

Action Plan for Claremont Parkway

Date of last published inspection report – 9 March 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 23 June 2021 and the main areas for focus included:

- As part of the daily walk rounds the General Manager will review a sample of medicines administration records and related documents including the effective use of topical medication and take immediate action where shortfalls are identified.
- The General Manager and Deputy Manager will continue to monitor the blood sugar charts daily and take action if any missing entries are found through staff supervision and additional training.
- We will undertake a review of all care plans ensuring consistency and accuracy and ensure that all speech and language therapist reviews are clearly factored into the care plan, so that the plan demonstrates any changes. To follow this through we will always ensure staff are informed of any changes through handover and daily 'stand up' departmental meetings.
- All nurses and seniors carers will complete additional diabetes management training, the majority of our nurses completed this in April 2021, however newly recruited nurses and seniors will be supported to attend this training courses to ensure all eligible staff complete this training.
- The General Manager and Deputy Manager will continually monitor and review repositioning charts and take immediate action where shortfalls are identified.
- A General Manager was appointed in December 2020. Since the inspection, the GM has been registered with the regulator since April 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:

- There was a welcome return for entertainers at Claremont Parkway, residents had a marvellous afternoon and enjoyed a wonderful musical performance from a local singing talent. It was so nice to host our first entertainer back in the home.
- Residents enjoyed a visit from a local foster-based animal rescue centre at Claremont Parkway.
- Residents spent a summer afternoon planting flowers in our raised flower beds.
- We welcomed our hairdresser back at Claremont Parkway in May. The residents were so happy to see her; we had lots of smiling faces.

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 Claremont Parkway:

- 'I am just writing a couple of lines thanking all the staff at Claremont for doing a brilliant job caring for my wife and all her fellow residents in these very testing times. How they manage to stay cheerful, helpful and positive is truly inspirational. Thanks again.'
- 'Anyone who is looking for a warm welcoming home from home residence for their loved one I would definitely recommend Claremont. My mum has been here for 4+ years and I can say I am very happy with all that has been done during this time and continues to be done. The team have done excellently during the COVID pandemic and kept my mum safe and well. Well done Team.'
- 'Mum and I had a very enjoyable lunch with Dad today to celebrate Father's Day. The staff were most attentive to all of the residents' needs and the food was delicious. After such a difficult year, a huge thank you to all the staff who helped to make this event possible.'

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 Claremont Parkway, then please do contact the home directly on 01536 484494 and ask to speak with the Manager about the services we could provide to your loved one.

Date of statement - 07 July 2021

General Manager

