

March 2020 Newsletter

Relatives questionnaire



Please find attached a relative's satisfaction survey form. Feedback from you about the service we provide to the residents is valuable in ensuring we continue to provide an outstanding service. Please take a few minutes to complete.

Please can you return your form to either of us or if we are not here then please leave it with the nurse in charge.

There are also survey forms available on the reception desk for any other family member or friend to complete.

Your relatives in the home will also be supported to complete a survey form and we look forward to sharing the results of these with you at a later date.

Care Planning



Please remember to contact us if you want to discuss or view your relatives care plan. This obviously only applies to the main agreed representatives of the resident.

We look forward to seeing you in the home.

Staff Announcements

We are sorry to announce that Vimala has left our service, Vimala has served the home as deputy manager since 2012 and we wish her well with her future plans.

We also wish Jo Mason well in her new job. Jo had also been working with us since 2012 and worked in just about every role going within the home.

We have welcomed three new domestic staff (Kerrie, Lynne and Julie) in February to assist in keeping the nursing home clean and fresh, as well as Sally our new tea cook.

Nicole is enjoying her new role in helping Caroline and Sandy in the kitchen.

Parking



Please remember not to park on the grass to the right of the home (as you are entering) or in the approaching driveway area. This is because visitors continue to receive parking tickets from time to time. Can you kindly pass this information on to any friends and family.

Facebook/Website



Please remember that we are on Facebook and also have a website. We will shortly be adding pictures of events and news about the home. If you would like to comment or simply pass on the fact we are on Facebook then please feel free to do so.

Trips out

Hopefully spring is not far away and we will be looking to resume our weekly trips out in the mini bus from the beginning of March. Dates will be made available, so if you can help out your own relative in any way on these trips then please let us know.

We are still looking for a volunteer driver, so if you hold a UK licence and can drive manual car, have a few hours free one morning a week and are interested in supporting us, please do get in touch.

Peggy and Betty enjoying Valentine's day



Improvements

Improvements to the home continues with the painting and decorating of the hallways which will be moving down the stairs and onto ground floor hallways, so please do take care on passing.

Best Regards

Ian and Julie