

Laetus Lodge Care Home
171A Tooting High Street, London SW17 0SZ

13th April 2015

Response to Healthwatch report on visit to 21 Totterdown Street, Tooting SW17 8BT

On behalf of the residents and staff of Totterdown Street, the proprietor and manager welcome the positive comments made about the running of the home. In response to the two recommendations made, we would like to make the following observations:

- 1) "Care plans are reviewed and simplified to ensure better navigation including clearly marking current information versus out of date (superseded) to avoid confusion of care requirements".

Response: The up to date Care plans were available for perusal and it is unfortunate that those seen were older versions. However, we accept the point made.

- 2) "Levels of general cleaning and upkeep should be regularly reviewed".

Response: We believe that standards of cleanliness and upkeep of the home are of a good standard. However, we accept that there may have been some marks on the banister.

Action Plan:

- 1) Only up to date Care plans to be readily accessible at the home.
- 2) Banisters to be included as part of the cleaning schedule and staff to be reminded that all parts of the home, including banisters, to be checked and cleaned regularly.

Mark Peake
Proprietor

Eamonn Doherty
Service Manager