Response from Plean Dene:

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| **Response to recommendations** |
| 1. Ensure that all people at the home with mobility issues, are regularly assessed with regards to their need for moving and positioning equipment and staff are supported in their use.
 | There is a dedicated moving and handling trainer at the home who reviews peoples plans and supports the team with safe moving and handling. In order to ensure practice is current and in line with best practice, the support of a Physiotherapist has been requested to jointly review the moving and handling provided to one person living at the home where errors have been observed. This occurred on 24th June 25 and issues discussed and Staff were given best practice regards Moving people safely and they have proposed we contact NHS OT for extra support to assess if individual may need other equipment. |
| 2. Ensure that there is a programme of redecoration for the home, to include paintwork and doors in communal areas. (The manager informed us that Southern Housing own the building and are responsible for maintenance of the home). | This action is on the workplan for Southern Housing to complete this financial year – no date has been confirmed yet. |
| 3. Ensure that the tumble drier is repaired or replaced without delay. | A replacement of a new gas commercial tumble dryer which had been ordered prior to visit and has now been installed as of |
| 4. Avoid using plastic aprons where possible, when protecting people’s clothing. | This was a temporary solution whilst the laundry facilities are improved. Plus on day of visit it was raining and we did not have provision to dry personal aprons, this has now been addressed as people now have extra aprons, also there is one person (Autistic) who at times will choose to wear one. |
| 5. Staff to ensure that meals are covered when transporting them | This practice has now commenced as covers have been purchased |
| 6. Staff to serve gravy separately and offer salt, pepper and sauces at mealtimes.. | We have trailed the use of a jug for gravy and the results were positive.,We are reviewing whether salt and pepper being available in the dining area is useful. We avoid putting this on tables due to inappropriate use from some people. Rather than Cruets we have bought individual Sachets of Salt & Pepper so people can be supported to use and reduces the risk of Cruets being brokens, we have also added individual Tomato sauce sachets |
| 7. Ensure there are sufficient staff on duty at all times. | unplanned absence on the day of the visit left the kitchen role vacant for the shift This was an unexpected event. We are undertook a full dependency screening exercise on the 01 July  25 to confirm our staff numbers are appropriate and we can not forsee unplanned absences |