

January Newsletter



Happy new year to you all.

For those who attended, we hope you enjoyed our resident's Christmas party on the 7th of December. We felt it was one our best Christmas parties yet and thanks to your kind donations we raised £135.

New mini bus/ Volunteer driver

You may have noticed our brand new mini bus. This was kindly purchased by the company for our residents to again, enjoy trips out. We are looking for a volunteer driver to join us to help out on trips, so if you hold a UK licence and can drive a manual car, have a few hours free one morning during the week and are interested in supporting us then please get in touch.



Questionnaires

January will see the start of our annual request for you to complete a questionnaire on how you find the quality within the home. These surveys are vital both for the home to have some idea of the standard of care we provide and for external organisations such as CQC as a tool to check on the care of the home.

There will also be copies left by the visitor's book for any friend/relative to be able to complete. They only take a couple of minutes and you can leave them in the office or give to the nurse in charge of shift.

Your relative, if they have the capacity to understand, will be supported by the Activity coordinator to complete a resident's survey form so we can ascertain their views on the care they receive.

Results of both of these questionnaires will be presented later in the year.



Staffing

We are sad to announce that Zoe, Tracey and Belinda will be leaving us soon and we wish them well on their new ventures. Over the coming weeks we will have four or five new starters joining the team



Residents meeting

We recently held our residents meeting. Below, for information are some of the items discussed.

A word from Julie Shave Julie spoke about her new role as general manager and how much she is enjoying it and getting to know everyone. She also spoke about the new mini bus that should be with us by Mid- December.

Staff Vimala spoke about having our new maintenance man David working for us and we are also looking for a new Activity Coordinator.

Activities We discussed our activities on offer and all stated that they enjoyed. The residents were pleased a new mini bus is coming for trips out.

Food and drink We discussed the food and drink on offer and there were no concerns mentioned and all were pleased the meals given.

Making a complaint We reminded the residents of how to make a complaint.

Staff communication/ approaches We asked how the staff are towards you as in their communication and approaches. All said they were very nice, helpful and look after us very well.

Care plans We discussed Care plans and reminded all that they have one in place for them or their nominated representative to view at any time.

Data protection /GDPR Vimala discussed issues relating to consent. This is important to discuss as we sometimes need to take your photos, especially for a new website. If some of your fellow residents lack the understanding to consent then we ask the family to sign on their behalf.

We asked the residents if they had any more issues they wish to raise, but there was none. Meeting closed

Improvements to the Home

As you may have seen we are starting to do some improvements to the home i.e. new iron railings (front entrance) and gate (to cellar), room 17 is being painted/new ceiling/carpet etc. at present and in the New Year we will be decorating in the hall ways, so please bear with us.

That's it for now, it has certainly been a busy year and there will be no let up in 2020 as we continue to strive to ensure the residents live in an outstanding home.

Ian / Vimala / Julie