

Action Plan for Fairview House

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 30 June 2026 and the area for focus included:

- Management and nursing team continue to review support plans to ensure personal preferences, including bathing and showering routines, are clearly documented and up to date. We have confirmed individual wishes by speaking with each resident and/or their representative to confirm current preferences and choices regarding personal care routines including showers and updated support plans.
- Staff continue to ensure any refusal to shower or attend to personal care is clearly documented on Enable, and the reason for refusal where provided, and any encouragement or support offered. Staff continue to report repeated refusals to the management team for review and appropriate follow-up. The refusal information is added to the daily handover where appropriate. This supports effective monitoring of personal care needs, and wellbeing of our residents. Monitoring continues to be evidenced through audit, QIR, CDN, RD visit, spot checks.
- Keyworkers continue to review personalised activity plans to ensure that they clearly reflect individual interests and choices. The Activities team have introduced a planner for community-based activities, including bus trips and continue to ensure that everyone is given a chance to participate if they wish.
- The Activities team ensure that all refusals to participate in activities is clearly documented on their Enable care plan system to evidence opportunities have been offered and their choices respected. This documentation also provides evidence to regulators that people are offered activities and supported to make informed choices.
- The management team continue to ensure all actions identified through audits are recorded in CAP and regularly reviewed to evidence progress and to ensure actions are completed within agreed timescales. The management team continue to monitor the completion of audit actions to ensure actions are undertaken and confirm improvements have been implemented and sustained.

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:

- A splash of colour, the scent of fresh flowers, and plenty of beautiful displays greeted us as we made our way to the Flower and Vegetable Show at Duthie Park. It was a lovely opportunity to step outdoors, enjoy the surroundings, and take in the creativity and hard work on display. There was so much to see and admire, from beautiful floral arrangements and vibrant blooms to impressive displays of freshly grown fruits and vegetables. Our residents enjoyed taking their time to wander around the show, discovering the different displays and sharing their thoughts about the flowers, plants, fruits, and vegetables that caught their attention.

The outing was not only a chance to enjoy the wonderful displays but also a lovely opportunity for our residents to spend time together, chat, laugh, and share memories. There were plenty of smiles and conversations as everyone admired the hard work and creativity that had gone into each display.

- A day filled with appreciation, learning, and meaningful moments began as our residents visited the local Police Station near Marshall College to celebrate Emergency Services Day. With handmade cards created with care and gratitude, along with snack boxes, our residents had the opportunity to personally thank the officers for their dedication and the important work they do to keep our community safe. Our journey then continued to HM Coastguard, where our residents were welcomed with an interesting insight into the work of the Coastguard Rescue Team. They learnt more about how the team responds to emergencies, supports people in need, and helps save lives along our coastline. There was plenty to see, learn, and talk about throughout the visit. Our residents enjoyed listening to stories about the work carried out by our emergency services and discovering more about the important role they play within the local community. The outing was not only a wonderful opportunity to learn something new, but also a chance for our residents to spend time together, share conversations, and create lasting memories.
- We had a fantastic time at our Summer Fayre, bringing everyone together for a wonderful day filled with fun, laughter, music, and community spirit. The room was transformed with a fun country and western theme, creating a lively and welcoming atmosphere. Our wonderful staff joined in by dressing up to match the theme, adding an extra touch of fun to the celebrations. With lovely stalls, a successful tombola, a delicious BBQ, and plenty of singing and dancing, there was something for everyone to enjoy. Our residents, staff, visitors, and community members came together to enjoy the day, share smiles, and create some lovely memories.

The fayre was also a wonderful opportunity to connect with our wider community and celebrate the kindness and generosity of those who support us.

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:

- "I honestly cannot praise the care and support my mum receives here enough. The staff are kind, caring and supportive. It is such a comfort knowing that she is being looked after by people who genuinely care about her wellbeing. The staff are patient, compassionate and always treat her with dignity, respect and kindness. The atmosphere in the home is lovely and it is clear the staff work hard. A huge thank you to every member of staff for everything you do."



- “Since my mother has arrived at Fairview Nursing Home we can only remark on positives. The staff are very good and helpful from the cleaners, carers, nurses, and the admin to the management. My mother has settled in now after 5 weeks thanks to all the staff mentioned above. We can only highly recommend Fairview Nursing Home to any family member looking for the required facilities.”
- “Having a relative with dementia throws you into an unknown space. After careful consideration of all care homes I decided on Fairview. The minute I came through the door I felt the lovely ambience and saw the smiling faces of the staff. Almost a year on my decision has proved correct. My sister has thrived in this environment and her care is second to none. For anyone wanting reassurance in placing a loved one in a care home I cannot recommend Fairview highly enough. There is nothing too much trouble.”

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 Fairview House Care Home, then please do contact the home directly on 01224 820203 and ask to speak with the General Manager about the services we could provide to your loved one.

05 October 2026

Mel Shearer

General Manager

