

Action Plan for Woodland View

Date of last published inspection report – 11 June 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. The regulator did not request an action plan following this inspection, however the following action has been taken in response to areas of improvement highlighted in the inspection report:

- We reviewed our current systems and practices to ensure that the progress that was made at the time of the inspection continued to be embedded by the staff and leadership team.
- A strong and consistent management team are in place who provide confidence that the home is well managed and good governance is adhered to.
- The home management make frequent daily walk rounds of the home to oversee the deployment, effectiveness and appropriateness of staffing and measure the effectiveness of this during observations.
- The management team use a dependency tool which is flexible around the occupancy and dependency of residents at any time. The management team consider alternatives to increase staffing where required in areas where the need is identified. The home uses a whole home approach particularly at key times of the day i.e. mealtimes and when considering activity provision.
- Additional activity and hostess hours have created the opportunity to provide residents with increased staffing support throughout the day.
- The home has not used agency staff since September 2019 and, therefore, a consistent core of staff work at the home.
- Risks to residents are regularly reviewed and actions taken to reduce risk as appropriate.
- All staff at the home have completed Dementia Care training and this has impacted positively on the care provision in the home's Memory Lane Community.

A Manager was appointed in April 2018 and has since been registered with the regulator. At the time of the inspection the home was being managed by an Operational Manager due to the Manager's temporary absence. The registered Manager returned to Woodland View in May 2019.

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 and staff at Woodland View in Colchester, laced up their trainers and warmed-up for their annual sports day. Staff and residents took to their marks in the giant bowling, balloon tennis, crazy football, 'hit the tin' and colourful races. The residents battled it out to be crowned sporting



champions by the activities team before being treated to a winner's buffet of homemade cake and ice cream. We always encourage our residents to keep active. With summer on the way we had a great opportunity to move our activities outside to make the most of the weather. Our residents really enjoyed the day and it was lovely to see so many of them getting involved. It reminded all of us of when we were kids at school!

- Residents at Woodland View virtually travelled to Hawaii on the 23rd July. Residents enjoyed touring and learning about Hawaii. The garden at Woodland View was decorated by staff with bunting and summer decorations. Residents and staff got together for a fruity afternoon with exotic fruits and fresh cocktails prepared by the home's talented chef. He served Mojito, Iced Tea and Pink Lemonade. The fun didn't stop there: residents enjoyed entertainment from Hawaii and staff participated in playing music, fancy dress up, and dances.
- Exercise Classes... to keep us moving! - Residents at Woodland View took part in a 'socially distanced' exercise class to make sure that they keep building their strength and mobility

For more information about what our residents have been involved in, please visit the activities page on the home's website page.

Below are some of examples of recent feedback we have received from significant people who visit Woodland View:

- ❖ "My son and I are very grateful for all the work the staff are doing to keep the patients safe and well at Woodland View Care Home...."
- ❖ We received a newsletter from an 8 and 5 year old to cheer our residents up during the Coronavirus pandemic – thank you!
- ❖ Being very well looked after. All staff have been very good. I am very happy and satisfied for choosing the right care home. I am here for a short stay and like it very much especially the garden. Very good.
- ❖ Very good home and fantastic staff. Thank you, team Woodland for making sure that you look after my mom so well. Especially when I am so far away, it's a relief to know that my mom is well looked after.

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 Woodland View, then please do contact the home directly on 01206 855390 and ask to speak with the Manager about the services we could provide to your loved one.

22 September 2020

General Manager

