

# Action Plan for Tyspane

Date of last published inspection report – 25 January 2022

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:

- Housekeeping audits are being completed monthly and where any shortfalls are identified in the cleanliness of the environment, immediate action is being taken.
- The General Manager is completing all audits in line with the Barchester Healthcare Quality Assurance Policy. These are being reviewed by the Regional Director on their announced and unannounced visits to Tyspane.
- The Regional Clinical Development Nurse is supporting the service with reviewing the clinical needs of residents, and is supporting the team with ensuring all care plans contain up to date and accurate information.

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:

- We have regular social events like the 'Coffee Cocktail Demonstration from Nestle and Nescafe' where residents had the opportunity to remember where they were when Nescafe was first produced in 1938 as well as a virtual tour of one of their factories all from the comfort of their chair. There was a chance to test their knowledge with an interactive quiz and the session finished up with a coffee tasting using Nescafé products!
- Celebrations have been in full swing at Tyspane Care Centre as one of its residents reaches her centenary in style. The resident was joined by staff, relatives, friends and other residents as she received a telegram from the Queen in recognition of her landmark birthday. A champagne reception was held at the home and guests enjoyed a special birthday cake organized by volunteer.

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 Tyspane:

- One relative has expressed how grateful she was to be allowed to visit her partner during the lockdown period. She was happy that the home was able to look at her situation on individual basis



and found a way to allow her to visit. She was happy with the risk assessment that was carried out and the support she received from all the staff in the home.

- A Social Worker has informed us that she feels the home is very calm and that she has received positive feedback a client's family that the residents feel well supported.

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 Tyspane, then please do contact the home directly on 01271 816600 and ask to speak with the Manager about the services we could provide to your loved one.

**8 September 2022**

**Jules Evanson**

**GENERAL MANAGER**

