

Healthwatch was established in 2013 in accordance with the Health and Social Care Act 2012.

Within this legislation [Arrangements to be made by relevant bodies in respect of local Healthwatch Organisations Directions 2013] Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by Local Healthwatch to a service provider.

Report & Recommendations Response Form

Report sent to	Luigi Barbieri
Date sent	23.05.23
Report title	Enter and view report M Power Ltd

Response

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

General feedback	We appreciate the visit, and we are delighted that you have provided recommendations, as we are always on the look for improvements and bettering our service user's wellbeing and safety.
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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	M Power LTD Response
<i>8.1 This noticeboard is a good initiative; the addition of names would aid the residents while strengthening</i>	On our noticeboard it has been added as per recommendation.

<p><i>accountability also for visitors and others. We recommend that the names are added – if there were confidentiality concerns, forenames only would certainly suffice.</i></p>	
<p><i>8.2 It would be reassuring if the home views its fire risk assessment, to see if these potential issues have been envisaged, and adequately addressed. Has the home conducted a fire drill – if so, when was this, and what was the outcome?</i></p>	<p>The latest Fire risk Assessment was done on 16/2/23 and it's been displayed now on the notice board.</p> <p>The Last Fire Drill was conducted in March 2023 as per guidelines.</p>
<p><i>8.3 It would be welcomed to see an easy read fire safety instructions to ensure it is accessible for the residents</i></p>	<p>An easy read fire safety instructions has been displayed in SU`s rooms from 2021. The same easy read has now been displayed on notice board and other communal areas.</p>
<p><i>8.4 It may not be necessary to lock these doors</i></p>	<ul style="list-style-type: none"> • We have maintenance working in our premises which includes the garden. That's why the side door to the garden and the shed was

at all times, or at the time of our daytime visit, however we would like to know if the policy on security supports this.

open, so that they can have access to the garden and tools. When open, the door is being monitored as per security guidelines.

- Emergency ramps are now within reach as per guidelines.
- Restrictors have now been placed on bathroom sash window.
- There is only one service user who is not able to independently reach the bathroom, and he has an ensuite one. 2 other service users, who normally use a wheelchair, can stand and reach the bathroom with minimal support, and they can also use a bathroom placed on the same level than their room. Hence why there is no need for bathroom ramps. If these service users might be unable to reach the bathroom without a wheelchair, emergency ramps would be deployed.
- The stair lift is rarely used, as it was installed for a service user, who left. The passage has been risk assessed and extra care and support is provided when service users access that part of the stairs. However, we are considering the option of removing the stair lift.
- The bathroom not contrasting with toilet seat and handrail is only used by a blind service user, hence the absence of a contrasting colour. However, we are in the process of highlighting the seat and the handrail, as per recommendation.
- We are in the process of highlight stairs as per recommendation.
- In the lounge the tea table has been removed and the chairs are now placed around the room, to facilitate wheelchair users as per recommendation.
- The garden is fully accessible to wheelchair users.
- An easy read of the fire procedures is now in place on the notice board and other communal areas. (Kitchen, dining room and lounge)
- We are in the process of reviewing all our signage around the house and make sure that are placed at eye level.
- We are in the process of placing easy read clocks and calendars.

All residents have access to the garden, and they are monitored at all times.

Now we have a sensory garden, and the residents likes to be free and enjoy it.

The garden is secure and has not got any exit, apart from the inside of the house.

8.5 Given that the opening is

Restrictors are emplaced to avoid any risk.

clearly large, and potentially hazardous, it would help to ensure safety measures are in place to mitigate the risk.

8.6 These issues may be solved, by grouping chairs in the lounge to create thoroughfares, adding ramps to toilets, and some garden redesign to improve access. Perhaps the home could enlist the help of residents and families, in identifying mobility issues, and in creating/testing solutions.

8.7 This is by no means a necessity; however, a 'splash of colour' would be uplifting for residents, staff, and visitors alike, and need

PLEASE SEE Point 8.4.

- We have a full display of colours in the new sensory garden which can stimulate the SU's senses. We have theme colours bright, orange, green, yellow, red, brown and natural good & there is a wall painted with artistic and display of colours to contrast with a white and grey colour of the rooms.
- We are consulting service users on favourite colours, and we are planning to give a splash of colour to the communal areas.

not be expensive. We urge the home to consult on this, for ideas and preferences.

8.8 The newsletter has been complimented and appreciated, for updating relatives on activities, and new or upcoming developments and we would recommend reinstating it.

