

Action Plan for Glenroyd

Date of last published inspection report – 23 December 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 03 March 2026 and the area for focus included:

- The home has completed additional documentation and infection control audits to ensure full oversight
- The General Manager and Unit Leads have completed a full review of repositioning, and ensured that these interactions were set up correctly and that they were manageable. Any alerts on the electronic system for repositioning have been discussed and addressed at the daily stand up, and investigated if these were completed late.
- Daily reminders continue for staff to record reposition changes as part of personal care, continence care and when repositioning on assisting with diet and fluids. This is monitored via the daily General Manager walk, and discussed at daily stand up meeting
- We have discussed at team meetings, and complete supervisions with staff regarding repositioning and documenting the gained consent for all residents. Nurses and Senior Care Assistants are having more oversight on shift management.
- Safety huddles are now being completed both by day and night staff to discuss alerts and any concerns, which are now shared with the General Manager.
- All Fire Risk assessments have been fully reviewed and signed by the General Manager, which has included where there is a change in the building to ensure all information is current and up to date.
- New thermometers have been purchased and implemented for completing water temperature checks.
- Maintenance books continue to be brought to the daily **stand** up meetings every week for the General Manager to review and to ensure these are signed robustly each month.
- There is now a refurbishment plan in place to ensure all required improvements and replacements of carpets is completed in a timely manner.
- Detailed weekly walk rounds of the home are being completed weekly with the Head of Maintenance and Head of Housekeeping to identify any areas that require attention
- An admissions checklist is in place for all new residents, and this is brought to the daily stand up meeting to ensure the General Manager has consistent oversight
- All staff have completed Enable training and handset training, and drop-in sessions have been completed to ensure all staff are up to date and comfortable with the digital system.
- Enable guides have been placed on all communities for staff to read for further guidance.
- Further audit training has been arranged from the Clinical Development Nurse. Once complete this will give them a better understanding and will enhance the quality of the audits.



A General Manager is in post in the home and they have been registered with CQC since 16 September 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:

- The residents and staff enjoyed some festive fun by dressing in their Christmas pajama's for our annual Pajama Day. We started the day with a wonderful visit from the children of St John Vianney's Choir, who brought real Christmas cheer through their music. We sang along together and then spent time reminiscing about favorite Christmas traditions while enjoying refreshments prepared by our talented catering team. In the afternoon, residents settled in for cosy Christmas films, followed by mince pies and hot chocolates to keep everyone warm and smiling. It was also a special day for one of our residents.
- The residents hopped on the minibus for a festive trip to the beautiful Barton Grange Garden Centre. With Christmas classics playing along the way, we set off to visit one of Lancashire's most popular destinations at this time of year. Barton Grange has been named Garden Centre of the Year, and it's become a much-loved Glenroyd tradition to visit during the festive season. Our residents enjoyed a leisurely stroll through the centre, admiring the stunning displays and soaking up the Christmas atmosphere. Afterwards, it was time for some well-deserved refreshments. Everyone indulged in tea or coffee, accompanied by freshly baked scones or delicious cheesecake. Every sip and bite were thoroughly enjoyed. We then headed outside to take in the outdoor displays, sharing songs, smiles and stories as we made even more special memories together.
- What a fantastic day we had celebrating a Day in the Philippines as part of our Around the World project. The team spirit was incredible, and our wonderful Philippines' community came together to give our residents a truly memorable experience. We began with a themed lunch prepared by the brilliant brothers, John and Jerome, and overseen by our chef to ensure all dietary requirements and food policies were met in line with Barchester standards. Our residents enjoyed a delicious menu featuring a starter of Tinola soup and Lumpia (spring rolls), followed by mains of Chicken Adobo and Beef Caldereta, and served with either boiled or fried rice. To finish, we indulged in Champorado, a comforting chocolate rice pudding. The food was a big hit, with many compliments from residents, including one of our Singaporean ladies who told us Asian cuisine is her absolute favorite. We then explored Philippines' culture through an engaging and informative talk by our much-loved nurse, Angie- well known for her fabulous sense of style- who went above and beyond by bringing in traditional outfits for staff to wear and present to residents. In the spirit of inclusivity, our team also visited residents in their rooms, bringing the colour and beauty of Philippines' fashion right to their doors. Angie later led a captivating session that took us on a personal journey through the culture and sharing stories through music that truly brought the Philippines to life. In the afternoon, our residents enjoyed armchair travel videos, discovering the breath-taking landscapes and most famous places across the Philippines, from stunning beaches to vibrant cityscapes. It was a day filled with joy, smiles, and a wonderful sense of Philippines' warmth that our residents felt throughout.

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:



- “Mum was in Glenroyd Blackpool for about 5 weeks before she passed away. The staff were kind and compassionate not only to mum but to us as her family as well. We have some lovely memories and photos of her time over the Christmas period. They offered her comfort and reassurance and she was well looked after.”
- “My mum moved to Glenroyd in August last year. It was such a hard decision to move her to 24 hour care, but wow did we make the right decision! Mum is very well cared for, always clean and tidy. Her needs are definitely met. The staff are amazing and my sister and I are so happy we choose Glenroyd for mum. The activities that are offered are brilliant and everyone is included.
- “I visit my father at Glenroyd at least five times a week. The staff are all friendly, hardworking, helpful and caring. The home is clean and the garden is fabulous. The food menu is well thought out, food is varied and tasty. The many events ensure the residents are stimulated and happy, a huge amount of effort and thought is put into the parties, seasonal activities and exercise classes. The residents have a lot of fun and it's a joy to witness. Staff build good relationships with the residents and visiting family members. This ensures family can raise matters appropriately and with confidence. My father's room is comfortable and clean, furniture items (book case, coat hooks, photo frames etc.) have been added since he moved in and reflect that the staff recognise his needs, likes and character. I strongly recommend Glenroyd and feel fortunate that my father is a resident.”

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 Glenroyd Care Home, then please do contact the home directly on 01253 798008 and ask to speak with the General Manager about the services we could provide to your loved one.

04 March 2026

Yvonne Hand

General Manager

