Response from Powys House:

We are really pleased with how positive the report is overall. The visit really captured the feel of the home and it's lovely to see the hard work from the team reflected back, especially around the atmosphere, staff interactions and personalized support.

We are particularly proud of how involved the residents are in the day-to-day running of the home. We are most proud of how well the team know the people who live here. It's not just about the care, its about the little details and making sure everyone feels empowered and listened to, its their home, we are just lucky to work in it.

Response to recommendations:

1. Ensure there is a maintenance programme for redoing the paintwork in communal areas and remove the bottom of the bath hoist from upstairs bathroom floor. –

 ‘We have a maintenance action plan on progress for Powys house that is monitored and updated as and when work is required within the home  -  decorating is part of this plan. We have added to bathroom hoist to be removed with plan to purchase new flooring for top floor bathroom.’

1. Share good practice with other homes. -

‘Where possible management attend the Registered Managers meetings run by skills for care and hosted at Ryde House Group  - we will share our good practise when attending and if unable to we will add to their agendas or discuss with Katharine Arblaster who we receive calls from to discuss good practise and items to share.’