

## **The Wingfield**

Date of last published inspection report – 31<sup>st</sup> August 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:

- A full action plan was produced and shared with the regulator on 30<sup>th</sup> August 2022 and the main areas for focus included:
  - All residents care documentation has been reviewed to ensure it is robust, reflects the residents current care needs and person centred.
  - A number of policies relating to Infection Prevention and Control have been re-issued to staff. The regional trainer has completed observations of staff in relation to infection control and this will be ongoing. Infection control competency assessments have been completed with all staff.
  - Barchester's governance systems will monitor quality within the service. Governance arrangements at home level continue to be embedded to identify and address any shortfalls in the service quality a timely way.
  - A full review of residents' dependency at the home has taken place and will be reviewed ongoing, following any changes to resident's conditions, admissions and discharges. This is used as a staffing guidance at the home. Ongoing review of rotas, allocations and skill mix on a daily basis
- A General Manager was appointed on 11<sup>th</sup> April 2022 and has now been registered with the regulator.
- The Regional Director, during her routine visits will review to ensure all quality assurance actions are being completed, gain feedback from residents, relatives and staff. She will also ensure there has been a regular review of DICE (our dependency tool) which reflects the current residents' needs.
- Barchester Healthcare has a range of internal support teams which are on hand to individually support our homes to deliver the best quality resident

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experience. There are also a range of audits which take place at home, at regional and corporate level to ensure additional quality assurance.

Below are a few recent examples of how the home has provided life enrichment and activities for the residents:

- **Rocking n Rolling:** Residents at The Wingfield have been 'Rocking n Rolling' recently. Keeping fit is vital to our residents' wellbeing and dancing helps our residents stay fit and active.
- We held a summer fete weekend and what a weekend we had! As well as having amazing stalls offering wax melts, cakes, homemade fudge, beauty products including hand creams and soaps, raffle prizes, bespoke jewellery and various other amazing items we were able to raise £115 for Wiltshire Air Ambulance.
- The ladies from The Wingfield love to have flower arranging sessions. They are a great chance to get their creativeness flowing with such a beautiful outcome. The arrangements they make are proudly displayed in the dining room and reception. This activity is brilliant for creative stimulation, dexterity, relaxation and the senses.

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 The Wingfield:

- "The staff are caring, friendly and very happy to work with us as a family to provide what they need. The relatively new manager and assistant manager have a plan and vision to make further provisions for residents and to further improve communication with families, which has been an issue in the past".
- "I could not ask for more from your team caring for her in her time of need, especially during her final days and hours. Thank you so much".

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 The Wingfield, then please do contact the home directly on 01225 771550 and ask to speak with the Manager about the services we could provide to your loved one.

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