

	<b>Action</b>	<b>By</b>
1	SD to send letter to formally acknowledge the failures identified in this report and apologise to Mr C for the frustration, distress, time and trouble the Care Provider's and Council's actions caused him	<b>Completed</b> August 2021
2	SD to arrange to pay Mr C £650 to reflect: the distress he was caused by the Care Provider banning him from the care home without notice. <ul style="list-style-type: none"> <li>the distress he was caused from not seeing his mother for six weeks; and</li> <li>his time and trouble in having to raise his complaints with both the Care Provider and Council for the restrictions to be removed.</li> </ul>	<b>Completed</b> August 2021  Mr C has refused to accept the money
3	Through contract monitoring processes Quality & Market Management Team (QMMT) to ensure the Care Provider: <ul style="list-style-type: none"> <li>reminds care staff about what actions to take before a person is excluded from a care home.</li> <li>reminds care staff about the importance of recording risk assessments and that these are evidence based rather than opinion.</li> <li>provides training to staff about anti discriminatory recording and behaviours.</li> </ul>	<b>Completed</b> August 2021
4	QMMT to communicate with care homes and again share guidance and good practice re: visitors/relatives	<b>Completed</b> August 2021
5	QMMT to include a check in future quality audit processes to ensure that Care Home Providers to have a robust policy in place in respect of when issues occur with relatives.	October 2021
6	Principal Social Worker (PSW) to run reflective learning session with operational staff involved re: prompt communication of Safeguarding outcomes to people and their families in a timely manner to avoid any further distress.	Sept/Oct 2021
7	Message to be sent out to all staff regarding LGO recommendations 4 and 5	<b>Completed</b> August 2021

8	<p>Debrief Meeting with operational staff regarding “lessons learnt” from this case to prevent this happening again, including ensuring that care providers act in the best interest of the person they have in their care.</p> <p>Evidence shows that we did do this but clearly the Manager of the home did not always include us in decisions made. QMMT to also have this debrief.</p>	Sept/Oct 2021
9	QMMT and operational staff to undertake briefing/training as appropriate regarding the process around contractual breaches in respect of visitors to care homes	September/October 2021
10	QMMT to produce a ‘visiting care home’ overview document, including links to the guidance and overview of contractual requirement.	October 2021
11	QMMT to review the care home contract with regards to the CQC visiting guidance.	September 2021