

Action Plan for Orchard House

Date of last published inspection report – 22 April 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 08 June 2026 and the area for focus included:

- Immediately after the inspection 24-hour management cover was put in place to drive the required improvements. Management cover was provided by supporting managers from divisional operations and peripatetic managers, the current Operations Manager and Deputy Manager, all of whom are Registered Nurses. In addition, the Senior Regional Director visited the home at least twice weekly. The 24 hours management cover was in place until 04/03/2026. Following this date it was agreed by the senior management team that the management cover will be provided from 6am until 10pm seven days per week and in addition night unannounced visits were carried out.
- The management team have completed daily General Manager walk arounds and observations and have spent dedicated periods, monitoring all communities. Management have taken a hands-on approach and if required included providing instruction and guidance to staff working on those communities. Spot checks have been carried out to ensure person centred care is embedded and residents' needs are being met according to their care plan.
- The Training and Compliance Manager visited the home on 23th and 24th March and completed further observations of practice on dignity, personal care and continence care. The main focus was on ensuring that residents' care needs were being delivered in line with their preferences. Some minor issues around the storage of personal protective equipment were identified however all actions are now fully completed. The Training and Compliance Manager has provided follow up visits, to ensure the improvements have been sustained.
- The Clinical Development Nurse delivered a face-to-face workshop on dignity in care to staff. Following the training it was observed that staff were putting learning into practice. The Clinical Development Nurse continued supporting the home four days per week.
- We have ensured that only GM and DM are completing pre-admission assessments. All pre-admission assessments are robust and forms have been fully completed including persons preferences for care and support, religious and cultural needs. Information has been shared with nurses and care workers to ensure staff are aware of resident's current needs and any risks identified as part of the pre-admission assessment process.
- The pre admission assessment continue to be taken to the stand-up meeting to ensure heads of departments also have good understanding of resident's current needs and preferences, and information is cascaded to the wider care team.
- We have reviewed emergency admission packs for existing residents to ensure these have been completed robustly, accurately and with all necessary information as required. The management team will continue to have full oversight of any emergency admission packs completed for new residents.

- We now ensure that residents and relatives are involved in the care planning process and are invited to attend the six month reviews. The home developed a tracker and is ensuring that any reviews undertaken are documented and tracker updated. The Operations Manager and Senior Regional Director have full oversight of the tracker and are also completing spot checks on the Enable system.
- Full overview of all support plans and risk assessments have been undertaken in March by the Enable team. The home is now ensuring that all support plans and risk assessments are being reviewed as part of the Resident of the Day process. Tracker has been put in place and is being sent weekly to the Regional Director. The home is ensuring that all staff are aware of any significant needs and the information are being cascaded through daily handovers, stand up meetings and group supervisions.
- Particular attention is being paid to observations in respect of access to call bells and access to drinks. The management cover is visiting residents that have been identified as unable to call for assistance or require support with food and fluid intake. In addition, regular ad hoc checks are carried out throughout all shifts on a 24-hour basis. This is being evidenced on daily management walk arounds and also discussions are being held at stand up meetings.
- We are completing checks of residents' fluid intake, where required, by the on-site management cover at the beginning and end of each shift, during the morning daily stand-up meeting and afternoon pulse meeting. Any concerns with fluid intake are being discussed and escalated immediately through these processes. The checks are being recorded on daily walk around and daily stand-up meetings.
- In February we have carried out a supervision with all care staff covering access to call bells and drinks and we are checking these are in place, where required, during routine wellbeing checks. We are also discussing the importance of this with all staff during handovers and daily stand-up meeting. During management checks it has been identified that these are now fully embedded
- We have reviewed residents' support plans and those residents who are unable to use their call bell or have additional risks if having a call bell in place, ensuring an associated risk assessment is in place. Residents who are unable to manage drinks on their own have this reflected in their support plan. The management team is monitoring daily and ensuring that all residents have access to call bells and drinks. Feedback received from observations is positive.
- We are completing call bell audits weekly as well as daily spot checks. We are constantly reviewing the findings of these and take actions where necessary
- The management team continues to complete regular residents' meetings to gather information about care received. Feedback received recently is positive and no concerns about care have been raised.
- The Operations Manager is continuing to complete daily spot-checks and any concerns identified are being discussed with the staff
- Our Divisional Dementia Care specialist visited the home on 22nd February and 20th of March and completed observations and hands on guidance to staff working on the memory lane community. They also delivered face to face training in managing distress to the management team, nurses and care staff.
- The Dementia Specialist has revisited the home to provide further training on management of distress and additional training has been provided on Mental Capacity and Best Interest assessments to staff identified as needing additional support.
- We have reviewed the support plans for residents who are showing signs of distress and ensured they are robust in prevention and de-escalation, specific to the individual. These have been discussed with staff at handover and daily pulse meetings and reviewed regularly as part of the residents of the day process.



