

individually or in group (training) and build systems and practices of communication between staff, between staff and services users/relatives and between staff and the management team. Therefore, a suggestion box is available for residents and families use, to ensure that service users have the opportunities to express their thoughts and needs. Also, key workers meetings and services users meetings are available to give the service users opportunity to express their needs. Quality assurance questionnaires are directed out yearly to past and present residents or families. There is a complaints procedure within our care setting.

All staff receive regular feedback on performance and recognition for their efforts. Performance reviews and appraisals are carried out regularly on all staff within our care setting.

2.2/2.3 I evaluated the effectiveness of communication channels within my workplace, I need to recognize and implement communication systems for staff, residents and visitors. The systems I have in place should enable effective communication between colleagues, residents and the working team, staff and managers, residents family members and staff, the working team and outside organizations. I evaluated communication systems I currently have in place within my working environment, what they include? Are they effective? Or changes need to be implemented to improve the communications?

Communication system scores: 1-5 1= very poor 2=poor 3=adequate 4=good 5=very good

System	Score	Recommendations
Visitors Book	4	Staff to ensure all visitors sign the book
Staff Handover	3	Extra time allowed at start/end of shift for handover
Complaints Procedure	4	Ensure all users are aware of complaints policy and how to make a complaint
Communications Book	3	Ensure all staff record appropriate and effective messages in the communications book
Care Plan Recording	4	Induction training on report writing/missing on information
Policies on Confidentiality	4	Induction training on confidentiality/role responsibilities

2.4- I assessed recently the effectiveness of our staff handovers including the reporting and recording.

My report contains the strengths, weaknesses and possible improvements for the most effective handover

As manager I was responsible for overseeing these changes and informing and training staff on any new procedures, to monitor and review its effectiveness and record the benefits or negative impacts that may have occurred. In my job role I must 'lead by example', in following new policies or systems, for my staff team to emulate.

3

3.1 I use communication systems with external agencies, or internally, within my own organization. These include:

- Procedures for booking doctor appointments for my residents. Using a telephone to speak to individual GP practices. Ordering medications through an answering machine service, submitting an online order form and through verbal communication, with a reception or pharmacist
- The actions that I follow in the event of a resident being admitted to hospital. This includes informing next of kin, taking a "A&E Grab Sheet" and accompany the service user to hospital (detailing medication, next of kin details, allergies etc).
- I contact and liaise with social workers, regarding your residents and their needs.