

## PLACE ACTION PLAN

Please complete the Action Plan and return to: Paul.Winter@slam.nhs.uk by no later than **31<sup>st</sup> August, 2013.**

Detail any actions taken and the person responsible and an action completion date.

<ul style="list-style-type: none"> <li>Cleanliness</li> </ul> <p>AAU</p> <ul style="list-style-type: none"> <li>Debris in radiators.</li> <li>External glazing failed in all areas.</li> </ul> <p>Chaffinch – MOH</p> <ul style="list-style-type: none"> <li>Cleaning schedule should be displayed</li> <li>All bedrooms and en-suites that were observed were dirty. Dust, grime, scale and stains.</li> <li>The corridor to the garden needs a thorough clean</li> </ul> <p>NDS 1</p> <ul style="list-style-type: none"> <li>Scuff marks and dirty walls.</li> <li>Lime scale on laundry machines.</li> <li>Dust and grime on low surfaces throughout the unit.</li> <li>Floors</li> <li>Stains in toilet pans.</li> </ul> <p>Ward in the Community</p> <ul style="list-style-type: none"> <li>Dirty Walls.</li> <li>Dirty doors and frames.</li> <li>Chewing gum under table in dining room.</li> <li>Dirty ventilation grills.</li> <li>Floors dirty in all bedrooms and bathrooms.</li> <li>Dusty linen room.</li> <li>Dirty floors under beds.</li> </ul>	<ul style="list-style-type: none"> <li>ARAMARK have been informed of the issues and they will be addressed. This will be monitored by the Hotel Services Managers and Team Leaders.</li> <li>Any cleaning issues should be emailed to <a href="mailto:slamhelpdesk@aramark.co.uk">slamhelpdesk@aramark.co.uk</a> or call Ext: 84548</li> </ul> <p>Rectified by daily clean but Estates need to remove covers to enable deep clean. Rectified</p> <p>This now available at the ward All bedrooms and bathrooms deep cleaned.</p> <p>This is now cleaned as part of the ward schedule</p> <p>These have now been removed by domestic This has been removed and is now checked by the supervisor Surfaces dusted following floor work Floors scrubbed and buffed Toilet deep cleaned</p> <p>Rectified on daily clean Rectified on daily clean Gum removed by Hostess Rectified on daily clean Floors to be scrubbed and stripped Rectified on daily clean Rectified on daily clean</p>
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<p>Snowsfield</p> <ul style="list-style-type: none"> <li>Fabric chairs dirty in multi purpose room.</li> <li>Dirty public toilets outside ward area.</li> </ul> <p>B.A.U. – TE1</p> <ul style="list-style-type: none"> <li>Internal glass was smeary, needs attention.</li> <li>Art room needs a good clean.</li> </ul> <p>TE2 – Acorn Lodge</p> <ul style="list-style-type: none"> <li>Food area and dining room need to be cleaned after each meal service.</li> </ul> <p>Woodland House – CAMHS</p> <ul style="list-style-type: none"> <li>Dirty cleaning trolley</li> <li>High level dusting in OT kitchen required</li> <li>Dirty window sills in bedrooms</li> </ul> <p>Alex 1</p> <ul style="list-style-type: none"> <li>Sticky residue on the fronts of some doors &amp; wardrobes</li> <li>Beverage bay – water machine, fridge and pipe work were dirty.</li> </ul> <p>Aubrey Lewis 2</p> <ul style="list-style-type: none"> <li>Dirty furniture in Activity Room</li> <li>Dirty tables in dining room.</li> </ul> <p>Woodlands Nursing Home</p> <ul style="list-style-type: none"> <li>Edges and corners of floors are dirty</li> <li>Lots of cobwebs and dusty floor in the laundry room</li> <li>External surfaces of basin were dirty</li> </ul> <p>Lishman Unit – DB1</p> <ul style="list-style-type: none"> <li>Internal and external glazing very dirty</li> <li>Corners and edges of floors need attention – build up</li> <li>Floors in sanitary areas need scrubbing</li> <li>Most of the doors need cleaning</li> <li>Toilets dirty and need descaling</li> </ul>	<p>These have been clean and are part of the domestic duties Toilets raised during weekly meetings with hotel services Manager as not fit for purpose.</p> <p>Glass cleaned by both domestic staff plus window cleaners Room deep cleaned</p> <p>Rectified by domestic</p> <p>Rectified by domestic Rectified by domestic Rectified by domestic</p> <p>Rectified by domestic Rectified by domestic</p> <p>Rectified on daily clean Rectified on daily clean</p> <p>Additional work schedule in place following CQC visit. All actions rectified. Additional work schedule in place following CQC visit. All actions rectified. Additional work schedule in place following CQC visit. All actions rectified.</p> <p>Rectified in daily clean Floors scrubbed by floorman Floors scrubbed by floorman Rectified in daily clean Rectified in daily clean</p>
