



Osborne Court Care Home in Bedminster



We were inspected by our regulator on 28 August 2019. Since this date, a large number of changes have been implemented, including the recruitment of an experienced Home Manager. The home was rated as 'Good' in the areas Effective, Caring and Responsive. 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>WELL-LED</p> <ul style="list-style-type: none">The report commented on a lack of consistent leadership and management in the home.	<p>WELL-LED</p> <ul style="list-style-type: none">We have recruited a new Home Manager, Rowena Gillespie, who has been in post since October 2020. Rowena previously worked for our sister company and has a proven track record with us.We have a new, robust recruitment process in place, ensuring all carer and nurse positions have been filled for both day and night shifts. The home is now fully staffed and should the need for agency staff arise in exceptional circumstances, we have a buddy system in place for all new team members to ensure continuity of care.

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

Tel: 0117 321 9280
www.fshc.co.uk/osbornecourt



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Osborne Court Care Home in Bedminster



SAFE:

- At the time of the inspection in 2019, the home had a number of safeguarding concerns raised by the local authority.

SAFE:

- Osborne Court has moved on massively since the last inspection and has no safeguarding concerns in place. The Home Manager continues to work closely with local health and social care partners to ensure all safety concerns are addressed and dealt with.
- The Home Manager has built good relationships with the local authority and is successfully, and with their support, admitting new residents.

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What's NEW at Osborne Court?



We are introducing stop the clock in Osborne Court. The idea is that we set aside time where all of the home team stop work for 15 minutes each day to spend some quality time with the residents either on a one to one basis or in a group. They could be walking or sitting and having a cup of tea and a chat but the emphasis is engagement and relaxation.

Arts and crafts in Osborne Court

Our residents love being a bit crafty and often enjoy spending time together working towards a shared goal for one of our themed weeks.

We have created all kinds of art works, from greeting cards, to large displays. We were especially proud of our homemade Remembrance Day display.



The Osborne Tavern



Our residents love spending time in our very own pub, playing games like dominoes or skittles whilst enjoying a pint, or maybe a sherry. A weekly visit here always lifts our spirits!

At Osborne Court, all our activities are designed with our residents in mind, to ensure their enjoyment and help them develop new friendships.

Helping families stay in touch with loved ones using Zoom and phone calls

To keep the conversation flowing between residents and their loved ones, we are supporting families and residents to Zoom, Skype and telephone.

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Comments from families on carehome.co.uk

I feel Mum is extremely well looked after, the staff are always very helpful, kind and considerate. I am quickly informed of any health problems, and the staff are very efficient at making sure the correct medical team are called to deal. I always feel Mum is in completely safe hands and my mind is at rest that she is being totally looked after

July 2020, Daughter of a resident

The staff at Osborne Court can only be described as amazing. Their care and professionalism exceed their job descriptions, always helpful understanding of individuals requirements and they always have patience in abundance. I feel very reassured that my mum is in good care, I am made aware of anything that they feel I should know and have kept the recent problems we have all gone through at arm's length, they cannot be rewarded enough.

July 2020, Son of a resident

I am extremely happy with care delivered by Osborne Court, all the staff have been very approachable and have made my relative feel at home and part of a family, she had settled really well. I have been kept well informed especially in these difficult circumstances, I would thoroughly recommend the care and service they have provided.

The staff have made a great effort to update the decor recently and it really improves the whole ethos when you enter the building. Well done.

July 2020, Niece of a resident

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