

## HEALTHWATCH VISIT TO TREETOPS 13 February 2015 – ACTION PLAN

Date: 15/04/2015. Service: Treetops. Manager: Sara Cryer.

Region: Southwest. Area Manager: Jacqueline Green.

Healthwatch Recommendations	Action plan	Who responsible for the action.	Date to be completed	Date completed
Some form of signage from St.Clement's	To consult with Shaw Healthcare to ensure adequate directions to the home are	Home Manager.	End May 2015.	
Road (if the Local Authority would allow	accessible via the website.	IT Department		
this) or failing this some indication on the web-site as to where the home is located.		Department, Shaw Healthcare.		
Malian the food decreed forces	To decorate the home with "interesting" and	Activities	End July	
Making the front door and foyer more welcoming and the community rooms less institutional.	stimulating themes. A plan is in place to address this including staff training. The Foyer and communal rooms will be part of this.	coordinator. Home Manager.	2015. (Ongoing)	
A complete make-over of the garden which is at present an under-utilised resource.	This work is currently being undertaken, paving slabs, lighting. The rails will be painted by the home Handyman.	Geraint Evans. Property, Shaw Healthcare.	End May 2015	
A revised activities schedule which is realistic bearing in mind the type of	To visit another Dementia specific care home to gain a greater insight through their expertise. To ask Clients, relatives and visitors	Home Manager. Activities	End May 2015	
residents.	for ideas.  Clients use the smoking shelter in the home.	Coordinator. Home	Ongoing.	Ongoing.
Ensuring that there is no smoking on the premises.	All smoking is prohibited within the building. Ongoing monitoring.	Manager. Shaw Healthcare.	55	55-



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Serve hot food on warm plates.	All 'hot food' plates to be placed in the heated trolley prior to serving.	Kitchen Staff. Unit care staff.	Immediate effect.	15/04/2015.
Up-dating the website with the name of the present manager and making it less generic for Shaw Care Homes.	To amend and Modify details as appropriate. To Include the Home Manager.	Home Manager.	End May 2015.	