

HEALTHWATCH ACTION PLAN

PERSONAL CARE:

We have two residents who have no next of kin and are not able to give us any personal history as their diagnosed dementia has made it impossible for them to remember what they did in their early life, and as there are no next of kin or friends to discuss this with, this part of the care plan is not completed.

However, we will now ensure that the reason for this not being completed is recorded. This action has now been put into place 12.09.14

ACTIVITIES:

You commented that one resident with hearing problems stated that she had an interest in photography, but this had not been followed up by staff. I spoke to this lady's key worker, and she reported that the resident had not spoken of an interest in photography, but that she would ensure that this was discussed and that steps taken to ensure that she is able to continue with this. On speaking to the resident, she was told that she no longer wished to do this as she felt that she was not able to do this as her eyesight has deteriorated. However, the key worker will try to work through this with her to see if there is a way that this can continue. Completed 12.09.14

STAFF ATTITUDES:

You commented that one resident stated that staff gave her limited help to be able to participate in activities and did not always use her preferred means of communication. This has been addressed with all staff, and they will ensure in future that communication is in written form as this is what the resident has asked for. Completed 12.09.14

PERSONALISING RESIDENTS ROOMS:

We discussed with the organisation who are merging with us, how they set up systems for people with dementia. Part of their plan is to personalise residents rooms and provide memory boxes personalised to each individual. Also, various memory prompting pieces of equipment will be installed, i.e. shop windows, individual bedroom doors to aid recognition etc. The merger is due to take place at beginning of December, so action to provide the above will be commenced soon after.

RECORD KEEPING:

Key workers are responsible for keeping care plan information up to date. With the demands of working with people with dementia, this is not always a priority, but a concerted effort will be made to ensure that there is improvement with this. Completed 12.09.14

Yvonne Wallace – Care Manager

12th September 2014