

Quality Assurance Visit Feedback and Agreed Action Plan

Date of Visit and Feedback Given: 22/12/23 Feedback provided by [REDACTED]

Home: Oak Tree NH

Key Points of Feedback Shared:

Purpose of visit was to review aspects of Hill Unit morning routine.

The focus was to look specifically at the breakfast routine and if residents' preferences were respected.

Breakfast routine

All resident in their bedrooms in bed and breakfast starts shortly after staff gets the handover.

Residents that were awake and receiving their breakfast in the rooms were asked for preferences and concluded that most of this preferences have been carefully respected by staff.

No concerns in this visit, residents were seen comfortable, content and relaxed in their beds, and some were sleepy at start of the morning. Some residents that could not speak for themselves or articulate well their words for feedback seem to be smiling and happy on my approach when asking about the home, food and staff. They appeared relaxed, well-kept and comfortable.

Spoken to 9/23 residents, as most were quite sleepy or unable to communicate their opinions.

Residents' opinions/feedback:

1. [REDACTED]

- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.

Residents well-presented, relaxed and sitting up right. Observed attentive staff fixing residents position few times throughout their meal for safety. Staff were very attentive to resident's preferences on drink/meal choices and offering alternatives. Food served looked well-presented and most residents seem to be enjoying it. All residents were in the bedrooms, no residents attending lounges or dining room. Observed staff not rushed and relaxed, assisting residents in their rooms as required. Staff were knowledgeable on IDDSI levels and assistance to residents required.

The residents were assisted with personal care mostly after their breakfast for those that prefer to have it in bed, and [REDACTED]

This morning all care was done in a very good efficient time manner and the environment and residents were relaxed with no distress behaviour observed.

There was an 11am tea trolley with snacks and warm drinks being offered, and a further hydration trolley served throughout the day for fresh drinks. However, this 11am tea trolley not always is served as depends on the time the staff takes getting the residents ready and some days can be delayed to very close to lunch-time.

Brief follow up on previous QAV recommendations/progress

Nursing unit

- **Continence products:** Continence Nurse visit to reassess everyone. Trial with different products until improved as no concerns or complaints in the unit. TVN done training [REDACTED] for wound care and will come back for pressure relief for cares. Wound management improved much after this. Staff feels more confident assessing treatment of wound and evaluation. Care plans, assessments and records are much more detailed and improved;
- **Restrictive practices and checks:** Was evidenced in care staff records that those are checked and documented by both day and night staff. Examples sampled Bed rails, low beds for safety and buzzer mats checks;
- **Care plans improvement:** reviews with actions from [REDACTED] audits are much improved, observed most of them completed already. [REDACTED] finds that the training for care planning that she organised for staff had a great compliance and was very helpful. Evidence reflected on improved care planning and assessments. Since then, staff has been more proactive and asking questions to improve or to understand better some areas that they might need to discuss further;
- **Repositioning and care records gaps due to staff very busy:** Staff still very busy, some days more than others. But records much improved. However, seems to depend on team skills, some days the documentation is more accurate and consistent than others. Management is monitoring time management of the staff to see areas to improve and to better support. Most days they have been getting 2 S/Ns in the afternoon;
- **Tea trolley:** better options and more variety for residents considering their needs, purred fruits, angel delights and other snacks available and more quantities;
- **Activities:** Still seems to be an ongoing issue with appropriate motivational, stimulating activities in Hill due to less abilities and engagement of residents. A further approach to meet their social need could be explored for the resident experience. Today some residents were looking forward for the hairdresser as is something they really like. Unfortunately the hairdresser was unable to attend and disappointment was evident. Suggested to link with local schools or local libraries to see if they do any events in the community. Local libraries sometimes have someone coming to Homes for story telling activity i.e Ormeau library.

Residential units

- **Medication management:** Done a full audit in each unit as individual on medicines and action plans were given to to allocate them with expectation to have them completed this month. Medication systems is going to be changed since some issues with current pharmacy. Home is changing pharmacies and will have training for new system and this seems to be more effective and will make a significant improvement;
- **Safety of fire extinguishers:** Protective boxes for extinguishers now in place to residential unit and Manager to include in resident care plans that adequate risks were assessed to those resident who often remove them;
- **Care plans improvement:** reviews with actions from audits are much improved, observed most of them completed already. finds that the training for care planning that organised for staff had a great compliance and was very helpful. Evidence reflected on improved care planning and assessments. Since then, staff has been more proactive and asking questions to improve or to understand better some areas that they might need to discuss further.

Staff observed carrying with their duties in a relaxed manner and engaging well with residents and visitors. Staff appeared very kind and compassionated on care delivering. Observed families very appreciative of staff and leaving chocolates/biscuits.

Wishing all the staff and residents in Oaktree Manor a very Merry Christmas and Happy New Year.

Agreed Action Plan

Identified Issue	Action	Professional Responsibility
Care planning	Care plans to detail residents' preferences to where they prefer to have their main meals and breakfast and staff to always ask daily in case these change.	Named nurses
11am tea trolley	To ensure this fits with the morning routine in Hill as does not seem to be consistent. This is essential for their nutrition, as residents are getting their breakfast early in the morning and most at risk of malnutrition as identified on previous visit.	Home Manager
Activities/ Social engagement	More activities and social engagement stimulation in Hill unit could be explored.	Home Manager/ Activity therapist

Email copy sent to HM Veronica Sousa on 22/12/23

Signatures of Care Home Staff:

Name: _____ **Role:** _____ **Signature:** _____

Name: _____ **Role:** _____ **Signature:** _____

Trust Staff: Report completed by Mariana Givan 22/12/23

Name: _____ **Role:** _____ **Signature:** _____