

Follow-up visit to Ravenscourt Nursing Centre

On 17 August 2017, we carried out a follow-up to our visit earlier in the year. At the time of our original visit the deputy manager had just been appointed to the manager's post. She had been very enthusiastic and told the team then that she took on board all their recommendations.

Our team carrying on the follow-up visit were, therefore, delighted to find that all of the recommendations had been acted upon (Although they were disappointed that the manager could not see them as she was on holiday).

The home continued to have a welcoming atmosphere and the team was pleased to note that our particular recommendations about adapting the decor to encompass variations in colour schemes - particularly ensuring contrasts - had been acted on.

Improvements to outside areas as well as repairs to the guttering had also been effected.

The team thanks the locum manager who met them, and who was clearly very *au fait* with the home and was able to answer their questions.