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<ul style="list-style-type: none"> <li>• Activity room needs a good clean</li> <li>• Dining room needs a thorough clean</li> <li>• Settees / chairs have debris under the cushions.</li> </ul> <p>EDU</p> <ul style="list-style-type: none"> <li>• Lime scale on shower room floors</li> <li>• Drawer of washing machine dirty</li> <li>• Seats of chairs dirty and debris under cushions</li> </ul> <p>Aubrey Lewis 3</p> <ul style="list-style-type: none"> <li>• Lime scale in sinks</li> <li>• Stains in toilets</li> <li>• Internal windows need cleaning</li> <li>• Paintwork grubby</li> </ul> <p>Clare Ward</p> <ul style="list-style-type: none"> <li>• Bathrooms and toilets dirty and unhygienic.</li> <li>• Internal glazing, doors and door frames in need of a good clean.</li> <li>• Floors need more attention when being cleaned.</li> </ul> <p>Eden Ward</p> <ul style="list-style-type: none"> <li>• Finger marks</li> <li>• Rusty radiators with rubbish inside them.</li> </ul> <p>Ellen Skellern 1</p> <ul style="list-style-type: none"> <li>• Bedrooms – poor standard of cleaning observed.</li> <li>• Sanitary areas - poor standard of cleaning observed.</li> <li>• Lounge – poor standard of cleaning observed.</li> <li>• TV lounge - poor standard of cleaning observed.</li> <li>• ADL kitchen - poor standard of cleaning observed.</li> <li>• Activity room - poor standard of cleaning observed.</li> <li>• Dining room - poor standard of cleaning observed.</li> <li>• Internal glazing is very dirty.</li> </ul> <p>Ellen Skellern 2</p> <ul style="list-style-type: none"> <li>• Dirty floors throughout the ward. – floors need replacing</li> <li>• Dirty chairs in foyer.</li> </ul>	<p>Rectified in daily clean Rectified in daily clean Rectified in daily clean</p> <p>Showers have been descaled by Supervisor Rectified by domestic Rectified by domestic</p> <p>Descaling completed Stains cannot be removed Rectified by domestic and will be cleaned by window cleaners Rectified by domestic</p> <p>Floors thoroughly scrubbed and cleaned Rectified by domestic Floors machine scrubbed</p> <p>Rectified by domestic Radiators cleared of rubbish</p> <p>Additional hours put in. All issues now rectified Additional hours put in. All issues now rectified Additional hours put in. All issues now rectified Additional hours put in. All issues now rectified Additional hours put in. All issues now rectified Additional hours put in. All issues now rectified Additional hours put in. All issues now rectified Additional hours put in. All issues now rectified</p> <p>Rectified in daily clean. Supervisors monitoring area. Rectified in daily clean. Supervisors monitoring area.</p>
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<ul style="list-style-type: none"> <li>• Dirty kick plates.</li> <li>• High and Low dust.</li> <li>• Lime scale in toilets.</li> <li>• Dirty ventilation grills.</li> <li>• Drain away in a shower area was filthy.</li> </ul> <p>Ellen Skellern 3</p> <ul style="list-style-type: none"> <li>• Dirty toilets and bathrooms.</li> <li>• Dust on bedroom furniture – High and low level.</li> </ul> <p>Fitzmary 2</p> <ul style="list-style-type: none"> <li>• Dining room area needs cleaning after breakfast</li> <li>• The sanitary areas need to be cleaned more frequently</li> <li>• Bedrooms floors need attention – need to be cleaned properly</li> <li>• All of the internal glazing needs to be cleaned</li> <li>• The tiles in the bathrooms need to be cleaned at high level.</li> </ul> <p>Foxley Lane</p> <ul style="list-style-type: none"> <li>• High and low level dust.</li> <li>• Ventilation grilles dusty.</li> <li>• Tops of wardrobes dusty.</li> <li>• Curtain tracks generally dusty.</li> <li>• Washing machine, dishwasher and oven dirty.</li> </ul> <p>Gresham 1</p> <ul style="list-style-type: none"> <li>• Dirty internal glazing</li> <li>• High level dust in bedrooms</li> <li>• Dirty skirting</li> <li>• Dirty dining room furniture</li> </ul> <p>Jim Birley Unit</p> <ul style="list-style-type: none"> <li>• All sanitary areas – very poor cleanliness standard observed.</li> <li>• Bedrooms were dusty, under beds not cleaned, and the internal glass very dirty.</li> <li>• Family room – poor cleanliness standards observed.</li> <li>• Laundry room – poor cleanliness standards observed.</li> </ul>	<p>Rectified in daily clean. Supervisors monitoring area.  Rectified in daily clean. Supervisors monitoring area.  Rectified in daily clean. Supervisors monitoring area.  Rectified in daily clean. Supervisors monitoring area.</p> <p>Rectified in daily clean  Rectified in daily clean</p> <p>This is the role of the domestic to do this before any cleaning duties  The areas are cleaned &amp; checked regularly by domestic  This has been rectified by domestic &amp; Supervisor  These have now been cleaned by the window cleaners  All bathrooms have been given a deep clean</p> <p>Extra hours were put into Foxley Lane to rectify all of the issues. All of the issues have been rectified and monitored</p> <p>This has now been rectified and cleaned by the window cleaners.  All the bedrooms were given a thorough clean  This was rectified by the domestic  This was scrubbed clean by domestic</p> <p>Additional hours provided to ensure ward meets cleaning standards. All issues rectified and being monitored regularly.  As above</p> <p>As above</p>
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- Activity room – poor cleanliness standards observed.
- Dining room – poor cleanliness standards observed.
- Glazing dirty.

