

# FORGET ME NOT RESIDENTIAL HOME

## QUALITY ASSURANCE 2009

- Residents
- Relatives

Feedback, graphs, comments, summary and action plan.

**FORGET ME NOT RESIDENTIAL HOME**  
Quality Assurance – Summary and action plan

**RESIDENTS**

*Overall an extremely positive response from residents about the services offered.  
100% agreed that they would recommend the home to others.*

| <b>Appearance of the home</b>   | <b>Staff</b>   | <b>Meals</b>   | <b>Activities</b>   |
|---|--|--|---|
| <i>Improvement required</i>   | <i>Improvement required</i>  | <i>Improvement required</i>  | <i>Improvement required</i>   |
| <ul style="list-style-type: none"> <li>▪ Ensure that all residents are included in the choice of décor.</li> <li>▪ To improve the standards of cleaning.</li> </ul> | <ul style="list-style-type: none"> <li>▪ Maintain the staff positive approach and respect towards residents.</li> <li>▪ Continue to train staff relating to the needs of the residents.</li> </ul> | <ul style="list-style-type: none"> <li>▪ Remind residents every Thursday to be involved in menu planning.</li> <li>▪ To encourage cook to approach residents about menu planning.</li> </ul> | <ul style="list-style-type: none"> <li>▪ Offer more activities outside of the home.</li> <li>▪ Change activities from morning to afternoon sessions.</li> </ul> |

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**RELATIVES**

Very positive response from relatives and great compliments. 100% advised they would recommend the home services to others.

| <b>Care provided</b>  | <b>Atmosphere</b>  | <b>Communication</b>  |
|---|--|---|
| <i>Improvement required</i>   | <i>Improvement required</i>  | <i>Improvement required</i>   |
| <ul style="list-style-type: none"> <li>▪ To maintain the high standards of care, continue to provide staff with training that is appropriate to residents needs.</li> </ul> | <ul style="list-style-type: none"> <li>▪ To ensure a happy, relaxed and friendly home by continuing to supervise and support staff in their duties.</li> </ul> | <ul style="list-style-type: none"> <li>▪ Continue to liaise with relatives about resident's care.</li> <li>▪ Ensure ALL next of kin communicated about care needs.</li> </ul> |