

Action Plan for Beaufort Grange

Date of last published inspection report – 4 July 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.

A full action plan was produced and shared with the regulator on 27 July 2023 and the actions we have taken in response to the inspection findings included:

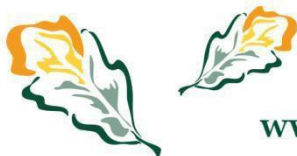
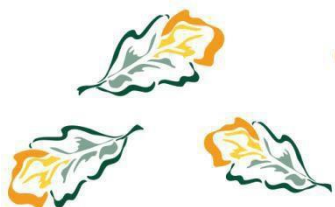
- Monthly visits by the Regional Director to check and support improvements and ensure that any issues are addressed immediately and that changes are embedded
- Unannounced monthly out of hours visits conducted and kept on file
- Internal regulation audits within the home to support with identifying any progress and identification of any improvements needed
- Monthly support visits undertaken by the CDN
- Ongoing review by the General Manager of the central action plan with detailed notes and Regional Director oversight

A General Manager has been registered with CQC to manage the service since April 2019.

- 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:

- Beaufort Grange residents had a lovely visit to Barchester's Bamfield Lodge for afternoon tea! Special thanks to the Head Chef Bev and the hospitality team for such wonderful food. It is always great to meet up with our sister homes, thank you so much for inviting us and we look forward to meeting up again. Residents were able to be involved in lots of different fun-filled games and activities.
- Beaufort Grange residents had a wonderful day with a visit from the adorable rabbits and guinea pigs from Bunny and Bloom! The joy on our residents' faces was priceless as they enjoyed cuddling and stroking these furry little friends. The rabbits and guinea pigs were incredibly well-behaved and content, making the experience even more delightful for everyone involved. The therapeutic benefits of animal interactions are truly remarkable, there really were smiles all round.
- Beaufort Grange residents have visited a local retirement village to enjoy having a drink in the cafe and also to take part in some different activities. Everyone greatly enjoyed having a go at curling



and boccia. Boccia is a Paralympic sport created for those with limited mobility and interestingly has no Olympic counterpart.

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 Beaufort Grange:

- Just a quick thank you for two care assistant staff, working at Beaufort Grange care home, Bristol. Both work on the First Floor. Both are caring, efficient, wise and always work with high enthusiasm and compassion.
Thanks for them, and all the other staff of Beaufort Grange, and staff involved in the ongoing care for my mother, who is cared for on the First Floor.
- I would like to take this opportunity to thank you and all your team for the help and care you showed, throughout the time at Beaufort Grange. I would especially like to thank your whole team for the very kind words they all had to say. It has meant so much to my brother, sister and myself.
- Myself and my sister wish to thank you all enormously for the excellent care and respect provided to Mum during her long residence with you.
Believe me it relieved considerable stress and anxiety from us knowing you were looking after her every need, especially during those dark COVID days.

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 Beaufort Grange Care Home, then please do contact the home directly on 0117 974 0010 and ask to speak with the Manager about the services we could provide to your loved one.

5 September 2023

Raji Sunil

Senior General Manager

