

Service Provider Response Form

Name of Service: Adel Manor Care Centre

Name of Service Provider: New Care

Date: 05/04/2024

Healthwatch Leeds Recommendation	Service Provider Response (including any actions you will take)	Who is responsible	When will this be implemented by
1. Look at what can be put in place to help create a compassionate culture where residents feel that all staff are caring, and staff want to stay in their roles. This could for example be around recruitment processes, training, team building, or celebrating good care.	- The home celebrates and encourages residents and relatives to vote and be involved in employee of the month and the golden ticket to celebrate our people and make them feel valued, this in turn helps residents and relatives to feel included. - As a home we have adopted MyHome Life initiatives across the home, ensuring that everyone within the home feels listened to and valued, demonstrating that decision making is driven by people who live, work and visit Adel Manor. - Outcomes, good news, and positive reviews are shared on our newly implemented celebration staff award board and our monthly newsletter.	Home Manager	In place/ongoing

	• Decision boxes have been introduced for staff, residents and visitors to submit suggestions around food, activities and general suggestions regarding the running of the home. • The company supports Wellbeing Wednesdays where staff in the home are celebrated for their hard work and dedication. This involves providing treats and motivational thanks each week to uplift staff and show appreciation. Residents are involved in deciding what treats are provided to staff. • Staff receive regular supervisions and appraisals where their qualities and strengths are celebrated, any training or progression needs are discussed, and views are listened to and explored to ensure staff feel valued and supported to thrive. • Regular team meetings continue to be held where teambuilding and motivation is a focus. Staff communication with residents and how their communication styles can impact residents is also discussed.		
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2. Continue to monitor call bell response times, particularly on evenings and weekends and take action to address any concerns highlighted. Ensure regular monitoring to check that call bells are left within reach.	The call bell system is monitored daily looking at average call bell response times. It is also audited in more detail by running weekly reports of all call bell times. These are shared across all floors. Findings are discussed in daily huddles and explanations sought for any breaches by examining the data for any excessive bell ringing over 8 minutes which is our gold standard response time. Overall analysis is then discussed within our monthly clinical governance meetings. There has been a notable improvement already in call bell response times and this will continue to be monitored. Call bells being within reach for residents is monitored daily as part of the managers' daily walk around.	Management Team	In place/ongoing
3. Review the range of activities on offer in relation to people's needs and interests, particularly considering the needs of people with dementia and those who may not be able to participate in group activities.	• New Care has invested in 'Oomph' 'a wellbeing and activities platform for residents and staff. • In addition is 'Oomph on demand' which operates via the smart TV's 24/7 in residents' bedrooms or in communal areas. This supports the whole team in providing excellent opportunities for residents to engage in at all times of day and night as required. • New sensory equipment has been purchased from Relish a reputable supplier of dementia	Home Manager/ Wellbeing staff/ All staff	In place/ongoing

	related products, this includes arts and crafts plus music therapy items supported by the playlist. • Activity ideas are sourced through our moving activity committee box, a fun way for residents, family, staff and visitors to make suggestions of what might be interesting and stimulating for the mind body and soul. • At the end of each month the wellbeing staff and the Manager open the box during a coffee morning and suggestions are placed onto the activity planner as the decisions made for the month. • The most recent decision request decided upon is a pamper trolley for people to participate in, covering sensory elements. Staff are currently undertaking their training through Oomph in hand massaging.		
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4. Review systems for documenting, communicating and acting on people's cultural and religious needs so that these are more consistently communicated and met.	• People's cultural and religious needs and preferences are explored and discussed prior to admission and included within their care plan. This element of their care is discussed and communicated to all staff in daily huddles and handovers. • The Well-being Team are now using the 'This is me' document which can be completed with the person and/or with family involvement. This document significantly identifies cultural and religious needs, really documenting from the persons lived preferences and beliefs or from family/friends acting in their best interests. • Wellbeing staff document all activities on our Oomph platform, and this integrates with our electronic care planning system (PCS) giving concise detailed information of all cultural needs and activities as they take place. All staff have access to this to ensure they are aware of each resident's needs and preferences. • Relationships are made with local clergy and priests as appropriate. Appropriate arrangements are made to meet the needs of the residents in the home and throughout their journeys right up until end of life.	Home Manager/ All Staff	In place/ ongoing
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5. Ensure that residents and/or their family members understand what a care plan is and where appropriate are routinely invited to be involved in reviews.	• Events have taken place to promote inclusion for family members. A Cheese and Wine evening was held for family and friends which was very enjoyable and productive. Care plan reviews were discussed at this in detail and welcomed as a partnership working together going forward. • Family, friends and advocates were informed that special days are held for individual reviews. Launching in April 2024, drop-in sessions with the Home Manager will take place every other Wednesday 5-7pm. This is a time for families to drop in and ask the Manager or Nurse any questions they may have about their loved one's care needs. • The company adopts the resident of the day process. This is a specific day where the focus from all departments is on that particular resident. Families are contacted on this day for discussion and to complete reviews of the care plan with the person in charge. • Ongoing regular resident and relative meetings will continue to take place where care plans will be a topic for discussion.	Home Manager/ Nurses/ Team Leaders	In place/ ongoing
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6. Improve the choice and nutrition of food offered. This could include seeking feedback from residents as well as getting nutritional advice.	• 22nd March 2024 – Residents had their first focused food committee meeting. Viewing menus and deciding upon what people liked and didn't like. The Chef and his team are currently preparing new dishes for residents to try during 'sample' sessions, so feedback and suggestions are live. • Meal ideas are sourced through our moving Food committee box, a fun way for residents, family, staff and visitors to make suggestions of what might be nice or not so good on the menu. • At the end of each month the chef will open the box with residents and discuss the feedback suggestions, and the decision made for the month will either appear or disappear from the menu. • Decisions to date – Residents said they would like a lighter buffet on Sundays with a selection of cheese and biscuits. The voting box also supported the suggestion from residents to have more salads and roast gammon during the week, this is now in place. This process will be ongoing for continuous feedback. • As part of the resident of the day process the chef speaks individually with residents to discuss personal preferences and dislikes in relation to food.	Home Manager/ Head Chef	In place/ ongoing
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