

# Action Plan for Cookridge Court

Date of last published inspection report – 13 October 2020.

This service was acquired by Barchester Healthcare on 8 January 2020 and is now working to Barchester Healthcare policies and procedures.

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 and detailed action plan was already in place at the time of the inspection. This was viewed by the regulators at the time of the inspection and a further copy was shared with them after the event. The regulators were satisfied that areas identified had already been highlighted and work to improve compliance had begun. The main areas for focus included:

- Safe storage of prescribed creams – all creams are now stored safely either within a locked cupboard inside individual residents' bedrooms or inside a locked cupboard within the unit's clinical room.
  - Food and fluid charts are monitored throughout the day (and night) by either the team leader in overall charge of the unit or the senior care assistant on duty that day. All charts are then reviewed a minimum of twice weekly by the Deputy or General Manager. All charts are signed by the individual checking providing evidence of regular review.
  - Action plans following the completion of audits had not always been signed as completed following the actions being addressed. The General Manager has introduced new systems, predominantly for the Deputy and General Manager to review and close actions as they are completed along with the date that this has occurred.
- A General Manager was appointed on 15 January 2018 and is registered with CQC to manage the service.
  - 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:

- Taste buds have been tingling with this month's Italian Cuisine themed night! Delicious meals are an important part of the day and to jazz things up, residents decided they would like to host a monthly 'World Cuisine Night'. Due to the ongoing pandemic residents are unable to venture out



into the community to experience these different cuisines – so the team have brought Italy to Cookridge! At Cookridge Court we have teamed up as a whole home approach to go above and beyond to create a fun, memorable and stimulating activity for our residents that was available to all. The evening was a tremendous success and it was a delight to see the smiles on the residents' faces. The home's hospitality team whipped up a mouth-watering feast with a choice of different Italian dishes from pizza and pasta to meatballs and bruschetta and accompaniments all washed down with Prosecco, Italian beer or something less alcoholic!

- Throughout the pandemic Cookridge Court have been wanting to keep strong relationships with local clubs out in the community. OPAL is a local community club close to Cookridge Court who very kindly invited the home to join their weekly coffee afternoon held each Friday and consists of various virtual activities that the residents and team can really engage in. The residents have enjoyed engaging in an A to Z holiday reminisce session of different places around the world. Some of the home's residents had visited these places and were able to reminisce and speak about their experiences too. This was all done through Zoom and we cannot wait for our next session!
- Residents of Cookridge Court launched their very own poetry club following feedback during their weekly activity meetings. Following social distancing measures, the home held their inaugural session with residents coming together to create a poem based on their lockdown experiences. The poetry group is a really good way for some residents to really express how they are really feeling.

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 Cookridge Court Care Home:

- ❖ I feel very reassured that you have considered how best to take care of your staff and our relatives during this difficult time.
- ❖ It is very much appreciated. I am sure that all of us who have elderly relatives in your care homes will be backing you and your staff every day until this crisis is over. My mother is at Cookridge Court. She was 95 last week and the staff put on a lovely afternoon of entertainment, cakes and drinks for everyone to help celebrate. They are wonderful.
- ❖ Healthcare Professional's feedback- I've been working with Cookridge Court for about two years. We now work more closely with the home. We have monthly meetings to discuss people's needs and any issues. I have seen a massive difference which has been good within the home.
- ❖ I wanted to say how grateful I am for all your help and support in caring for my mother. Your "open door" policy was always reassuring, as was your professionalism in dealing with any concerns. You, above all, made sure her time at Cookridge Court was a happy one, which will remain a great comfort.

For more information, 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 Cookridge Court, then please do contact the home directly on 01132 672377 and ask to speak with the Manager about the services we could provide to your loved one.

**26/10/2020**

**GENERAL MANAGER**

