

Appendix B

The Manor Care Home Enter & View Recommendations.

No	Recommendation	Comments from the Service Provider
1	It is recommended that the home look into the time it takes for the maintenance service to complete jobs and review the maintenance management.	All faults are recorded in the Maintenance Book which is constantly reviewed and signed off. All Maintenance Faults, Daily jobs and Project works are discussed daily at the 10.30 stand up meeting.
2	The Enter & View team recommend that the ease of manoeuvrability be considered as a priority when planning future redecoration and floor coverings.	Sarah Scott (Barchester's Interior Designer) reviews, plans and completes all refurbishments throughout the company (200 + homes) We will consult with her when she passes through the designs for phase 2 on the first floor in 2015.
3	The Enter & View team would recommend that the home give some thought to how they can define different areas of the home during maintenance and routine redecoration, to assist residents who may have dementia in finding their way around.	During routine maintenance works which may disrupt the normal daily operation, we will endeavour to arrange suitable signage which will assist residents who may have problems finding their way around.
4	It is recommended that manual handling training is reviewed for all staff and additional training is found where needed.	All of our staff training is up to date and reviewed within our policy. Staff complete Moving & Handling training upon induction and annually thereafter.
5	The Enter & View team recommend that the home consult with 'Action on Hearing Loss' and take advice on the installation of hearing loop systems.	This is something which the Home Services Manager is obtaining quotations for and will be discussed at the Senior Management/Finance Meeting in 2015
6	It is recommended that staff recruitment and retention of staff is urgently reviewed and given top priority by the management and Barchester Healthcare.	Recruitment & staff retention is always top of the agenda at all levels with Barchester. Staff Welfare is constantly reviewed with Staff Member of the Month incentives, quiz nights and social events covering night and day staff.

7	It is recommended that consideration is given by the management to reviewing processes concerning how dietary preferences and needs are recorded and communicated to staff.	A client Dietary Requirement form is completed as part of the admission process. The information is regularly reviewed and altered if and when necessary. This is communicated to Hospitality Staff and Care Assistants via a visible white board in the main kitchen area.
8	<p>With regard to Improving the attendance at residents / visitors meeting the Enter & View team would recommend that the home consider some of the following ideas. These include;</p> <ul style="list-style-type: none"> • Making the meeting part of a larger events such as a cheese and wine evening • Ensuring that residents have the opportunity to add to the agenda and receive the agenda well in advance • Inviting guest speakers to talk about a topic of interest such as finance/ care home fees, hobbies and crafts, reminiscence or perhaps even a comedian. This would help to ensure that residents who may not otherwise attend might be motivated to give their input for different reasons. • Ensuring that residents are able to feed into the agenda in advance and received minutes of meetings, noting in particularly 'You said we did' type comments. 	<p>We have introduced a Resident Led Forum which will be used to feed into the Residents Quarterly Meeting agenda.</p> <p>The Management will liaise with Heads of Department to facilitate guest speakers.</p>

<p>9</p>	<p>The Enter & View team would recommend that the manager consider if more activity choices could be offered perhaps for smaller groups. We would recommend the manager obtaining a copy of the Somerset Link 'Dignity in Care Best Practice Examples' from Care Focus. This booklet also contains a comprehensive consolidated list of activities. (Care Focus SW - 01823 461876 enquiries@carefocussw.co.uk)</p>	<p>The Manor has an extensive Activity Programme across the board. Art Therapy, Music Therapy, Yoga & Meditation all operate as smaller groups. The Home Services Manager has contacted Shirley at your Care Focus SW office with regard to obtaining a copy of the recommended list of activities and is awaiting the information.</p>
<p>10</p>	<p>It is recommended that the management look into the standard of cleaning being provided to resident's rooms.</p>	<p>Following a Hospitality Support Team visit, a new Barchester Housekeeping Manual has recently been introduced and should combat any shortfalls in standards throughout the home.</p>