

Our Ref: PJ/BD

28<sup>th</sup> April 2015

Michelle Williamson  
Enter and View Lead  
Healthwatch Warwickshire  
4&5 Clemens Street  
Leamington Spa  
Warwickshire  
CV31 2DL

Dear Madam

Thank you for the feedback received from yet another organisation. I find that many of the comments are wholly inappropriate and the report appears bulked up and repetitive; in many cases it is misleading. I comment in order of presentation as the pages are not numbered.

### **Summary of Findings**

- There are factual inaccuracies regarding the numbers of bathrooms and showers.

#### **(1) Report Overview**

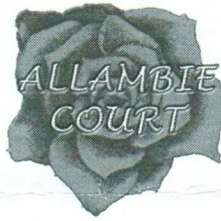
- The number of toilets referred to is factually incorrect.
- Peter Jones refutes that a discussion took place regarding a full wash down of clients.
- The staffing quoted is factually incorrect - titles and numbers.

#### **(2) The Purpose of the Visit**

- You state that you are visiting in conjunction with the professional Regulator to ensure that their standards are maintained?

#### **(3) Recommendations**

- You were advised that we are currently updating the communal areas and a plan was evident on site showing the upgrade so why therefore would you make a recommendation to do what we have already planned or committed to doing?
- Your comments relating to communal bathing are incorrect.
- The rotas and hours are regularly reviewed in line with our clients' needs so a further recommended review is unnecessary. The files detailing this were not seen by you therefore this should not be recommended as we do this already.



- The use of name badges will be considered as will a 'who's who' board previously removed by clients.

**(4) Observation/Findings**

- The car park is large. I am unsure of why this is referred to?
- Pull cords in the W/Cs have been flagged up as a health and safety issue. Sadly we do have high level damage due to the client group. The cords were only 18" off the floor. The comment is misleading to the reader.

**(5) User Experience**

Your comments regarding lunch time staffing is unacceptable and incorrect. The lunch is never served simultaneously, the reasons that you suggest inappropriately are factually incorrect. It is not regimental or synchronised. Two sittings are in place to allow for flexibility.

**(6) Feedback**

The comments are contradictory.

I must stress this type of audit activity is repetitive of other groups and only serves to burden staff further, affects dignity and increases the cost of care. I note from your website that all care homes audited have similar if not the same recommendations.

Yours sincerely

p.p Pearl Jackson  
Operations Director