

Challenge Four: Social Care Staffing Issues Page 8

Challenge Eight: Effective Cooperation Page 12



Stow Healthcare is a family run group of care homes based in East Anglia, who specialise in turning around Nursing Home, Manson House Care Home, Melford Court Care Home and Stowlangtoft Hall Nursing Home, two

We have a compact and focused central support function, consisting of two directors, one with strategic and

challenges that winter 2022 is likely to bring as we see hikes in energy prices (impacting our homes directly and



with the most up to date government guidance.

- lines of accountability throughout the organisation remain clear
- arrangements for various scenarios are formally set out
- likely challenges are anticipated and planned for





document, made available to management teams, sets out the contingency planning and deputising systems that

systems in a timely way

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a cause for any concern. Some, however, pose an increased risk to public health due to changes in transmissibility,

of illness or mortality.

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- Support all residents to receive their booster, including supporting new residents who join us who are partially
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 - Ensure consent documentation is completed in a timely fashion so absence of consent does not hold up
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 - minimise opportunities to bring infection into our homes.
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2.

- Continuing to review existing or arising vacancies across all settings innovative means. Additional management resources on marketing and HR have been put in place to focus on and guidance.

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through correct channels to minimise impact on colleagues and residents.

- Ensuring that each home has a Resilience folder, setting out key processes to be completed to keep the home

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a limited pool of preferred suppliers.

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of 2022



- to get to work.

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Our elderly residents, particularly those with chronic cardiorespiratory diseases are at risk from extremely cold

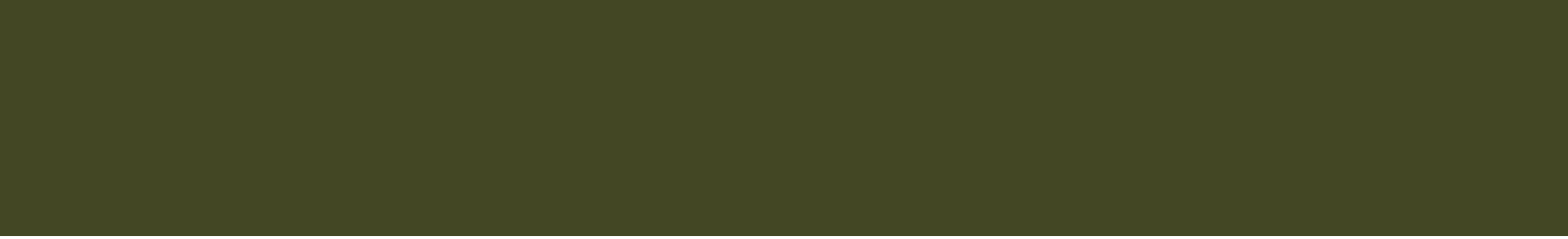
us to protect our vulnerable residents from harm caused by cold weather.

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- Stow Healthcare will ensure that its senior team and managers are aware of and have given due consideration to
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 - receive pre warning to support homes
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- Good management of contracted beds, with trusted relationships and regular communication.
 - Safe and timely discharge from hospital settings.
 - Good follow up for ongoing treatment.
 - Avoidable hospital admissions at a low level.

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- Work hard to ensure that commissioners and regulators are kept well informed about life in its homes, and that all best practice is implemented in its homes.
 - Ensure that admissions and contract management processes are conducted professionally through the Group Admissions Coordinator.
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 - safely as possible.
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