

Action Plan for Sutton Grange

Date of last published inspection report – 06 February 2026

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 06 March 2026 and the area for focus included:

- The management of medicines policy & boots local medication policy has been disseminated to all those persons' 9 staff responsible for the administration of medicines in the form of a supervision to ensure each person is aware of their professional responsibilities of safe handling and administration of medicines in line with their NMC Code of Conduct on the 24/10/2025
- The two nurses involved in signing for medication before administering have completed individual reflective supervisions on 20/10/2026 and completed Barchester Medication Competencies and revisited Barchester medication policy. This has been discussed with them and a lessons learnt exercise completed. The General Manager (GM) and Deputy Manager (DM) will continue to monitor practice daily then weekly by checking the MARS charts.
- General Manager (GM) and Deputy Manager (DM) to oversee consistency by discussing in stand ups and checking the MARS charts and observing practice on medication rounds during daily walk rounds in order to achieve and monitor compliance.
- As part of our monthly auditing processes, we audit 20% of residents' medications within the home, including MAR charts, 'as required', critical timed medications, variable dose medications, covert medications and controlled medications in line with our medications policy. Every resident with prescribed medications has a support plan which is reviewed as part of our monthly review and updates are made where required which are then cascaded to the nursing and senior care team as part of the daily handovers.
- The general management of medications including monitoring of safe disposal of medications, storage, fridge temperatures, cleanliness and security of the clinic rooms are locked are all monitored as part of the management teams daily walk arounds of the home.
- Where residents require the monitoring of diet and fluids, we toggle these interactions onto ENABLE eCare to allow the shift senior and management team to have full oversight, these are randomly checked as part of the daily stand up meetings and shift handovers.
- The management team complete documentation audits for 20% of the residents each month on a matrix to include all residents. All actions gathered from audits are added to our central action plan, which can be seen by the Regional Director (RD) our regional Clinical Development Nurse (CDN) and Managing Director (MD).
- Risk assessments have now been updated regarding personal risk for those that are vulnerable lacking capacity and nursed in bed and door sensors to be used once consent is gained and best interest decisions discussed with family.
- New training dates have already taken place in December 2025 and January 2026 for staff that have already completed ENABLE training. Wound management documentation training has also taken place by Clinical Development Nurse specifically for Nurses. Enable was the policy/process of the month for December 2025 for staff to feel supported and an Enable file is in place for reference

on processes and procedures.

- The GM has full responsibility and ownership to ensure the home is compliant with both CQC regulations and the policies and procedures of Barchester Healthcare. She is supported by the DM and also the Nurses and Senior Carers who manage shifts and communities within the service. Resident of the Day, along with audits are all delegated to the management team within the home and validation checks are completed by the GM to ensure these are completed correctly and are factual with a robust action plan being put in place, which is also checked by the GM to ensure actions are addressed and compliance is achieved.
- The home completes a full review of clinical governance every month, which has to be completed by the 5th, this is delegated to the DM, and attended by the GM along with members of the nursing and senior care team. The report generated is then sent to the CDN for compliance checks. Actions are added to the central action plan.
- The RD completes a monthly visit to the home to validate that the GM is compliant in managing the home in line with the CQC regulations and company policies and procedures, e.g. reviewing medications, support plans are factual.
- Fully embed robust auditing processes to identify any issues which can be rectified to ensure medicines management is in line with NICE Guidelines and the provider's medicines management policy & procedures, to ensure that all residents receive their medications safely and as prescribed at all times. Audit findings to be put on the home's improvement plan and actions overseen by GM and DM for timely completion and to be reviewed
- The GM and DM with the support of the CDN ensures all persons' responsible for the administration of medicines have completed their mandatory training, inclusive of their Boots online training and have had their initial medicines competencies completed and their annual refresher thereafter.
- Safety Huddles are conducted by nurses and seniors daily after handover so that care staff are fully informed of changes in Residents needs which are hand written and can be referred to and updated as the shift progresses and changes communicated. GM and DM monitoring daily for consistency of completion.
- Daily 'stand up' meetings are held each day with all heads of department and this includes on weekends and in the absence of the manager, to ensure relevant communication of peoples care needs are identified and discussed.
- The ENABLE eCare system allows us to have more oversight of repositioning, diet and fluids and wellbeing checks. This is checked throughout the day by the nurse and senior on duty and the management team and any concerns are raised with the team during stand up and daily walk rounds.
- Continuous reviews of resident's care plans and risk assessments takes place on a monthly basis and added to if any accidents or incidents occur, management have oversight of the governance and check that all areas have been reviewed and updated. The GM or DM will sign off Resident of the Day when reviewed correctly.
- Care plan discussions will take place with residents or their relevant persons on resident of the day and during their care plan reviews every six months with families already diarised on ENABLE. Their input and feedback will be effectively captured in their care plans.
- Clinical governance meetings take place on a monthly basis with the nurses where all accidents and incidents are discussed, weights (includes the Chef), tissue viability issues, any MCA issues and any medication issues that need to be discussed. All audit findings to be placed on the home's action plan so that quality is monitored with realistic goals and dates set and delegated appropriately. GM and DM to oversee actions take place as per date set and reviewed.
- All new admissions have a pre admission assessment completed to ensure we can meet their needs and along with them being appropriate for the current resident mix, these are overseen by the GM, and when the GM accepts the admission, the details are added to our ENABLE system on admission.



