

FORGET ME NOT RESIDENTIAL HOME

QUALITY ASSURANCE

- Residents
- Relatives
- Professionals

Feedback, graphs, comments, summary and action plan.

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

RESIDENTS

Appearance of the home	Staff	Meals	Activities
Very satisfied.	Excellent	Very satisfied	Satisfied
Improvement required	Improvement required	Improvement required	Improvement required
<ul style="list-style-type: none"> ▪ To discuss with residents about the cleaning of their room individually to ensure their personal standards are met. 	<ul style="list-style-type: none"> ▪ Maintain the staff positive approach towards residents. ▪ Continue to train staff relating to the needs of the residents. 	<ul style="list-style-type: none"> ▪ Continue to involve residents in menu choices and help devise menus. Provide new meals to allow residents to experiment with flavours and to endeavour to cater for individual tastes 	<ul style="list-style-type: none"> ▪ Maintain variety of activities and continue to enquire into residents interests.

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Quality Assurance – Summary and action plan

PROFESSIONALS

Appearance of the home	Staff	Complaints	Hygiene
Very satisfied	Excellent	100% knew who to complain to.	Very Satisfied
Improvement required	Improvement required	Improvement required	Improvement required
<ul style="list-style-type: none"> ▪ Ensure the lounge, behind the bar area, is kept tidy. 	<ul style="list-style-type: none"> ▪ Maintain the staff positive attitude towards visiting professionals. 	<ul style="list-style-type: none"> ▪ Maintain complaints procedure notice in communal areas. ▪ Add complaints procedure to notice board. 	<ul style="list-style-type: none"> ▪ Offer facilities for professionals to dry their hands using paper towels.

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RELATIVES

Appearance of the home	Staff	Complaints	Communication
Good	Excellent	Only 45% knew who to complain to.	Satisfied
Improvement required	Improvement required	Improvement required	Improvement required
<ul style="list-style-type: none"> ▪ Continue with cleaning, maintenance and décor programme. 	<ul style="list-style-type: none"> ▪ Maintain staff helpful approach and encourage staff to communicate resident well being to next of kin. 	<ul style="list-style-type: none"> ▪ Send out complaints procedure to next of kin. ▪ Add complaints procedure to communal notice board. 	<ul style="list-style-type: none"> ▪ Continue to liaise with relatives about resident's care. ▪ Ensure ALL next of kin communicated about care needs.