

# Action Plan for Oulton Park

Date of last published inspection report – 01 April 2020

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:
  - Ensuring medications were being appropriately managed and that staff were re-trained in this area
  - Ensuring care plans were person centred and specific to people's needs
  - Promoting a positive culture that is person centred, open, inclusive and empowering
- 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 participated in making friendship bracelets to send to their relatives and friends
- Residents in the "Gardening Club" have been busy planting new seeds to grow some autumn colour for the gardens
- Residents have been having picnics in the garden to enjoy the sunshine and warm weather

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

Below is an example of recent feedback we have received from a significant person who visits Oulton Park:

- "Thank you so much for the prompt updates concerning Covid19. There cannot be a single soul in the country without worries and sincere words of assurance are greatly appreciated. Best wishes & thanks" (name removed – daughter of a resident).

For more information, please visit the [www.carehome.co.uk](http://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 Oulton Park, then please do contact the home directly on 01502 539998 and ask to speak with the Manager about the services we could provide to your loved one.

**25 September 2020**

**REGISTERED MANAGER**

