

**Example Report (Edited for viewing by Client)**

**Information Received**

Ref. No:

Serena James does not observe proper hygiene standards for her floor of service users at the (.....) Care Home. She regularly misses bathing schedules and some of her care users don't get a full shower/bath/full body wash for over a week. The reporter has seen this and has raised it with Ms James personally and a supervisor Mr Corbett. Nothing has changed and the reporter feels that they are being sidelined and ridiculed. Some of the care service users are in fragile health and the reporter is concerned that poor personal hygiene will impact upon their health. The reporter has recently noticed that the care records for one service user showed a bath that she knows did not happen (Friday 21/04/2017). The reporter fears that care records are also being manipulated for convenience. The reporter also fears that 'interference' with good record keeping may be more widespread. The bathing schedule of those who don't get many family visits are the most affected.

EXAMPLE

**Reporters details:**

The reporter wishes their details to be confidentially held by Say So. There may be opportunities for Say So to communicate with the reporter.

Information forwarded to client - Date dd/mm/yyyy Time : 00:00