

Service Provider Response Form

Name of Service: The Gables Nursing Home

Date: 10-01-2020

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you will take)	Who is responsible	When will this be implemented by
Ensure that residents and/or their families are clear about how oral health needs are met at the home. This should include how residents' daily oral care needs are met and also arrangements for routine dental check-ups if required.	-Most relatives informed about oral health care arrangements and remaining will be informed during 3 monthly care plan meeting which will be held before end of January-2020 -All care homes struggling to get a dentist who can visit the care home on an annual basis - due to lack of funding from NHS all care homes are still waiting. At the Gables, we are able to arrange and take any residents to the dentist who require urgent dental treatment.	Mohammad and CCG manager	End of Jan-2020
Establish a longer-term written and costed refurbishment plan to show how cyclical refurbishments will take place on an ongoing basis, rather than an ad hoc process whereby repairs and refurbishments are identified as and when they need doing.	See attached a brief Home presentation audit tool.	Mohammad	Ongoing, audit tool completed every 3 months.

Find a way of making the files or care plans of those residents with communications needs more 'highly visible' in line with the requirements of the Accessible Information Standard. This could be as simple as using a sticker system on the front or spine of files.	All in place (A smiling sticker placed on an individual care folder)	Mohammad	Completed
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Home Presentation Audit Tool

Home Name: the Gables

Date: 25 /11/2019

Name:M.Mahboob

Designation: HM

Sign:m.mahboob

No.	Criteria to be measured	Y	N	Comments
GENERAL				
1	Is the approach to the home presentable, gardens well maintained, paths, driveways clean, plants appropriate	✓		
2	Are the windows clean inside and out including external doors and paintwork		x	1.main door paint 2.entrance out door step to repair 3.entrance corridor walls paint 4.entrance floor change
3	Are rubbish bins stored appropriately out of view of approaching visitors where possible	✓		
4	Is the home's sign clean and fit for purpose	✓		
5	Is the external lighting in working order	✓		
ENTRANCE/RECEPTION				
6	Does the home smell clean & fresh	✓		
7	Is the visitor signing in book in the appropriate place	✓		
8	Is there a copy of SUG/SOP/Complaints procedure/ last inspection report	✓		
9	Is supporting information for service user available including advice on abuse and confidentiality	✓		
10	Is lighting adequate and light bulbs in working order		x	One Tube light in reception as its dark
11	Is the reception area visibly clean and tidy and free from clutter including surfaces, carpets and furniture? Where there are flowers are they fresh	✓		
12	Is there any evidence of confidential information	✓		
13	Is décor appropriate	✓		
14	Where there are windows are they dressed appropriately	N/A		
COMMUNAL AREA/DINNING ROOM				

15	Does the room smell clean and fresh	✓		
16	Is the carpet and furniture and soft furnishings visibly clean	✓		
17	Is paintwork visibly clean and the room fit for purpose	✓		
18	Are windows dressed appropriately		x	Bay window to change
19	Is décor appropriate	✓		
20	Are light fittings visibly clean and in working order with no evidence of blown bulbs	✓		6 foot long tube light required
21	Is there a waste paper bin and is it emptied appropriately	✓		
22	Are drinks available in communal areas in line with best practice	✓		

No.	Criteria to be measured	Y	N	Comments
COMMUNAL AREA / LOUNGE				
23	Does the room smell clean and fresh	✓		
24	Is the carpet and furniture and soft furnishings visibly clean	✓		
25	Is paintwork visibly clean and the room fit for purpose		✓	Mural wall paper or art need
26	Are windows dressed appropriately	✓		
27	Is décor appropriate	✓		
28	Are light fittings visibly clean and in working order with no evidence of blown bulbs	✓		
29	Is there a waste paper bin and is it emptied appropriately	✓		
30	Are drinks available in communal areas in line with best practice	✓		

No.	Criteria to be measured	Y	N	Comments
STAIRWELLS				
	Are All Stairwells/ Staircases Visibly Clean	✓		
	Are The Areas Free From Storage	✓		
	Is Décor Appropriate	✓		

BATH/SHOWER ROOMS				
	Is the bath/shower room visibly clean and in a good state of repair free from evidence of communal toiletries		x	A.shower room need new toiling B.lights to change C.vanity unit to change D.extractor fan to change
	Is the bath visibly clean and cleaned after use		x	Bath room on 1 st floor A.toiling B.lights
	Is the floor covering visibly clean, impervious and sealed	✓		
	Is the toilet clean	✓		
	Is there a wash hand basin	✓		Need new vanity Unit
	Is there an appropriate supply of hand soap and paper products	✓		
	Are waste bins appropriate and emptied as required in line with requirements	✓		
	Are moving and handling aids clean and in a good state of repair	✓		
SLUICE AREAS				
	Is the sluice locked when not in use	✓		
	Is the room visibly clean	✓		
	Is the sluice area free from unpleasant odours	✓		
MEDICAL/ TREATMENT ROOM				
	Is the room locked when not in use	✓		
	Is the room visibly clean	✓		
	Is there a completed audit specific to this area	✓		
OFFICE AREAS				
	Are office areas locked when not in use	✓		
	Are office areas visibly clean and tidy	✓		
	Are the office areas fit for purpose	✓		
	Are records maintained in line with data protection requirements	✓		

