

# Action Plan for Marple Dale – The New Windsor

Date of last published inspection report – 19<sup>th</sup> November 2019

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:

- A full action plan was produced and shared with the regulator and the main areas for focus included:
  - A robust system has been put in place for managing all medications, particularly focusing on topical medications. Monitoring arrangements are in place to ensure improvements are sustained.
  - The Regional Director and Regulation and Quality Improvement Team continue to review quality regularly.
  - Risk management systems have been improved to ensure that people are cared for safely and in line with their assessed needs.
  - Oral healthcare plans have been completed for all residents and they are reviewed monthly
  - Stockport quality team will carry out training with our staff on oral care as soon as lockdown restrictions allow this.
  - The GM monitors mouth care as part of her daily walk round ensuring all residents have a toothbrush and tooth paste
- The Manager was appointed on 18<sup>th</sup> June 2018 and has registered with the regulator.
- 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.

For information about what our residents have been involved in, please visit the activities page on the home's website page. Below are a few examples of how the home has provided life enrichment and



activities for the residents recently:

- Trips to the Seaside- things have changed since COVID and we have brought the seaside to the residents
- Friendship Day- Sharing personalised poems thanking staff for all their hard work during the COVID pandemic.
- Pop Up Café- Residents were missing their trips out to the community so this pop up café, served their favourite drinks in the gardens
- Cocktail Master Class- serving up delicious fruit mock tails and fruit smoothies in the gardens.

Below are a couple of examples of recent feedback we have received from significant people who visit Marple Dale-The New Windsor;

- ❖ .."I just wanted you to know how grateful I am for your regular, informative updates on the Covid-19 situation, with regard to care homes..."
- ❖ ..."I will always be forever grateful that I know my daughter is well cared for in a beautiful home with equally beautiful rural surroundings, with staff who truly care. Thank you Barchester."

Please visit the [www.carehome.co.uk](http://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 Marple Dale- The New Windsor, then please do contact the home directly on 0161 449 0071 and ask to speak with the Manager about the services we could provide to your loved one.

**25/08/2020**

**General Manager**

