

## Report & Recommendations Response Form

Report sent to	Anthony Warner
Date sent	8/10/2024
Report title	Enter and View report, Alexander Care Home, September 2024

### Response

(If there is a nil response, please provide an explanation for this within the statutory 20 days)

General feedback	
------------------	--

We would appreciate if you could outline what actions and/or improvements you will undertake as a result of the report's findings and recommendations.

Recommendation	Alexander Care Home Response
----------------	------------------------------

<p><b>1. Ongoing refurbishments and renovations</b></p> <p>We recommend continuing this repainting process.</p> <p>We recommend replacing some of the outdoor furniture that is rusted or rundown.</p> <p>There are garden areas where there are cracks in the pavement and where large pools of water can collect. Effort should be put into repairs in the garden to reduce fall risk.</p>	<p><b>Response:</b>The home is continuing with repainting. M.O is trying to paint at least 4 room in a month We have our regional painter coming to help us repaint dinning rooms</p> <p>Our regional property surveyor has been in the home and assessed the garden on Tuesday 29<sup>th</sup>/ 2024 and has booked in for some of work to be done. Once the garden is fixed Anthony HM will order new furniture</p>
<p><b>2. Internal signage and information displays</b></p> <p>We encourage staff to ensure all signs have both pictures and words and that signs are consistently clear and descriptive.</p> <p>Toilet signs should be made consistently visible throughout all areas of the home.</p>	<p><b>Response:</b> This has been ordered by Anthony H.M 25/10/2024</p>
<p><b>3. IT systems</b></p> <p>The move to online systems should be carried out in full. Once online, systems should be monitored consistently for any issues that might arise.</p>	<p><b>Response:</b> The home has moved online for most of the audit. The home is waiting for the next move to Nourish for all the care plans and this will continue to be monitored</p>

<p><b>4. Meals</b></p> <p>Staff should ask residents for feedback on the meals that they receive to ensure preferences are met.</p> <p>Meals should better reflect the diverse ethnic and cultural backgrounds of residents living in the home, beyond just traditional British cuisine.</p>	<p><b>Response:</b></p> <p>The home management is working together with the chef in the home to continue improving dining experience including asking them for feedback after the meals. Involving residents to monthly meeting so they can give feedback on how to continue improving the meals. Some of the afro- Caribbean residents wanted corn- meal porridge in the morning this is now provided by the kitchen every morning. The home is also making things like chicken curry, goat curry, rice and peas, pumpkin, green banana, turn-cornmeal, cassava, yam just to mention a few and we continue to work together with the chef to make sure we have a variety of meals from different cultural backgrounds.</p>
<p><b>5. Activities</b></p> <p>An activities timetable should be displayed prominently in the home, particularly in common areas and reception.</p> <p>Residents should be asked for their input, which should be incorporated into the activity offerings.</p>	<p><b>Response:</b></p> <p>This was actioned immediately and changed every month. Weekly wellbeing meetings are held with the activities co-ordinator and find out if they need any support from the management team. Activity choices are also discussed with the residents during monthly residents meetings.</p>
<p>Signed</p>	<p>Anthony Warner</p>
<p>Name</p>	
<p>Position</p>	<p>Home manager</p>
<p>Date</p>	<p>31.10.2024</p>