

APPENDIX 1

ACTION PLAN - Ellesmere House 23 February 2016

A meeting with Ellesmere House was set up to discuss the initial report on 13 July 2016. In October 2016 Ellesmere House was sent a further draft of the report to comment on. Both responses from the 13 July 2016 and 14 October 2016 to the recommendations have been inserted in the action log below.

No.	Recommendations	Action Taken	Target Date	By Whom	Progress RAG (Red/Amber/Green)	Date Completed
1.1	Address odour issues on the lower ground floor.	Ellesmere House response 13 July 2016: Odour in a particular section of the lower ground floor is known to be an issue, the reason for this is that one resident on a daily basis urinates on the floor of their room. Cleaners clean the room daily but unfortunately the odour cannot be eradicated. Ellesmere House Response 14 October 2016: Further actions have also been completed to eliminate the odour on lower ground,	November 1st 16	Ellesmere House/Property		
1.2	Remove hairdresser sign from the first floor which is no longer used as a hairdresser.	Ellesmere House response 13 July 2016: The hairdresser sign on the first floor has been removed.	Completed	Ali Jones @ Care UK property		01-Jul-16
1.3	Replace pipe cover in ground floor toilet next to the nurse's desk.	Ellesmere House response 13 July 2016: Since the Dignity Champion visit this has now been fixed.	Completed	Ali Jones @ Care UK property		01-Jul-16
1.4	Carry out a fire audit to identify gaps in knowledge and a follow on audit to review progress to ensure that members of staff including agency staff understand the procedure in the event of a fire.	Ellesmere House Response 14 October 2016: All staff have completed Fire training and have regular ADHOC questions about their knowledge for Fire safety. I am confident this is now fully reviewed and will be ongoing.	Completed	Ali Jones @ Unit Managers		On going action
1.5	Carry out renovation of toilets/bathrooms that are not up to high standard of others in the home.	Ellesmere House response 13 July 2016: As part of the home's refurbishment the bathrooms been updated, all the refurbishment is part of Care UK's cyclical refurbishment programme. Ellesmere Response 14 October 2016: All the floors have now had their bathrooms updated to a high standard following the completion of the refurbishment	Completed	Ali Jones @ Care UK property		Aug-16

1.6	Ensure call bells are always within reach of residents and if a resident is moved from their bed to a chair or vice versa, their call bell is moved with them (especially when they have little or no mobility).	<p>Ellesmere House response 13 July 2016: Staff members ensure call bells are in reach of residents and all possible adjustments are made to enable residents to carry out all activities as easily as possible and the home also works closely with the boroughs falls team.</p> <p>Ellesmere Response 14 October 2016: We have a good and productive relationship with the falls team and call bells are regularly checked ADHOC by the senior team.</p>	Completed	Ali Jones/Unit Managers @ all care staff on units		On going action
1.7	Explore alternative sleeping arrangements for the resident who injured their eye to maximise their safety.	<p>Ellesmere House response 13 July 2016: This resident is known to the Mental Health Team and is currently under a Deprivation of Liberty Safeguards order (DoLS). This resident will only sleep on their chair which has risers on either side. The resident is made as comfortable and as safe as possible with pillows chair which has raisers on the side. The resident whilst sleeping slipped to one side and hit their eye. The management said the resident's team including their social worker were aware of the risks to this resident and this are being actively managed by:</p> <ul style="list-style-type: none"> - Supervision in communal areas - Regular 15/30 minute checks - The resident is made as comfortable and safe as possible in their chair. - As part of the DoLS consent of care the residents key is padlocked . - Interagency support <p>The Clinical Quality Commissioners (CQC) had been to the home 8 months prior to the July 2016 meeting and was aware of this resident and was satisfied with the care plan in place for this resident.</p> <p>Ellesmere House Response 14 October 2016: This resident has sadly passed away.</p>	Completed	Ali Jones @ care team on Butterfly Suite		completed. Resident sadly passed away.

