

Forrester Court

Action plan from result of Healthwatch Visit 5th May – 9th May 2014

Action Required	What is required to be compliant	By Who	By when
Eating and Drink.	<ol style="list-style-type: none"> 1. Provide easy-read menus to support the resident in making informed choices at mealtimes. 2. Place fruit on tables during mealtimes for residents to eat, should they desire 3. Encourage residents to eat in communal areas to make mealtimes a more social occasion. Mealtimes are an important opportunity to socialise and get to know other residents. 4. Place jugs of water on individual tables at mealtimes so that residents can drink as much as they wish. Beverages should also be readily available in communal areas for residents as required. 5. Staff should monitor the amount of food and fluid intake, as currently this appears to go unmonitored. 	<ol style="list-style-type: none"> 1. Easy –read menus with pictures are already in place and shown to residents in the morning to make choice for their meals for the day. 2. Residents are offered fruits after their main meals as this leads to confusion. 3. All residents are offered choice as to where they would like to have their meals and this is in their care plans. 4. Placing jugs on tables has resulted in them being knocked over the residents and food causing distress. Drinks are visual in large jugs and staff offer more fluids if required. 5. All residents that have poor fluid/ Nutrition are on charts which are completed by staff. All residents are weighed monthly and Dieticians support the home with any concerns. 	ongoing
Bathroom	<ol style="list-style-type: none"> 6. The ensuites and communal bathrooms are in need of redecoration 7. Implement a more regular cleaning rota for the bathrooms 8. Ensure specialist facilities for supported bathing are available on each floor and bathrooms are not used as storerooms. 	<ol style="list-style-type: none"> 6. This is ongoing 7. There is a daily cleaning form in place for all domestics to complete and sign 8. All units have bath and shower rooms, there are two types of baths that can accommodate all needs of individual residents. 	Home Manager to liaise with Domestic Supervisor regarding the checks of duties being completed. Immediate

			action.
Environment	<p>9. Signage should be used to indicate that painting is taking place.</p> <p>10. Support residents by providing furnishings in the rooms of residents who do not have family/friends to decorate the resident's rooms.</p>	<p>9. Service Manager does place signage on all entrances on units prior to painting and also wet paint signs are then displayed in areas as required.</p> <p>10. Forrester Court welcomes personalisation of rooms to make them homely, for residents that have no family can take time as we have to wait for finances to be sorted out.</p>	ongoing
Activities	<p>11. Review the activities board, and ensure that all activities are provided and promoted to residents.</p> <p>12. Discuss with residents what activities they would like to take part in and ensure the programme truly reflects their needs, interest and abilities.</p> <p>13. Introduce activities that bring residents on different floors together</p> <p>14. Staff to research appropriate activities and outings in the local community including 'away day' trips</p> <p>15. Ensure all residents are supported to take part in activities outside the home including their spiritual and cultural needs. Residents should be supported accordingly with their needs in this area.</p> <p>16. Provide more telephones throughout the home/allocate phones specifically for the residents, to ensure they can access them when they desire.</p> <p>17. Build links with organisations outside the home. This might include local charities for older people who may hold events outside the home that residents can attend.</p> <p>18. Introduce a communal noticeboard of community activities to join locally</p>	<p>11. Senior Activity Staff member to update all boards.</p> <p>12. To check care plans with her team that they are up to date with residents needs choice and abilities.</p> <p>13. This is already in place, residents are encouraged to move around into different areas to socialise and participate in group activities.</p> <p>14. Senior activity coordinator to take the lead with organising day out trips. Residents are currently escorted in the local community for shopping, parks, canal visits, Oxford Street, opera, theatre.</p> <p>15. Residents are supported to maintain their faith within and outside the home where staffs do regular provide escorts. Residents have been escorted by staff to go abroad and attend family functions, we also have good access to cultural clubs for the residents that wish to attend, and we also have befrienders for residents that require support with their needs and communication.</p>	All recommendations outstanding to be completed by the end of Aug 2014 by the Senior Activity Coordinator which must be evidenced.

		<p>16. All the 113 rooms have been wired to have a private phone if they so wish, in which some residents have done so, some residents have mobiles which they use freely and there are two phones on every unit, one connected to the main number and the other is a hand free phone.</p> <p>17. Senior Activity staff to take the lead</p> <p>18. Senior Activity staff to take the lead.</p>	
Privacy	<p>19. Ensure all residents have the option of closing or locking the doors to their room, to allow for privacy</p> <p>20. Provide 'Do not disturb signs' for all residents</p>	<p>19. This is in all residents care plans regarding their chose to have their doors open or closed</p> <p>20. When resident's doors are shut their privacy is maintained, staff will always knock before entering and all residents are checked hourly for their safety.</p>	Completed and on going
Residents Safety	<p>21. Ensure all clutter is removed from fire exits, and provide training to ensure all staff has a good understanding of health and safety protocol.</p> <p>22. Ensure all clutter is removed from fire exits, and provide training to ensure all staff has a good understanding of health and safety protocol.</p> <p>23. Ensure residents who do not eat their meals are offered an alternative meal/selection of snacks and that consumption is tracked accordingly</p>	<p>21. When visited there was a fire door that was out of order and a chair had been placed in front to safe guard the residents from accessing and potentially falling down the stairs. This had been reported to our Support Services</p> <p>22. All residents that have poor fluid and nutrition are on charts and are monitored, any concerns around weight loss is recorded and followed up by GP and dieticians</p> <p>23. All residents are supported as required with their fluid/nutritional input.</p>	The door has been fixed. Health and Safety training is provided on a monthly basis and all staff attend annually All residents are monitored at meal times and are supported as required.
Residents Wellbeing	<p>24. Provide more hand sanitizer dispensers inside the units of the home, for residents, staff and visitors to</p>	<p>24. These were removed as instructed by Clinical Governance/ infection</p>	Completed

	use	Control as residents due to their confusion were misusing them.	
Call bells	<p>25. Ensure call bells are answered in a timely manner</p> <p>26. Staff to make regular visits to residents room – especially evening/early hours</p>	<p>25. All calls are answered in a timely manner as staff staff have to go to the room to answer, they cannot be switched off anywhere else.</p> <p>26. Residents are checked hourly and are recorded for their safety and well-being</p>	Completed and ongoing
Staff and Communication	<p>27. More staff readily available to interact with the residents, particularly at mealtimes, when we did not observe a good ratio of staff to resident care.</p>	<p>28. Forrester Court runs with its full staffing on every unit, residents are now coming into care with complex needs and require a lot of support.</p>	More staff can only be employed if the government approves.
Complaints and Abuse	<p>28 The Manager of the Care Home, the Director of Healthwatch CWL(PM) AND Manager for Westminster (MC) have been made aware of the safeguarding issue, which were forwarded to Westminster City Council for follow-up</p> <p>29. Ensure that the complaint log is readily available, to receive feedback about residents experience.</p>	<p>28 Forrester Court is fully aware of the Safeguarding procedures and adheres to it at all times; we are very transparent and welcome comments to improve the service that they provide.</p> <p>30. Complaint paper based file is kept in the Manager's office but is assessable by the supporting manager's team when not available. Complaints are also logged electronically</p>	Completed and ongoing