Key Lines of Enquiry February 2018 – Is the Service Effective

Issues Raised

1: Meds not signed fort hen given and vice versa:

Suggestion: Sample audit of MAR’s to be undertaken and then act accordingly upon results.

2: VB – require an extra 15 minutes per visit as takes a long time to undertake tasks. At present, 15 minutes are being given free each visit which could delay any further calls.

Suggestion: Make request for more time to care trust.

3: Poor communication from external bodies for handing over info to carers. In some cases family are left with the responsibilities to hand over info.

Suggestion: Enforce reporting to office, then compile report to be sent to care trust.

4: There are some incidents where staff have handed over information or requests to Team Leaders but not handed over to Management or requests not enacted upon.

Suggestion: Secure Request / Information service to be added via website or private application that will log all. This should reduce information incidents.

5: NM – Request for more time to assist with shopping and cleaning.

Suggestion: Make request for more time.

6: BH – Request for more time to complete tasks.

Suggestion: Make request for more time.

7: MP – Due to increased incidents of illnesses and falls, more time requested to complete tasks.

Suggestion: Make request for more time.

8: No emergency plan in place when issues arise.

Suggestion: Potential standby operative that can be called upon to resume delayed visits. Will need to consider costs if implemented.

9: Request for clients to have access to social interactions.

Suggestion: Matt will speak to Karing and assess suitability.

10: Morning visits as a general view need to be extended as too much to undertake in a 30 minute visit.

Suggestion: Witness of sample morning visits to prove accuracy of statement and then act accordingly.

11: BB – Request for extra night visit to assist with personal care. Son has already applied to care trust.

Suggestion: Await result from Care Trust.

12: Families left with responsibility of handing over crucial information to carer.

Suggestion: All staff must report this in. See 4.