

Lyle House Action Plan in response to Healthwatch Enter and View Report

Recommendation	Action Required	By whom	By when
Timing of Morning Snacks	Discuss at team meeting and daily handover the importance of monitoring morning snacks to meet individual needs ensuring residents are not offered biscuits shortly before lunch. But to ensure that there are finger foods available throughout the day.	Manager/all staff	08/05/14 ongoing thereafter
Resident Activities	Stimulating activities to be implemented to meet individual needs. Recruit an activities coordinator to plan and coordinate activities within the home. Once key worker system has been implemented key workers to speak with residents to identify stimulating activities to meet individual need. An activities plan to be implemented for each individual.	Manager/key workers	07/06/14
Key Worker System	New Key worker system to be implemented. Manager and senior staff to meet to discuss compatibility of resident and staff to ensure residents key worker are familiar with residents needs. Once allocation has been identified write to all residents informing them of their key worker. Take photographs of all staff and ensure a photo of the residents key worker is located in their room so the individual can recognise who their allocated key worker is.	Manager/all staff	31/05/14
Memory Prompt	Key workers to identify appropriate memory prompts to meet individual needs and discuss with senior team and manager on implementation. Residents doors to have a memory prompt personalised to each individual	Manager/key workers	07/06/14
Communication for residents with sensory impairments	Manager and senior team to identify residents with sensory impairments Manager to resource external professional advice on providing appropriate communication aids for people with sensory impairments	Manager/senior staff	07/06/14