

Action Plan for Boroughbridge Manor

Date of last published inspection report- 25th June 2019

This service was acquired by Barchester Healthcare on 8 January 2020 and is now working to Barchester Healthcare policies and procedures.

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 on 3rd July 2019 and the main areas for focus included:
 - A daily audit of Medication Administration Records and TMAR's has been introduced. Staff also complete peer audits, this has increased awareness. The Home management team also completed random spot checks to ensure compliance.
 - All current Mental Capacity Assessments and Best Interests decisions were reviewed and re written in line with current legislation.
 - All staff administering medications training are required to complete both annual and biannual training. Care staff have received additional training highlighting the importance of the use of topical medications
- An Operation's Manager was appointed on 8th April 2020 and has now registered with the regulator. We continue the recruitment process for a new permanent manager.
- 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:

- World Chocolate Day
- The residents remembered the 75th Anniversary of VJ Day
- Body & Mind Exercises.

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 Boroughbridge Manor:

- ❖ “The care (Resident name removed) received was consistently high and provided with patience and skill by the care staff. Many of the administrative and support staff made the effort to get to know her and their cheerful waves as they passed on their duties meant a lot to her.
..... I noticed, as did others of my family, who were not able to visit as often, the high level of retention of staff. This was important both to (Resident name removed) and to us and demonstrates the high quality of the facility... “
- ❖ “My mum has dementia and is not always easy to deal with, though it hurts me to admit it. However I cannot praise your staff enough..... Nothing is too much trouble..... and if she is asleep the carer (name removed) will phone me back when she wakes up so I can speak to her.....Because I am unable to visit at the moment it means a lot to both of us that I can speak to her.”
- ❖ “I would like to take this opportunity to also ask if you could let the powers that be know that Mum received excellent care at the Boroughbridge Manor. I and the family are so glad we gave the care of our loved Mum to such a caring and professional group of people, I will certainly be recommending Boroughbridge Manor in the future”

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 Boroughbridge Manor, then please do contact the home directly on 01423 326814 and ask to speak with the Manager about the services we could provide to your loved one.

24th August 2020

General Manager

