

Action Plan for Adlington Manor

Date of last published inspection report – 5 September 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.

A full action plan was produced and shared with the regulator on 27 September 2022 and the area for focus included:

- Implementing improvements in relation to residents' care plans. The home's Clinical Development Nurse will be facilitating training and support sessions with the staff team to further develop care planning in the home. The home has a Resident of the Day process in place, to ensure that all care plans are reviewed on a monthly basis, or sooner if required.
- The home's Clinical Development Nurse will be offering various training sessions to develop staff's skills in the home. This will further support the home, develop staff and ensure residents' care and support needs are met.
- The General Manager and staff team will conduct a thorough review of any incidents in the home. This will provide the home with opportunities to analyse events, learn lessons and implement further improvements to enhance the overall experiences of residents living at Adlington Manor Care Home.

A General Manager has been registered with CQC to manage the service since February 2017.

- 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 at Adlington Manor have participated in a tea party in recognition of the Macmillan Coffee Morning. Adlington Manor was decorated for the occasion, and our talented chef prepared a variety of cakes, cupcakes and delicious treats following the recipes provided by Macmillan Cancer Support. Residents were able to be involved in lots of different fun-filled games and activities.
- Residents enjoyed a medieval themed day where Adlington Manor stepped back in time! Our dedicated team dressed up in the period attire including doublets, tunics, corsets and some very striking head pieces! Our residents were transported back to the Middle Ages with themed entertainment, which included a medieval banquet!
- Residents enjoyed a virtual tour of the Royal Botanical Garden in Edinburgh. The tour was hosted by their Community Engagement Manager and Botanic Cottage Operations Coordinator. The residents were thrilled to learn more about the history of the beautiful gardens. There was even a demonstration provided on making herbal tea with plants used from the Botanical Garden. This virtual experience was enjoyed by all of the residents who participated.



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 Adlington Manor:

- A thank-you card was sent in from the wife of one of the residents at Adlington Manor. This was to express their thanks for supporting the resident to purchase an Orchid plant as a present for their birthday and also providing support for the resident to write out a birthday card. The thank-you card stated that it made their birthday so much more enjoyable.
- "I'd like to thank you all, all your wonderful colleagues for all that you did for Dad in his last few months of his life. He had nothing but praise and kind words to say about you all and it is our intention to drop in to express our gratitude"
- "We are writing to say a heartfelt thank you to you and the excellent Rowan Team for the compassionate care given to [Resident's name] during his short stay at Adlington Manor"

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 Adlington Manor, then please do contact the home directly on 01625 856 710 and ask to speak with the Manager about the services we could provide to your loved one.

13 October 2022

Danielle Cheetham

Action General Manager

