

Service Provider Response Form

Name of Service: Wykebeck Court

Date: 14/03/2019

Name of Service Provider: Bupa Care Services

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you will take)	Who is responsible	When will this be implemented by
Consider reviewing staffing levels and rota to fill in potential gaps where there are high demands	Care and nursing needs assessment tool is updated weekly and cross referenced with the staff rota. The Deputy Manager is managing rota for the whole home and ensures adequate staff are available. Utilise electronic rostering tool to ensure early visibility of rotas for staff.	Deputy Manager	29/03/2019
Consider reviewing the activities programme with resident/relative's input. Introducing better variety of activities, including trips outside of the home and musical activities.	New activities co-ordinator in place since early March. Findings of the report have been shared with the activities co-ordinator. The activities co-ordinator has already spoken with residents to gain an understanding of interests, hobbies and the type of activities they would be interested in. Where possible, this will be incorporated into new activities programmes.	Activities co-ordinator	26/04/2019
Consider using different ways of communicating planned	Findings of the report have been shared with the activities co-ordinator and we are looking	Activities co-ordinator	29/04/2019

activities to residents/relatives. These may include a dedicated activities board, sending out email alert to relatives etc.	to introduce a dedicated activities board. Alternative methods of communication will also be considered.		
Ensure residents and their relatives have regular review meetings about their care plans and are alerted to changes.	Every resident's care plan is reviewed at least once a month as part of the "resident of the day" reviews. Letters have been sent to all relatives, guardians and next of kins to be involved in resident of the day reviews going forward.	Deputy Manager and Unit Manager	08/03/2019
Consider providing a wide variety of opportunities to residents and relatives to discuss how the care home is managed and run.	A resident/relative meeting is being arranged for early April and we will discuss ideas with relatives and residents on how they think we can be more involved in care home decisions.	Interim Home Manager	05/04/2019
At present, a member of staff is the first point of call for both residents and relatives to raise concern. Consider making people more aware of both internal and external formal complaint and compliment procedures.	This will be discussed at the next resident and relative meeting. Will also consider a suitable location to display complaints processes in the home.	Interim Home Manager	26/04/2019
Consider introducing a staff picture board at the reception area.	A suitable location for a staff picture board near reception will be considered and put in place.	Interim Home Manager	26/04/2019