

Action Plan for Lakeside Manor

The following is our response to the Jersey Care Commission's latest inspection published in July 2019, which included 3 statutory requirements and 2 recommendations for improvement.

The Commission did identify the following areas of strengths;

- Positive feedback had been received from care receivers, relatives, visitors and one health professional
- Staff were described as being kind and caring in their approach
- Residents looked well-groomed and were supported by staff
- Care staff were open with their communication, and understood residents' needs
- Residents' care records were detailed and reviewed
- Incidents and accidents are regularly recorded and reviewed by management
- New staff are recruited carefully, with the team undergoing the necessary checks and each staff receiving an induction

In response to the issues raised in the inspection report we are taking the following actions to improve the service;

To ensure that all areas of the home remain well presented at all times

Since this has been identified:

- Carpets for corridors have been replaced, and bedroom and lounge carpets are due to be replaced by the end of September 2019
- Orders to replace furniture, including the Memory Lane lounge have been placed
- Standard, deep cleaning and steam cleaning schedules are being reviewed fortnightly, and will be reviewed by the Regional Director who will also conduct a visual check monthly

That sufficient staff are employed in order to ensure staff do not work excessive hours on a regular basis

Since this has been identified:

- There is continual recruitment to maintain the level of staff and increase staffing needs depending on the needs of the residents.
- The Activity co-ordinator will have increased assistance from carers to assist with the delivery of the activities programme
- The vacancy management system has been updated and a staff audit has been completed.
- The staff rota will be reviewed daily to ensure accuracy

That notification of incidents are provided to the regulator as required

Since this has been identified:

- We had completed all necessary notifications for injuries and bruises by the end of August 2019.
- The management team audited all incidents to ensure that those resulting in injuries or harm to residents required medical advice have the relevant notification submitted to the Jersey Care Commission

Give consideration to installing an alternative less intrusive call alarm system to the one that is currently in place

Since this has been identified:

- The current system is being adapted to ring on each floor only, except for emergency alarms
- A new supplier for the alarm system has been contacted and we await further information
- A paging system is also being considered

Give consideration as to how best to develop, embed and evidence the concept of “memory lane community living” into everyday practice

Since this has been identified:

- Additional staff training has been provided to the team, including a visit by one of Barchester’s dementia specialist’s
- A Dementia Champion has been appointed
- The service has since passed a foundation course set by the Dementia Director, where they achieved an accreditation
- A handout has been supplied to relatives regarding a memory box for residents with living with dementia
- Additional engagement with families is being developed by the General Manager and the Dementia Champion

September 2019