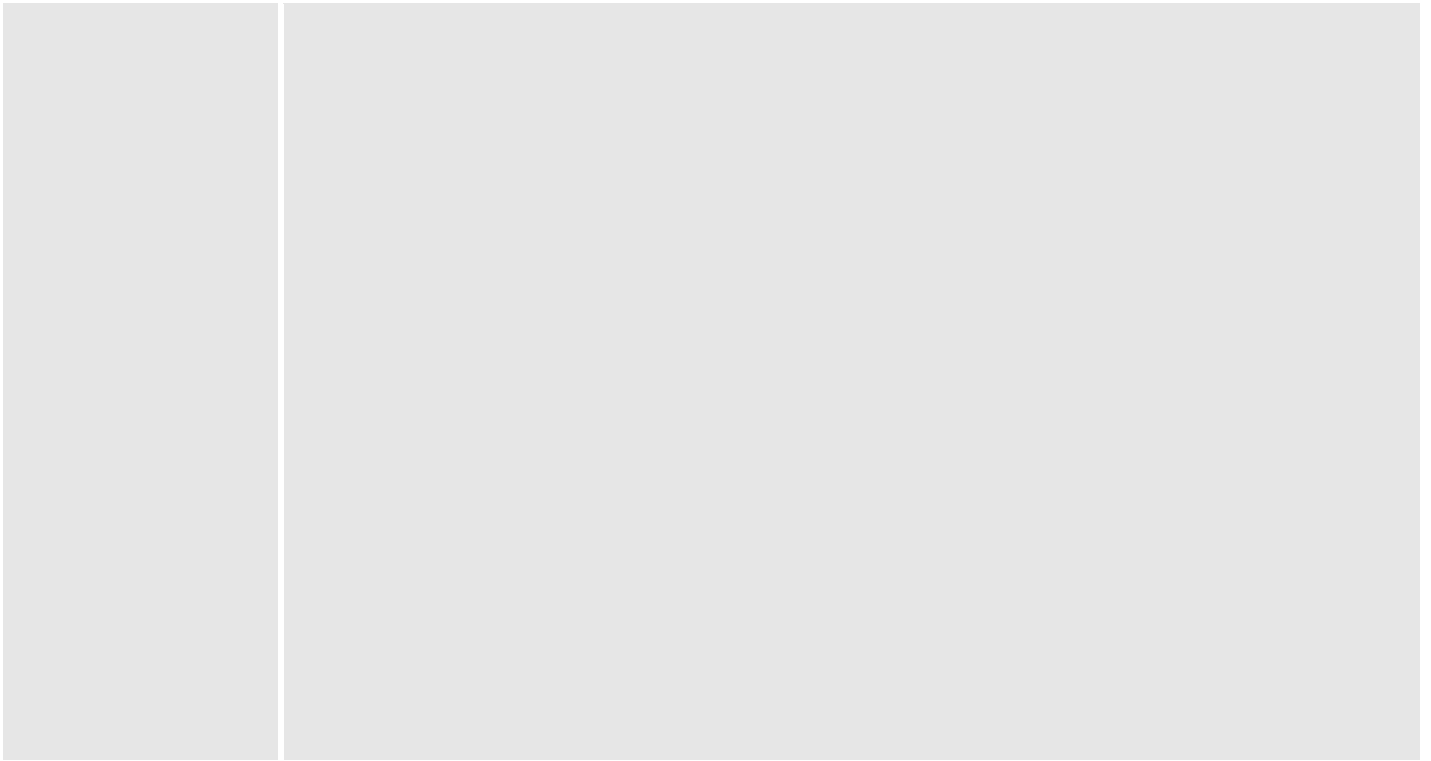
Relatives are updated monthly and when needed by **EMAIL**, regarding SU`s activities and well-being. Recently they all were invited to the opening of our new sensory garden also relatives are invited for the care plan updates, these meetings take place regularly, where we discuss appointments, activities or any questions relatives may have.

8.9 If a regular meeting exists, we did not hear about it – is it adequately promoted within the home and through other channels? If there is no forum at all for families, carers and friends, we urge that this is considered, as their insight, involvement and input will certainly be beneficial.

Same as above however please note that all relatives are invited for meetings or any special occasions like Family BBQ`s, Christmas party, Easter party etc.
Only few relatives attend these invitations.

8.10 While not commenting on staffing structure, we would urge the home to consider this point of view, as we are told that these shorter shifts in particular, (8am - 2pm, 10am - 7pm and 2pm - 9pm) mean activities are ended sooner, or delayed, to accommodate handover.

The Rota has been changed now we have 5 staff on shifts, where 4 of them are full day (7:15-19-45) only one is 10:00-19:00.



Signed	Luigi Barbieri
Name	Luigi Barbieri
Position	LD Services Manager
Date	12.06.23