**Meeting for Residents and Relatives**

**Date: 15th January 2019**

**Attendees:** Pam, Erica, Carol, Gitana, Olive Stewart’s daughter Liz, Peter and Eileen Cooke, Anne and Laurie Price, Norman’s daughter Linda, Velma’s friend Diane, Mary Gator, Liz Gurr, Mary Touchard, Jean Lewis, Doris Swain, Alison Chant, Edna Mickleburgh, Jean Ingles.

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| **Subject** | **Outline of Discussion** | **Action By:-** | **Completed** |
| **Welcome** | Pam welcomed everyone to the meeting ran through the previous minutes inviting comments as she went through. Carol was present to answer any queries regarding menus, Erica was available for Activities and Gitana was able to assist with queries regarding care staff. |  |  |
| **Garden Access** | Pam began by updating the meeting regarding the improvement works to the garden. Work had begun and a number of trees had already been removed. She advised that phase 2 would begin on 1st February starting with 4 more trees being removed. A second planning application would then be made with regards to the 3 assisted living flats and extended parking at the front of the home. The garden area will be landscaped with more accessible areas being made available with ramps, and small concreted/patio areas etc. If planning permission is refused for a second time regarding the flats then the garden improvements and extended parking will still go ahead. Residents will be kept up-dated with this project and informed at each stage of its progress.Anne asked how many more parking spaces would be made available. Pam advised that it depended on whether the planning application for the flats was successful. If it was not, then there would potentially be more spaces. Pam also advised that the current gravelled car park at the side of the building will potentially be tarmacked with parking spaces marked out. Pam advised that it could take between 6-8 weeks after the application is made to hear whether Planning permission has been successful or not.  |  |  |
| **Call Bell System** | Liz Gurr mentioned that today after lunch she was waiting for a long time for someone to take her back to her room after she had pressed the call bell. Gitana said she would check the call bell records to find out exactly how long she waited for today and get back to her directly. Erica did comment that when her staff were having lunch Liz had been collected and taken back to her room | Gitana to check and go back to Liz directly |  |
| **Staff** | Alison mentioned that from time to time a group of staff gather on the stairway outside her room to have a chat. She can hear the chatter from her room. Pam advised that no staff should be stopping to chat especially on the stairs and she will look into this. Anne also mentioned that a group of staff often gather at the bottom of the stairs outside of the garden lounge leading up to lunchtime. Pam informed Anne that this is acceptable as they are planning and preparing to take residents through to the dining room for lunch and planning the residents who are assisted in the lounge with their lunch. | Gitana/Debbie to do regular walk arounds to check this |  |
| **Menu**  | Several compliments were given regarding the standard of food served at the home. There were no complaints.  |  |  |
| **Garden Call Bells** | The fault with the garden call bell has been resolved by Southern Counties. |  |  |
| **Activities** | It was mentioned by several residents how much they enjoyed participating in making the Christmas cake and pudding. Diane said she felt it would be beneficial to have more cooking activities which involved the residents. Carol advised that she and Erica would organise an Easter cake making activity.Pam advised that also for Easter this year we will be having duckling eggs to hatch instead of chicks.Jean Lewis asked if the activities can be announced every day as everyone asks her what is going on. We explained that the everyone is given a monthly and weekly activity calendar and there is also daily calendar displayed in various areas around the home. Erica said she also will often mention at lunch time what the afternoon activity is so that everyone is aware of what is going on. Peter Cooke asked if the activities were available to see online and was advised that yes, the up-dated monthly activity calendar is always available online.   | Erica will ensure more hands-on cooking activities are planned into the calendar |  |
| **Lifts** |  The new lift is now up and running and is a big improvement. The works ran over schedule by 1 week, but everyone is very pleased with the result. It should prove to be very reliable and all parts are UK based which will mean speedy repairs should anything go wrong. It has an electronic panel which will enable the lift engineer, who visits monthly, to easily identify and rectify any problems should they arise.We will also be cosmetically improving the second lift, we are just waiting for prices. |  |  |
| **Other Matters Arising** | **Doctor** – The weekly surgeries by Grange Street are working out very well for both nurses and residents.**Flowers** – Diane asked what should happen with regard to dead flowers in resident’s rooms. Pam advised her that they should automatically be removed.**Night-time Policy** – Else’s friend Trisha asked what the policy was at night time with regards to checking on residents. Gitana advised that there are three checks during the night and individual residents can choose not to be checked. **Committee Meetings** - Erica reminded everyone that there are also monthly committee meetings for any issues arising in between the Residents meetings so committee members can be advised of any issues that residents would like brought up at the meeting. The committee members are: Eileen Knott, Liz Gurr, Desmond Thomas, Doreen Unsworth and Alison Chant. **General Comments** – Several comments were made regarding how nice the staff at Verulam House are and how personal the care of the individual residents is. Velma’s friend (Diane) also mentioned that she visits several care homes and she feels the care, catering and activities are over and above other homes. | Julie to mention to Housekeeping staff |  |
|  | Pam reiterated that if there are any issues which arise between meetings then please email Pam and she will ensure that they are put on the agenda for the next meeting or dealt with immediately where possiblePam closed the meeting by thanking everyone for attending and confirmed that the next meeting would be held on the Tuesday 16 April 2019 @ 2.30pm. |  |  |