

Update from CREST visit on 5/10/20 following receipt of whistleblowing:

█ and another Trust were in attendance during visit. Apologies, I did not get their names as they were in discussion with staff.

1. The staff rota for kitchen staff during the week and the names staff who undertook duties

Please see attached

The permanent chef had notified the home he could not attend work on Saturday 3rd (full time chef) Agency had been sought, A (Reeds agency) however at 0645 the agency chef called in sick.

█ had been contacted by Home Manager, to attend and direct what needed completed within kitchen services.

The █ was present and CTL assisted in the kitchen.

Confirmed all staff have had their basic food hygiene training.

The food menu was not visible on nursing unit. Wednesdays menu remained on the notice board.

(Staff nurse advises the kitchen staff usually deal with this menu)

4 kitchen staff present today.

2. Food deliveries during the week to Oaktree

█ manager - advised there are three deliveries per week (Mon, Wed and Friday.)

Advised Fridays delivery was late. █ gave the maintenance staff member a list for what items were needed and █ collected from Macro.

Fridays delivery was delivered later that afternoon.

3. Speak to our residents to ascertain if there have been any issues with food supply or choice during the week

Residents on residential unit resident 1, Resident 2, Resident 3 (BHSCT) and Resident 4 (BHSCT).

Residents spoken to appeared to have a level of capacity. Resident advised what █ had today for lunch but could not recall the weekend.

Resident 2 had stated the food was █

The remaining 3 residents could not recall their dinner served over the week. None raised concern re standard of food.

4. Check nutritional charts to get a sense of what food residents have had and the choice

Food charts for the 3rd and 4th October were viewed for all residents.

Evidenced of variety observed throughout all charts.

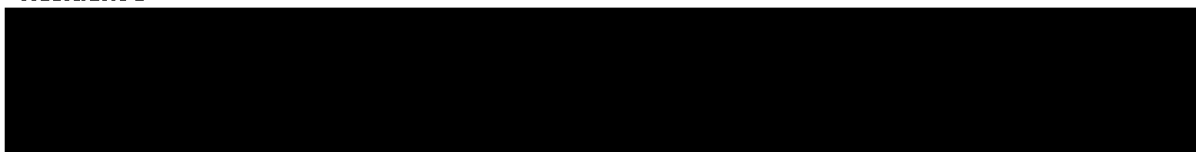
Options were:

1. Porridge
2. Toast
3. Tuna pasta
4. Salad
5. Meat veg potatoes
6. Sausages and beans
7. Yoghurt
8. Mousse
9. Biscuits

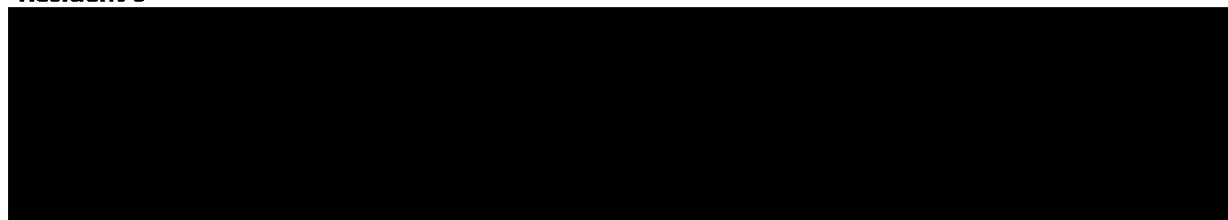
- 10. Banana
- 11. Pancake

Fluids: milk, tea, juice

Resident 5



Resident 6



Sample of fluids records from 3/10 on Gold Crest System:

- Resident 7 = [REDACTED]
- Resident 8 = [REDACTED]
- Resident 9 = [REDACTED]
- Resident 10= [REDACTED]

Sample of food/fluid intake/actions taken 3/10:

- Resident 11 – [REDACTED]
- Resident 12– [REDACTED]
- Resident 13– [REDACTED]

The [REDACTED] had notified the home [REDACTED] could not attend work on Saturday 3rd Agency had been sought, [REDACTED] however at 0645 the agency [REDACTED] called in sick. Alternative [REDACTED] had been contacted by the [REDACTED] Manager, to attend and direct what needed completed within kitchen services.

The [REDACTED] was present and CTL assisted in the kitchen.

Confirmed all staff have had their basic food hygiene training.

The food menu was not visible on nursing unit. Wednesday's menu remained on the notice board. (Staff nurse advises the kitchen staff usually deal with this menu)

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