

Healthwatch Blackburn with Darwen Enter and View Update on Recommendations

Action Statement - St James House, June 2018

| No. | Issues raised by patients/staff | Response or action from Emma Hine, Registered Manager on Enter and View report on 20 February 2018 | Update on response or action | To be addressed by | Name of manager responsible | RAG |
|-----|---|---|--|--------------------|-----------------------------|-----|
| 1. | To involve residents in putting interesting focal points in the garden such as bird table, bird feeders and flower beds. St James House to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018. | We are very happy with this report. We are really pleased with how Healthwatch Blackburn with Darwen representatives conducted themselves during the visit. We are currently working towards these recommendations. | We have held several discussions with the residents regarding focal points in the garden. Most popular suggestions are bird feeders and some garden wall art, windchimes etc. This will be implemented over the summer months. | Registered Manager | Emma Hine | |
| 2. | To plan and deliver more activities to engage with residents. St James House to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018. | We are very happy with this report. We are really pleased with how Healthwatch Blackburn with Darwen representatives conducted themselves during the visit. We are currently working towards these recommendations. | A new activity schedule has now been completed and implemented. | Registered Manager | Emma Hine | |
| 3. | To increase residents' awareness of other food choices if they don't want what is on offer. St James House to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018. | We are very happy with this report. We are really pleased with how Healthwatch Blackburn with Darwen representatives conducted themselves during the visit. We are currently working towards these recommendations. | All residents are spoken to daily by the cook on duty, they will discuss food choices and options available with each resident. | Registered Manager | Emma Hine | |

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| 4. | All staff to be Dementia Friends trained, one member of staff to attend Blackburn with Darwen Dementia Alliance meetings regularly and for St James House to work towards becoming a dementia friendly organisation and inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018. | We are very happy with this report. We are really pleased with how Healthwatch Blackburn with Darwen representatives conducted themselves during the visit. We are currently working towards these recommendations. | We are now a member of the Dementia Action Alliance, we have yet to attend our first meeting. We have set some actions on the DAA website which we are currently working towards. | Registered Manager | Emma Hine | |
| 5. | To involve all residents in the planning of their care. St James House to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018. | We are very happy with this report. We are really pleased with how Healthwatch Blackburn with Darwen representatives conducted themselves during the visit. We are currently working towards these recommendations. | St James house has a Key worker system in place and were possible keyworkers will sit with each individual service user while completing and updating care plans. This ensures that they are involved in planning their own care. | Registered Manager | Emma Hine | |
| 6. | To provide a large coloured clock in the lounge area and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018 | We are very happy with this report. We are really pleased with how Healthwatch Blackburn with Darwen representatives conducted themselves during the visit. We are currently working towards these recommendations. | We bought a plain white clock and added different coloured stickers around each number. | Registered Manager | Emma Hine | |