

Action Plan for Balclutha Court

Date of last published inspection report – 10 June 2026

We are writing to share with you our response and action plan following the last Care Inspectorate 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 10 June 2026 and the area for focus included:

- Documentation audits are carried out as per Barchester policy. Following audits, actions are added to the Central Action Plan (CAP). Following completion of the actions the audits are revisited to ensure compliance. Any actions, trends or patterns identified are shared with staff at daily Stand up, clinical meetings, general meetings and daily Pulse meetings. This will continue to be overseen by the GM / DM and reviewed by our internal corporate quality assurance team and during Regional Director visits to ensure effective triangulation and prompt action is taken to address any areas that require improvement. The Regional Director alongside GM will continue to review the Central action plan weekly to monitor progress with all actions. Progress updates are completed to demonstrate progress of all actions.
- There are a number of audits and checks carried out to maintain good governance. Alongside monthly documentation audits the service will continue to complete monthly medication audits, quarterly nutrition audits and six monthly infection control audits. Alongside clinical audits there are monthly kitchen and housekeeping audits and an annual laundry and housekeeping are taking place within the service. Medication reviews completed daily through a peer checking system, this allows timely identification of concerns with medicines which can be discussed at stand-up meetings and where required with individual nursing team members.
- The service holds monthly clinical governance meetings, this review takes place with the GM/DM and nursing team members to review all clinical issues within the service.
- Reviews continue to be completed of each resident's support plan where they are noted to have wounds, weight loss, falls, infections or have high risk medications, this allows for actions to be set, followed up and reviewed noting any areas of concern.
- Continual feedback is being sought through staff, resident and relative meetings, 6 monthly reviews, Resident of the day processes, calls to family and The Tell Barchester survey.
- We continue to review lessons learned from concerns received and incident reviews. Findings, actions and trends are fed back through meetings, handovers and supervisions.
- Initial scoping for whole home refurbishment has been completed following the inspection. This has been escalated to the COO for review and authorisation. This will focus on all communal areas including lounges, dining rooms and bathrooms and a selection of bedrooms.
- The GM has developed a longer-term phased plan to refurbish bedrooms - including carpets, curtains, furniture, flooring and en-suites.
- The maintenance team continue to carry out their day-to-day checks with evidence of actions completed in the maintenance books. The service has completed a full audit of the service with support from the regional maintenance team, this has promoted identification and timely intervention

of those areas requiring most amount of work. The maintenance team will continue to action issues as they arise, operating a find and fix approach where this is appropriate.

- The head housekeeper with support from GM continue to complete monthly housekeeping audit and actions highlighted added to the CAP. Regional Hospitality Manager will continue to support with high level auditing during visits with a focus on providing best living environments.
- GM has repeated infection control competency across the service, with all departments any concerns with practice continue to be addressed as part of a supervision meeting. This will continue to be reviewed via Quality Improvement Reviews and RD visits
- The GM continues to complete comprehensive walk arounds of the service throughout the day, any areas of concern are documented on the walk around and raised as needed to relevant teams.
- The GM has reviewed solutions for call bell systems that can be utilised should resident's wish to be outside without staff to allow them to call for assistance should this be required. In the interim there is increased monitoring of those spending time outside, with direct supervision offered to ensure safety is maintained.
- There has been a review of the upstairs balcony and it's use as an area for residents to smoke/vape. This was completed in conjunction with health and safety team to ensure any associated risks are managed. On review of risk there is a general risk assessment in place for use of the upstairs balcony.
- All residents who require any additional monitoring such as fluid intake monitoring, food monitoring, bowel monitoring etc., will continue to be supported by the nursing team to review support plans.
- The service has implemented a "clean shift approach". The nursing team will continue to receive coaching on how to complete reviews of interactions to identify where interactions missed or monitoring not completed on time.
- The GM has developed a care review tracker to ensure that all residents receive 6 monthly reviews. This will be monitored via RD visit
- The GM will continue to ensure that at least monthly resident/relative/family discussions are held on Resident of the Day to identify any wants, needs and wishes and choices and that these are documented in the support plans. This will be reviewed via monthly documentation audit, CDN and RD visits
- The service will continue to promote a positive risk-taking approach utilising risk assessment to encourage independence. This will be completed with the full involvement of the resident / family.
- A review has been completed of all current wellbeing monitoring within the service and the rationale for this monitoring is clearly documented in the Wellbeing support plan.
- Where a person is deemed to lack capacity, their legal representatives will continue to be consulted in relation to the frequency of wellbeing monitoring taking place.
- All staff have been reissued with a revised job description which highlights their expected roles and responsibilities within Balclutha Court and the wider Barchester family.
- The GM / DGM have reviewed rotas to ensure appropriate skill mix and experience is reflected in the day-to-day shift patterns. Each floor has a designated person in charge on each shift to allocate and direct team members in their day-to-day duties, this includes allocation of specific tasks.
- Care delivered will continue to be recorded at the point of care. The GM has arranged further support and training in how care should be accurately recorded via the enable handsets for all nurses and carers.
- Staff clinical supervisions on a 1-1 and group basis will continue at least three monthly and focus on clinical shots, a quick and easy read document sharing areas for clinical focus, or other areas identified as requiring review and reflection
- Changes to residents' needs are discussed daily at the stand-up meeting and daily pulse meetings. Any actions from this are delegated to the registered nurses and overseen by the DM / GM. This is



