

Report & Recommendations Response Form

Report sent to	Susan Hill
Date sent	22/03/2023
Report title	Enter and View report, Leah Lodge Care Home, November 2022.

Response

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

General feedback	N/A
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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	Leah Lodge Response
<p>1. One relative complains that the family member has sometimes been found without undergarments (socks, vests or shirts) resulting in discomfort. · Staff say that resident's downstairs 'are most likely' to complain about their meals, however 'do not offer suggestions' when asked about preferences.</p>	<p>Response: We have alternative menus available at each meal and we conduct mealtime audits to spot check these are being offered. All residents' comments and suggestions are taken seriously. We hold regular resident meetings to take all suggestions and comments on board including their views on meals and improvements that could be made. Menus have been amended in response to comments from people.</p> <p>Regarding the relative concerns about undergarments, we encourage all families to come and see us with concerns so we can solve them in an open and transparent way.</p> <p>Some residents can remove items and team members sensitively encourage and support them to put back on or not depending on the situation and resident needs or requirements.</p>
<p>2. It is suggested that the range of activities on offer is not always sufficient, especially for male residents. Wider use of the garden, and more music related sessions are desired by some. · On encouragement to participate, we</p>	<p>Response: We have sourced a music therapist who visits weekly. The Garden is used frequently, and we encourage lots of visits to the outside areas and balcony garden on the first floor. We have looked at male resident activities and are offering pub evenings with card games drinks and chats. We have implemented a sports club for football, rugby, and F1 racing. We will look at what sports our gentleman like and review the club to fit this.</p>

are told that staff have engaged with residents to be active - and equally that they have not.

3. While the relative's meetings are valued, it is noted that those attending are more likely to have issues - resulting in an 'overly negative' tone and direction. The set times are also not always suitable for working relatives in particular.

4. Relatives say that staff morale, and with-it retention appears to have deteriorated in recent weeks. It is suggested that cancellation of a Halloween Party - a regular event in previous years, has caused

Response:

We encourage feedback both negative and positive. We have tried holding meetings at different times, and days with early evening seeming to work best for the majority of people. During these we provide food and drink and have had a good response to this as people see it more as a social gathering.

Response:

This enter and view was 01/11/2022. Since then, lots of recruitment in different departments has happened. We work with the team and offer a range of support. We look at retention monthly and look at support for team members. This includes a voucher scheme, Marks and Spencer hamper at Christmas, Easter eggs, and employment 24-hour help line. We have training for young employees new to care and a buddy system with existing team members.

Shortage of team members due to last minute sickness can be challenging but with our sister home a few minutes away we always look at using from there or we would instruct agency staff.

<p>some friction between management and staff. · Staff highlight occasional staffing shortages, and this ‘particularly affects’ mealtime supervision and cleaning. · It is noted that retention of younger staff, who are more likely to leave sooner, can be a challenge.</p>	<p>The Halloween party was cancelled as we were experiencing an outbreak and IPC control measures required us to reduce footfall and focus on providing quality care. In addition, a number of residents were unable to understand this celebration. However now that restrictions have been lifted, we intend to hold a party for team members off site in a local restaurant or public house if this is something they would like.</p>

Signed	sjhill
Name	Susan Hill
Position	General Manager
Date	6/04/23