

Action Plan in Response to Healthwatch Enter & View Report of 12 and 21 Old Hospital Close

Recommendation	Improvements	By Whom	Target Date
1. Transport and staffing are planned well in advance for regular outings so that there is no risk of disappointing residents.	The staff team now write in the diary, and in the communication book and remind each other at handovers of up-coming events that need transport planning etc.	The staff team and Manager.	12.03.15
2. Food items are pureed separately (in line with best practice) so that the different parts of the meal can be recognised and staff talk to residents about what they are eating.	The staff team have been advised has been bought. Staff team have been advised that although the food is to be blended separately, in accordance with the that this is best practice for the customers. A new hand blender customers' guidelines from the dietician, gravy or sauce must also cover the food when it is offered to the customer (WN). Staff now to explain to the customers what they are eating.	The staff team and Manager.	12.03.15
3. Water is served with meals to promote better dental health.	The staff team already use squash at meal times with no added sugar. (Except for those that have added sugar due to weight concerns). The staff team now to always offer a jug of water also alongside the squash drink.	The staff team and Manager.	12.03.15
4. Further thought be given to the organisation of individual folders so that relevant information about each resident's current needs, care plan and progress can be quickly understood and historical information is summarised and then stored separately.	Individual key workers to review and update customer folders including hospital passports and any new developments with external agencies Ensure that all key workers follow up any outcomes from their monthly customer 1:1 meetings immediately. This will be checked at monthly supervision meetings with scheme manager. Additionally, the manager will carry out random folder checks weekly Quality Audit to be carried out by Metropolitan's Trainer Manager to include audit of support plans and records; developing quality and training improvement plan Training needs identified by the above Quality Audit will be provided within 4 weeks of audit – this will include record keeping.	Keyworkers. Manager. Manager. Metropolitan trainer. Metropolitan trainer.	By end of Feb 2015 Ongoing Ongoing 25.02.15 25.03.15

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5. Consideration should be given to the period before supper and whether more purposeful activities could be offered.	<p>A new photo-rota has been put in place for the customers in both homes to share household tasks before dinner. These tasks include, setting the table, taking the rubbish out.</p> <p>Also depending on the customers' laundry day, then the staff support the customers to do their ironing and to put their laundry away.</p> <p>It is also a time that some customers like to relax, as they have been at day services or out with 1-1 workers, and drinks are offered by staff and it is a time to sit with them and reflect on their day.</p>	The staff team.	On going.
6. Thought be given to how communication aids could be readily available and fit for purpose – e.g. larger, clearer and more colourful pictures or symbols.	<p>A member of the staff team is in the process of designing a pictorial rota that will show when the staff are on duty and who is sleeping-in etc. This will show the customers visually who is working as it is one of our customers' key interests.</p> <p>Another of our customers has had a pictorial board of photos that is in his room, to help the staff team to indicate to him of the plans for the day ahead. This customer also has a pictorial communication folder for staff to use with him.</p> <p>Usually when an outside professional visits the homes, the staff team on duty advocate for the customers as they understand their communication needs. Some of our customers are able to verbalise their response, or to point to a happy or sad face to indicate their mood. However for some of our customers, they are not able to understand the pictorial images meanings. Instead the staff team are usually able to interpret a customer's needs and wants and mood by the behaviours or sounds that they are displaying.</p>	<p>The staff team and Manager.</p> <p>Keyworker.</p> <p>Staff team and Manager.</p>	<p>On going.</p> <p>Completed.</p> <p>On going.</p>

March 2015