## Johnson Unit

- Sinks in bedrooms need cleaning.
- Some surfaces are dusty.
- Some areas had no hand towels or soap.
- Lots of litter etc. in the enclosed garden.

## Leo Unit

- Dirty doors and frames.
- Dirty radiators.
- Dirty tables and chairs in the dining room.
- Dirty plug sockets.

Luther King (in W. B Bridge House)

- All en-suites need to have a thorough clean.
- Toilet brush holders need a good clean.
- Lots of fluff in the tumble drier.
- Perspex on the TV cabinet is dirty.
- En suites do not smell clean.

Nelson

- Bedrooms – poor standard of cleaning observed.
- Sanitary areas - poor standard of cleaning observed.
- Lounge – poor standard of cleaning observed.
- Dining room – poor standard of cleaning observed.
- Family room – poor standard of cleaning observed.
- Resource room – poor standard of cleaning observed.
- De escalation room – poor standard of cleaning observed.
- Poor standard of cleaning observed throughout the ward.
- Some of the dispensers had no soap.
- Sani bins are dirty.
- All internal glass is dirty.

## Powell Ward

As above

As above

As above

As above

Rectified by domestic

Rectified by domestic

Rectified by domestic

Rectified by domestic

Rectified in daily clean

Radiators cleaned externally. Estates to remove covers to enable internal clean.

Cleaned by hostess

Rectified in daily clean

Unit Closed – Refurbishment on-going

As above

As above

As above

As above

All issues rectified by domestic and floorman.

