

Service Provider Response Form

Name of Service: Seacroft Grange Care Village

Date: 25th October 2018

Name of Service Provider: Springfield Healthcare

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you will take)	Who is responsible	When will this be implemented by
Ensure there is variety in the food and snacks available and it caters to the different dietary and cultural needs of all residents	The catering manager has spoken with residents about what foods and changes they would like to see within the menu. The catering manager receives a diet notification form when a new resident is admitted and can all their requirements are listed and the catering manager will endeavour to adhere to their needs. Fruit, crisps, chocolate and biscuits are always readily available on snack stations on each community.	Catering Manager Community Leads General Manager Deputy Manager Seniors	Immediately
Build in ongoing reviews of activities and allow all residents and relatives to have an input into this	Resident and relative meetings are held every quarter. This is at the request of the residents and relatives. At these meetings, outings and activities are discussed with our Well Being manager and the General Manager.	Well Being Team General Manager	Immediately
Ensure all residents and relatives are given an opportunity to be involved and are given	We have a you said, we did board displayed in the reception area with various questions and feedback received from residents, staff and relatives.	Well Being Team	Already in place

information and feedback about residents meetings.	Resident and relative meeting are an opportunity for all to be involved.	General Manager	
Review and update signage around the home to ensure there are clear and visible signs for all the different areas.	We have been inspected by the fire department and we have passed as compliant with all fire regulations. This would indicate that this recommendation is not required. With regards to activities signage, each community has their own activities posters and a hard copies are sent to individual residents. This was discussed at the inspection.	Well Being Team Maintenance Team	Already in place
Have clear, consistent and accessible information relating to activities and food (menus etc.) in all parts of the home	Weekly menus are displayed on all the community dining room walls. Staff ask residents daily what choice of meal they would like and this is relayed back to the catering team daily.	Care Team Catering Team	Immediately
Ensure all new staff are made aware of the management team and the different roles and responsibilities of different managers	All new staff have a yellow lanyard, which is printed with New Starter on it. The day that you visited, the General Manager was unwell and this is why the said staff member did not know they due to them not only starting that day. The General Manager always spends time with new starters and completes their induction journey booklet with them at regular intervals. We have now advised the person in charge of the day one induction to show the new starters a photograph of the home manager and we also have copies of this in the reception area to avoid this in the future.	HR Department General Manager	Immediately