

## Provider's Response to Recommendations

Recommendation	Comments from Warmley House Care Home
1. Redecorate the older part of the building with particular focus on improving the appearance of the top floor dementia unit.	<b>The dementia unit (Sunflower unit) was in the process of being decorated during the visit, all pictures etc. had been removed and polyfiller and under coat were on the walls, this has now mainly been completed with just the lounge to be repainted.</b>
2. Address personal care issues: managers to offer residents more choice in regards to how often they have a bath or a shower and set up a system to identify and record how often residents receive hand care or manicures from staff.	<b>All residents are offered baths or showers at least weekly, our records show that these are very often refused, (even those residents who say the want a bath/shower everyday) manicures are recorded in their daily records, We have a member of staff nominated for this during the afternoons.</b>
3. Ensure all staff wear aprons and disposable gloves when serving food to comply with food hygiene regulations.	This was a breach in our policy and the member of staff responsible has been spoken to, all other staff on the day were wearing appropriate gloves.
4. Address the frequent ringing of call bells.	We will be requesting a quote for a new call bell system as appropriate to the home.
5. Ensure careful identification of residents' laundry items.	Families are asked to name residents belongings before they bring items in to the home, this is not often completed,

	or iron on labels are used which come off during tumble drying, we have arranged for lost property to be displayed once a month to help find missing items.
6. Use a self-audit tool (like, “Is your care home dementia friendly?” by The King’s Fund <a href="http://www.kingsfund.org.uk/dementia">www.kingsfund.org.uk/dementia</a> or “Inspiring Action: Leadership Matters in Person Centred Dementia Care: 50 Point Action Checklist” by Alzheimer’s Society and Dementia Care Matters <a href="http://www.dementiacarematters.com">www.dementiacarematters.com</a> ) to check that the dementia unit is as dementia friendly as possible and improve the environment.	Our home has been audited by our dementia care team, and the refurbishment was part of their recommendations. We are going to be following Four Seasons dementia pathway, within the next few months. This is a new tool for monitoring and ensuring all units that look after dementia residents are appropriate, well run and offer the best care possible. This tool has been carefully researched and uses the most appropriate parts from all other existing tools.
7. Ensure there is clear signage on all doors and public rooms using pictures as well as words.	We have such signage in place, it had been removed whilst the unit was being re-painted.

**Any other comments:**

I believe this was a fairly accurate picture of the home but residents comments were taken with out reference to their care plans and cognitive ability. There for some of the comments from residents did not reflect the care they received as due to poor memory they we unable to record, being offered daily baths etc.