As above

As above

As above

As above

As above

As above

As above

As above

As above

As above

<ul style="list-style-type: none"> <li>• The glazing is dirty.</li> <li>• Radiators throughout the ward need a good clean.</li> <li>• All sanitary ware needs to be descaled as they are badly stained.</li> </ul> <p>Tony Hillis Unit</p> <ul style="list-style-type: none"> <li>• Bedrooms – poor standard of cleaning observed.</li> <li>• Sanitary areas - poor standard of cleaning observed.</li> <li>• Lounge – poor standard of cleaning observed.</li> <li>• Dining room – poor standard of cleaning observed.</li> <li>• Internal glazing throughout the ward needs to be cleaned.</li> <li>• De escalation room – poor standard of cleaning observed.</li> <li>• Gym – floor and high surfaces need attention.</li> <li>• Quiet room – doors and high surfaces need attention.</li> <li>• No soap in some of the dispensers.</li> </ul> <p>Triage</p> <ul style="list-style-type: none"> <li>• Bed bases need to be cleaned on a regular basis.</li> <li>• Tumble dryer is dirty.</li> <li>• Fan in laundry room is filthy.</li> <li>• Red mop and bucket full of dirty water was left in laundry room.</li> </ul> <p>Triage – Lloyd Still</p> <ul style="list-style-type: none"> <li>• Bed bases need to be cleaned.</li> <li>• Doors throughout the ward need cleaning.</li> <li>• Chairs in the bedrooms and communal areas need cleaning.</li> <li>• Low surfaces generally need cleaning.</li> <li>• Toilets need to be descaled.</li> <li>• Floors in general need cleaning, particularly the bedroom floors.</li> <li>• Internal glazing throughout the ward needs cleaning.</li> <li>• High surfaces dusty in communal areas.</li> <li>• Some hand basins need cleaning.</li> <li>• Lots of the radiators need to be cleaned.</li> </ul> <p>Wharton Ward</p> <ul style="list-style-type: none"> <li>• All internal glazing is dirty and furniture is not being cleaned to a good standard.</li> </ul>	<p>Rectified by domestic Radiators cleaned externally Rectified by domestic</p> <p>Issues rectified by domestic and floorman Issues rectified by domestic and floorman Issues rectified by domestic and floorman Issues rectified by domestic and floorman Issues rectified by domestic Issues rectified by domestic and floorman Issues rectified by domestic and floorman Issues rectified by domestic Issues rectified by domestic</p> <p>Rectified by domestic on daily clean. Domestic retrained. Rectified by domestic on daily clean Rectified by domestic on daily clean Rectified by domestic on daily clean. Domestic retrained on IC.</p> <p>Rectified by domestic on daily clean Rectified by domestic on daily clean Rectified by domestic on daily clean Rectified by domestic on daily clean Rectified by domestic on daily clean Rectified by domestic on daily clean Rectified by domestic on daily clean Rectified by domestic on daily clean Rectified by domestic on daily clean Rectified by domestic on daily clean – outsides only. Estates to remove covers for internal cleaning</p> <p>This has now been rectified and cleaned and standard maintained</p>
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<ul style="list-style-type: none"> <li>• Shower heads should be descaled</li> <li>• IT Equipment in relaxation room and TV in art room dusty and dirty</li> <li>• Lots of dusty skirting</li> <li>• Chairs and under tops of tables dirty</li> <li>• Debris in laundry room</li> <li>• Clinic room needs thorough clean</li> <li>• Dirty floors in some areas</li> </ul> <p>Westways</p> <ul style="list-style-type: none"> <li>• Dirty internal and external windows.</li> <li>• High level dusting poor in bedrooms.</li> <li>• Dirty cooker in OT Kitchen.</li> </ul> <p>Ruskin Unit – DB2</p> <ul style="list-style-type: none"> <li>• Bedrooms – poor standard of cleaning observed.</li> <li>• Sanitary areas - poor standard of cleaning observed.</li> <li>• Lounge – poor standard of cleaning observed.</li> <li>• Family room - poor standard of cleaning observed.</li> <li>• Meeting room - poor standard of cleaning observed.</li> <li>• Activity room - poor standard of cleaning observed.</li> <li>• Dining room - poor standard of cleaning observed.</li> <li>• Laundry room - poor standard of cleaning observed.</li> <li>• Clinic room - poor standard of cleaning observed.</li> <li>• Glazing very dirty.</li> </ul>	<p>Rectified by domestic Rectified by domestic</p> <p>Rectified by domestic Rectified by domestic Rectified by domestic Rectified by domestic Rectified. Coaching provided by Supervisor on floor cleaning process.</p> <p>These were cleaned by window cleaner Rectified by domestic This is now rectified by domestic</p> <p>Moved to Ruskin for refurbishment. Ward cleaned when vacated. Moved to Ruskin for refurbishment. Ward cleaned when vacated. Moved to Ruskin for refurbishment. Ward cleaned when vacated. Moved to Ruskin for refurbishment. Ward cleaned when vacated. Moved to Ruskin for refurbishment. Ward cleaned when vacated. Moved to Ruskin for refurbishment. Ward cleaned when vacated. Moved to Ruskin for refurbishment. Ward cleaned when vacated. Moved to Ruskin for refurbishment. Ward cleaned when vacated. Moved to Ruskin for refurbishment. Ward cleaned when vacated. Moved to Ruskin for refurbishment. Ward cleaned when vacated. Moved to Ruskin for refurbishment. Ward cleaned when vacated.</p>
<p>1. Condition &amp; Appearance (Please ensure all failures on the audit are actioned and if need be that Estates &amp; Facilities are notified via PLANET FM)</p>	<ul style="list-style-type: none"> <li>•</li> </ul>
<p>2. Hand Hygiene; Safety and Staff Appearance.</p>	<ul style="list-style-type: none"> <li>•</li> </ul>
<p>3. Privacy &amp; Dignity; Wellbeing and Confidentiality</p>	<ul style="list-style-type: none"> <li>•</li> </ul>

