

Appendix 3

Evidence of Learning from Complaints 1 April 2013 to 31 March 2014

1. Additional audit checks of food and fluid charts have been introduced at Elmhurst Elderly Persons Home to ensure these charts are fully completed for customers whose fluid and food intake needs to be monitored. This is to prevent the risk of dehydration
2. To prevent undue delay in ordering and supply of hoist slings, the approved supplier has agreed to email quotations to the appropriate social care staff in future
3. Spot checks to be made by staff when returning customer's personal belonging upon discharge from Spurr House. This is to ensure that soiled underwear is packed separately and all personal belongings are packed
4. A number of Continuing Health Care (CHC) training sessions to both Health and Social Care staff in Bury are scheduled in order to increase knowledge and understanding of the CHC framework since it was revised in November 2012
5. Commissioning section to ensure that Creative Support provide customers with clear documentation on the duration of support offered and how the hours of support are determined according to level of assessed need. This is to ensure that customers are clear on how and when the support is planned to be withdrawn
6. Improvement to admission process including timeframe for admissions to be made more flexible where necessary
7. Additional training for Carelink staff has taken place to reinforce procedures for responding to calls
8. Introduction of Personal Hygiene Charts for daily completion at Killelea House