

# Action Plan for Boroughbridge Manor

Date of last published inspection report – 13 March 2024

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.

A full action plan was produced and shared with the regulator on 28 March 2024 and the area for focus included:

- General Manager and Deputy Manager will continue to complete spot checks on care plans to review and ensure that care plans are current and clearly reflect the resident's current needs.
- The Regional Director (RD) will continue to complete monthly RD visits and complete a comprehensive report for the home. All actions identified from this are added to Central Action Plan and are completed by the Home Manager or Deputy Manager.
- Staff have received additional documentation training on care plans and care planning to ensure that staff knowledge was evident in reviewing and updating care plans and risk assessments.
- The home has a Clinical Governance system to monitor all areas of Governance. The General Manager and Deputy Manager will continue to ensure that audits are completed every month, any actions identified will be added to the home's Central Action Plan (CAP).
- Individual risk assessments will continue to be reviewed monthly, or sooner if required/identified
- HR Surgeries have taken place for staff to attend to discuss any issues that they may have.

The Operations Manager is currently overseeing the day to day management of the home.

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

- Staff and residents had a fantastic time visiting York Farm and Kitchen where they all enjoyed taking part in a lamb feeding session. Residents and staff had a brilliant time bottle feeding the lambs and learning all about life on the farm and how the lambs are cared for by the farmers from birth.
- We had a brilliant time across our services with Harrogate Skills 4 Living as they took us on a wonderful virtual visit to their Harrogate Chocolate Factory. Residents were thrilled to discover details about the chocolate-making process and the fascinating journey from bean to bar, all while enjoying some delicious sweet treats.
- This year to support the Red Nose Day campaign and their mission to end child poverty, we set ourselves a challenge to ride 100km on the bike! Everyone got involved and what great fun we had doing so, as we took turns to pedal a few km each to reach our goal! Residents of course helped out fundraising too! We spent a morning baking Red Nose Day themed biscuits together as treats to refuel those on the bike, and some residents even hopped on the bike and pedaled a few meters



themselves!

Below are a couple of examples of recent feedback we have received from significant people who visit Boroughbridge Manor Care Home:

- "Everything is done to accommodate residents' interests as well as their care and well-being. Staff all show patience and care and the surroundings combine homeliness with a high standard of furnishings. Management's presence and availability are apparent and they and staff seem to be very observant regarding residents and visitors. In my own case, management quickly observed I was very stressed about my husband's financial situation and gave me opportunities to "off-load" saying relatives were of concern to them as well as residents"
- "My Aunt was very reluctant to move into 'a home'. However, from the moment she arrived, staff went out of their way to say hello, introduce themselves and help settle her in. She is encouraged to participate in all the lovely events, but also given the chance to sit out should she wish. The regular social media postings show her confidence has built and the beaming photographs comfort us in knowing she is happy and the right choice was made for her own health and safety. All staff are approachable and she enjoys the food and other residents company. The home and rooms are spotless. I would wholeheartedly recommend Barchester Boroughbridge Manor Care home, you could not be in safer hands!"
- "Staff are always pleasant and friendly and always helpful and kind. This is so important when you have to place a loved one in full-time care. Beautiful gardens, activities and events to join in with and contactable anytime. All over the lovely place."

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 Boroughbridge Manor Care Home, 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.

**17 April 2024**

**Nicole Benn**

**Operations Manager**