<ul style="list-style-type: none"> <li>Food Service, Food Presentation and Food Tasting</li> </ul> <p>Chaffinch – MOH</p> <ul style="list-style-type: none"> <li>The food at the end of the service was below a reasonable temperature.</li> <li>Pizza, rice and jacket potato was all that was on offer at lunch</li> </ul> <p>Ward in the Community</p> <ul style="list-style-type: none"> <li>Vegetable Soup – Cold and peppery.</li> <li>Macaroni Cheese – Strange spice taste – cold.</li> <li>Tuna Pasta Bake – dry and bland – over cooked pasta.</li> <li>Chick pea and spinach - acceptable.</li> <li>Cake and Custard – couldn't taste as too dry to cut – watery custard.</li> <li>Salad – had brown edges to lettuce.</li> <li>There were flavours in the food that we didn't expect to find like pepper in soup and fragrant spice in macaroni cheese.</li> </ul> <p>TE2 – Acorn Lodge</p> <ul style="list-style-type: none"> <li>Not enough variety in the menu and the menu is not really appropriate for children.</li> </ul> <p>Aubrey Lewis 2</p> <ul style="list-style-type: none"> <li>Corned Beef Hash – Poor taste, texture and temp.</li> <li>Syrup Sponge and Custard – Poor taste, texture and temp.</li> <li>Special diet had been ordered – Scrambled egg sent but client refused to eat it – Steamed fish sent as replacement.</li> <li>Stir fry veg was a strange choice to have with main dishes.</li> </ul> <p>Woodlands Nursing Home</p> <ul style="list-style-type: none"> <li>Apart from ginger pudding and custard the food was very bland and served at low temperature.</li> <li>General quality of food could be improved.</li> </ul>	<ul style="list-style-type: none"> <li>ARAMARK have been informed of the issues and they will be addressed. This will be monitored by the Hotel Services Managers and Team Leaders.</li> <li>Any catering issues should be emailed to <a href="mailto:slamhelpdesk@aramark.co.uk">slamhelpdesk@aramark.co.uk</a> or call Ext: 84548</li> </ul> <ul style="list-style-type: none"> <li>Burlodge to check trolley working correctly</li> <li>Ask Housekeeper to order more variety</li> </ul> <ul style="list-style-type: none"> <li>Burlodge to check trolley working correctly; recipe has been revised</li> <li>Burlodge to check trolley working correctly; recipe has been revised</li> <li>recipe has been revised</li> <li>recipe has been revised; host retrained</li> <li>production times reviewed</li> <li>covered above</li> </ul> <ul style="list-style-type: none"> <li>Autumn menu revision will incorporate School Food Trust recipes</li> </ul> <ul style="list-style-type: none"> <li>Recipe confirmed correct for soft texture; Burlodge to check trolley working correctly</li> <li>recipe has been revised; Burlodge to check trolley working correctly</li> </ul> <ul style="list-style-type: none"> <li>Stirfry goes well with a dish the ward did not order</li> </ul> <ul style="list-style-type: none"> <li>Burlodge to check trolley working correctly</li> <li>Chefs given PLACE feedback</li> </ul>
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Lishman 1 – DB1

