

Action Plan for Cadbury Hall Care Home

Date of last published inspection report – 18 January 2023

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 required 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:

- Ensuring all staff have completed fire training and are competent and confident with fire drills, emergency evacuation plans, consolidated emergency evacuation plans and where these are kept.
- The fire log signing in book is used by staff daily.
- The General Manager will complete her application and DBS check to become the CQC Registered Manager and submit this to CQC.
- Through our quality assurance processes, we are continuing to ensure that systems are fully embedded in the home. This will be monitored through daily stand up meetings, management daily walk rounds of the home, home monthly audits and regular visits by the home's Regional Director.
- A staff survey is in the process of being completed at the home.
- Ensuring the appropriate number of staff are working at all times and a robust contingency plan is in place to cover short notice absences.
- A health and safety visit was conducted at the home by the health and safety Manager -16 February 2023 who reported the standard of fire safety was very good and all records were up to date.

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 series 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:

- Cadbury Hall were delighted to welcome our first guests to 'Don't Dine Alone'. Every Friday, older people living in the community can join the Cadbury Hall residents for lunch and stay for the 'Knit and Natter' group. You don't have to knit, but nattering is essential! It was such a sociable afternoon enjoyed by all who attended, including Rupert the dog who is making himself at home and loving getting to know everyone.
- Thursday afternoon Tai Chi is popular with residents and visitors alike. It is excellent for focusing on breathing and the gentle movement improves flexibility. We also always have a chat over a cup of tea and cake after!
- It was a busy day at Cadbury Hall with a recent open day showing those potentially looking for care around our beautiful home. Our Head Chef and the hospitality team made a wonderful selection of cakes for our visitors and residents. There were many compliments about the food on offer. Residents enjoyed musical entertainment from The Note Warehouse.



For more information about what our residents have been involved in, please visit the activities page on the home's website page or visit our Facebook page here <https://www.facebook.com/BarchesterCadburyHall/>

Below are a just some examples of recent feedback we have received from significant people who visit Cadbury Hall:

- "This is now my father's third time as a resident at Cadbury Hall Care Home. The whole team at Cadbury Hall have been very attentive to my father's needs and often go above and beyond. Due to his age (now 92) and relative instability, the carers are there for him which gives my wife and I, peace of mind knowing that he is being well looked after. We were also pleased to accept the kind invitation to join Dad and the others on Christmas day, for a very tasty Christmas lunch which was excellently prepared by the chef and his team."
- "My father-in-law has received the utmost care and consideration from the team at Cadbury Hall Care Home. The team ensure there are high levels of care and support and the food is exceptional. It really is a 5 star hotel with care. The team are also incredibly supportive of me and my husband during a stressful time when you experience a loved member of the family experiencing ill health. Cadbury Hall supports my father-in-law and provides high levels of care as if he was their own family; we cannot ask for more."
- "We received a very quick response when my husband needed emergency care while I went into hospital. All the staff were very friendly and treated you like family. The home is beautiful and very well equipped, and I would highly recommend it to anyone."

For more information, please visit the www.carehome.co.uk website to see the most recent feedback from relatives and read the reviews on Google.

If you would like to know more about the great things that are happening at Cadbury Hall, then please do contact the home directly on 01934 833073 and ask to speak with the Manager about the services we could provide to your loved one.

Helen Collings

GENERAL MANAGER

21 February 2023

