

February newsletter 2020

Questionnaires



February will see the start of our annual request for you to complete a questionnaire on how you find the quality of the service we provide within the home. These surveys are vital both for the home to have a clear understanding 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 be copies left by the visitor's book for any friend/relative to complete. These forms only take a couple of minutes to complete and if you can kindly return them to the management team or the nurse in charge, we would be very grateful.

Your relative: if they have the capacity to understand the questions, will also be supported to complete a form.

Arts and Crafts

Here are some photos of the residents enjoying our arts and crafts group which is held every Friday morning and is facilitated by our volunteer Diana and Activities Coordinator - Milka.



Confectionary/Mealtimes

Everyone likes chocolates and sweets, well almost everyone! and we can see why family members bring such items in for their relative within the home. We do have some concerns though as for some residents eating such confectionary as hard boiled sweets could pose a choking risk. In light of this we urge you to always check with the nurse in charge. Please can you pass this message on to other family members.

On the subject of food, can you kindly try to avoid visiting at mealtimes, unless of course, you are intending to support your relative with their meal. This enables the staff to give your relative full support.

Fire drill



Whenever we have a fire drill, can all visitors kindly come down to the fire assembly point which is at the bottom of the stairs next to the nurse's station. This takes place approximately every three months and is different to our routine testing of the alarms which we continue to do every Tuesday morning around 11 a.m.

Decorating/Environment

At present the ceilings and hallways are being prepared for painting, so please take care and mind your step. Once completed our vision is to add some stencilling along with the pictures of our residents for all to see.

Coming soon, we will be erecting a flag pole outside, so keep your eyes peeled.

That's all for now, keep well and safe.

Ian, Vimala and Julie