- Baked beans too hard
- Cauliflower sloppy, overcooked

Aubrey Lewis 3

- Broccoli – over cooked and mushy.
- Fruit cocktail was okay but no custard was offered.
- No fresh fruit seen.
- Waste food trolley was messy with no disposal system in place.

Clare Ward

- Soup so peppery we could not eat it.
- Chicken bland.
- Steamed rice undercooked and hard.
- Croquette potatoes over cooked, dry and tasteless.
- Lentil and apple savoury lacked apple but flavour was good.
- Fresh fruit was very limited.

Croydon Triage

- No coriander in the coriander rice

Eden Ward

- Tofu Noodles and veg – bland taste and overcooked veg

Ellen Skellern 1

- Corned beef hash – awful and lukewarm.
- Peanut vegetable satay – not nice ,
- Rice – very hard,
- Stir fried mixed vegetables - overcooked.
- Temperature of the food was lukewarm

Ellen Skellern 2

- Corn Beef Hash – Poor Taste and Texture.
- Stir-fry Vegetables – Poor Taste Texture and Temperature.
- Peanut Veg Satay – Poor Taste and Temperature.
- Steamed Veg – Poor Taste Texture and Temperature.
- Service started late by 15 minutes

- Chefs given PLACE feedback
- Chefs given PLACE feedback

- Chefs given PLACE feedback
- hostess retrained
- Ask Housekeeper to order
- hostess retrained

- recipe has been revised
- recipe checked
- Chefs given PLACE feedback
- Chefs given PLACE feedback
- Chefs given PLACE feedback
- Ask Housekeeper to order

- Ground coriander seed (not leaf) cannot be seen in rice

- Ask Housekeeper to order

- Recipe confirmed correct for soft texture; Burlodge to check trolley working correctly
- Chefs given PLACE feedback
- Chefs given PLACE feedback
- Chefs given PLACE feedback
- Burlodge to check trolley working correctly

- Recipe confirmed correct for soft texture
- Chefs given PLACE feedback
- Chefs given PLACE feedback
- Chefs given PLACE feedback
- Noted