1.8	1.8 Ensure all staff members engage with residents as much as possible at mealtimes.	with staff as part of Dining with Dignity to sit with residents at mealtimes. Audits are carried out to ensure this is been actioned and 6 have been done to date. Staff members also do a 5 minute catch up before service. We have recruited more kitchen staff so carers can sit with residents. Ellesmere House Response 14 October 2016: regular mealtime experience audits are completed on all floors. Recent audits are showing much better engagement. Staff sit with the residents during mealtimes and eat with them.	On going action through ADHOC audits and walk the floors	Ali Jones/Marilyn Stevens/Unit Managers @ all care staff on units		On going action
1.9	1.9 If someone requires support with eating, ensure it is given in a timely manner while the other residents are eating.	with staff as part of Dining with Dignity to sit with residents at mealtimes. Audits are carried out to ensure this is been actioned and 6 have been done to date. Staff members also do a 5 minute catch up before service. We have recruited more kitchen staff so carers can sit with residents. Ellesmere House Response 14 October 2016: Regular mealtime experience audits are completed on all floors. Recent audits are showing much better engagement. Staff sit with the residents during mealtimes and eat with them.	On going action through ADHOC audits and walk the floors	Ali Jones/Marilyn Stevens/Unit Managers @ all care staff on units		On going action
2	Encourage residents to eat on different floors if they wish. The Dignity Champions were concerned that some residents who were able and willing to talk were seated with other residents who were not really able to interact during mealtimes.	the choice to have their meals on different floors should they wish to and staff will assist them to different if needed. Residents are informed of this at induction one resident often does do this. Ellesmere House Response 14 October 2016: Residents are supported daily by the care team and activities team with choice of where they would like to eat.	On going action through ADHOC audits and walk the floors	Ali Jones/Marilyn Stevens/Unit Managers @ all care staff on units		On going action
2.1	Reinforce to both residents and family members that residents can eat on different floors at next residents meeting and when families see the manager.	Ellesmere House Response 14 October 2016: This has been discussed at meetings. relatives and resident feedback is that they want to stay on their floors with people they know.	Daily communication with residents	all staff on the units		On going action
2.2	Offer residents the choice of portion size they wish for.	Ellesmere House Response 14 October 2016: This is done daily at mealtimes.	Daily communication with residents	all staff on the units		On going action
2.3	Advertise that different food portions are available on the menu. Reinforce message at next residents meeting and when family members come in to see manager.	Ellesmere House Response 14 October 2016: Discussed with relatives who have fed back that if we put too much on a plate the residents won't eat it and they are happy for small portions and seconds offered	Daily communication with residents	all staff on the units		On going action

2.4	Ensure everyone is aware that one-to-one activities are available in their rooms if they do not wish to join the group.	Ellesmere House response 13 July 2016: The activity timetable for each week is given to residents every Monday. There is an activity monitor who daily informs residents and helps assist residents to activities if they need. There are weekly trips outside the home as well. Ellesmere House Response 14 October 2016: We have weekly activities programmes and daily 1-1 activities. The activities staff see all the residents during the day when taking the daily metro round and encourage activities and 1-1 activities. This is part of the daily care at Ellesmere.	Completed	Activities staff and care staff		On going action
2.5	Have activity sheets alongside menus at the dinner table so residents see it been advertised elsewhere and also as a tool to promote interaction.	Ellesmere House Response 14 October 2016: We have activities for the home in the following places.	Completed	Activities staff and care staff		On going action
2.6	Staff to check in on residents more frequently who are physically further apart from other occupied rooms to help reduce feeling of isolation.	Ellesmere House Response 14 October 2016: Residents who are in their rooms most of the day are all checked at 30min or 15min interval's. Staff will pop in when walking down the corridors in between.	Completed	all staff on the units		on going action with Risk assessments
2.7	Ensure any resident requests or complaints are dealt with in a timely manner and residents are informed what can be done and how long it will take.	Ellesmere House Response 14 October 2016: This already forms part of Care UK's policies and procedures and is completed actively daily. Relatives are updated regularly. Residents are updated in their daily living and we have also introduced a residents committee to have requests directly from the residents on each floor .	Completed	Ali Jones		on going action when a complaint arises
2.8	Report is put to the residents' committee for their feedback and ideas.	Ellesmere House Response 14 October 2016: Next residents and relatives meeting on 7th November 2016	7th November 16	Ali Jones		