

Meeting for Residents and Relatives

Date: 10th July 2018

Attendees: Pam, Erica, Carol, Gitana, Desmond, Derek, Jean L, Brian, Margaret, Ann, Olive's daughter, Jean I + Graham, Jo, Liz, Doris' daughter and Doreen

| Subject | Outline of Discussion | Action By:- | Completed |
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| Welcome | <p>Pam welcomed everyone to the meeting and informed them that she would go over the points raised in the last meeting and then deal with any queries raised. Carol was present to answer any queries regarding menus, Erica was available for Activities and any queries for Debbie would be passed on once she was back tomorrow. Gitana then came into the meeting so she could deal with anything raised on the Nursing side.</p> <p>Jo mentioned that Liz did not receive a copy of the last meeting's minutes. Pam said she would ask Erica to bring a copy to Liz in her room following each meeting</p> | Erica | After each meeting |
| Garden Access | <p>Pam began by informing the meeting that plans for altering the garden to make it more accessible for wheelchairs was in place. Damian is in the process of obtaining quotes and proposes having some concreted areas higher up the garden to have tables and chairs so that residents can sit out throughout the whole garden. Jean L mentioned that she hoped all the grass was not going and</p> | | Pam to update when more information available |

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| | <p>Pam assured her it wasn't. Access to these new areas would be from both sides of the building.</p> <p>Derek asked if the existing paving would be left in place. Pam explained that the current patio area will remain but as Verulam House was a listed building there were regulations which had to be complied with when repairing/replacing existing materials.</p> | | |
| Call Bell System | <p>Jo said that she did not feel there was any improvement with the call bell responses. She said on one occasion when Liz rang her bell a member of staff told her that all care staff were on their break. Jo felt that care staff should not take their breaks at the same time and this needs to be sorted so that there is always staff available for when residents need them. Residents should feel they can press their bell at any time and receive a response. Pam asked Jo to let her know of any incidents where the call bell was not answered sufficiently so that we can look into this.</p> <p>Erica asked Liz if she felt there was an improvement to the call bell response after lunch time. Liz agreed there was.</p> | <p>Gitana/Debbie – await instances from Jo</p> | <p>To speak to staff re comments made in front of Residents re staffing</p> |
| Staffing | <p>It was mentioned that it appeared that staffing levels were lower on weekends and some staff have been overheard saying that we are short staffed. Gitana reassured residents that the level of staffing does not change at the weekend and in fact we are always above the staffing levels recommended by CQC.</p> | <p>Non needed</p> | |

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| <p>Menu</p> | <p>Residents agreed that the food at Verulam was lovely. Someone asked if Residents were able to make special requests for food. Carol assured them that they can. She mentioned how the fresh berries were popular at the moment and that if anyone wanted fresh salad then to please ask. Jean L commented that it makes sandwich more appetizing with a salad garnish and perhaps this could be done. Carol agreed and said she would put this into place and maybe serve sandwiches with salad and crisps. She also suggested having a bowl of salad on each dining table so that residents can help themselves.</p> <p>Carol asked if residents were receiving their smoothies and milkshakes as required and was told that they were.</p> <p>Liz did ask if her smoothie for desert could be made slightly thicker.</p> | | |
| <p>Garden Call Bells</p> | <p>Many residents were concerned that the garden call bells were not working properly. It was agreed that there is a fault in the current system and this needs to be changed. The new system from Southern County means that residents will have one call bell which will work both inside and outside which should make things easier. Staff will also be made aware that they need to physically go outside and check on residents rather than just looking out of an upstairs window, especially with the hot weather we have been having. Residents should not be left outside in the sun without sunscreen, without a hat and without a call bell. Jo commented that it can be very frightening for residents who are outside on their own when their call bell doesn't work.</p> | <p>Gitana/Debbie</p> <p>Pam awaiting date from Southern County re Garden call Bells upgrade</p> | <p>To inform all staff re the call bells</p> |

