

Response to Enter & View draft Report Wednesday December 17th 2014

Content of the Report

It was good to hear of all the positive comments made by people spoken to during your visit. We found the report to be constructive and proportionate and will act on any shortfalls identified in a timely manner.

Factual Accuracy

Nikki Pepper is the Manager designate and not yet the Registered Manager
The Home is registered for 47 people and not 45 as stated in the report
The Home provides a specialist service throughout the premises and not separate facilities as stated

Concerns re a lack of staff supervision in communal areas

It is our expectation that Oak lounge is supervised at all times by a member of staff and as a result people are observed and supported at all times. However there may be occasions when the staff member assists a person to the bathroom which is within close proximity to communal areas and still within earshot of the lounge.

It is our expectation that the people using Cedar lounge have access to all staff who use the adjacent staff office who can easily be called using the call bell or verbally. Constant supervision may restrict people exercising their right to maintain their privacy, expression and relationships. However there is a member of staff allocated to this area of the home who make regular visual assessments.

Laundry Service

We are keen to work in an open and transparent way and would encourage people to raise their concerns with a staff member so that any issues can be quickly addressed. It is not effective or helpful there are concerns about the laundry service without knowing the details.

Physical Environment

Safety and Security of Deliveries to the Home

The Home has a locked door policy and areas in which deliveries are received is not in the main body of the Home.

Wherever possible deliveries are not placed on the floor and are removed as soon as suitable to the operation of the Home.

Plans are underway to replace the flooring in Cedar unit.

Menu boards – kitchen staff have responsibility for recording menus and this will be monitored by the Manager.

Access to the activities room – not sure what this means?

Unmanned reception area – the Home employs an administrator who works Mon-Fri from the desk in the reception area. However on the day of your visit he was not on duty in the Home. The area is always supervised by whoever is allocated to this area or by the Manger. In the absence of an administrator service continuity is provided by all staff.

Assisted Eating

It is our expectation that people receive the support they need at the time their food is served. A number of unplanned meal time experience observations will be carried out and any identified shortfalls addressed. Staff have been made aware of your observations and reminded of our expectations.

To conclude we look forward to your next visit.