

Enter & View Visit Recommendations

No	Recommendation	Comments from the Service Provider
1	All staff need to have identity badges and all visitors need to be signed in for safety.	All staff now have new badges and have been reminded to ensure that all visitors are signed in the visitors book on arrival.
2	Concerned that there are no defibrillators	Nearly all residents have a DNAR form in place.
3	Higher numbers of nursing staff required to staff the home effectively.	Support centre are actively recruiting for The Laurels
4	Make the activity board more easily accessible for residents to read by uncluttering and using bigger print.	Activity board has been revamped, it is now brighter and easier to read.
5	Health and safety needs to be a priority with all trip hazards removed and The free-standing cupboard moved to a more secure area.	All trip hazards are now clear and cupboard has been moved to a secure location
6	Clearer signing for the main entrance.	This is included in the planned refurbishment
7	All cabinets with confidential information and medications need to be locked when not in use and being supervised.	All confidential information and medical equipment is now locked and secure
8	Try to get more outings and outside activities for the residents.	Weekly gardening club in place and regular outings planned, weather permitting.
9	Redecoration to take place (scheduled for June 16)	This has started, with new furniture and carpets and some bedrooms have been completed.

10	Additional support from management to ensure effective implementation of systems to comply with the Mental Health Capacity Act.	Full support has been given by management and all MHC up to date.
11	Extra support to Joby and her team to bring Safe-guarding systems and processes up to standard and meet CQC requirements.	All CQC Requirements have been met.

Any Other Comments

It is clear that the volunteers felt welcomed to the care home and that the staff seemed friendly, with a manager who works extremely hard for the residents and home. It seems as though the residents are treated as individuals with individual needs. As this