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| <p>Activities</p> | <p>Erica ran through the upcoming activities and confirmed that there are two canal boat trips planned, one in July and one in August. There is also a Summer Picnic on 24th July. The Summer Party is on 12th August and we also have a date for the Christmas Party being 13th December. Desmond commented that he feels the entertainment at Verulam is superb.</p> <p>Jo requested that a breakdown of how all the proceeds of the Summer/Christmas parties were spent on outings/activities etc. be available to residents. Erica said this would be possible and she would do this.</p> | <p>Erica</p> | <p>As soon as possible</p> |
| <p>Lifts</p> | <p>Pam notified residents that the lift is being completely refurbished. A new lift with up-dated electrics will be installed once all parts have been delivered. It will be a UK based supplier, Summit Elevators, which will mean no long waiting times to get spare parts. We will also have 80% of spare parts on site. These works are set to begin around 15th October and will take approximately 6 weeks to complete.</p> <p>It was queried how residents from the top floors will be able to come downstairs during these works. Pam suggested that some residents may be able to move rooms so that for example some wheelchair users could possibly move to the ground floor and more mobile residents could move upstairs. We also have the second lift from the first floor down to the ground which can be used. Some residents were under the impression that the second lift was not for general use. Pam assured them that the second lift was for everyone's use and is intended to take the strain off the main lift. She also informed them that she was in negotiations with Summit Elevators to improve/modernise the second lift and possibly make it easier to operate.</p> | <p>Next meeting to</p> | |

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| | <p>Pam told residents that she will keep them up-dated as to the progress of the lift improvements.</p> | | |
| <p>Other Matters Arising</p> | <p>Doctor – Desmond asked if he was now with the Grange Street Surgery and Gitana confirmed that he was and that most of the residents had now transferred to Grange Street which was working well. She told Desmond she would go through his care plan details with him.</p> <p>Dentist – Graham asked if the dentist visits Verulam regularly. Erica told him that they do and that it was still the same dentists that visit. They had recently moved to new premises in Hemel Hempstead. The dentists do a general oral/dental check when they visit residents at Verulam but if there is any complex treatment needed then a resident will need to visit the practice in Hemel Hempstead.</p> <p>Hygiene – Jo was concerned that not all care staff were wearing gloves when giving care to residents. She felt this was a worry as the purpose of this was to stop infections spreading from resident to resident etc. Gitana felt that gloves were in fact being over used and that we had plenty of supplies and more gloves machines around the building.</p> <p>Jo also mentioned that Liz likes to wash her hands before meals. It was suggested that wet wipes be offered to all residents before every mealtime and the Liz be given a packet of wipes to keep in her room.</p> | <p>Gitana</p> <p>Non Needed</p> <p>Non Needed</p> <p>Pam to speak to Julie re stock for Residents</p> | |

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| | <p>Exercises – Desmond commented that when he does his daily exercises with care staff, some staff are helpful and support him but some staff just stand there and watch him. Pam said that if this happens then to call her from her office and she will come down.</p> <p>Meal Times – Jean L commented that the level of chatting by staff during meal times has increased. She felt that it spoils residents’ meals by having staff talking about their personal matters around and over the dinner tables to one another. Erica asked if it was at all mealtimes or one in particular and Jean felt it was all mealtimes. Pam agreed that this was not acceptable and that the issue will be raised with staff.</p> <p>Car Park – Pam informed the meeting that improvements to the car park were planned. Quotes will need to be obtained for the side area of the car park to be concreted and have marked bays. This should improve the parking for relatives and staff.</p> <p>Staff Identifying themselves to Residents - Jo felt that some staff members were still not identifying themselves when entering Liz’s room. Pam said this will be reiterated again at staff meetings.</p> | <p>Gitana to raise at handovers</p> <p>Pam to update as and when this may happen</p> <p>Gitana and Pam to mention AGAIN to all staff</p> | |
| | <p>Pam closed the meeting by thanking everyone for attending and confirmed that the next meeting would be held in 2 months rather than 3 and will be on Tuesday 11th September 2018.</p> | | |