

Action Plan for Collingtree Park Care Home

Date of last published inspection report – 23 November 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:

- Accident and incident forms are being completed for each occurrence to ensure a thorough investigation is undertaken and referrals will be made to appropriate external agencies if appropriate.
- A full documentation audit is being undertaken to identify shortfalls and an action plan will be developed for each individual resident where information is insufficient or changes have occurred.
- A “Risk Tracker” has been implemented for all residents on the Memory Lane Community from the Focused Quality Improvement Plan tool, developed by the Clinical Development Nurse (CDN). This tracker will be reviewed by the CDN and General Manager (GM) as residents’ needs and situations change such as when healthcare professionals’ advice is received.
- The ‘Resident of the Day’ system is being relaunched within the home. The new paperwork was launched at the Barchester Quality First Conference.
- All accident and incident forms are being entered onto our internal Clinical Governance system and appropriate investigation / follow up will be completed within 24 hours of occurrence. We will ensure Statutory Notifications are sent to CQC in a timely manner, Safeguarding referrals will be completed where appropriate and duty of candour processes applied where applicable.
- Senior staff are receiving training regarding the appropriate use of food and fluid charts and actions they are required to take when targets are not met in accordance with NICE guidelines.
- Any wounds now have weekly oversight by the General Manager, to ensure that accurate recording is evident on the company Clinical Governance system. These will be discussed as part of the Monthly Clinical Governance meetings to evidence progress and actions taken.
- Key vacancies in the home are being advertised to include team leaders and Senior Care workers. The Manager will work in partnership with the recruitment team and attend regular recruitment calls. All applications are being addressed in a timely manner to retain potential candidates.
- Staff have been deployed to each community within the home to ensure there is an appropriate skill mix to provide care and support to all residents.
- All residents now have up to date medication administration records (MARs) which include their photograph. The Manager will ensure that Topical Medication Administration Records (TMARs) and supplementary medication documentation are completed as part of the daily walk round.
- Monthly Housekeeping audits will be undertaken by the head Housekeeper and overseen by the Manager. Any actions will be added onto the homes central action plan for monitoring.
- The Barchester GM monthly audit schedule has been reintroduced. A review has been completed to ensure all actions from the audits are sign off once embedded in the practice of the home.

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 joined up with the Collingtree Village residents for our “Macmillan Cancer Support” coffee morning and to indulge in the wonderful array of homemade cakes, which were enjoyed sitting out on the golf club veranda. Everyone was so generous and we raised a total of £672.45, which was an enjoyable morning for a fantastic worthy cause.
- Residents who live in our Memory Lane Community enjoyed a lovely morning at the Bee Hive Café, which is part of the Northgate Academy. The Bee Hive is based in Kingsthorpe Northampton, and the Café is run by young students aged 16—19 years with special educational needs. Our residents always feel relaxed by the warm welcome they receive from the students.
- The residents all enjoyed a gentle walk to Green’s Restaurant on the golf course, where they all enjoyed a nice hot drink and cakes.

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 Collingtree Park Care Home:

- "Mum is very happy. Good ambience in the home, very friendly and helpful staff. Our peace of mind knowing mum is being looked after 24/7"
- "My mother is suffering with dementia and had to move into Collingtree Park in March 2021 due to her worsening condition. Every member of staff we have encountered (either over the phone or during our visits) has been caring and professional. I was expecting the transition for mum to be extremely difficult but thanks to the care and professionalism of the team at Collingtree it has been quite the opposite. The team understands the emotions involved for relatives of new residents and have been extremely supportive towards myself and my sister. They have made a real effort to get to know mum as an individual and are always trying to engage her in activities that she will enjoy. We have been very impressed with everyone at Collingtree Park."
- "My mother went into hospital for an operation on Tuesday, but unfortunately, I was in isolation and was therefore unable to take her. This was very difficult for me, but I was really pleased that a member of staff from Memory Lane escorted her and stayed with her throughout what could have been a traumatic day. This staff member is amazing at her job, with a natural caring way. She is an absolute asset to Barchester. She has developed a wonderful relationship with my mum and I'm sure it was a great comfort to have her with her, as it was for me to know my mum was in such good hands."

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 Collingtree Park, then please do contact the home directly on 01604 763623 and ask to speak with the Manager about the services we could provide to your loved one.

29 November 2021

Jessica Pateman

Registered Manager

