

Action Plan for Marple Dale Hall – The New Windsor Care Home

Date of last published inspection report – 13 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:

- A full review of all residents' care plans and risk assessments has been completed to ensure the correct information is documented and truly reflects the current needs and risk management strategies.
- Improvements to the management of medications have been implemented to ensure they are being safely managed with appropriate monitoring arrangements in place to confirm improvements are sustained.
- A robust quality assurance auditing framework has been implemented to ensure that all processes are fully implemented and embedded in to the service and are being effectively monitored.

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 revelled in all things sweet for World Chocolate Day with a range of chocolatey activities including baking chocolate cakes, truffles and decorating a box of chocolates. In the afternoon, residents enjoyed tasting their delicious treats watching a themed film.
- Euro Excitement! At Marple Dale residents enjoyed supporting their favourite teams, the home was decorated with flags and we all raised a glass of fizz to congratulate England reaching the final.
- Blenheim Palace Gardens was explored by the residents through a virtual talk hosted by the Historian – Antonia Keaney. Everyone was very impressed by the many jewels hidden within the 150 acres of beautiful gardens.

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 Marple Dale Hall:

- “My wife has been a resident at Marple Dale for nearly 4 years. She has always been given excellent care there. The staff are fantastic and there is a real family atmosphere with the other residents. My wife settled in quickly and is as happy as she can be. I am happy too because I have complete confidence that she is being looked after so well” (Husband of Resident).
- A thank you email was recently received in regards to the vaccination programme the clinical team assisted with for our residents and some staff members. We were complimented on the management of the task and the efficiency of the team members.

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 Marple Dale Hall, then please do contact the home directly on 0161 885 0267 and ask to speak with the Manager about the services we could provide to your loved one.

13 August 2021

Michelle Timperley

REGISTERED MANAGER

