

### St Mary's action plan in response to enter and view report

Recommendation	Action required	By whom	By when
<p>1. Completes its task of combining care plan information, making it less cumbersome but also easier to navigate.</p>	<p>Each care plan is currently being reviewed by the Manager and staff team and a new format is being introduced.</p>	<p>Manager and staff team</p>	<p>This has been started and we aim to have them all completed by the end of March.</p>
<p>2. Identifies areas of good practice – such as nutrition monitoring- it can share with other homes through the PLD Providers Group and likewise picks up good ideas from other homes to sustain the high quality of care being provided.</p>	<p>We have been contacting our other services for ideas and discussion and will continue to do this. We will also discuss this at provider forums. Staff are enrolling in nutrition courses and we have contacted the speech and language therapists at the Joan Bicknell centre and they will be offering training</p>	<p>Management team</p>	<p>06/08/15 Ongoing</p>
<p>3. Gives some thought to the issues of boundaries of confidentiality when caring for groups of residents with wide extremes of ability and understanding, whilst not damaging the informal family feel of the care being provided.</p>	<p>We have arranged Equality, diversity and Inclusion training for staff and have discussed this recommendation in staff handover meetings. We explained that we do expect privacy, dignity and confidentiality to be maintained at all times</p>	<p>All staff</p>	<p>16/02/15 and ongoing</p>

<p>4. The home should research best practice for serving pureed food that is more appetising in appearance.</p>	<p>We discussed this point in our staff handover meetings and are looking into purchasing food moulds to make food appear more appetising. We contacted the Dysphagia Dietician at Wandsworth Community Learning Disability Health Team and have discussed ideas regarding nutrition, meal preparation and better taste definition for all foods.</p>	<p>Management and staff team</p>	<p>06/05/15 And ongoing</p>
<p>5. Review ways of making the ground floor dining arrangements less crowded, excluding some residents from the table</p>	<p>We are currently reviewing the service as a whole looking into adapting the environment due to the changing needs of the service users. This will be carried out in phases and work has already taken place on the ground floor. We will be seeking advice of the professionals within our local community team. There is one service user that prefers to have more space at mealtimes and this is respected.</p>	<p>Management team</p>	<p>06/05/16</p>