



MANAGEMENT ANSWERS

ACCESSABLE INFORMATION IN THE HOME

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Candidate Name.....

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How do you ensure that information within your care home is organised in such a way that is readily and efficiently accessible

Policies and Procedures

The Homes Policies and Procedures is in a file in the office, with a mastercopy with the manager. The mastercopy is kept to ensure that policies and procedures are up to date and reviewed regularly by senior management, and the policies and procedures are dated and initialled by the senior manager and a number is added so we all know if we have a number one, and another similar document is number 2, dated and signed, then the number 1 document is historical and should be archived.

Care Plans

Care Plans are kept in the office, and are updated regularly and at least monthly, All care staff have access to the files and care staff input their information regarding a clients welfare, unless there are care plan changes, which will be changed either by the key worker, or senior manager.

Staff Files

Are kept in the Managers office, and are only accessible to senior managers as the may contain confidential information such as addresses and telephone numbers, plus C.V.s, letters and maybe disciplinary matters that should only be seen by senior managers.

Memos

These are posted where they are meant to be seen, so a memo may be posted in the office, in the kitchen or the staff room depending on the nature of the memo

Letters

These may be in a file in the office if for staff information, or in a senior managers office if the letter is confidential or of no importance to the staff generally

Health and Safety Notices

These are posted where needed, so if a kitchen is being cleaned, a 'Wet Floor' notice may be available or a 'Mind your Head' notice is above a low door, or a 'Please Mind the Step' if a step up or down, Fire Safety notices appear to show the way out of the building in the case of a fire

Food Hygiene

Food hygiene issues such as coloured boards for chopping, or what foods can be placed with other foods in a fridge are kept in the kitchen as well as any other information regarding the Food Hygiene Act

Manual Handling

A notice in the Office stating who the Manual handling Trainer is

First Aid

A notice in the Office on who the First Aider is

Registration Certificate

Must be framed and kept in a prominent place in the building

Prospective service users have the information they need to make an informed choice about where to live.

The National Minimum Standards state what information must be supplied to clients; it states:

STANDARD 1

1.1 The registered person produces and makes available to service users an up-to-date statement of purpose setting out the aims, objectives, philosophy of care, services and facilities, and terms and conditions of the home; and provides a service users' guide to the home for current and prospective residents. The statement of purpose clearly sets out the physical environment standards met by a home in relation to standards 20.1, 20.4, 21.3, 21.4, 22.2, 22.5, 23.3 and 23.10: a summary of this information appears in the home's service user's guide.

1.2 The service user's guide is written in plain English and made available in a language and/or format suitable for intended residents and includes:

- a brief description of the services provided;
- A description of the individual accommodation and communal space provided;
- relevant qualifications and experience of the registered provider, manager and staff;
- the number of places provided and any special needs or interests catered for;
- a copy of the most recent inspection report
- a copy of the complaints procedure;
- service users' views of the home;

1.3 Service users and their representatives are given information in writing in a relevant language and format about how to contact the local office of the National Care Standards Commission and local social services and health care authorities