

# Park House in Wellingborough

We were inspected by our regulator on 4 April 2023. The areas for improvement are shown below along with a brief update of actions and new initiatives introduced into our home.

Areas for Improvement	Response
<p><b><u>Effective</u></b> The report suggested improvements around communication, care records and quality assurance checks to embed good practice and sustainable practice over time.</p>	<p>We now have a new Home Manager Wasio Ogunidipe, who is committed to making improvements across all aspects of the service.</p> <p>We have reviewed care plans and created clear strategies to support residents and team. We feel that we have implemented strategies which have resulted in great improvements to date.</p> <p>We have invested time into records that detail distressed behaviours (ABC) and in our approach to monitoring these records. This has resulted in records being completed accurately and robustly.</p> <p>In addition, daily meetings are held to capture feedback on risks and resident safety. Thus ensuring that actions and oversight are effective.</p>
<p><b><u>Safe</u></b> The inspection raised a couple of areas around resident care and support, including management and care planning</p>	<p>We have Implemented processes to ensure all care plans are reviewed in line with current audit tool and evidences rewrites are completed within time scales or when residents needs change.</p> <p>In addition, processes are in place to ensure regular resident care reviews take place.</p>

Full details of our plan along with the CQC report are available in reception.  
For more information please call us on:

Tel: 01933 443883

[www.fshc.co.uk/park-house-care-home/](http://www.fshc.co.uk/park-house-care-home/)



Four Seasons Health Care

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Areas for Improvement	Response
<p><b><u>Well led</u></b> Feedback was given to the inspectors around staffing levels.</p>	<p>The home continues to ensure appropriate staff cover and has the right skills mix to deliver person centred care Safe staffing levels and are monitored closely by:</p> <ul style="list-style-type: none"> <li>• Advanced rota planning that evidence appropriate skill mix</li> <li>• The home now uses a dependency assessment tool and clinical risk register review to ensure safe and appropriate levels of team are on duty at all times.</li> <li>• Daily flash meetings</li> <li>• • Manager on call system in place</li> <li>• • 4 week rolling rota in place now in place, depensys being reviewed and is up to date</li> </ul>
<p><b><u>Responsive</u></b> Capture and sharing of resident food and dining needs could be improved.</p>	<p>We have reviewed how dietary requirements are currently communicated with all departments and changed the process as needed to ensure that any changes are communicated and recorded on the same day.</p> <p>Food passports are used to log hydration and nutrition requirements of each resident. These are being used within the home to log likes and dislikes and in turn are then shared with the kitchen team.</p> <p>The home has the support of a regional Chef to support the Chef team within the home. Families have also been invited to discuss their loved ones' dietary requirements and a process is in place to communicate this between departments.</p>

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Areas for Improvement	Response
<p>The décor was tired and in need of renewal in some areas.</p>	<p>The company has committed to a schedule of improvements in Park House and the areas of improvements have been identified and plans are in place to improve the homes internal and external appearance.</p>

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## Creating Magic Moments



We believe in living life to the full. That is why we are so passionate about supporting residents to participate in vibrant, stimulating activities. We call them: 'Magic Moments'. Our Magic Moments programme encourages all-round wellbeing with a range of vibrant interactions to stimulate the **Mind, Body and Soul**.

Residents have recently loved taking part in live tours to destinations such as Paris, Belgium, China and much more. Plus, we have a huge range of 'on demand' activities available anytime, anywhere. This includes photography lessons, language classes and singing along with our partner, Rock Choir. Our partnership with sector specialist danceSing offers dance and singing sessions, plus we have regular armchair exercise sessions to music. To top this off, our very own FSHC Radio station plays resident dedications each week.

## Food and Dining

Food and dining is such an important part of enjoying life. So we try to make dining special. Our menus are created by our team of experienced and dedicated chefs, with feedback from residents to help create menus that will appeal in each local area.

Service is personalised to reflect the needs of individuals, often using a 'food passport' to capture any likes and dislikes, or particular requirements or wishes in relation to food and the serving of meals.



## Little Things Make a Big Difference



We know that little things make a big difference to everyday life. From putting on a loved golden oldie, a weekly pamper session at our in-house salon, enjoying a favourite tittle on a balmy summer evening, popping to the local shop or knowing that residents prefer extra marshmallows on hot chocolate... These are the little things that underpin our approach to care – a commitment to getting to know each resident, focussing on everyone as an individual and what really matters.

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## Comments from families on carehome.co.uk in 2023

*I found the staff very friendly and couldn't do enough for my mum. She got all the welcome she needed and she was very happy with her stay.*

- Alison K, Daughter of Resident

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*Grandma has been in residence for just over a month. From first visit, I have received a warm welcome from all staff. All asking how I am and if I needed anything. The staff are so friendly and caring towards grandma. Nothing is too much trouble. We are so pleased that Grandma is at Park House. The room Grandma is in is always clean and tidy. The food is all home cooked and it smells and looks delicious.*

- S G, Granddaughter of Resident

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*The staff are very friendly, always there to help. Overall, very professional. Thanks for looking after Mum.*

- Allan B, Son of Resident

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