- Our residents have a robust set of support plans and risk assessments to evidence their needs, which are reviewed monthly as a minimum, as well as when needs change within that timeframe.
- The GM and DM review our staff rosters daily to ensure our shifts are covered, where there are shortfalls, we reach out to our bank staff as well as our contracted staff for overtime. Where there is no cover available, we reach out to sister homes, and our RD to approve agency as a last resort.
- As part of the management daily walk rounds, we are observing deployment and the practice of our team to ensure resident's needs are being met, e.g. by timing the responsiveness to call bells.
- The GM completes a monthly audit of the call bell system for response times, our system is automated allowing the GM to print off reports to monitor, where required actions are set and staff are kept up to date of any discrepancies as part of the daily stand up and huddle meetings.
- The GM completes a monthly safe staffing meeting where a full review is completed of all the resident dependency tool assessments which are completed as part of the monthly resident support plan reviews as well as when needs change. The rosters are reviewed as this process and also a review of clinical governance to establish if there are any themes associated to incidents including falls, identify peak times of increased need where deployment needs to be addressed.
- We have also reinforced the "whole home" approach with a focus around mealtimes and the GM and DM completes a walk round at these times documented on the daily walk round document to evidence the impact on resident wellbeing.

A General Manager is in post in the home and they have been registered with CQC since 09 December 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:

- In anticipation of the upcoming International Dance Day on 29 April – we celebrated with some Bollywood Dancing. The vibrant spirit of Bollywood came alive at Sutton Grange, filling the air with energetic music and colourful dance moves. Staff, residents, friends, and family all came together to embrace the joy of Bollywood dancing. It was heart-warming to see everyone getting into the groove and sharing laughter and smiles. A huge thank you to the amazing Bollywood dance team for bringing such a fantastic, cultural experience to our community. Let's keep this spirit alive and continue to celebrate the magic of dance and togetherness!
- During a reminiscent session a few of our male residents asked about different cars so we thought it would be a good idea to host an activity specifically regarding cars old and new for both male and female residents who could and did drive. They were especially animated with fond memories of first cars and classic cars and we had several models to handle and discuss. Some of our male residents had careers within the car industry and were happy to share their memories. As per expected it was a good turn out from residents and families and the male residents particularly enjoyed this session.
- Recently we had the incredible honour of welcoming John the Owl Man to our home for a captivating talk about these magnificent creatures! John introduced us to some amazing owls, starting with Holly the Barn Owl. Did you know Holly can eat a whopping 8 mice a day? She's got some super hearing, too — able to detect mice 10 feet underground! And believe it or not, she loves watching TV! Next, we met Sam, the majestic Eagle Owl. He's the second-largest owl in Europe and can hunt animals as big as deer in the wild. With only 81 Eagle Owls currently counted in Britain, we are so lucky to hear about his fascinating life. The talk was engaging and informative, and everyone enjoyed a stroke and a cuddle with these incredible creatures. Thank you, John, for sharing your passion and love for owls with us. We can't wait for the next visit!



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:

- “Our mum is in here to rehabilitate after a rare illness the staff and the home are wonderful. We can't recommend enough. They can't do enough for you it's warm and welcoming feeling very homely. They have a little therapy dog plenty of activities and interaction with staff and residents is super.”
- “Mum was admitted to Sutton Grange in May following a 10 week stay in hospital after a stroke. She is very well cared for and has improved greatly since living there. She is very happy and feels safe and cared for.”
- “When Mum decided to go into a care home, I had only one I wanted her to go into. Sutton Grange. My granddaughter and I sing in care homes around Southport, I feel that Sutton Grange is the cleanest and the staff are really caring. After two weeks Mum decided to stay, she loves the staff, in Mums words. They help me with things and look after me, look they painted my nail! To say I am extremely happy for her, is an understatement. I can't thank everyone involved in the care home enough from cleaners to management, and all in between. The residents are fabulous too. I APPLAUD EVERYONE Thank you for making it a painless change for Mum and for myself and other relatives, it's a home from home. 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 Sutton Grange Care Home, then please do contact the home directly on 01704 215500 and ask to speak with the General Manager about the services we could provide to your loved one.

12 March 2026
Francesca Lally
General Manager

