

Action Plan for Broadway Halls

Date of last published inspection report – 29 December 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:

- The General Manager has produced a Focused Quality Improvement Plan, in place on all communities. This ensures close monitoring of medication administration and maintains the safety of the residents.
- All staff who administer medications had a practical medication competency carried out and refreshed their online medication training.
- Food and fluid charts are monitored daily for accurate completion and any concerns with residents not achieving targets are discussed in handover and in daily 'huddles'. The GP is informed if there are any concerns noted.
- Documentation and medication audits are being completed for a minimum of 10 residents on each unit per month. Actions from the audits are added to both a paper copy and an electronic action plan. Actions are then signed off as completed when appropriate by the General Manager.
- The Regional Director is visiting the home weekly and the Managing Director is visiting monthly to review the action plan and progress being made.

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:

- The Reverend from a local church brought some special guests with her from America to join the residents for their Holy Communion service. Everyone joined in singing hymns and enjoyed getting to know each other. It was a special service and the residents are hoping they visit again soon.
- The home's baking club is very popular and the residents had great fun making jam & lemon tarts recently. One resident said "I fully enjoyed making the pastry for the tarts! It reminded me of when I used to bake with my Mum many years ago."
- The home had a fabulous Alice in Wonderland style 'Mad Hatters tea party' recently. Staff and residents dressed for the occasion and wore a variety of hats and masks for the event. Everyone enjoyed delicious cakes and refreshing hot drinks. The atmosphere was full of laughter and fun!

For more information about what our residents have been involved in, please visit the activities page on the home's website page.



Below are some examples of recent feedback we have received from significant people who visit Broadway Halls:

- “I would like to send a big thank you to the staff from activities. They took a group of residents to a museum today and I had the privilege to tag along. We all had a wonderful time and I can't praise them enough for the kindness and care they showed these much loved residents. Thank you again.”
- “The home is a beautiful place, and the staff are very kind and caring. Seeing my aunt happy is all I could ask for. The home has a lovely atmosphere, and the staff are very approachable if there is anything that needs arranging, with great food and the activities make sure everyone is catered for. The cycle race past the home was brilliant and what the team did that day for the resident and the whole community was something to be very proud of. I would highly recommend this home. Thank you, Broadway Halls, for all that you do.”
- “I was only in Broadway Hall for respite care after a total knee replacement. I was welcomed and treated with respect all the time I was there. I would think of living there if I needed future care.”

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 Broadway Halls, then please do contact the home directly on 01384 215190 and ask to speak with the Manager about the services we could provide to your loved one.

Danica Chugh

REGISTERED MANAGER

21 February 2023

