

Action Plan for Boroughbridge Manor and Lodge Care Home

Date of last published inspection report – 4 May 2021

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 action plan was produced and shared with the regulator on 18 June 2021 and the areas for focus included:

- Additional training has been arranged with the region's Clinical Development Nurse to support staff in writing/updating and managing residents' care plans
- Work is being undertaken to improve the completion rates for statutory and mandatory refresher training for all staff, including medicines management, moving and handling, fire safety and Mental Capacity Act training.
- More robust and detailed audits will be introduced within the home to improve quality monitoring
- All identified actions from audits will be monitored both at home, regional and company level.
- Monthly visits from the Regional Director will continue to check and support improvements and ensure any issues are addressed immediately and changes are embedded.
- A General Manager has been registered with CQC to manage the service since May 2021.
- 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:

- A Wimbledon Tennis themed day including watching matches, playing balloon tennis and enjoying fruit platters and 'mocktails'
- Ahead of Armed Forces Day, residents enjoyed a World War II themed talk and virtual tour of Blenheim Palace



- Residents at Boroughbridge Manor went 'all-out' for National Picnic Week

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 Boroughbridge Manor and Lodge Care Home

- 'Once again, many thanks to all your staff for all their help in these challenging times. As I've said many times previously, everyone does a fantastic job - without exception.'
- 'Boroughbridge Manor is extremely well run with lots of friendly helpful staff, especially whilst the pandemic has been going on, I have felt very safe with all government procedures being adhered to. I have felt very welcomed every time I have visited.'
- 'My father was admitted as an emergency last weekend to Boroughbridge Manor. The staff have treated him with dignity, compassion and have helped the family to settle him into the [home]. The manager and his team have done everything we have asked to help dad to settle in. I couldn't have asked for a more loving home for him to be in. Thanks to all.'

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 Boroughbridge Manor and Lodge Care Home, then please do contact the home directly on 01423 326814 and ask to speak with the Manager about the services we could provide to your loved one.

6th July 2021
General Manager

