



PAMMS REPORT FEEDBACK AND ACTIONS

DATE: 12.02.2025

Monitoring Criteria - The care assessment has been conducted in a way to reflect the person's strengths, abilities and interests to enable them to meet all of their needs and preferences. These are reflected in the written care plan(s) and include maintaining links with family, friends & the community as well as social engagement and/or preferred activities.

HCC Feedback - Residents Care Plans does outline their needs and accounts written are personalised, however provider to ensure that the strengths of individuals are reflected. There is some evidence that people are being supported to maintain contact with residents and are visiting the home to see their love ones. Accounts of this is captured within individuals daily notes. Records viewed shows for example resident went out to lunch /dinner with a family member, or observed in the lounge within the home, out in the community with their son / daughter. Individuals are being supported to access the community for swimming, to the zoo, beach, for lunches, to the Jimmy Macs Day centre, Priest from the community comes into the home to undertake communion for one individual in the service. Action - To ensure Residents strengths are reflected more within their care plans.

Oak Cottage Feedback – Residents strengths are assessed before they are admitted into the home. We will always ask the resident how they would like to be supported within the home. The home's ethos is circulated around promoting and maintaining the resident's independence and this is always stated within their care plan. Care plans are created around this and details of how the resident should be supported will be presented in step-by-step format for all carers to understand. For example, if a resident is able to perform certain personal care tasks, their care plan will explain how to support them while maintaining their independence and encourage the resident to perform these tasks themselves. Oak Cottage have taken the constructive feedback from HCC, and will keep this in mind when creating new care plans, however, we are currently moving over to digital care planning and there will be a section within this where we can celebrate and incorporate residents' strengths into their care plans clearly.

*Oak Cottage have provided the full PAMMS (HCC) report for viewing. The issues we have highlighted in this feedback are for the subjects that were classed as "Requires Improvement" all other findings were classed as good.



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Monitoring Criteria - Evidence that daily records are maintained with up to date information to reflect the current needs of the individual.

HCC Feedback - Daily notes over the month of September for Individuals plans reviewed seen. Staff are recording support that they have given individuals around Personal Hygiene, stating if people have been washed, dressed, had support with continence, assistance with mobility, in and out of bed, support with dietary needs, i.e. what people are having to eat and drink. There is a section on monitoring individuals General Mental Health, however what Staff have outlined does not align with this topic. To ensure what Staff record is aligned with the topic concerned, for example the mood of individuals, are they happy and so on. Staff recording a resident had person care, is asleep, or in the lounge is not relevant to the topic concerned Action - To ensure what Staff record is aligned with the topic concerned when recording daily notes.

Oak Cottage Feedback – Oak Cottage are continuously looking at how to update care plans. We hold staff meetings where we circulate good examples of good daily notes practices, this includes subjects such as feelings and how to identify the feelings to put into words. Staff are not always diligent at writing how a resident was feeling within the daily notes, however, if someone is feeling low or unwell, this is always passed onto management and other staff members. We are currently moving onto digital care planning which will allow more information for emotions and feelings that can be inputted in an easier way. The new system will prompt staff to input how residents were feeling while they were supporting them through a task. As we start using the new digital app, this will align clearer.

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Monitoring Criteria – Equipment is suitable for its purpose, available, properly tested and maintained, used correctly and safely, is comfortable and promotes independence and is stored safely.

HCC Feedback – PAT Testing – 17/09/2024 GAS Safety -11/03/2024 / Landlord Home Gas Safety – 26/05/2024 5 Yearly Installation and wiring – 01/08/2020 Emergency Lighting – 22/04/2024 Legionella /Sampling – 08/05/2024 /19/06/2024 (no legionella bacteria detected) Lift Service – 23/08/2024 Fire Alarm Testing – 18/06/2024 Fire Extinguishers – 17/09/2024 Hoist and Slings Checks – 14/08/2024 Call Bell Service – 28/05/2024 Asbestos – Final report shows there are no asbestos material Fire Risk Assessment – 01/06/2023, Expired 01/06/2024, This is out of date and needs to be prioritised. And to ensure the require actions are followed through. Internal Checks – Mattress, there is only one resident that has a pressure mattress Vehicle MOT- N/A Vehicle Insurance – N/A Action – To ensure the Fire Risk Assessment is prioritised and undertaken and to ensure any actions brought forward are followed through

Oak Cottage Feedback – Oak Cottage maintain a safe environment by performing daily, weekly and monthly fire checks that ensure all fire equipment and systems are as safe as they can be. This is also re checked by our local fire safety company who come in regularly to perform their own checks and report back on anything that may need renewing or updating to keep the home safe. Our overall fire risk assessment completed last year highlighted some issues that were classed as medium risk which have been worked through. I can confirm that a new fire risk assessment has been completed and will be worked through as an ongoing process.

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Monitoring Criteria - The provider maintains records to evidence that all staff undertake both core training and additional training and this is refreshed and updated as required.

HCC Feedback - Staff Training Matrix Viewed - This is currently a working progress. The Registered Manager is working on this. There is Training booking book in place, to track the updates that Staff are booked for going forward.-Mental Health Personality Disorder Training has been undertaken by 14 Staff, this is inclusive of the activities coordinator.-Understanding Schizophrenia and psychosis - undertaken by 6 Care Staff Action - To ensure any outstanding training is brought up to date and the Training Matrix is reflective / the Registered Manager concludes this work.

Oak Cottage Feedback – The training matrix will always be a work in progress depending on how long courses last for. All staff have completed their Induction and Care Certificate to work in care which will cover all mandatory subjects including but not limited to Safeguarding adults, Communication skills, Equality and Diversity, Basic Life Support and First Aid, Dignity, Health and Safety Awareness and Infection Control. All other subjects are sought after once we understand what residents require support in or if they have a specific condition that we have not been trained in, to ensure we can support the resident effectively. All courses that are due to expire have dates booked in, however, sometimes the dates depend on when the training provider can plan the training. In the meantime, staff are encouraged to complete their online training ecert courses to maintain their knowledge.

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