

Action Plan for Beeston View

Date of last published inspection report – 14 July 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:

- Audits have been implemented for care plans to ensure they are accurate, up to date and reflect changes to residents' needs.
- The General Manager and Deputy Manager's daily walk round has been improved to include a check of all sluice rooms and store rooms to ensure they are locked, clean and tidy. Supervisions have also been completed with staff highlighting the importance of keeping sluice doors locked at all times.
- As part of our admission process we will commit to ensuring that each resident has the correct name on their door and this will be completed on the day of admission. Staff have received a supervision with regards to the importance of ensuring the correct name plate is in place at all times.

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:

- The residents recently enjoyed a creative arts and crafts sessions where they created their very own scarecrow for their autumnal display. Residents and staff had lots of laughs whilst stuffing the scarecrow!
- In recognition of the Macmillan coffee morning event, the team hosted their very own garden event for residents, friends, families and members of the local community in order to raise funds for the charity. The garden was specially decorated for the occasion and the talented Chef prepared a variety of cakes, cupcakes and treats.
- Residents decorated the home with red, white and green flags in recognition of the Mexican Independence Day. The residents tasted delicious Mexican food and a fun day was had by all!

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 Beeston View Care Home:

- I met with the Unit Manager to discuss the arrangements for my mother becoming a resident. I was really impressed by her knowledge, experience and understanding of the elderly with dementia. The thoroughness of the questions to be able to ensure the level of care was appropriate from the outset was great. The facilities for the residents look super with plenty of choices inside and outside to cater for lots of activities, or quiet spaces to read too. A very good initial experience, I think my mother will be happy there.
- From the first day that I brought mum to Beeston View the staff couldn't be more helpful. Nothing is too much trouble and are always on hand to assist. The staff are not only very good at their job they are also lovely people. There is always a good selection of food served it puts my mind at rest knowing that mum is being well cared for.
- Mum has lived in Beeston view for two years now. This last year has been unthinkable for many but to be apart from your parent with advanced Alzheimer's, it's heartbreaking. I wanted to write this review as a way of showing my gratitude for a couple of the Carers especially. Mum has formed a strong bond with the two Carers in Beeston View and sees them as family. I can honestly say they also treat her as family and for this, I'm truly grateful. They have been my lifeline this past year and I know they've kept her going.

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 Beeston View Care Home, then please do contact the home directly on 01829 732 454 and ask to speak with the Manager about the services we could provide to your loved one.

21 October 2021

Patricia McCormack

REGISTERED MANAGER

