

Response to recommendations following visit on Friday 20th February 2015 by Healthwatch Liverpool

Please find below my response in relation to your findings. I hope they will reassure you that we at Christopher Grange always strive to provide the best possible care and support for our residents where practicably possible.

Point 1, All external areas are on the Maintenance teams site inspection list. The maintenance department and gardeners, are asked to inform us if any areas are unsafe and need attention. A new maintenance manager is due in post soon. I will ensure he is aware to look out for raised/ damaged flag/ paving areas. As a response to this concern, we have asked a roadways contractor to look at this with a view to obtaining a cost of repair/ replacement. The area is not in use at this moment in time to ensure the safety of residents, visitors and staff.

Point 2, This was addressed on the day the item was removed. All staff are aware that grab rails need to be kept clear to ensure a clear surface for residents to use for guidance and support when on the corridors. The staff team were reminded of this in handover meetings.

Point 3, Due to the size and capacity of Christopher Grange, menus are taken a day in advance to ensure residents have a choice and we can ensure there are sufficient quantities of ingredients to allow for this.

If residents do not want what is offered for the day ahead, or indeed on the day, the kitchen will provide an alternative eg, scrambled egg, as well as sandwiches or salads. If a hot meal is required this can be a little more difficult to facilitate and may not be ready for the lunchtime/ evening meal, the resident may have to wait a little while for this. We as a service are aware that when a resident is unwell their appetite may vary from day to day, we do our utmost to cater for this. There is a new catering company taking over the provision of all meals within the coming weeks, I will discuss the issue of ordering at short notice with them to ensure we can still provide this option. In the interim I will discuss this with the current catering manager.

Point 4, Staffing levels are reviewed continually across the units as well as staff skills mix to ensure units are not at risk. Staff are moved across the units from time to time dependant on the needs of the units. We want to ensure that residents who can complete activities with minimum support are able to do so and residents who need more support are given that extra care and support. To ensure residents who need the extra support are given this we use a daily task list for staff to follow detailing who is on what duty etc. this list includes showers/ baths and other personal care needs. However I will remind the unit Managers and Senior Care staff on all units to ensure residents are asked on a regular basis if they would like a bath/ shower.

Point 5, Within the building we have adequate numbers of "pool" wheel chairs across the units. These were purchased to transfer residents around the unit/ building who have limited/ restricted mobility these are also used to take residents to appointments etc. we do make the "pool" chairs available if families wish to take residents out. We cannot guarantee this as we must ensure resident's needs are met on the units firstly, priority must be given to appointments etc. we will however endeavour to provide residents who do not have their own wheelchairs access to "pool" chairs to allow for independent trips out with families and friends.

J Greene
Residential Manager
Christopher Grange.
24/4/15

