

Action Plan for Hall Park



BARCHESTER HEALTHCARE

Date of last published inspection report – 3 August 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:

- All staff have completed their Infection Prevention and Control (IPC) training, monthly IPC audits are completed and IPC checks are taking place via the management team walk rounds. This will ensure infection prevention and control measures are fully implemented throughout the home.
- The General Manager has applied to register with the Care Quality Commission and this is being processed.
- Residents' and individual meetings with relatives will be taking place to provide updates on the operational status of the home. This will provide effective management oversight and assurance for residents and relatives.
- Staff rotas are planned in advance and regular reviews of staffing take place to ensure the home is appropriately staffed to meet residents' needs, and that staff are suitability qualified, competent, skilled and experienced. Senior Carers will be enrolled onto the Barchester Advanced Carer programme and the recruitment team continue to support with filling vacancies. This will ensure that there are enough trained staff to support the needs of residents at the service.

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 are engaged in National Poetry Day as part of the life enrichment programme. Creative writing and project collaboration keeps residents engaged and connected.
- Residents had a lovely time joining Paul Hawkins and Lisa Richards from Unilever for an exciting virtual cruise experience. The residents were welcomed with mocktails as Lisa and Paul took them on a magical journey to three mystery destinations.



- Residents took part in World Card Making Day 2021, making cards for their nearest and dearest. The designs and conversations were shared to create a bumper crop of cards and it was truly a pleasure for everyone involved.

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 Hall Park.

- "I cannot fault the care and kindness shown to my mum-thank you". (Daughter of Resident).
- "The staff are always welcoming and friendly. They are willing to help sort out any problems you are concerned about". (Wife of Resident).
- "I cannot fault the standard of care my Mum receives. There are always staff members about and they are wonderful. The meals are lovely and lots of variation. The home is comfortable and kept clean and tidy". (Daughter 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 Hall Park, then please do contact the home directly on 01159 758750 and ask to speak with the Manager about the services we could provide to your loved one.

22 October 2021

Catherine Campbell

REGISTERED MANAGER

