

# Action Plan for Chester Court

Date of last published inspection report – 9 February 2023

We are writing to share with you our response and action following the last Care Quality Commission (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 CQC on 6 March 2023 and the areas for focus included:

- Robust auditing methods implemented to ensure that all documentation in relation to medication is in place and fully completed.
- Residents' care plans to continue to be reviewed as part of the Resident of the Day process, with further audits also completed on a monthly basis.
- The home will continue to be supported by the Regional Director, who will provide support and guidance.

A General Manager has been registered with CQC to manage the service since March 2023.

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 residents at Chester Court have enjoyed visits from Willow, a therapy dog. Residents love having visits from Willow and reminiscing about past memories of their pets.
- Residents enjoyed a fantastic virtual tour of the Donkey Sanctuary Manchester. Residents were thrilled to meet the lovely herd of donkeys, including Henry and his best friend Tiny Tim and to learn more about their every day care.
- Recently, residents at Chester Court enjoyed a silent disco (some enjoyed this from their beds). However, it wasn't so silent as the voices of residents could be heard throughout the home singing along to Mamma Mia!

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 Chester Court.

- “The staff at Chester Court have been exceptional in their care of [Resident] and of our family.”
- “The staff have been excellent when [Resident] was recently very ill. I couldn't have asked for anything more from them.”
- “The staff showed great compassion and could not do enough to make [Resident] comfortable. She was extremely well looked after.”

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 Chester Court, then please do contact the home directly on 01670 820111 and ask to speak with the Manager about the services we could provide to your loved one.

**Laura Tindle**

**Registered Manager**

**11 April 2023**

