

## Provider's Response to Recommendations

Recommendation	Comments from Woodlands Manor Care Home
<p><b>Night staff</b></p> <p>To address some residents' perceptions that the night staff are abrupt, brusque and uncaring.</p>	<p>At the time of the Healthwatch inspections there was a new member of night staff who had already been reported to us as being abrupt etc. Please be assured this member of staff no longer works at Woodlands Manor.</p>
<p><b>Activities/Mobility</b></p> <p>To ensure that activities available include some with a 'male focus', some with an outdoor focus (contact <a href="http://www.growingsupport.co.uk">www.growingsupport.co.uk</a>) and to offer more exercise sessions, in particular activities that support people to maintain their mobility for as long as possible.</p>	<p>Following a staff meeting with the activity coordinators we have included some other activities which may appeal to men such as a speaker from the Queens Guard, entertainment with Alive and we have recently subscribed to the Daily Sparkle. The residents are still able to use the garden despite the building work - however not so much during the winter months</p>
<p><b>Activities/Mobility</b></p> <p>To ensure ferules on walking sticks and zimmer frames are regularly checked and replaced to support falls prevention.</p>	<p>Our Maintenance staff now check these as a matter of routine.</p>
<p><b>Call Bells</b></p> <p>To ensure that all residents are able to contact a member of staff as and when needed wherever the residents are, and they are responded to in a timely way.</p>	<p>We have a call bell log in the office which is monitored and staff ensure bells are answered promptly. The conservatory areas with no call bell are regularly monitored by staff.</p>
<p><b>Availability of hot drinks</b></p> <p>To consider establishing a café in a communal area for use by residents to</p>	<p>Due to the dependency of our residents we do not consider it safe to have hot drinks available for them to help themselves in</p>

encourage socialisation and for their relatives and friends to use with them.	our lounge area. However, when the new extension is built there will be an area for this on the ground floor and another on the first floor.
<b>Safety</b> Ensure that the main entrance is locked and people are unable to gain admission without a member of staff opening the door and that the key code is not visible.	The front door is not locked during the day. From the outside visitors are required to use two handles to gain entrance and this was the same for both Healthwatch visits. The code is not visible to our residents who require nursing care.
<b>Person-Centred Care</b> That each resident has a 'life history' developed and that members of staff use such knowledge to help enrich residents' daily lives.	General information is collated during the pre-admission assessment and life histories are being developed with help from family members for each individual.
<b>Any other comments:</b> <b>Woodlands Manor strives to meet the nursing needs for each of our service users on an individual basis. Obviously, we are somewhat disappointed with some of the comments from our residents but will strive to improve in these areas.</b>	