

# Action Plan for Herne Place

Date of last published inspection report – 27 February 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 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 on 3 April 2023 and the areas for focus included:

- Robust measures in place to ensure that all risk assessments are fully completed and reviewed by the General Manager.
- To ensure the General Manager was registered with the CQC (this was completed in February 2023).
- To recruit to all vacant positions (the home has not used any agency staff since February 2023 and all care vacancies have now been recruited into).

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 celebrated Mother's Day by getting together and reminisced sayings that their mothers' used to say to them as they were children and how they carried on the sayings by teaching them to their children. The residents also enjoyed afternoon tea.
- Residents have been out on the minibus, with a trip to Canterbury Garden Centre at Herne Common. They thoroughly enjoyed looking at the different type of plants and flowers and the trip provided lots of ideas of what they would like in the home's garden, followed by a lovely cup of tea and slice of cake.
- Residents all had a brilliant day celebrating St Patrick's Day, and everyone enjoyed the festivities. Everyone had a fantastic time listening to Irish music, the lunch menu was of traditional Irish meals and a little tipple of Guinness in the afternoon.

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 Herne Place.

- “I have always been confident that [Resident] is receiving the very best of care in a very clean, friendly and luxurious home.”
- “Herne Place is such a lovely and supportive home, the staff are welcoming and really friendly and the [Staff Name] is really approachable and helpful. The staff's work ethic is amazing. I would recommend Herne Place to anyone looking to put their loved one in care.”
- “The staff are amazing always ready to help. [Resident] has really benefited from the care he's receiving, nothing is too difficult for anyone there.”

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 Herne Place, then please do contact the home directly on 01227 744 588 and ask to speak with the Manager about the services we could provide to your loved one.

**Hadrian Rodriguez**

**Registered Manager**

**5 April 2023**

