

# Action Plan for Brampton View



BRAMPTON  
VIEW

BARCHESTER HEALTHCARE

Date of last published inspection report – 20 October 2022

We are writing to share with you our response and action following the last CQC inspection. During the inspection, many positive areas were 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 DICE (resident dependency tool) was reviewed immediately and refreshed. This is being reviewed monthly or when there are any changes in residency or residents' needs.
- Key vacancies were advertised, including Team Leaders and Senior Care Workers. We are working in partnership with Barchester's recruitment team, to ensure that all applications are addressed in a timely manner to capture potential candidates.
- Staff undertook training in safeguarding alongside other specific training needed to support the care of the residents living at Brampton View Care Home including Epilepsy training, Diabetes training and catheter care training.
- All residents who are at high risk of falling or have a clinical condition that impacts altered consciousness are reviewed monthly. Trends and analysis are carried out to ensure all appropriate measures are in place.
- All risk assessments and care plans were reviewed for residents living in the Memory Lane Community.
- Accident and incident forms are being fully completed to ensure a thorough investigation is undertaken, and referrals are being made to the appropriate external agencies where required.
- Staff meetings are taking place regularly to ensure the staff are informed of changes in systems and processes and to review and cascade lessons learned where required.
- Comprehensive medication audits are being completed, and actions identified are being entered onto the home's central action plan.
- The Regional Director and Managing Director have increased the frequency of their visits to the home to maintain oversight of the service.
- Barchester Healthcare has a range of internal support teams that are on hand to individually support our homes to deliver the best resident experience. There are also a range of audits which take place at the home, regional, and corporate levels to ensure additional quality assurance.

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

- Brampton View had 60 children from a local primary school attend and sing Christmas carols for all the residents in the foyer of the beautiful home. The residents joined in with the carols, and then the children had a visit from Santa!
- Brampton View held a Christmas Fair for the families to take their loved ones Christmas shopping, singing, dancing and festive buffet. The home had over 100 guests supporting the event.
- Brampton View celebrated 30 years of Barchester Healthcare by having an incredible party and



[www.barchester.com](http://www.barchester.com)

balloon display, a creative and fabulous Birthday cake, and an antique car show in the parking area, which was requested by our residents. All of the residents had the opportunity to sit in the cars, ask questions, and take pictures with family and friends.

- All of the residents across the home joined the weekly Friday exercise class, which was a great turnout, and it was lovely to see everyone join in!
- Brampton View has converted their memory lane community into a sensory garden themed area, alongside gardening classes, 1:1 garden activities, and a sensory environment. Brampton view also stated doll therapy and weekly animal therapy to support the mind, body and soul.
- Brampton View held special events to bring residents and their families together. Two examples include a wedding that was held in Brampton to allow the family's father (with advanced dementia) to be involved. Brampton also held special birthdays with over 40 guests! All events have been personalised to the residents' preferences.

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 or reside in Brampton View:

- "One word - fantastic. The manager and her team are amazing, care is above and beyond, and from the minute you walk through the door everyone is kind thoughtful and caring. Thank you, Brampton View Care Home for taking care of a very special lady, my Mum."
- "I have been a resident of Brampton View Care Home for 9 months. I am a wheelchair user and have found the staff caring and kind. The food is very good too with a choice of dishes available."

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 Brampton View, then please do contact the home directly on 01604 850700 and ask to speak with the Manager about the services we could provide to your loved one.

**12 January 2023**

**Jessica Pateman**

**Registered Manager**

