

# Action Plan for Oulton Park Care Home

Date of last published inspection report – 16 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:

- The Resident of the Day daily care plan reviews have been re-launched and involve the residents and relatives where possible to ensure they are involved in care planning and their preferences and views are being sought. The Resident of the Day process involves all departments in the home to ensure they all have a good knowledge of each individual resident, their needs and preferences.
- The General Manager and Deputy Manager are conducting twice daily walk rounds in the home and carrying out spot checks to ensure that residents receive the person-centered care specified in their care plans.
- All care plan reviews are being completed involving the residents and relatives to ensure care plans are accurate and reflect each persons' individual needs and wishes.
- All care plans are being audited and where required re-written with the involvement of residents and relatives to ensure they contain accurate and detailed person-centered information. Monthly care plan audits are continuing to be carried out to monitor and improve records.
- Daily stand up meetings are taking place to review residents' needs as required to ensure all departments are made aware of key changes to their needs.
- Residents' and Relatives' meetings are being held monthly and surveys are being carried out to ensure their views are sought and action taken as a result of their input.
- Care staff are receiving care planning training which will enhance their understanding of the requirements of person-centred care.
- Recruitment of an additional Activities Coordinator is underway to ensure we provide stimulation and life enrichment to residents in a person-centred manner. A volunteer is also working in the service and the whole home approach towards resident engagement is in place until the right person is recruited. Support has been and will continue to be provided by the Divisional Activities Lead. The Activities Coordinator and staff team will review all residents' likes and needs with life history work to be able to provide relevant and personalised activities.

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 have been admiring the wonderful range of flowers that they and the talented gardener have been growing in the various courtyards and gardens that make up the outdoor spaces at Oulton Park.
- Elvis gave a rock & roll performance at Oulton Park with residents singing and dancing along. There was a lot of discussion and reminiscing about the first time residents heard Elvis' music, how they reacted to it and the memories it invokes now.
- Residents had a fantastic time celebrating National Dog Day with their canine friends. Oulton Park was visited by a range of wonderful dogs who were treated like royalty by all the residents.

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 Oulton Park Care Home:

- "My mum is settled and calm and is not anxious with her surroundings which reflects the care she is given. I talk with Mum often but best are the visits which we have in the beautiful gardens, she is always pleasantly dressed and looking attractive. We are very happy with the quality of care at Barchester Oulton Park Care Home"
- "My wife entered the home in July 2020 and I consider the care and dedication given by staff is first class. Since my wife has been in the home she has gained weight owing to the excellent meals she receives. Her mental state has increased considerably and we are able to converse without any problems. My wife is now able to have designated visits to her room and these visitors can stay as long as they like with no time restrictions. I have no hesitation in recommending Barchester Oulton Park Care Home to anyone who is considering putting any family member into care. I am able to phone my wife every day which she finds very reassuring."
- "The residents are very well cared for. All the staff are caring and welcoming. The accommodation is clean and comfortable. My husband couldn't be in better hands."

For more information, please visit the [www.carehome.co.uk](http://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 Oulton Park, then please do contact the home directly on 01502 539998 and ask to speak with the Manager about the services we could provide to your loved one.

**12 November 2021**

**Sarah Wright**

**REGISTERED MANAGER**

