

Action Plan for Cookridge Court

Date of last published inspection report – 19 November 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 24 December 2025 and the area for focus included:

- Training compliance will continue to be monitored weekly by the Acting General Manager and all heads of departments. This is to ensure that all staff remain up to date with current legislation and best practice, also ensuring staff are suitably trained.
- Mental Capacity Act compliance is included as part of the monthly clinical meeting which is attended by all senior care assistants and team leaders and is chaired by the homes Acting General Manager.
- Monthly Mental Capacity Assessments and Deprivation of Liberty Safeguards (DoLS) Audits will continue to be completed, which will provide a systematic examination of records. This is to ensure all assessments and authorisations implemented within the correct timeframes.
- A tracker for all audits and mental capacity assessments is now in place and completed by the Acting General Manager. This is to ensure all audits and assessments are robust and completed, reviewed with in the correct time frames.
- Weekly reviews of the DoLS Database on the Barchester clinical governance platform are completed, ensuring the most up to date information is recorded by the Deputy General Manager.
- Weekly review and update of the Barchester Central Action Plan completed by the Acting General Manager, in collaboration with the Regional Director. The Regional Director will continue to sign off action once addressed and when it is evident the practice is sustained.
- Continue to ensure compliance with Barchester's Quality Governance Framework. By taking active steps through continuous monthly auditing and the use of Barchester's clinical databases to guarantee that processes are followed and that all team members adhere to established rules. External visits from the quality assurance team, Regional Director and appropriate support teams will continue with a full written report following each visit clearly documenting action. This action will then be added to the homes central action plan for monitoring until these have been addressed and it is evident that developments can be sustained in the long term
- To continue to work effectively with all the support teams available within Barchester Healthcare to ensure best practice is embedded within the home.
- The Acting General Manager will complete a full review of all new admissions to the home to identify where possible mental capacity assessments are required.
- The Acting General Manager will continue to review progress of all audits monthly and update all actions plans a more robust auditing process.
- The Acting General Manager will include quality assurance at daily stand-up meetings by discussing with the team how we can improve the quality of our resident's experience.

- Senior management to continue to sign off completion of all actions from the central action plan within an agreed timeline.
- The Acting General Manager and senior care team to continue to use electronic dashboards on the electronic care planning system for increased oversight of care plans and associated care records. This is to ensure prompt identification of residents who have increased risks to ensure their care plans have the most up to date information and reflect their current needs.
- The Acting General Manager is completing a trend analysis following falls, weight loss and wounds, to identify any patterns and lessons learned and share findings with the team. This is to ensure there is robust oversight and risks are mitigated.
- The Acting General Manager supported by the Regional Trainer are ensuring that every team member understands their responsibilities through supervision and on-going training. Focusing on falls, nutrition and documentation. Competency checks have been introduced, for all new care team members and reviewed regularly. These include Moving and handling, Emollient competency and Infection control competency
- The Acting General Manager is ensuring that all audits are effective with good quality information by continually reviewing audits and identifying where there may be a gap in knowledge and deliver 1:1 support and ongoing training and development.

An Acting 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:

- We welcomed back The Rotary Club of Roundhay, who came along to do a desert island disc session with our residents. 5 volunteers came along, loaded with music which our residents had requested previously. Our residents' individual music choices were their favourite songs of all times and hold some happy memories from their younger lives. It was very heart-warming to hear what their memories were of each song and it was a very fulfilling and enriching morning. We would like to say a big thank you to Jill who organised this to happen and to the volunteers who delivered such an amazing morning for us.
- We were delighted to welcome back the wonderful children from Cookridge Primary School to host their reading book session for our residents. Residents gathered, who were very excited to see the children and listen to them read their favourite book that they had picked out at school. The pictures captured speak a thousand words, making memories that were created and absolutely heart-warming. We cannot wait to see the children of Cookridge Primary School again next month, who will be bringing all things Christmas.
- We had an amazing time as we hosted our 1st ever classic car show! The local car group, Chevin Motor Group, and their members brought along their amazing vintage and classic cars to showcase to everyone. We had so much fun asking their owners about the cars and what year they were registered in. All the vehicles were proudly and beautifully maintained by their owners. Friends, families and the community came along to such a brilliant display, it was such a heart-warming event enjoyed by all.

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:



- “So another week for my friend here - third time this year and loves it as I do too. Staff are always so kind and attentive. Staff always look happy to be working here. Looking beautiful with all the Christmas decorations too. Beautifully clean always. Coffees and cakes in the cafe - lovely. All positive no negative comments.”
- “All staff have been extremely helpful and cheerful, without exception. They have treated my wife with the upmost of dignity and respect. A shout out to Lindsey for her exceptional professionalism offered to us as a family delivered in a very caring way.”
- “Well I really would like to say we have found a real gem with my dad's care home. From the moment I walked in and had a look around I felt the atmosphere was perfect. My dad is a bit of a loner which seemed to put me on edge but to be honest being in Cookridge court care home my mind is at ease. I would like to thank you all for the care and respect you have for your elderly. My dad seems so settled and of course seems to be enjoying some of the male company. Big thank you to 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 Cookridge Court Care Home, then please do contact the home directly on 01132 672377 and ask to speak with the General Manager about the services we could provide to your loved one.

14 January 2026

Acting General Manager

