

CARSELD RESIDENTIAL HOME RESPONSE TO E&V REPORT & MONITORING RECOMMENDATIONS FORM

Lorraine Porter
Carseld Residential Home
Brickhills
Broughton
DN20 0BZ

Dear Lorraine,

Thank you for welcoming us into your setting and allowing us to carry out an Enter & View visit recently.

Enclosed is a copy of the report. I would appreciate it if you would check the contents for factual accuracy. Healthwatch is obliged to publish a provider response to the report. I would appreciate if you would complete using the attached pro-forma and return via email to cbutler@healthwatchnorthlincolnshire.co.uk or FREEPOST HWNL in the next 20 working days. Should you decide not to respond the report will be published anyway on the Healthwatch North Lincolnshire website and shared with local commissioners and organisations such as the Care Quality Commission (CQC).

As we continually strive to improve our processes, I would appreciate you letting me know of any issues or concerns about the visit or if you have suggestions to improve the experience and/or processes.

Should you have any queries in the meantime please feel free to contact me and thank you again for allowing us the opportunity to carry out this visit.

Kind regards,



Carrie Butler
Delivery Manager
Healthwatch North Lincolnshire

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The Enter & View report provided is factually accurate and I consider it to be ready to be published by Healthwatch North Lincolnshire.

✓ I would like to correct the following in-accuracy included in the report (continue on a separate sheet if required):

I, Section Residents:

It states that the residents have said that most of the staff respond within 5 minutes of falling and 2 said it took 5 to 10 mins and 1 said it took 20 minutes to get help.

I do understand that you have to document what the residents have said to you. We feel that this is inaccurate and is not a true reflection of what happens.

If residents have a fall the emergency call bell will be pressed by the staff and their needs are attended to straight away by other staff. Care staff always responds promptly to calls made by our Residents. As we are a small home I feel that the residents receive attention within minutes of them pressing the call bell. If a resident is found on the floor after a fall from a member of the team then the emergency call bell will be pressed straight away all staff will attend unless with another resident.

In the section headed conclusion: It states that residents felt confident that staff would promptly support and help them if they were to fall, this is a truer reflection than the residents having to wait for help for up to 20 minutes which has never been the case.

The health and safety audit is done weekly by me the Manager. Staff are constantly checking and are aware of their surroundings and report any concerns immediately to me and they also pass on the information to each other during handover and staff communication book.

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What has changed as a result of the Healthwatch visit?

Recommendation 3 (Basic information to be provided and communicated to residents about how they can self-reduce their risk of falls. The Chartered Society of Physiotherapists in partnership with SAGA have produced a patient friendly guide that could be used; 'Get up and Go' - a guide to staying steady)

This information has been printed off and passed around the residents for them to read and for the staff to discuss with them. The exercises will be included in the chair exercise program. These exercises will be ongoing in our program

I would be grateful if any other falls prevention programmes become available please forward them to me.

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Recommendations made December 2018	What action will be taken? If no action will be taken why not?	How will you monitor the action?	Timescale for the action
1). Carry out daily rather than weekly hazard checks throughout the care home	All staff continually visually looks for any risks or hazards and report as and when required to the Management team.	This will continue to be done visually at all times of the day and night and any concerns to continue to be reported to the Management team.	All staff continually monitor any risks or hazards and report as and when required to the management team. Staff will write in the maintenance book when anything needs fixing.
3). Basic information to be provided and communicated to residents about how they can self-reduce their risk of falls. The Chartered Society of Physiotherapists in partnership with SAGA have produced a patient friendly guide that could be used; 'Get up and Go' - a guide to staying steady	This information has been printed off and passed around the residents for them to read and for the staff to discuss with them. The exercises will be included in the chair exercise program.	We will monitor this by speaking to new residents who come to stay at Carseld.	This information has been printed off and passed around the residents for them to read and for the staff to discuss with them. The exercises will be included in the chair exercise program. These exercises will be ongoing in our program

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Any other comments