



CHERRY
TREES

BARCHESTER HEALTHCARE

Action Plan for Cherry Trees

Date of last published inspection report – 28 October 2019

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 and shared with the regulator and the main areas for focus included:
 - Systems have been put in place to monitor good nutrition and hydration.
 - Care plans have been reviewed and healthcare professionals have been involved where a need was identified. Relatives and the resident have also been involved to ensure that the plans focus on the wishes, preferences, and best interests of the resident.
 - Governance arrangements at home level continue to be embedded to identify and address any shortfalls in in service quality a timely way.
 - Improvements have been made and sustained in relation to the management of the resident's medication.
 - The Manager has implemented systems to share learning with the staff team so that they understand the reasons for any changes made.

A new General Manager was appointed on 9 March 2020. Since the inspection, the General Manager has been in the process of being registered with the regulator and was awaiting a date for interview from the regulator.

Cherry Trees Care Home has continued to work closely with the Local Authority and CCG and they have recognised the progress and improvements made.

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:

- ❖ Book Lovers' Day
- ❖ Spanish Themed Day
- ❖ Mindfulness Day

www.barchester.com



❖ Wimbledon at Cherry Trees

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 Cherry Trees:

- ✓ "Thank you and thanks again for all you do. Keeping our loved ones safe."
- ✓ "I wanted to thank Cherry Trees for their care and support during the Coronavirus pandemic. When I call the staff I have spoken to have been cheerful, positive and helpful. From a distance it is clear that infection control has been extremely well managed. Communications from Barchester have been regular and informative. My interaction with management has been excellent - the Manager has taken time to discuss any issue of concern..... It's very comforting to see my Mother and hear her say a few words and know she recognises it's me on the phone. So, a very big thank you to all the carers, nurses, receptionists and management - you're doing a great job! "
- ✓ My mum [Name removed] is a resident at Cherry Trees and I am writing to you to express my appreciation and gratitude to the staff on memory lane. On Mother's day, which was such a difficult day for me and my daughter the carers did a video call to me. It was a very emotional call but it was wonderful to be able to see mum even though she is unable to communicate with me verbally she smiled into the camera when she heard my voice. I have had several photos of mum during the day when she has had her nails done and when she is tucked into bed at night. I will be eternally grateful to them for making this difficult time more bearable. Also thank you to Barchester for acting promptly to minimise the threat of infection and keeping our families safe."

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 Cherry Trees, then please do contact the home directly on 01789 764022 and ask to speak with the Manager about the services we could provide to your loved one.

Debbie Osbourne

GENERAL MANAGER

