

Action Plan for Glenroyd

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 28 July 2023 and the area for focus included:

- All accidents and incidents are discussed at the daily stand-up meeting and the General Manager is made aware of any incidents that have taken place.
- All accidents/incidents are recorded appropriately, investigated and actioned.
- Management will continue to ensure that choking incidents are reported immediately and that all risk assessments are updated.
- Management to ensure staff follow the correct protocol with follow up appointments to ensure the needs of the resident are assessed and managed around modified diets.
- The checks around handovers and the sharing of dietary requirements has increased by way of regular discussions at the daily meeting and checks of documentation on the units and in the kitchen.
- Sluice door locks had been replaced previously and were working, however one of these had to be replaced with a new full mechanism which was purchased immediately with no further concerns.
- The General Manager/Deputy Manager will continue to ensure that the care plans reflect the ways in which staff can support a resident with complex health and behaviours. This will be done by way of checks and audits of files. 20% of files are checked on our monthly audits but also random checks take place weekly on other individual files.
- Ensuring training statistics are above the Barchester recommendation of 90%. This is checked every week by the management team.
- Continue regular meetings with staff and ask them for their input in the home
- Gain feedback from staff, residents and relatives regarding the 'shout out' and 'learning board'. Feedback will be used to update these as necessary.
- Clinical Development Nurse available to support with additional training for staff where there is an additional / complex need. The home is able to use external professionals to support with additional training or advice. These may be Tissue Viability

A General Manager has been registered with CQC to manage the service since March 2022.

- 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:



- Residents across our services had a fantastic time joining Mandy Morrow for a virtual walking tour to learn about the 'History' of Mayfair. The Mayfair of Nightingales may be long gone but it still holds a 20th century charm. Birthplace to the late Queen Elizabeth II, home to one of WWII's most decorated female war heroes and a tale of a wealthy Aristocrat and one of France's favourite designers.
- Our wonderful residents were graced with a magical visit from the illustrious Tabernacle Church Choir, right in the comfort of our vibrant garden this afternoon. Their melodic harmonies filled the air with joy and their powerful voices touched all of our hearts in extraordinary ways.
- To celebrate National Ice Cream Day on July 19, staff and residents at Glenroyd Care Home, were treated to a virtual talk, interactive quiz and delicious ice cream tasting session from Walls Marketing Manager, Sue Carruthers – Sue works in Unilever's Away from Home team, which supports the care sector. Residents reminisced about their favourite ice creams and were treated to a singalong to Cornetto classic ads, an interactive quiz about fun Wall's facts and best-of-all, and an ice-cream tasting session.

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 Glenroyd Care Home:

- "Amazing care given to my beautiful grandma. Nothing was too much trouble for anyone on the team. They made us all welcome and cared for her and ourselves when the time came to say our goodbyes. They really are angels sent from above. Words will never be able to fully express how thankful as a family we are for all their support."
- "My mum moved into this care home in March 2023 with early signs of dementia, confusion, depression and no longer able to live independently. Mum is now content, well cared for and safe. The staff are caring, pleasant and have encouraged Mum to mix with other residents which have improved her quality of life and provided relief for her family."
- "Since my mum moved into Barchester Glenroyd we have been impressed with the level of care given. Mum feels valued and really enjoys the pamper sessions very much. The staff are professional and caring in their manner and always have time to listen."

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 Glenroyd Care Home, then please do contact the home directly on 01253 798008 and ask to speak with the Manager about the services we could provide to your loved one.

6 September 2023

Sonia Smith

General Manager

