

Action Plan for The Manor

Date of last published inspection report – 9th 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 on 18th October 2019 and the main areas for focus included:
 - All residents' care plans and risk assessments have been reviewed and updated to reflect the residents' current care needs.
 - The General Manager and her Deputy Manager are now fully aware of Barchester Quality Governance Framework and are adhering to all aspects of the company Quality Assurance Policy.
 - The Resident of the Day process has been embedded and closely monitored by the management team.
 - All residents identified at clinical risk are reviewed at the monthly Clinical Governance meeting.
- A General Manager was appointed on 28th May 2019 and she registered with the regulator on 19th August 2019.
- Monthly visits from the Regional Director to check and support improvements and ensure any issues are addressed immediately and that changes are embedded.
- 4 monthly Quality Improvement Reviews to monitor compliance will be completed by our Regulation and Quality Improvement team.
- 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:

- Cheese and Wine day - Residents sampled different cheeses as we tried the traditional way of wine



tasting

- Bug Motel - Our residents took part in making these wonderful wooden bug motels to bring more wildlife into our gardens

- Senior Health and Fitness Day - The Manor's wonderful physio and our residents took part in a fitness class followed by a well-deserved cuppa!

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 The Manor:

-” that I have nothing but great respect and admiration for the work that GM and the team are doing, long may that continue and I am sure that we all hope this terrible situation will be resolved sooner rather than later.”

-” I would also like to express my appreciation of all that has been done for my mother at The Manor. She has improved beyond my expectation and has a quality of life better than imagined.

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 The Manor, then please do contact the home directly on **01823 336633** and ask to speak with the Manager about the services we could provide to your loved one.

10th September, 2020

General Manager

