

Action Plan for Brampton View

Date of last published inspection report – 27 February 2021

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:

- Spot checks of food and fluid charts are being undertaken to ensure the charts have been completed and reviewed, and to ensure residents have had an adequate daily intake
- Medicine Administration Record (MAR) charts are being spot checked to ensure the administration of PRN (as required) medication is recorded on the reverse of the MAR chart and details why this has been given
- The home has re-introduced weekly head of department meetings, in which each head of department will meet with the General Manager to review performance of their systems and processes
- Environmental checks have been undertaken to ensure the home is free from hazards and potential risks
- 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:

- Brampton View are delighted to have bought a Magic Table to enhance the activities programme. A Magic Table is a projector that can be used on a table, floor, walls or any plain, flat surface. It comes with lots of interactive games for people of all abilities. Everyone can use it, but it is particularly beneficial for people living with dementia as it raises feelings of happiness and reduces levels of anxiety. Residents have been having fun getting to know how it works and staff have been enjoying it too. The residents have enjoyed playing snakes and ladders.
- On Shrove Tuesday, residents at Brampton View enjoyed mini-pancakes with toppings including fruit, chocolate and traditional lemon and sugar. Residents tried flipping some with Head Chef Ian and Kitchen Assistant Steve
- Residents enjoyed a weekly pamper session at Brampton View thanks to the skills of our Care Assistants and Activities Coordinators who like to make residents feel special. The residents' hair and nails looked beautiful.

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 Brampton View:



- “My brother (name removed), has been in your care for almost 10 years now and I am very grateful for the hard work and care shown by your colleagues in looking after him. (Names removed) all work very hard and we greatly value their effort. I would also like to express particular thanks to (name removed) who has been giving my brother a high standard of care throughout his time there and I would be grateful if you could pass on my thanks to all of the above.”
- “This is just to say a big thank you to those of you who helped organise our recent visit to Dad, (name removed), on his birthday, particularly (names removed) and anyone else who was involved. It went as well as could be expected under difficult circumstances. It's not easy to visit through a screen (and it was a bit of a shock to start with) but it's better than nothing and of course, it's important to keep everyone safe. Thank you all very much again for putting everything in place.”
- In response to a condolence card sent to a relative:
“Please thank the people at Brampton View who sent the condolence card to me. That was very nice of you all with the amount of work that you all have.

(Name removed) and I were married for 4 weeks short of 60 years so her passing was a huge shock to me from which I am still reeling. It is nice to know that my mother is cared for by such caring people as you people at Brampton View are. Thank you.”

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 Brampton View, then please do contact the home directly on 01604 850700 and ask to speak with the Manager about the services we could provide to your loved one.

ANTHONY LEWIS

GENERAL MANAGER

01 April 2021

