

Action Plan in Response to Healthwatch Enter & View Report of Wood House

| Recommendation | Action Required | By Whom | Target Date |
|--|--|---------------------------------------|-------------|
| Special Meals | The home will continue to liaise with residents and their relatives via the home' residents meetings as well as during individual care review meetings in relation to any special dietary requirements. | The Home Manager/Chef | On going |
| Assessing Risk against Residents' wish | The home will continue to liaise with the CMHT in regards to assessing the risks associated with choices and wishes of individual residents especially those with mental health condition (a new Pyjamas bottom has been procured for the residents in question) | The home manager | On going |
| Residents Background History | The home will intensify its effort in obtaining background information about individual resident in the home to tailor the activity programmes to meet individual needs, choices and preferences. | The home Manager/Activity Coordinator | On going |
| Review of Lunchtime | The home manager will liaise with senior management about reviewing the lunchtime chores being undertaken by care staff to ensure better interaction with residents at lunch time. | The home manager/Senior management | 31/10/2014 |
| Learning from experience | The home will continue to learn from previous experience especially in relations to incidents relating to Safeguarding of Vulnerable Adults. | The home manager | On going |
| Management of Home Closure | The home is in regular discussion with Wandsworth Social Services in relation to management of the closure process. Relatives meeting have been scheduled to provide update on the process of the closure with a timescale for the eventual closure. | Gold Care Management | 15/09/2014 |