

**Response to Healthwatch South Gloucestershire: Enter and View visit 12<sup>th</sup> November 2014 at Kingswood Court Care Home**

I would like to take the opportunity to comment on the feed back provided by Healthwatch South Gloucestershire following their visit to our Care Home. I was particularly happy that you provided some wonderful feed back on the following issues.

- Our residents informed you that members of staff were kind, caring and friendly, which was observed by the inspectors on your visit.
- There was good team work amongst the care staff.
- Staff reported to you that the Home Manager provided good leadership and was supportive.
- The Home Manager had dealt with or was dealing with some of the issues raised by Healthwatch South Gloucestershire.

You have asked me to address the following issues as a matter of urgency:

*The lack of regular structured meaningful activities specifically designed to engage as many residents as possible.*

As commented on in your report we as a Home have been affected by the absence of our Activities Co-ordinator due to health issues. I have now appointed an interim Activities Co-ordinator who has consulted with our residents and tailored a programme of activities that are person centered and meaningful to their needs.

*The residents report poor quality of food.*

Since your visit to our Home the company's Head Chef has spent several days with us reviewing our menus and providing us with expert knowledge and advice on ways in which we could enhance the quality of our food to our residents.

We have reviewed the chefs' shift patterns to implement the changes required and will continue to seek feed back on these changes with our residents through our residents meetings and quality dining reviews. Our menus have been changed in light of this review.

*The residents' perception about how frequently they may choose to have a bath or shower.*

As evidenced in our care documentation residents are offered the choice of whether they wish to have a bath or shower, some residents wish to decline and other

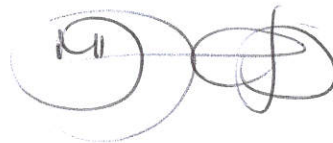
residents prefer to be showered or bathed more frequently. As you have stated in your report it is the residents' perception and as the Home Manager I need to address this perception with our residents during my daily walk rounds and address this issue on an individual basis.

*The residents' reluctance to exercise choice and 'make demands' of busy members of staff.*

Most care environments experience peaks and troughs where demands on care staff may be higher at certain periods of the day. I review each resident's dependency on a weekly basis to ensure staffing levels meet the demands of the service required, I will continue to seek the view of our residents on my daily walk rounds and reassure residents that we are here to help them. I will discuss this issue with our residents at our next residents meeting and explore ways in which I can encourage them to exercise choice and make demands.

Michelle Jefferies-Home Manager

5<sup>th</sup> December 2014

A handwritten signature in blue ink, appearing to be 'MJ', enclosed within a circular scribble.