

Action Plan for Woodhorn Park

Date of last published inspection report – 28 March 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:

- Monthly care plan audits are being completed by the registered manager and visiting plans and activity plans have been reviewed to ensure these reflected the wishes of the residents. Full staff meetings were held so that all team members are fully aware of expectations in relation to visiting and how residents wish to spend their days.
- The Registered Manager and Regional Director are monitoring to ensure that staff within the home are carrying out their roles in line with the companies Quality Assurance Policy. This includes ensuring regular meetings, audits and systems are reviewed and any lessons learnt are documented to improve the quality and safety of the service.
- The Registered Manager and Regional Director are ensuring that any complaints received by the home are responded to. This also includes ensuring that all aspects of the individuals concerns are covered in the response and details any actions that may be taken. Complaints are being discussed with the team through daily stand up and meetings to ensure any lessons learnt are shared.
- 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 had a lovely time joining Henry Slator for an exciting virtual event to discuss his book 'Conversations at the Pond'. Henry had an unusual writing journey, which many of our residents found inspiring. The entertaining Conversations at the Pond, with its mass of colourful illustrations, took our residents along his journey. They felt inspired, cheered and loved hearing all about Henry's experiences.
- In honour of the patron saint of England, staff and residents at the home marked the day by taking residents to Alnwick for the St. George's Day parade with the Fusiliers. They had the pleasure of meeting the Duke and Duchess of Northumberland who took time to talk to the residents about their service to the armed forces.
- Residents came together to enjoy an exciting virtual talk courtesy of the team at National Trust Talks Service. The illustrated talk took us closer to one of Cliveden's most famous families, the Astors. Our residents were able to discover what motivated William Waldorf Astor, America's richest man, to purchase Cliveden in 1893 and how the estate became the centre of high society in the 1920's and 30's thanks to his son Waldorf and daughter in law Nancy Astor.



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 Woodhorn Park:

- “My parents moved into Woodhorn Park in November last year and I can't praise the home enough. From the manager to all the care staff and support staff have gone above and beyond to assist my parents to settle into their new home and care for them. My parents are happy which makes me very happy. I just want to say a very big thank you to you all.”
- “My mum spent a week at Woodhorn Park before Christmas to allow me to have a break. I was worried as she had never been in a care home before. However I need not have worried, the home was outstanding. She loved every minute of it. The staff were amazing and made her feel very welcome. There were lots of activities to join in with and she loved the 'banter' with the staff and other residents. She was very happy there which was a relief for me and has asked when will she be going again. I can only highly recommend Woodhorn Park.”
- “Wonderful facilities shown and demonstrated by the staff. Very kind staff. Fantastic activities for residents. Immaculately clean. Not the feeling of a residential home. Very much a happy home from home. All interests taken in account for the individuals. Absolutely fantastic atmosphere. We would both accept this place for ourselves as our final home.”

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 Woodhorn Park, then please do contact the home directly on 01670 812333 and ask to speak with the Manager about the services we could provide to your loved one.

22 September 2022

EMMA SAUNDERS

ACTING GENERAL MANAGER

