

Comments received from the Manager following publication of the report

p3 - There are 40 single rooms of which 25 en-suite plus 15 single rooms.

It was noted that no hearing loop system was installed in the home and no portable hearing loop system was available at the present time although the Home has had a loop system in the past.

p4 - The home involved the local community by having a fete/coffee morning four monthly toraise money for the Residents' Fund.

The home involved residents and familyby having open visiting hours and having an annual residents' and family meeting. Home is looking to increase to six monthly.

p5 - The Homes website states that the mobile library used to visit the home but the service is no longer available. RVS can be requested to assist if needed to obtain reading material if requested.

The Managersaid that there had been problems in the past with residents being discharged from hospital at busy times or late at night but that she now ensured she spoketo ward staff and stated that they will not accept residents from hospital late at night.

p6 - The Managermentionedthat residents have their medication in 'blister packs which would be sent with the resident to the hospital. NHS staff are politely requested to return blister packs to the Home and to prevent medication being destroyed. Nursing Home staff will carefully check hospital discharge records to be aware of any change in medication. Should medication be destroyed by the NHS then the Nursing Home will need to contact the resident's GP to re-order medication, which would then appear as a double order.

p7 - Organised trips have been restricted recently due to maintenance works by Wessex Water and utility companies.

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