

# Action Plan for Wimborne



Date of last published inspection report – 17 May 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 10 June 2024 and the area for focus included:

- Staff have undertaken additional safeguarding training and we have planned additional training/supervisions to ensure they understand managing risk, completing risk assessments in a person-centred manner, including where to source key information within their care plans.
- Risk assessments for each resident have been reviewed to ensure residents at risk of falls, infections and distressed behaviours have a risk assessment in place, that it is reviewed at least monthly or when a person's needs change.
- Prior to moving in, pre-admission assessments are completed in full identifying any medical conditions prior to admission ensuring risk assessments can be completed/implemented and any equipment required is in place to mitigate any potential further risk.
- In line with our policy, we have completed a clinical analysis (root cause analysis) following 3 incidents, however, we focus on each accident or incident robustly to ensure our residents receive the appropriate care and treatment immediately and actions are taken immediately to mitigate further risk.

A General Manager has been registered with CQC to manage the service since 6 February 2024.

- 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:

- Here at Wimborne we are immensely proud to have had the honor to celebrate our wonderful resident, who at 99 years young, was part of the D-Day landings 80 years ago. The resident and the team met with His Majesty King Charles III and Queen Camilla and had a wonderful chat with HRH Prince William. A day never to be forgotten 80 years ago and a day we will not forget for years to come.
- To many of our residents VE day is such a strong memory. This was a day to go down in history and to be celebrated each and every year. Many residents enjoy telling their stories of street parties with union jacks everywhere. We enjoyed a classic English afternoon tea with fingers sandwiches and scones while we reminisced with VE day pictures and stories of heroes throughout that time. We all later enjoyed singing War time tune classics such as songs by Vera Lynn and waved out flags in celebration.



- We are so lucky to have a donkey sanctuary on the island who homes over 30 retired or unwanted donkeys. The sanctuary welcomes in everyone to come along to pet these wonderful creatures. We got together our furry loving residents to go along and get some animal therapy and enjoy a nice cup of tea and cake to finish of this wonderful day out. Meeting the animal's makes such a difference to our residents, it can be so calming to stroke these donkeys and everyone looks forward to visiting again.

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 Wimborne Care Home:

- "I was impressed by the friendly staff, particularly the member of staff on reception and the activities coordinator. The summer fete had been organised and there was a happy atmosphere amongst the residents. As the owner of a care home, myself, I am pleased to compliment the home."
- "The difference in my mum in two weeks of being in your care is incredible. Thanks so much for your hard work and attention to detail regarding my mum. I'm sure she is getting back to her old cheeky, happier self"
- "Wimborne is a quirky and spacious home that provides amazing care by all members of staff who are always welcoming and always willing to go above and beyond to meet all residents' needs. It has beautiful, well-kept gardens and grounds. The inside of the home and bedrooms are always kept tidy and clean. Delicious main meals/snacks, tea and cake available at any time of the day. Fun activities are held in the home or trips out on the minibus for the afternoon with activities. We couldn't ask for a better team to look after our grandad."

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 Wimborne Care Home, then please do contact the home directly on 02392 467369 and ask to speak with the Manager about the services we could provide to your loved one.

**8 July 2024**

**Sarah Peach**

**General Manager**

