

## Fletcher House Enter & View Recommendations

No	Recommendation	Comments from the Service Provider
1.	It is strongly recommended that the home contact Action on Hearing loss to seek advice about this.	<b>This is something that we will be looking into in the near future.</b>
2.	<p>It is recommended that the home consider adopting the following examples:</p> <ul style="list-style-type: none"> <li>• Inviting a speaker such as a nutritionist to speak on healthy eating, or a speaker about care fees for example.</li> <li>• Ask residents for ideas about speakers.</li> <li>• Ensuring residents are asked individually if there is anything they would like raised at the meeting.</li> <li>• Including Kitchen and domestic staff in the meetings.</li> <li>• Ensuring all residents have a copy of minutes from meetings.</li> </ul>	<p><b>Thank you for the recommendations, at our next residents and relatives meeting we will ask for ideas about different speakers residents would like visit.</b></p> <p><b>Prior to meetings the activity coordinators ask residents on a one to one basis if they would like anything included in the meetings.</b></p> <p><b>At meetings the cook attends and is available to answer questions and ideas regarding meals passed on to her. We have never included a domestic member of staff, thank you for the recommendation; we will try this at our next meeting.</b></p> <p><b>Following meetings copies of minutes are left around the building, put on notice boards and given to individual residents that didn't attend the meeting.</b></p>
3.	The Enter and View team would also recommend that suggestion boxes are placed around the home for those who prefer to comment anonymously.	<b>There is a suggestion box in place that staff, visitors and residents can leave suggestions and feedback and if they choose this can be anonymous</b>

4.	The Enter and View team would recommend ensuring fruit is also available in communal areas if this is not already done.	<b>Fruit is available at all times; we have a number of fruit baskets around the home which are checked daily to ensure that they are fresh.</b>
5.	The Enter and View team would recommend that the home contact 'You can do' T: 01278 664 180 and Aster Living T: 0333 400 8299 active living groups who are often able to take residents out or transport them to Active living groups.	<b>Thank you for the recommendation, this is something that we will be putting into action</b>
6.	The Enter & View team noted that often there are fewer activities for men and would recommend the Activities staff talk to male residents about this.	<b>Thank you for the recommendation, we were already aware of this and we have recently set up a gardening club, however due to the weather this has not yet taken off fully. After discussions with our male residents we have now set up a skittles team and we are planning to hold an inter-home league with the other Somerset Care homes in the local area. We have also arranged a visit to a local brewery to sample the beer selections.</b>

**Please note that we are aware that some of the communal areas are in need of decoration and we are scheduled to have this done by April 15. Following your visit the Garden room has been repainted to cover the chips in paint work.**