<ul style="list-style-type: none"> <li>• Menu displayed was out of date and hard to read.</li> <li>• No soup was available.</li> </ul> <p>Ellen Skellern 3</p> <ul style="list-style-type: none"> <li>• Chicken &amp; Ham Stew – Poor temperature &amp; Raw Potatoes.</li> <li>• Rice – Poor temperature – Stuck together.</li> <li>• Peas – Poor taste, texture and temperature.</li> <li>• Salad – Red cabbage served in big chunk.</li> </ul> <p>Fitzmary 2</p> <ul style="list-style-type: none"> <li>• Jollof rice – overcooked and very spicy</li> <li>• Boiled rice – overcooked very hard</li> <li>• Cauliflower – too soggy overcooked</li> <li>• Food temperatures – lukewarm/cold</li> <li>• All food temperatures were lukewarm/cold.</li> <li>• Culture specific recipes not up to standard; should be cooked properly.</li> </ul> <p>Gresham 1</p> <ul style="list-style-type: none"> <li>• Spinach and broccoli – Overcooked and cold</li> <li>• Shepherds Pie – tasted nice but was cold</li> <li>• Cold fruit served in hot bowl</li> <li>• Menu board needs to be moved so it can be seen</li> <li>• Wider range of drinks to be available</li> </ul> <p>Jim Birley Unit</p> <ul style="list-style-type: none"> <li>• Tuna pasta bake - pasta hard, meal very bland.</li> <li>• Bean goulash – tasteless.</li> <li>• Boiled rice – very hard.</li> <li>• Broccoli – overcooked – very mushy.</li> <li>• Cajun spiced vegetable jambalaya – rice hard, no taste very bland – not on menu sent from the restaurant</li> </ul> <p>Johnson Unit</p> <ul style="list-style-type: none"> <li>• Cauliflower Mornay – swimming in oil, looked dreadful but tasted quite nice.</li> <li>• Soup – very peppery - couldn't taste the soup.</li> </ul>	<ul style="list-style-type: none"> <li>• Ask Housekeeper about this</li> <li>• Ask Housekeeper about this</li> </ul> <ul style="list-style-type: none"> <li>• Chefs given PLACE feedback</li> <li>• Chefs given PLACE feedback</li> <li>• Chefs given PLACE feedback</li> <li>• Kitchen Assistant given PLACE feedback</li> </ul> <ul style="list-style-type: none"> <li>• Chefs given PLACE feedback</li> <li>• Chefs given PLACE feedback</li> <li>• Chefs given PLACE feedback</li> <li>• Burlodge to check trolley working correctly</li> <li>• Burlodge to check trolley working correctly</li> <li>• Chefs given PLACE feedback</li> </ul> <ul style="list-style-type: none"> <li>• Chefs given PLACE feedback</li> <li>• Burlodge to check trolley working correctly</li> <li>• Ask Housekeeper to order more crockery</li> <li>• Ask Housekeeper to order</li> <li>• Ask Housekeeper to order</li> </ul> <ul style="list-style-type: none"> <li>• Chefs given PLACE feedback</li> <li>• Recipe checked</li> <li>• Chefs given PLACE feedback</li> <li>• Chefs given PLACE feedback</li> <li>• Chefs given PLACE feedback</li> </ul> <ul style="list-style-type: none"> <li>• Chefs given PLACE feedback</li> </ul> <ul style="list-style-type: none"> <li>• recipe has been revised</li> </ul>
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<ul style="list-style-type: none"> <li>• Lentil bake – very dry and bland.</li> <li>• Potato croquettes – hard, bland and very dry.</li> <li>• Jacket potato – overcooked.</li> </ul> <p>Leo Unit</p> <ul style="list-style-type: none"> <li>• Chicken in white sauce and mushrooms – Poor taste and texture.</li> <li>• Veg Stew &amp; Rice – Bland – Carrots &amp; Kidney Beans.</li> <li>• Soup – Unknown – Thin, bland and cold .</li> <li>• Didn't look appealing at all.</li> </ul> <p>Luther King (in W. B. Bridge House)</p> <ul style="list-style-type: none"> <li>• Soup very bland tasteless.</li> <li>• Fish was grey in colour and the batter was soggy.</li> <li>• Veg stew peas tasteless, chips very hard and cold, jacket potato very dry, steamed rice undercooked and very hard.</li> <li>• All food temperatures were lukewarm/cold.</li> <li>• Very few condiments and no mayo.</li> <li>• Squash very watery.</li> <li>• No menu displayed.</li> <li>• Patients do not choose from the menu.</li> </ul> <p>McKenzie House / IRIS</p> <ul style="list-style-type: none"> <li>• Celery &amp; Potato Soup – Bland and cold.</li> <li>• Cauliflower &amp; Peas – Over cooked.</li> <li>• Cornbread was served as sponge with custard.</li> <li>• Old Lambeth catering services menu displayed.</li> </ul> <p>Nelson</p> <ul style="list-style-type: none"> <li>• The soup was very bland.</li> <li>• All 3 courses were served at the same time, so your main dish got cold if you had soup for a first course.</li> <li>• Wrong menu displayed.</li> <li>• No disposable cups out for drinks.</li> </ul> <p>Powell Ward</p> <ul style="list-style-type: none"> <li>• Celery soup bland.</li> <li>• Turkey bolognaise – couldn't taste meat too spicy.</li> </ul>	<ul style="list-style-type: none"> <li>• Chefs given PLACE feedback</li> <li>• Chefs given PLACE feedback</li> <li>• Chefs given PLACE feedback</li> </ul> <ul style="list-style-type: none"> <li>• Recipe revised</li> <li>• Recipe revised</li> <li>• Recipe revised; Burlodge to check trolley working correctly</li> <li>• Chefs given PLACE feedback</li> </ul> <ul style="list-style-type: none"> <li>• Recipe revised</li> <li>• Chefs given PLACE feedback</li> <li>• Chefs given PLACE feedback</li> <li>• Chefs given PLACE feedback</li> <li>• Burlodge to check trolley working correctly</li> <li>• Ask Housekeeper to order</li> <li>• Noted</li> <li>• Ask Housekeeper</li> <li>• Noted</li> </ul> <ul style="list-style-type: none"> <li>• Recipe revised</li> <li>• Chefs given PLACE feedback</li> <li>• hostess retrained</li> <li>• Ask Housekeeper</li> </ul> <ul style="list-style-type: none"> <li>• Recipe revised</li> <li>• hostess retrained</li> </ul> <ul style="list-style-type: none"> <li>• Ask Housekeeper</li> <li>• Disposables not eco-friendly - Ask Housekeeper to order more crockery</li> </ul> <ul style="list-style-type: none"> <li>• Recipe revised</li> <li>• Recipe checked</li> </ul>
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#### Tony Hillis Unit

