

### **Appendix 3**

#### **Evidence of Learning from complaints 1 April 2012 to 31 March 2013**

1. All units within Spurr House upgraded by December 2012 to provide a more pleasing environment
2. Systems and rotas at Spurr House reviewed to improve communication and to ensure domestic staff are on duty in the evenings to prepare rooms for admission
3. A communication audit has taken place at Spurr House to ensure response times to the nurse call system are within timescales
4. A medication audit has taken place at Spurr House and adjustments made to ensure the system is effective and robust
5. Staff training provided at Spurr House on record keeping and improvements to customer care
6. Dementia training courses for staff of care agency to improve awareness and expertise
7. Charges for care are discussed with customer whenever there is a change in circumstance
8. Customers are, when appropriate, always provided with written details of Bury's Charges for Care
9. Refresher training provided on use of bed rails and the importance of following and implementing risk assessments