

Action Plan for Mortain Place

Date of last published inspection report – 31 March 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 20 April 2023 and the areas for focus included:

- Further training is available and has been provided to the staff team, to further develop the staff team's knowledge in areas such as care planning, and regarding clinical skills, including courses in catheter care, oral and hydration care, managing diabetes and the management of medication.
- There will be further monitoring of documentation by the General Manager and other senior staff to ensure that care plans, dementia related tools and guidance and the management of medication documentation is thoroughly completed and maintained to a high standard.
- Regular audits, including robust care plan reviews and the management of resident's health and wellbeing will be completed by the General Manager, with any actions reviewed by the Regional Director to ensure these have been fully completed.

A General Manager is in post and they have submitted their application to the CQC to become registered.

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 Mortain Place have enjoyed judging a recent dog show. The home received 35 entries and the residents chose the winners. The winners of the dog show received a canvas of the photograph submitted.
- Our residents have enjoyed some stimulating activities such as carpet bowls. The residents certainly brought out their competitive sides, and a fun time was had by everyone who participated in this activity.
- Residents had a wonderful time where a local ukulele performing group, The Ukeholics, performed at the home for everyone to enjoy. The group performed a range of songs from the 40's, 50's and 60's right up until the present day.

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 Mortain Place.

- 'We are very happy with Mortain Place, they are kind and considerate and are very approachable'.
- 'All staff have been very kind and empathetic. All have gone above-expected levels of care from grass roots to the top'.
- 'The surroundings are very pleasant, and the building looks impressive from the outside. Security for the residents is high, staff seem to be well trained, and are polite, very helpful and adaptable. Meals are good in quality and surroundings, and the accommodation is very clean and appropriate to the circumstances. Highly recommended'.

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 Mortain Place, then please do contact the home directly on 01323 465 150 and ask to speak with the Manager about the services we could provide to your loved one.

10 May 2023

Catherine Brewster

General Manager

