

Action Plan for Claremont Parkway

Date of last published inspection report – 19th November 2020

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. Since taking over the service, we have made the following improvements:

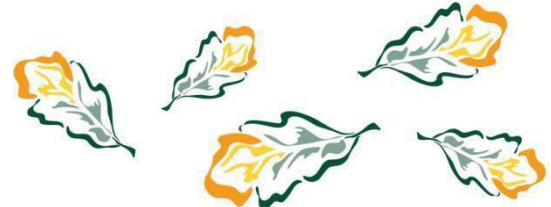
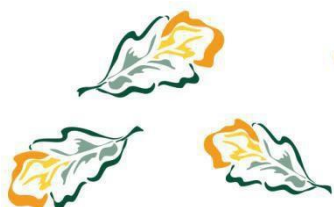
- Barchester plans to carry out some environmental changes in the home in the near future

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 at the point we took over the service and this was shared with the Regulator as part of the registration process:
 - Barchester's governance systems have been introduced to monitor quality within the service and communication has been improved with the staff team.
 - Risk management systems have been improved to ensure that people are cared for safely and in line with their assessed needs.
 - We have implemented a range of policies and procedures to support safe working practices. Our Appropriate Admission and Discharge Policy, along with our robust pre-admission assessment, helps to ensure we are aware of the residents' clinical needs on admission.
- The Manager was appointed in November 2016 and has registered with the regulator.
- The General Manager speaks monthly with the quality teams from both the CCG and Local Authority, focusing mainly on COVID 19 related issues.
- 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.



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 few examples of how the home has provided life enrichment and activities for the residents recently:

- Cocktail Creation- Our chef makes yummy cocktails for the residents!
- VE Day Celebration
- Knitting Club- Residents have been knitting cannula gloves for babies in the local Hospital's Intensive Care Unit.
- Royal Celebration - Celebrating the Queen's official birthday, the chef made a "Union Jack" & "Crown" cake for the residents to eat

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 **Claremont Parkway**, then please do contact the home directly on **01536 484494** and ask to speak with the Manager about the services we could provide to your loved one.

22nd September 2020

Elizabeth Gallacher

