

# Action Plan for Adlington Manor Care Home

Date of last published inspection report – 28 October 2021

We are writing to share with you our response and action 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.

Actions taken to improve the service following the inspection:

- All residents requiring mobility equipment have had Moving and Handling care plans and risk assessments fully reviewed. Restrictions in terms of safety belts have been minimised to support choice and independence as much as possible. When a resident lacks capacity, risk assessments are proportionate and person-centred. Strategies have been implemented to ensure risks are anticipated, identified and managed. As safety belts are considered an additional deprivation of liberty, the Local Authority have been informed so that Deprivation of Liberty Safeguards authorisation can be granted.
- When a resident has a confirmed or suspected head injury they are monitored for 72 hours in line with organisational policy. Barchester Healthcare's Head injury policy was made "policy of the month" for October 2021. This was to ensure a whole home approach to managing safety.
- All care plans have been audited and re-written with the involvement of residents and relatives to ensure they contained accurate and detailed person-centred information. Monthly care plan audits are continuing to be carried out to monitor and improve records.
- Individual oral hygiene charts are being monitored by the General Manager during daily stand up meetings with further observations taken and documented during the General Manager's daily walk rounds. Barchester Healthcare's oral care policy was made "policy of the month", for November 2021. This was to ensure all staff understood the importance of achieving and maintaining a good standard of oral health and how this is an important factor in supporting the general health and wellbeing of residents.
- All bathrooms are being checked during the General Manager's daily walk round or the most senior person in the building in the event of the General Manager's absence.
- The General Manager has conducted a review of all mobility aids to ensure personal use only which includes walking frames and hoist slings. Any resident assessed as requiring a walking frame has had the correct referral made to the relevant health professional.
- Investigations into whistleblowing, resident/relative/staff concerns or accident/incidents have action plans developed and monitored to ensure actions are delivered. There is a consistent approach to safeguarding and matters will be dealt with on an open, honest and transparent way.
- A whole home approach is used to communicate and embed understanding about the safe storage of prescribed creams. Internal quality audits of medicines focus on safe storage of creams in individual bedrooms. Staff are supported to ensure medicines are managed consistently and safely, this also includes safe disposal and accurate records. 60 new lockable bathroom cabinets have been approved for the home and will be installed by the maintenance team. Expiry dates on topical medication are additionally checked as part of the resident of the day process and fully reviewed at daily stand up meetings.



- Every afternoon at a time agreed with the General Manager, there is now a 5 minute “huddle” meeting to discuss whether there have been any changes to any residents’ care needs, and evidenced as a continuum to the Daily Stand up meetings.
- The GM ensures that all concerns and complaints are reflected on the company Feedback system and there is evidence of responses sent to the person who made the complaint at each stage, including written responses following verbal concerns being raised.
- Complaints are now discussed at the daily stand up meetings and there is evidence of lessons learnt where these are required.
- Arrangements are being continually reviewed for all safeguarding concerns and we provide CQC with statutory notifications. The manager ensures all notifications have been completed in a timely manner. Investigations into whistleblowing, resident/relative/staff concerns or accident/incidents have action plans developed and monitored. Safeguarding concerns are continually reviewed by the Regional Director, Clinical Development Nurse and Regulation and Quality Improvement Team during routine internal visits. There is a consistent approach to safeguarding and matters are dealt with on an open, honest and transparent way.

Barchester Healthcare has 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 at home, 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 and staff at Adlington Manor recently celebrated National Chocolate Day, which recognises one of the world’s favorite tastes. The home’s hospitality team whipped up a selection of delicious mouth-watering treats from Chocolate baked Alaska, white and dark chocolate tarts and Chocolate Knickerbocker glories. There was also a supply of tasty biscuits to accompany fresh cups of tea throughout the day!
- Residents were delighted to be joined by Blooming Haus’s Christmas Wreath Making Masterclass, where Master Florist, Michael and his business partner. Michael, showed us the best method to create beautiful festive wreaths. Following the tips and ideas learnt during the amazing virtual experience, we were happy to put our skills to a test and to enter the Barchester Christmas Wreaths competition.
- Residents and staff at Adlington Manor have taken part in sponsored fun to raise money for Children in Need. Residents, visitors and staff at Adlington Manor were all very supportive and were there to cheer on the participants as they began the fundraising challenge.

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 visit Adlington Manor Care Home:

- “Nothing is too much trouble for the wonderful staff. I live 200 miles away and with all restrictions in place it has been hard to visit, it is wonderful to live so far away and have total peace of mind in knowing my mother is being cared for and treated so very well. Excellent in all aspects.”
- "My father had two spells at Adlington for over four months with an admission to the hospital in-between. He became increasingly frail. Throughout, we were kept fully informed of his needs and situation. Every cue was given to him medically. It was clear the staff took time to know him, comfort and support him when we couldn't due to Covid. We were able to speak with, or Skype, him, and carers would help. It was clear he was fond of the staff. We are grateful to all for making him as comfortable as possible."



- "There are no words to describe this care home, everyone is so caring to residents and families alike. Everyone is so friendly it's incredible, my father could not have been in a better place at the end of his life, and when he turned 100, everything was done to mark this incredible milestone. Thank you to everybody who works so hard to care for residents and assist families to visit and care for their loved ones."

For more information, please visit the [www.carehome.co.uk](http://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 Adlington Manor, then please do contact the home directly on 01625 856710 and ask to speak with the Manager about the services we could provide to your loved one.

**7 December 2021**

**Fiona Gough**

**REGISTERED MANAGER**

