

ACTION PLAN

Service Name;	Dalreoch House
CS number;	CS2003001420
Service Provider;	West Dunbartonshire Council
Service Address;	1 School Lane Westbridgend Dumbarton G82 4AD
Care Commission Officer;	Colin McCracken
Date Inspection Concluded;	26 May 2009

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Quality Theme 1; Quality of Care and Support-Statement 1.2</p> <p>Inspection Focus Area Requirement 1;</p> <p>The provider must ensure that there is Adequate staff time allocated to the Provision and/or support to people who use services to enable engagement in a range of activities.</p> <p>SS1 2002/114 Regulation 13(a) Staffing- A provider shall, having regard to the size of the service, the statement of aims and objectives and number and needs of the service users(a) ensure that at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health and welfare of service users.</p> <p>Timescales; Within 3 months of receipt of this report.</p> <p>Quality Theme 1; Quality of Care and Support-Statement 1.2</p> <p>Inspection Focus Area Recommendation 1;</p> <p>The service should provide accurate, up to date information to existing and potential service users about the service being provided. This should include how the service will promote and maintain independence, health and welfare and quality of life.</p> <p>This is in accordance with National Care Standard 1-Informing and deciding</p> <p>Page 1 of 2</p>	<p>Currently looking at staff Rota, identify times/days Where staff can manage Activities.</p> <p>Use of volunteers and Residents relatives being Evaluated and hopefully Increased.</p> <p>Updating Residents Brochure, giving particular details on this.</p>	<p>On-going</p> <p>1 month</p>	<p>Craig Mitchell (Unit Manager)</p> <p>Craig Mitchell</p>

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Quality Theme 2; Quality of Environment- Statement 2.2</p> <p>Requirement 1;</p> <p>The service needs to ensure that the sluice room conforms to best practise guidelines in Infection Control</p> <p>This is a requirement under SS1 114, (4) (1)(a). Health and well being of service users.</p>	<p>Have costed for two new Wash-hand basins to be Installed in sluice rooms. Awaiting permission to Start process.</p>	<p>2 months</p>	<p>Agnes Trotter (A.P.O)</p>
<p>Quality Theme 2; Quality of Environment-Statement 2.2</p> <p>Recommendation 1;</p> <p>The service should amend its policy on child visitors to meet current best practise guidelines.</p> <p>This is a recommendation under the National Care Standards, Care Homes for Older People, standard 5, Management and Staffing Arrangements.</p>	<p>Children's Visiting Policy now amended.</p>	<p>Done</p>	<p>Craig Mitchell</p>
<p>Recommendation 2;</p> <p>The service should carry out a review of its staffing levels in terms of the needs of the service users.</p> <p>This is a recommendation under the National Care Standards, Care Homes for Older People, standard 5, Management and Staffing Arrangements.</p>	<p>Assessing current staff Rota, identifying best use Of time management and resources.</p>	<p>On-going</p>	<p>Craig Mitchell</p>
<p>Recommendation 3;</p> <p>The service should ensure that all staff have received challenging behaviour training. The service should also ensure that it assesses whether there is a need for direct physical intervention whilst supporting service users and ensure that appropriate training is provided to staff if it is.</p> <p>This is a recommendation under the National Care Standards, Care Homes for Older People, Standard 5 Management and Staffing.</p>	<p>Quality Assurance and Training Section will Identify appropriate Training requirements.</p>	<p>3 months</p>	<p>Quality Assurance and Training Section</p>

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