reviewed via monthly documentation audits. Should there be a change in care needs this will not only be evidenced in relevant support plans but GM will continue to update DICE to reflect the changes.

- Following accidents/incidents if there are changes required in support needs this will continue to be reviewed by the GM.

The General Manager is registered with the Care Inspectorate.

- 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 were delighted to welcome the Tour de Barchester cyclists to Balclutha Court as they completed the final leg of their incredible journey. Our residents, relatives and team members enjoyed a fantastic BBQ and an afternoon filled with music, laughter and celebration. A huge thank you to our wonderful singer, who had everyone singing along, dancing and soaking up the atmosphere. It was a privilege to be part of such an inspiring event, raising money for the Barchester Charitable Foundation, which supports older people and adults living with disabilities across the UK. Congratulations to all the cyclists and support crew on completing this amazing challenge. Your determination, teamwork and dedication were truly inspiring, and we were honoured to cheer you on as you passed through Greenock.
- A fantastic afternoon was enjoyed at the Branchton Community Centre Tea Dance! Residents from Balclutha Court had a wonderful time socialising, dancing and singing along to a fantastic mix of music. The afternoon included a delicious light bite, plenty of karaoke favourites and wonderful live entertainment from Shelley. There were lots of smiles, laughter and dancing feet as everyone made the most of a fun-filled community event. A huge thank you to everyone at Branchton Community Centre for their warm welcome and for hosting such an enjoyable afternoon.
- We were delighted to welcome children from the Bluebird Family Centre to join our residents for a wonderful jewellery-making session at Balclutha Court Care Home. The room was filled with smiles, laughter and plenty of creativity as residents and children worked side by side designing beautiful bracelets and necklaces. It was lovely to see friendships forming across the generations, with everyone sharing ideas, stories and helping each other create something special. Intergenerational activities like these bring so much joy to our residents and provide wonderful opportunities for children to connect, learn and create lasting memories together. A huge thank you to everyone from Bluebird Family

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 father was with Balclutha Greenock for a 7 day respite in April 2026. Staff and manager John were wonderful, very friendly and made the entire experience painless. A great team who treated my father with care and dignity"
- "My mum had a choking incident which required nursing staff and paramedics. She was giving CPR and a tube down her throat to clear her airways by the staff and manager at Balclutha. The Ambulance arrived by the time I got there they were giving my mum oxygen. My mum was taken to hospital where she recovered and is now back at Balclutha. The nursing staff were outstanding. The



Manager was very supportive to me and my family. I cannot thank you enough for all the you do for my mum, not just on that day but the whole time my mum has been in your care. The carers and staff go above and beyond even when short staff. You are all one in a million. Thank you all so so much x."

- "All staff are very friendly and helpful and make everyone whether residents or visitors to the home feel very welcome and they are led by an excellent management team. My mother's care home closed down very unexpectedly a few months ago and the transition to Balclutha was made seamless by all concerned. From day one my mother, myself and family have been made to feel very welcome by all the lovely staff and she settled in very quickly. I take great comfort in the knowledge that she is being looked after so well by such dedicated hard working staff and that she is happy and content. It is always a pleasure to go into the home for a visit and I really appreciate that relatives are kept well informed about everything and are included in activities and social events. I am very thankful that my mother found a wonderful home in what could have been a very difficult time for her and myself."

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 Balclutha Court Care Home, then please do contact the home directly on 01475 729000 and ask to speak with the General Manager about the services we could provide to your loved one.

13 July 2026

John Cunningham

General Manager

