

## Service Provider Response Form

**Name of Service:** Brandon House Nursing Home

**Name of Service Provider:** We Care Group

**Date:** 25/03/2024

| Healthwatch Leeds Recommendation                                                                                                                           | Service Provider Response (including any actions you will take)                                                                                                                                                                                                                                                                                                                                                                                                            | Who is responsible                    | When will this be implemented by |
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| 1. Review whether activity provision is taking place at weekends as scheduled and if not put measures in place to address this.                            | We have removed the weekend activities as during the weekend a lot of families visit, and we would like to allow the residents to have a rest and enjoy time with their loved ones.                                                                                                                                                                                                                                                                                        | Home manager and activity coordinator | End of February 2024             |
| 2. 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. | Annual review meetings were held in the home in October 2023 and all residents' families were invited to a one-to-one meeting with the home manager. During these meeting each care plan was looked at and the home manager explained how the care plan worked and was used. In October 2024 further review meetings involving families will take place. In addition to this, care plans are also reviewed monthly with each resident via a 'resident of the day' process. | Home manager                          | October 2024                     |

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| <p>3. Improve methods to regularly get feedback from relatives and residents and feed back any changes that have happened as a result. This should include ways that people can share feedback anonymously.</p> | <p>Surveys have been given out and some returned, however not as many as we would have liked.</p> <p>We also have carehome.co.uk in place where families can leave a review of the care home.</p> <p>We have a new electronic system that sends out surveys from head office for people to complete.</p> <p>Home manager will review and look at new ways of obtaining feedback from all.</p> | <p>Home manager</p> | <p>March 2024</p>                                                                |
| <p>4. Improve the choice and nutrition of food offered at Brandon House. This could include seeking feedback from residents as well as getting nutritional advice.</p>                                          | <p>All the menus in the home have been reviewed, and are based on the 1940s, 50s, 60s, 70s, and 80s. We also have in place the cook on the day will go around the home and speak to each resident and get feedback from them.</p> <p>We also have choices on the menu for residents to choose from.</p>                                                                                       | <p>Home manager</p> | <p>New menus introduced in December 2023 and updated again in February 2024.</p> |
| <p>5. Improve the reception system so that people trying to contact the home by telephone can get through and that messages are routinely responded to.</p>                                                     | <p>A whole new phone system has been implemented in the home and new handsets purchased. A new voice message is also now active, informing callers that we have protected mealtimes at the home which may delay calls being answered.</p>                                                                                                                                                     | <p>Home manager</p> | <p>Implemented January 2024</p>                                                  |