- All staff recompleted their dementia care training modules, irrespective of whether they have been completed recently. Positive interactions between staff and residents have been observed within Memory Lane community.
- We have reviewed all Mental Capacity and Best Interest Assessments ensuring all restrictive interventions are fully documented and minimised where possible We will continue to monitor to ensure all interventions remain appropriate. Tracker has been put in place to provide further oversight and to ensure that least restrictive measures are in place at all times.
- All Registered Nurse and Care Practitioners have recompleted training on completion of Mental Capacity Assessments. Further to this staff will be reminded of the principles of MCA and observations will include MCA practice and offering of choice.
- Mental Capacity and Best Interest Assessments are now being reviewed as part of our documentation audits.
- The management team are continuing to complete observational checks to ensure that staff are aware of gaining consent and are doing so in practice. The management team are also testing staff understanding of the Mental Capacity Act.
- We have reviewed our dependency tool (DICE) to ensure that details regarding our residents' needs are accurate.
- We will continue to ensure that staffing is in line with dependency tool recommendations.
- The home currently has seven days per week management cover in place from 6am until 10pm. The management cover is providing leadership and supervision of all aspects of the home and also reviewing staff deployment and skills mix.
- We have immediately reviewed our staff deployment and skills mix so that we can continue to ensure that appropriately skilled and experienced carers are working and supporting residents on all our communities both day and night. We will continue to ensure that both female and male staff are available to residents who have expressed a desire to have a choice. Staff who demonstrate a clear comprehension of English language and staff who have experience in caring for residents living with dementia will be deployed to our Memory Lane community.
- We have worked with our recruitment team to ensure we have adequate staff including bank staff allocated to the home to ensure all needs are met for our residents.
- Any persistent shortfalls will continue to be escalated to the senior manager and the recruitment team to ensure we always have sufficient number of female staff on duty
- The Operations Manager is monitoring the service's training matrix to ensure that any staff member who has upcoming refresher training is given adequate time to book and complete this. All statutory and mandatory training modules are currently above the required 90%. The Operations Manager is also ensuring that all staff receive regular supervisions and yearly appraisals as per Barchester policies.
- The management team is also ensuring that staff have access to any additional training where shortfalls have been identified
- Performance improvement plans are in place for staff members who require further support to ensure they remain compliant with their personal development needs.
- The Operations Manager is completing regular staffing meetings to discuss any concerns that could impact staff turnover.
- The Management Team is continuing to review exit interviews to understand and address any patterns and trends in relation to leavers.
- An external consultant has been commissioned to provide further oversight in the service to ensure that progress is being made. Whilst we are awaiting the report early indications show that the service has progressed and is no longer in breach of the regulations



The Operation Manager is in the process of registering as the manager 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 took part in a morning group armchair exercise session, which everyone thoroughly enjoyed. We shared lots of laughter together and discussed the importance of stretching and exercising the arms. The session was very successful and created a positive atmosphere.
- We visited one of our favourite places, Quarr Abbey, where we fed the pigs with carrots and enjoyed a relaxing walk – everyone had a great time. With another group of residents, we also visited the seafront in East Cowes, where we had a wonderful surprise: one of our residents bumped into a former neighbour by the beach! It was such a joyful and heartwarming reunion.
- One of our lovely residents had a very special wish to travel around the Island in a limousine. Today, that dream has become reality. A huge thank you to Andrew from Hamilton & Marshall Funeral Directors for making this possible.
Our resident, along with a friend, enjoyed a beautiful trip across the Isle of Wight taking in the stunning views from Brading Down and a lovely drive along Sandown Seafront. Days like this remind us how important it is to create meaningful experiences and lasting memories.

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 in law recently stayed at the care home for a one-week respite stay, and we were extremely pleased with the care and support he received.
When he first arrived he was a little unsure as he had been in hospital for a few weeks . The staff were welcoming, friendly, and professional. They took the time to get to know my Father in laws needs. The standard of care was excellent throughout the stay, and it was reassuring to know he was in such capable hands. The home was very clean, welcoming and had a warm, homely atmosphere. Staff were attentive, kind, and always willing to help. The activities that were available each day were very varied. Communication with the family was also very good, giving us peace of mind while he was there.

Thank you to all the staff at Orchard House .

- “I am very impressed with the progress that my sister has made as a result of the care and encouragement and support of the staff. Living far away it is good to know she is in safe hands and that her needs are being met effectively. The communication from the home is very good by telephone. The staff were particularly kind of her Birthday. Her mental state has improved significantly. Thank you.”
- From entering the 'Orchards' I'm greeted with warmth, care, empathy and compassion from reception staff, manager/deputy. I walk through highly secure corridor to Bluebell unit where my end of life husband is being so very well cared for. All the staff I meet on route greet me with a smile and are welcoming. Makes me feel cared for too. The area is clean, tidy and no awful smells. My husband's room is bright/airy/well kept. He was enjoying looking out at birds and change in weather until his health decline. His care needs are extensive and met with compassion/empathy from carers and nurses. I have found all staff at Orchards fully committed to there tasks. I leave the Orchards knowing my husband is in safe hands. Thank you.



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 Orchard House Care Centre, then please do contact the home directly on 01983 520022 and ask to speak with the General Manager about the services we could provide to your loved one.

02 July 2026

Amanda Oxley

Operation Manager

