

Appendix B

**West Abbey Enter & View Recommendations**

No	Recommendation	Comments from the Service Provider
1	It is recommended that the home give some thought to providing a selection of toys or small play area for visiting children.	The home does have a selection of toys for visiting children. These can be easily accessed on request from our Activities Organiser.
2	The Enter & View team would recommend that the home look into the 'Get Connected' grant which exists to help those in social care access the Internet. There website contains details about how this may also help those with dementia. <a href="http://www.scie.org.uk/workforce/getconnected/">http://www.scie.org.uk/workforce/getconnected/</a>	Our activities Organiser has contacted SCIE for information about ICT grants for providers of care for adults. We will act upon the information upon receipt.
3	It is recommended that; Staff recruitment and retention of staff is reviewed and given top priority by the management and Barchester Healthcare.	We staff to levels that meet our residents' assessed and specialist needs. We are recruiting to 10% above requirement and have employed 5 full time carers and 1 registered nurse to commence 26/01/2015

<p><b>4</b></p>	<p>With regard to Improving the attendance of residents/ visitors meeting the Enter &amp; View team would recommend that the home consider some of the following ideas. These include;</p> <ul style="list-style-type: none"> <li>• Making the meeting part of a larger events such as a cheese and wine evening</li> <li>• Ensuring that residents have the opportunity to add to the agenda and receive the agenda well in advance</li> <li>• 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.</li> <li>• Ensuring that residents are able to feed into the agenda in advance.</li> </ul>	<p>We have a residents and relatives committee comprising 4 residents and 3 family members. The committee contributes to meeting agendas and helps plan some of the activities such as summer fares and cheese and wine evenings. We will consult the committee regarding increasing the cheese and wine evenings from the current one to two per calendar year.</p>
<p><b>5</b></p>	<p>It is recommended that staff recruitment and retention of staff is urgently reviewed and given top priority by the management and Barchester Healthcare.</p>	<p>Please see 3 above. We have reviewed our staffing requirements and are recruiting to 10% above requirement to cover holidays and unplanned absence due to sickness.</p>
<p><b>6</b></p>	<p>It is recommended that the manager liaises with residents about noise levels at night and that policies and procedures are reviewed to ensure that residents are accommodated within the different areas of the home appropriately according to their needs. Where appropriate the home should consider additional soundproofing is needed.</p>	<p>The resident involved has now been transferred from the nursing unit to our Dementia Unit. We have requested our Property Division to advise on soundproofing and await their recommendations.</p>
<p><b>7</b></p>	<p>The Enter &amp; View team recommend that the home consult with 'Action on Hearing Loss' and take advice on the installation of hearing loop systems.</p>	<p>Our maintenance Manager is consulting with "Action on Hearing Loss" and awaits feedback from them.</p>

