

Action Plan for Henford House

Date of last published inspection report – 10 June 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:

- Ensuring medications are being appropriately managed by implementing a robust medicines management audit process. This will confirm all medications are administered safely as prescribed and recorded accurately.
- Staff trained to administer medications have all completed the Boots medication training and also receive regular competency assessments. This ensures all staff are working to company policy.
- Blood glucose monitoring machines are now calibrated weekly with the correct control solution and recorded for each individual machine. This ensures that the machine is giving the correct reading and minimises the risk associated with people's care.

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:

- Residents celebrated Bastille Day in a typical French fashion, with a delightful picnic on the patio, enjoying French bread, cheeses, pates and wine. Throughout the afternoon residents practised their French and were challenged to participate in a French quiz.
- Baby Chicks – residents and staff at Henford enjoyed watching the baby chicks hatch and grow
- To celebrate National Vegetarian Week, staff and residents were treated to an interactive virtual cookery demonstration courtesy of chef, Alex Connell, from Vegetarian for Life. Much to the residents delight, Henford House Head Chef had prepared the same recipes so that the residents could try all the dishes including some yummy banana bread.

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 Henford House.



- “I was looking for a nursing home for my grandfather following his hospital admission. I found Henford House in the Warminster area, which was a bit further away than I wanted, but I was so overwhelmed with the dignity and passion the staff gave me and my grandfather, I knew I had found the right place, and somewhere he could call home. Admission went smoothly, and feel it's been the best decision we have made. Highly recommend the home.” (Grandson of Resident)
- “My mother seems to have settled really well and the staff are really caring towards her in these very difficult times. They give her the physical contact which I'm unable to do at present. She looks clean and really well looked after and they are getting her involved in activities. Really pleased with how she has settled.” (Daughter of Resident)
- “This is a fabulous home with wonderful nurses and care staff. With Mum here, I can resume a normal working and home life.” (Son of Resident)

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 Henford House, then please do contact the home directly on 01985 881055 and ask to speak with the Manager about the services we could provide to your loved one.

7 September 2021

REGISTERED MANAGER

