

**We were inspected by our regulator on the 13<sup>th</sup> July 2023.**

The team at Albany Care Home have worked hard on improvements to the service and are hoping that the CQC inspectors will return soon and fully expect to be awarded a Good on our next inspection.

Since the inspection we have been working with the Local Authority and other inspection agencies who are very happy with the progress we have made.

The areas for improvement on the CQC report are shown below along with a brief update of actions and new initiatives introduced into our home.

Areas for Improvement	Response
<p><b>On 13<sup>th</sup> July 2023 inspection:</b></p> <p>Records were not always accurate, complete and contemporaneous in respect of each person and the provider's quality assurance systems were not always effective and not used to drive improvement</p>	<p><b>Improvements since 13<sup>th</sup> July 2023</b></p> <ul style="list-style-type: none"><li>• Albany now uses Kareinn system all residents and new admissions have all records completed within 24 hours of admission and reviewed monthly.</li><li>• We use a PEEPs matrix to ensure any falls risks are identified and falls risk assessments are reviewed monthly.</li><li>• Management oversees the completion of all audits on the e-compliance system. Any non-compliant audits are entered on e-manager with a timescale for completion.</li><li>• Regional manager completes full provider support visits to ensure all compliant.</li></ul>

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

**Tel: 01865 744 444**

[www.healthcarehomes.co.uk/care-homes/albany/](http://www.healthcarehomes.co.uk/care-homes/albany/)

## Live well at Albany Care home

Daily activities and entertainment are a core part of our quality care at Albany. We pride ourselves on offering a diverse, enriching range of weekly activities and entertainment allowing residents to continue to relish in their favourite hobbies and pastimes or to try out something new entirely.

We involve residents in the planning of our weekly activities timetables and offer one-to-one bespoke and tailored opportunities as requested. We're also passionate about keeping our homes and residents at the heart of the local community, working closely with community groups, schools and other community connections to keep residents involved in local activities.



Some of our regular activities include:

- Church Services
- Entertainers
- Pet Therapy
- Arts & Crafts
- Outdoor activities in our lovely Gardens and patio's
- Pub Visits
- Lunch and coffee clubs

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

**Tel: 01865 744 444**

[www.healthcarehomes.co.uk/care-homes/albany/](http://www.healthcarehomes.co.uk/care-homes/albany/)

## Comments from families on carehome.co.uk in 2024



My dad very quickly felt safe and comfortable here at the Albany Care Home. He is very happy with the food and says the staff are very friendly and helpful which has also been my experience. The staff and nurses always have time to talk to me and update me on Dad's care and progress. My dad's room is always clean and tidy. I am very happy with my dad's care and treatment that he is receiving here at the Albany. I cannot fault the staff at all.



11<sup>th</sup> December 2024, Daughter of resident

---

Care is excellent. Very helpful. All the staff are very kind. No problems with cleanliness. My brother has all his needs cared for with excellence. The room is lovely, plenty of room for him.

25<sup>th</sup> November 2024, Sister of resident

---

My father was cared for by all staff in a professional and more importantly, a loving and caring way. He gained weight and had constant interaction from the carers, tea ladies, cleaners, nurses and so on. The Albany made him feel respected and gave me peace of mind to leave him confidently. Family members visiting were all accommodated and greeted with friendliness. My dad's death was handled with love and kindness, all professionally executed. Thank you 'The Albany.'



2<sup>nd</sup> August 2024, Daughter of resident

---

As usual my visit to the Albany to see my aunt was an absolute pleasure. The staff are always so friendly and are very attentive to my aunt's needs. They have given the time to actually get to know her and be able to converse about subjects personal or of interest to her.

The range of activities and entertainment is super cool and this visit was amazing. In the morning we had a small theatre production to watch, that was fantastic and encouraged everyone to join in. Then in the afternoon was the open day with things to do, live music and wonderful tea and scones. This care home is fabulous and offers so much with loads of care, compassion and laughter.

19<sup>th</sup> June 2024, Niece of resident



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

**Tel: 01865 744 444**

[www.healthcarehomes.co.uk/care-homes/albany/](http://www.healthcarehomes.co.uk/care-homes/albany/)