- Soup – very bland.
- Chicken jollof rice – dry cold and far too spicy.
- Sweetcorn and bean stew – no sweetcorn.
- Temperatures of food lukewarm/cold.
- Hostess served cornbread with custard for dessert.
- No sultanas in the Spiced Apple and Sultanas.
- Wrong menu displayed.

#### Triage

- Soup was much too peppery but had body.
- Rice and vegetables under cooked.
- Minced meat greasy.
- Chicken dish lacked chicken.
- Lack of fresh fruit - only three bananas for the whole ward .
- Lack of choice and no menus displayed.

#### Triage – Lloyd Still

- Tomato and chickpea soup – very bland.
- Spicy chicken & black eyed bean stew – hardly any chicken in this dish.
- Tofu, veg and noodles – tasteless.
- Minced beef – overcooked burnt but cold.
- Jacket potato – very dry.
- Boiled rice – very hard.
- Mixed veg – overcooked and soggy.
- The dessert was tinned fruit; this was left on the table in the dining room for the service users to help themselves.

#### Wharton Ward

- Tuna pasta very bland and greasy.
- Boiled rice was of poor quality and under cooked.
- Broccoli over cooked and soggy.
- Tinned oranges tasted of the tin.

#### Westways

- Recipe revised
- Chefs given PLACE feedback
- Recipe checked
- Burlodge to check trolley working correctly
- hostess retrained
- Recipe checked
- Ask Housekeeper

- Recipe revised
- Chefs given PLACE feedback
- Chefs given PLACE feedback
- Recipe checked
- Ask Housekeeper to order
- Ask Housekeeper

- Recipe revised
- Recipe checked

- Recipe checked
- Burlodge to check trolley working correctly
- Chefs given PLACE feedback
- Chefs given PLACE feedback
- Chefs given PLACE feedback
- Ask Housekeeper to support hostess to serve

- Chefs given PLACE feedback
- Chefs given PLACE feedback
- Chefs given PLACE feedback
- Taste checked

<ul style="list-style-type: none"> <li>• No choice offered.</li> <li>• Small portion.</li> <li>• No pudding only yogurt.</li> </ul> <p>Ruskin Unit – DB2</p> <ul style="list-style-type: none"> <li>• Macaroni cheese – overcooked and tasteless.</li> <li>• Chicken sausage – didn't taste of chicken.</li> </ul>	<ul style="list-style-type: none"> <li>• Ask Housekeeper to order more variety</li> <li>• Ask Housekeeper to order more variety</li> <li>• Chefs given PLACE feedback</li> <li>• Taste checked</li> </ul>
4. Nursing Issues and Others	<ul style="list-style-type: none"> <li>•</li> </ul>