

# Action Plan for Boroughbridge Manor

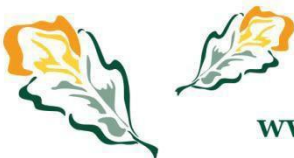
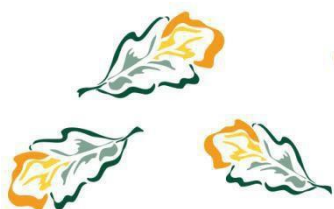
Date of last published inspection report – 30 September 2025

We are writing to share with you our response and action plan 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 08 October 2025 and the area for focus included:

- All residents are assessed prior to admission and their dependency level is scored using our internal dependency tool; this is updated at least monthly or sooner as and when needs or risks change. This tool identifies how many staff are required to provide safe, effective and responsive care across the communities in the home. The Dependency tool also has additional hours added to account for the footprint of the home. The home works in line with the DICE tool to ensure that there are suitable numbers of skilled staff deployed at all times.
- We continue to use an electronic rota system and this provides information on where staff deployment is required in the home and will alert if there are any shortfalls with the staffing levels in relation to DICE in the home. The system also enables us to appropriately manage planned leave of absence.
- Manager daily walk rounds continue to take place and this is to ensure there are sufficient staffing that are deployed effectively to meet residents needs and risks. The Home manager and Deputy Manager and Team Leaders and Seniors have full oversight of the care and continuously check if any care tasks are outstanding on our E care planning system (Enable) which was recently implemented and has improved the oversight of care delivery in the home.
- Out of Hours checks are been completed on a monthly basis and are carried out during night times and weekends. These include a check on the staffing levels and deployment.
- Regular Staff and Residents meetings have taken place. Feedback has been monitored and overseen by the Registered Manager and appropriate action taken in response. Where there are concerns raised in relation to staffing levels and/or deployment of staff or competency this will be addressed as required.
- Call bell monitoring is in place to ensure that there are prompt responses to requests for support and assistance. These are reviewed and overseen by the Registered Manager who will look for any patterns and trends and will take appropriate action where required.
- Communal areas continue to be supervised where it is identified there is a need, and residents' safety will always remain our priority.
- Dining room observations have been completed with any identified areas for improvement being actioned as required.
- The home utilises a whole home approach to care and support and therefore staff deployment can be sufficiently managed at busier times of the day.



- Pre-employment checks are completed for all new staff to the home to ensure that they are suitably experienced, skilled and safe to work with vulnerable people. These are overseen by the Registered Manager.
- We continue to monitor staff leavers and we are currently recruited 10% above our allocation to enable us to cover holidays and sickness.
- New staff to the home receive an induction which includes training, competency checks (where appropriate) and shadowing more competent members of staff for a period of 2 weeks. A buddy is also allocated to new staff. The Registered Manager reviews and signs off on staff competence and confidence to work independently to ensure they are able to provide the care and support required to each resident.
- Training is continually monitored and refresher training continues to be monitored at least 3 months in advance with the assistance of the Regional Trainer. The Registered Manager is also sent a training compliance report from the Training and Compliance Manager and any shortfalls will be immediately addressed with staff to ensure that they are kept up to date with their training, best practice and legislation.
- Supervisions and Appraisals will continue to be completed with all staff deployed throughout the home in line with our company policy.
- New admissions to the home are assessed to ensure that we are able to provide safe and effective care and support. Pre admission assessments are overseen by the Registered Manager who will sign off on the admissions to ensure that these are safe and appropriate, residents needs can be met and their identified risks can be suitably and safely managed. Where there are specific training needs required to meet the needs of new admissions this will be sourced prior to admission to ensure staff are suitably skilled.
- Regional Director visits provide an additional layer of oversight of safe and effective staffing and the skills and competency of staff.
- Corporate assurance visits are completed twice yearly and provide a further level of oversight in relation to safe and effective staffing any actions identified during these visits are discussed with the General Manager the Regional Director and the Managing Director for the home

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

- Barchester Healthcare have 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 in the home, at 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 guests at the home enjoyed a delightful afternoon of strawberries and prosecco, celebrating the start of autumn in style. The event brought together residents, families, and friends for a relaxed and sociable gathering in the home's welcoming lounge area.
- The home was delighted to welcome local police officers PC Barrett and PCSO Booth as they joined the residents and relatives for a for their 'Coffee with a Coppa' event. The visiting officers spoke with the residents, relatives and members of the community about their career paths, why they wished to join the force and spoke about the latest goings on from within the town, before taking questions from the audience.
- Residents enjoyed a trip out to Ripon spa gardens where they enjoyed a hot drink and picnic in the gardens. A game of crazy golf was enjoyed followed by a walk around the gardens looking at the bandstand that has been decorated for Alice in wonderland day. A lovely morning was had by all.
- Professionals from various organisations within the community had the opportunity to meet and network over lunch, provided by the home. The home was delighted to welcome guest speaker and chair of the Thirsk Yarn Bombers, Irene who spoke to the visiting professionals about the work taking place in and around Thirsk. It was wonderful to also welcome representatives from Dementia



Forward, North Yorkshire Police and Rainbow Dementia Day Care amongst others.

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 visited the home:

- "My husband recently spent two weeks at Boroughbridge Manor. I visited him twice and was very pleased by his contentment. The staff treated him extremely well, leaving him to do his 'own thing' when he prepared to sit in his room. He was clean, well fed & watered. I appreciated the break from daily caring. Thank you everyone."
- "Change of Management 12 months ago. Issues have all been ironed out, and the care home is now run exceptionally well. Activities are good, and there is a programme of redecoration of the public areas due to commence shortly. The staff are amazing, very patient and caring with my mum, who is now very frail and requires more attention, after spending 2.5 years at The Manor. I would highly recommend this home."
- "We had little choice where my mother in law would go but we feel we've hit the jackpot. Mother in law has always been a worrier but she loves Barchester and considers it home. Every time we go (at varying times) the place is spotless and the staff are genuine caring people. Lots of activities and great social media so can see mother in law nearly every day. We feel so blessed. Thank you to all, a credit to Barchester."

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 General Manager about the services we could provide to your loved one.

**12 November 2025**

**Susan Carter**

**General Manager**

