oversight to events at Magnolia House.

We will be organising regular residents, relatives and staff meetings and we would really value your commitment to help us to improve by giving your feedback at every opportunity. We will be placing a suggestions/comments box in reception for those of you that would feel uncomfortable speaking in person; and we ask that you let us know of any event or interaction that has had a memorable effect on you, be it in a positive or a negative way.

We sent out a survey in June; if you did not receive one or would like a paper copy, please ask our Admin team.

We welcome any feedback you have to offer!

We understand that you may have additional questions about the report and would like the opportunity to address these personally. If you would like a private appointment or a direct telephone call or video call, please get in touch via email clare@stvincentcare.co.uk or by contacting the care home, so that this can be arranged without delay.

For those of you that do not know, we are a family business. The financial controller (Nikki Canbek, my sister) required a kidney transplant and thankfully after 10 months of comprehensive testing, I was able to donate in April this year. Due to this, oversight from directors was limited in the last year. I am now fully recovered and you have my absolute assurance that Magnolia House and its residents, staff and families have my full attention.

Clare

Clare Shann
Managing Director