

Action Plan for Elm Bank

Date of last published inspection report – 02 October 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 17 October 2025 and the area for focus included:

- Plates from the bain-marie are taken out 15 minutes before the meals are served. This is monitored daily by Head Chef and General Manager to ensure that food is served safely and residents are not at risk of scolds. Lunch time checks are completed and evidenced in the daily walk around as well being incorporated into the Dining Audits. The Regional Director is checking this as part of the Monthly RD visit. This has also been addressed with the whole team and communicated at the Team meeting.
- Grab rails have been sanded down and there are no remaining rough edges or splintered wood as a result. This was dealt with on the day of the assessment and ensures that residents are not at risk of injury, such as splinters or skin tears. Head of Maintenance has incorporated this into the weekly environmental checks, staff have been made aware to record any environmental and equipment issues within the Property Maintenance log which is kept in reception and reviewed daily.
- Concerns identified in relation to the hot water outlets that were above the recommended temperatures continue to be discussed at the daily stand-up meetings, and recorded in the supporting documentation. This ensures that residents are not at risk of potential hot water scolds. Checks are made and recorded to ensure hot water outlets are managed safely; water would be isolated where required.
- The latest medication policy has been printed off, and shared with all trained staff, who have read it and signed to evidence they have a robust knowledge of all key areas; i.e. the best practice guidelines for safe storage, the administration and management of all medicines, including 'as required' medication and that they understand the all areas. This was completed to ensure that residents receive medication safely and as prescribed.
- Daily reviews of the electronic care planning system are completed by the General Manager and discussed with the staff during meetings and clinical risks are discussed at the Clinical Governance meetings, Clinical Development nurse visits the service weekly and continues to review the system, sharing her findings and adding any concerns to the Central action Plan to evidence oversight and embedding.
- 20% of care plans are audited monthly and shortfalls are addressed and actioned at the point of auditing.
- Increased General Manager oversight of the new electronic care planning system. Interactions are being monitored daily, during the day, evenings and weekends.
- All new admissions are reviewed and signed off by the General Manager to ensure all care plans and risk assessments are in place
- A monthly review of the care planning system is being completed by the E-care implementation lead
- Action plan is in place and being reviewed and updated weekly to ensure progress is being made against identified actions

- Daily manager walks around are completed and documented and actions identified are discussed with the staff daily during stand-up meetings incorporating clinical oversight across the service
- Resident of the Day reviews of each Resident and a review of the support plans is completed monthly
- Monthly Clinical Governance Meeting incorporating a discussion of wounds, nutrition, Dementia care and Infection Control are being completed
- Monthly oversight of medication and documentation with the completion of clinical audits is in place and being completed
- Monthly Staffing review meetings are being completed, this is for the oversight and review of staffing in the service and a review of training as well as new recruits.
- Quarterly Health and Safety Meeting reviewing Health and Safety in the service are being completed
- Monthly Resident meeting which enables residents to provide feedback to the General Manager are being completed
- 3 Monthly Relative and Resident meetings are taking place and enables relatives to share feedback
- Monthly Out of Hours Visit conducted by the General Manager are being completed
- Regional Director is completing monthly visits to the home
- Internal Quality reviews of the service are being conducted twice a year by the Regulation team.
- Health and safety audits are conducted a minimum of every 2 years.
- Divisional Quality Review Meeting with the Executive Team to review the performance of the service are completed every 6 months.
- Tell Barchester Customer Survey conducted each year to gather feedback from resident, relatives and families in relation to quality of care and the service they receive.

A General Manager is in post in the home and they are in the process of registering with CQC.

- 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 shared a deeply moving and memorable experience by attending a special Armistice Day Service held at St Thomas More Catholic Primary School. The intergenerational event beautifully honoured those who had fallen in conflict and demonstrated the children's profound respect for the day.
The service provided a solemn yet uplifting atmosphere for remembrance, the residents, some of whom have direct memories or connections to wartime, joined the children and staff in prayer and in observing the two-minute silence. This shared moment of quiet reflection underscored the importance of remembering the sacrifices made by previous generations.
- The homes residents, staff, and families enjoyed a truly special and moving Remembrance Sunday this year, thanks to a spectacular performance from Mini Concerts. The talented singers brought the spirit of the 1940s to the care home, performing a wonderful selection of songs from times past. Their energetic and heart-warming performance created a powerful moment of joy and nostalgia for everyone gathered.
- The home lit up the night sky with a truly spectacular fireworks display, transforming the home's beautiful gardens into a dazzling venue for a memorable night of celebration. The fantastic night saw residents, staff, loved ones, friends and the Kettering 23rd Cubs group gather together for a special evening filled with warmth, wonder and community spirit. The event was meticulously planned to ensure that every resident could enjoy the show in comfort and safety, whether watching



from inside the cozy communal areas or wrapped up warmly in the crisp autumn air outside.

- A wave of nostalgia swept through Elm Bank as residents gathered for a delightful afternoon of biscuit making, transforming the communal dining room in to a room of pure joy. The aprons were on with flour lightly dusted and the rolling pins in hand, the residents enthusiastically worked through every stage of the process, from kneading the soft dough, rolling it out and cutting out the intricate shapes. The residents of course enjoyed the best part: freshly baked, golden biscuits with a cup of tea. The pride on the resident's faces as they sampled their own creations was wonderful.

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:

- "Staff are friendly, attentive and professional. Food is fresh and tasty. Good services available (hairdresser and chiropody) nice surroundings. Overall a very good experience."
- "The overall approach to the building was pleasant, well presented, clean and with parking. The reception was welcoming and nicely decorated and had a lovely feel. The residents rooms were clean and of a good size and nicely appointed. The communal area was welcoming and comfortable."
- "There simply isn't enough stars to give this place and the amazing staff. From the minute my mother-in-law arrived the care and support had been beyond what we ever expected, but they also gave us invaluable support during the difficult time. They took time to understand my mother in laws needs and personality and gave her the space and care she needed. They encouraged her but never forced her to join in with activities. She is now a very happy lady who loves who new home. One staff member in particular is always on hand with her lovely buddy, friendly personality to give us updates and advice. Thank you all."

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 Elm Bank Care Home, then please do contact the home directly on 01536 313520 and ask to speak with the General Manager about the services we could provide to your loved one.

14 November 2025

Larisa Bledea

General Manager