[illegible]

Action Plan

Number	Action Required	By whom	Timescale For Completion	Date Completed
1	BED ROOMS lights to change:1,2,3,4,5,6,7,8,9,10,11,12,14,15,,16,17,18,19,20,21	KIA electrical	12 months	1,2,3,4,5,19 (10-12-19)
2	Down stair Hall way lights to change	KIA electrical	12weeks	
3	Dining room light 1 more needed	KIA electrical	12 weeks	
4	1 st floor hall way lights to change	KIA electrical	12 weeks	
5	One Tube light in reception as its dark	KIA electrical	4 weeks	15-12-19
6	TOP FLOOR HALWAY CARPET TO CHANGE	AM carpet	2 weeks	25-11-19
7	1 ST FLOOR BATH ROOM TOILS TO CHANGE	Barry	12month	
8	ROOM 3 FLOOR TO CHANGE	Am interior	4 weeks	08-12-19
9	CLINICAL ROOM FLOOR TO CHANGE	Am interior	4 weeks	12-12-19
10	OFFICE FLOOR TO CHANGE	Am interior	6weeks	16-12-19
11	FEW CHAIRS TO REPLACE FOR TRAINING/STAFF ROOM	Mohammad	4 weeks	10-12-19
12	ADMIN CHAIR TO ORDER	Mohammad	8 weeks	21-12-19
13	ROOM redecoration CURTON TO CHANGE	Stanley	6 weeks	18-12-19
14	DIFERENT COLOUR PAINT IN CORRIDORS/hallways or murals wall papers	Stanley	24 weeks	
15	DIFERENT COLOUR PAINT IN MAIN LOUNGE	Stanley	12 weeks	
16	Activity Monthly Planer need	Mohammad	2 weeks	11-12-19
17	Meal menu board need	Mohammad	2 weeks	06-12-19
18	New year board ,dates day,weather	Mohammad	6weeks	06-01-20
19	Room 3 floor to change	AM interior	ASAP	23-11-19
20	1 st floor near lift fire door bottom side need repair	Stanley	4weeks	
21	1 st floor near lift floor non slip type to change.	Stanley	2 weeks	
22	Entrance Main door paint	Barry	8 weeks	
23	Entrance out door step to repair	Barry	8 weeks	
24	Entrance corridor walls paint	Barry	8 weeks	07-1-20
25	entrance floor change	Barry	8 weeks	
26	Bay window to change	Select double glaze	48 weeks	

27	Mural wall paper or art need in lounge	Barry	12 weeks	
28	Mural wall paper or art need in hall way ground floor	Barry	12 weeks	
29	Mural wall paper or art need in hall way 1 st floor	Barry	18 weeks	
30	Shower room toiling	Barry	4 weeks	23-12-19
31	Shower room lights to change	Kia electric	4 weeks	
32	Shower room vanity unit to change	Aqua heat	4weeks	1-1-20
33	Shower room Extractor fan to change	Barry	4 weeks	4-1-20
34				
35	Bath room on 1 st floor lights	Kia electric	24 weeks	
36	Bath room on 1 st floor Vanity unit	Aqua heat	12 weeks	
37	Room 14 chair need repainting	Stanley	4 weeks	
38	Room 10 flooring	Stanley	16 weeks	
39	Room 3 curtains	Carol	12 weeks	
40	Room 7 curtains	Carol	12 weeks	
41	Room 12 paint around nurse call bell	Stanley	4 weeks	
42	Room 16 all redecoration.	Barry	8 weeks	
43	Room10 wardrobes	Mohammad	24 weeks	
44	Room11 wardrobes	Mohammad	24 weeks	
45	Room12 wardrobes	Mohammad	24 weeks	
46	Room12 wardrobes	Mohammad	24 weeks	

Note:

1.Quarterly home presentation audit will be maintained regularly and action plan will be carried forward if any issue identified.

2.New resident and family will be asked before admission and their wishes will be respected highly and whatever required will be completed before admission as possible.

3.please note that above is the action plan we are following now.

4.long term action plan is the major change in the furnishing such as the vanity units, windows, floor refurbishing 5 yearly roll on and where are change of curtains wardrobes, beddings, under short term which is 3-6 months.