

Action Plan for Windmill Manor

Date of last published inspection report – 18th 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:

A full action plan was produced and shared with the regulator and the main areas for focus included:

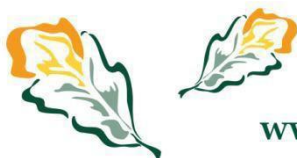
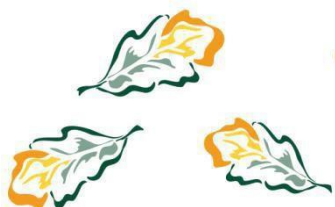
- Throughout the day, the General Manager walks around the home to monitor that staff are appropriately deployed within the home to ensure all the resident's needs can be met. Staffing levels and deployment is discussed at daily stand up meetings.
- An audit of lunch times is regularly undertaken to monitor serving times ensuring all residents receive their meals within an acceptable time limit. If an unacceptable waiting time is identified through audit and observation, additional staff will be deployed and the effectiveness monitored.
- A robust Dependency Assessment will be completed once a month or earlier if a resident's needs change so as to ensure that sufficient numbers of staff are employed to meet the needs of residents in the home.

Windmill Manor Care Home has continued to work closely with the Local Authority, CQC and the CCG who are updated regularly regarding progress made.

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:

- Virtual Dog Show – the local community provided photos of their pet dogs and the residents were able to judge the various categories.
- Virtual Royal Ascot - Big hats, racing and of course a sherry. A great day was had by everyone and the sun shone.
- Creation Station - Staff and residents of Windmill Manor have been busy with a new project: tyre gardens. Great fun was had over the last few weeks, and we now have a wonderful display which is a lovely feature for all to enjoy.



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 Windmill Manor.

- *“My husband is a long-term resident in Windmill Manor. He is very well looked after and treated with great kindness and compassion”*
- *“Everyone has been fantastic, especially in supporting Dad through a very difficult time! Nothing was unmanageable.”*
- *“Our Mum has been a resident at Windmill Manor for about five months. The care and support she receives are absolutely fantastic. Mum's needs have changed rapidly during her stay so far and not only have those needs been met, but she seems content. Her health has stabilized and she seems content with her carers and environment.”*

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 Windmill Manor, then please do contact the home directly on 01883 718120 and ask to speak with the Manager about the services we could provide to your loved one.

10th September 2020

Amanda Gunner

General Manager

