Meeting attended by residents, family and friends, Hitesh Patel, and Tracey Joslin.

Hitesh started the meeting by welcoming everyone to the meeting, Hitesh explained to everyone the meeting was for residents, family and friends, to talk about their loved ones, and to give us feedback on our service.

Hitesh stated that we love to hear feedback of what we are doing well, however also like to hear feedback, including suggestions on how we can improve our service, and quality.

Hitesh also stated that residents, family, and friends can complete their feedback on the CQC website should they so wish, which really helps us, as CQC are the commissioning bodies that rate our service.

One of our residents C.F started off the meeting by becoming very emotional, stating that everyone at Saintbridge house is very caring, and can’t do enough to help.

B.S a resident, agreed with C.F stating that he was very happy here, and all the staff are fantastic, and wanted to say that he was very happy with the activities and was singing Tracey’s praises, as she had recently taking him to a rugby match which he hadn’t been able to go to for many years, B.S daughter Gill who was present iterated what B.S had said.

A.S, a resident’s daughter had commented that although her father has only been with us a short time, was very pleased with how quickly he had settled in and engaging in activities.

Other comments were, staff are warm, welcoming, and it feels like being in one big family.

Tracey thanked everyone for their very kind comments, and asked if anyone had any suggestions of how we can improve our service.

T.B a resident’s nephew had asked if it would be possible to look at the temperature of hot drinks when being served, as the tea is cold when it gets to his aunt, M.C who is situated on the upper floor, other family members agreed. (Hitesh stated that we would investigate this, to ensure the drinks are served at a drinkable temperature).

T.B also asked about menu choices, as the menu choices are completed for the following day and his aunt M.C often does not remember what she has ordered the following day, (Tracey stated she would look at a person-centred menu approach for M.C and other residents).

C.F a resident, commented on the wallpaper in the dining room, he felt it was outdated, Hitesh had stated that the wallpaper had been changed in the past couple of years, however stated any suggestions would be taken on board, no comments were made at this time.

R.Y a resident’s son, asked if there were any other quieter communal areas that could be used when visiting his mother, as sometimes when he visits it can be quite busy and noisy, Hitesh explained that there is a quiet room on the first floor which could be used when visiting, and has a door that closes for privacy, and we will ensure that this is offered when family and friends are visiting.

J.B. a resident’s wife had stated that A.B’s bathroom door does not stay shut when closed, this prevents A.B from being able to watch the tv, and could possibly walk into it due to his limited vision. (Hitesh stated we will investigate this, Hitesh also reminded family members that they are able to ask staff to write any concerns in the maintenance book, and any issues or concerns, are addressed during the handover meetings each morning.

A.S a residents daughter asked if there was an option of having a bath, Hitesh explained that there are baths situated on each floor which are fully accessible, and are not used enough, and that we are happy to offer and facilitate.

T.B had congratulated Saintbridge House for being nominated for the GCPA awards, and stated it was a great achievement and asked about 3ab’s other services with regards to activities, Hitesh was able to say that we are very happy with the progress of activities, and all our activities are tailored to the suitability of our residents, however we are continuing to improve the activities we deliver.

T.B asked if we could send out a monthly newsletter, Hitesh stated that this was in hand and Tracey would be sending it out in the next 2 weeks.

Tracey thanked all the family, and friends that continue to support us and volunteer their time to participate in activities, as without them some activities would not be possible.

Tracey asked if there were any activities they would like to see introduced into the home.

A.S a resident’s wife asked about the swimming, and cycling, as she would like to take D.S as she feels he would benefit greatly. Tracey stated she would look into this, and let A.S know the days and times, Tracey also stated that she would be happy to facilitate, and support.

Other suggestions were themed nights for residents and family to attend, visiting Wynchcombe Railway station, a gardening group, coffee trips out, inviting a dancing school to perform for the residents, and for children from the local school to visit the residents and join in activities.

Hitesh asked the group if they had any ideas of what they would like to spend the £700 which was raised at the summer fete.

Tracey had stated that some of the residents had requested a potting shed in the garden which could be used in all weathers, possibly suitable garden furniture to go in the pergola.

Hitesh asked how often they would like to have the resident and family meetings, the consensus was to have the meetings monthly, which will be held on the first Tuesday of each month, everyone present was happy with this.

Hitesh asked if there were any other comments or suggestions from anyone, and reminded all present that his and Dave’s door is always open for a chat.

Hitesh and Tracey thanked everyone for their comments and suggestion and attending the meeting.

Actions from meeting:

* look into temperature-controlled drinks.
* Tracey to look at introducing Person cantered menu reminders.
* All staff to ensure that residents and visitors are offered the quiet room upstairs if it is busy, or they wish to have privacy.
* Room 4 toilet door to be addressed.
* Tracey to introduce an activity schedule for the residents and family.
* Tracey to Look into a Winchcombe railway trip,

Tracey

* wheels for all cycles.
* Tracey to organise a theme night for each month
* Tracey to look into inviting dance schools, and school children into the home.
* Tracey to complete a monthly newsletter.

Next meeting will be held on Tuesday 7th November 2023