

Service Provider Response Form

Name of Service: Ghyll Royd Nursing Home

Date: 20 Sept 2018

Name of Service Provider:

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you will take)	Who is responsible	When will this be implemented by
1. Consider the content of the activities timetable, with emphasis on those less physically able, and also how it could be displayed more prominently and in a more accessible format.	Increased size of activities timetable. We spend time daily with the less able already. Will place in position everyone can see. we will also be placing a weekly activities sheet in every Resident's bedroom.	Activities Organisers	Immediately
2. Think about ways in which greater flexibility could be built into individual residents' routines, particularly in relation to bed times and bathing frequency.	Bed-times are always flexible. We are a nursing home and a vast majority of our Residents get very tired and retire early. We will check that this is being implemented by staff consistently.	Home Manager	In place already

3. Consider ways of improving effectiveness of resident/relative engagement meetings; i.e. communicating outcomes and key messages from meetings and questionnaires to all residents and relatives.	We continually ask Residents and visitors opinions. We attempted to get relatives e-mails to pass minutes on to but got a very poor response. We will pursue this matter further within the next month, and copies of minutes will be placed in each Resident's own bedroom.	Home Manager	In place already
4. Review ways of improving financial transparency and revisit rules attached to contracts for residents receiving NHS Continuing Healthcare funding. In particular, communicate clearly to relatives what any "top up" fee covers and ensure it is not to cover care costs as per the NHS contract.	Always been fully open and transparent regarding finances. Fully explain to Relatives when first meeting them, always give support. There is a top-up fee charged for Social Services funded Residents. CHC funded Residents are required to pay a lifestyle charge which is not to cover care cost. All Residents in the Home have signed contracts in place. Families are able to discuss any concerns they may have with the Home Manager at any time.	Home Manager	In place already

5. Consider what support the home could offer to residents and their families in navigating changes within the funding process	Always fully support families when funding needs have changed	Home Manager	In place already
6. Consider introducing a staff picture board and use of name badges to help residents and visitors identify key staff members.	Not used name badges as a risk to Residents and staff of injury. We always have regular staff who know all relatives and Residents. Moving forward we will explore the possible implementation of a picture board of staff.	Home Manager	In place already
7. Review how communication needs of residents are flagged in residents' records and ensure that all professionals are made immediately aware of a resident's particular needs.	We do reviews with Residents and relatives. We are very proactive at involving outside professionals when needed. Communications codes to be put in place immediately.	Home Manager	In place/ongoing
8. Review how the dignity and safety of residents are maintained consistently at all times, with a particular focus on Maple unit.	We always aim to maintain our Resident dignity and safety at all times Where areas of concern are raised we will always monitor the situation closely.	Home Manager	In place already