

Action Plan for Castle Keep

Date of last published inspection report – **30th March 2020**

We are writing to share with you our response and action following the last CQC inspection. During the inspection, there were many positive areas identified however for the purpose of this statement, we have focused on the action taken since the inspection in response to some areas of improvement identified.

This is to provide appropriate assurance to our residents and relatives (as well as other key health and social care partners) that we take all feedback seriously to ensure a great lived experience for our residents.

Actions taken to improve the service following the inspection:

- Review of our administration of medication process and procedures
 - Successful recruitment of a new General Manager
 - Reviewed and updated our refurbishment plans for the home.
-
- A General Manager was appointed on 1st May 2020, and he was registered with the regulator on the 7th September 2020.
 - Barchester Healthcare has a range of internal support teams which are on hand to individually support our homes to deliver the best quality resident experience. There are also a range of audits which take place at home, regional and corporate level to ensure additional quality assurance.

Below are a few examples of how the home has provided life enrichment and activities for the residents recently:

- We have had a virtual dog show where our staff brought pictures of their dogs and our residents chose our “Best in Show”
- One of our carers put on a socially distanced concert for our residents in the garden and they enjoyed a drink in the sunshine along with the music. It was our very own little music festival.
- Our residents made their own fat balls and bird feeders, this was a real hit

For more information about what our residents have been involved in, please visit the activities page on the home’s website page.

Below are a couple of examples of recent feedback we have received from significant people who visit Castle Keep.

- “My husband has been cared for at Castle Keep for the last few months. I have 30 years in care.....and I can say from my heart that this home has exceeded all expectations. All the staff are friendly, compassionate and show great empathy to residents and relatives. My thanks to you all, you are the best.”...



- “To all the staff,
On behalf of all our family, I just want to say a great big thank you for your amazing hard work and dedication through this immensely difficult time.

We are all truly grateful to you. Thank you for keeping Dad safe.”

For more information, please visit the www.carehome.co.uk website to see the most recent feedback from relatives.

If you would like to know more about the great things that are happening at Castle Keep, then please do contact the home directly on 01482 372402 and ask to speak with the Manager about the services we could provide to your loved one.

10th September 2020

William Partridge

General Manager

