

Meeting for Residents and Relatives

Date: 11th April 2018

Attendees: Debbie, Pam, Erica, Carole (Kitchen)

Bob and daughter Alison, Brian, Peggy, Anne, Mary, Liz, Nancy, Norman and daughter Linda, Jean Lewis and Desmond, Graham and Wife Angela. Dr Martin, Dr Caruthers and Dr Alistone.

Subject	Outline of Discussion	Action By:-	Completed
Welcome	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.		
Menu	Pam advised that Carol was present to talk about food and residents requirement later in the meeting.		
Activities	A suggestion was made about possibly taking residents to Harpenden Public Hall to see films. Erica advised that she would look into this but it has to be taken into account the cost of transport the further away a venue is. The Children in the home, Erica is in discussions on this and will update us. The ukulele band have been and entertained,	Erica	Feedback to be ongoing regarding all suggestions and new ideas for new outings etc..

	<p>Pam also advised that she has been looking into acquiring a large screen to go in the Chapel to show films on. Debbie also mentioned the possibility of obtaining Sky TV.</p> <p>More film afternoons have been taking place and more are planned.</p>	Pam	Pam is still gathering information on this and will report back
Other Matters Arising	<p>Access in Garden – with regards to access to the garden, Pam advised that this was still on the drawing board. Damian has had designs drawn up and priced but it is still work in progress</p>	Pam/Damian	This is being costed and planned
Grange Street Surgery	<p>3 Doctors were in attendance Dr Martin, Dr Caruthers and Dr Alistone</p> <p>They explained to the meeting how the new system of 1 Home 1 Surgery would work and that they saw this as an opportunity to improve relationships and the service and for the Residents and the Home.</p> <p>They explained that letters of consent would be coming out but those residents wanting to remain with their current surgery was totally fine.</p>	Debbie	Letters to be distributed for signing and returned to Grange St surgery
Carole – Food	<p>Very nice things said regarding the food.</p> <p>A couple of points were made:-</p> <p>Some residents requiring small portions were still getting to much</p> <p>Could they have a variation of sandwiches at super to include different types of bread and rolls</p> <p>Overall the residents and families were more than happy, Carole also explained that she is happy to cater for anything a resident might fancy that day if they didn't want one of the choices offered.</p>	Carole	ongoing
Liz Gurr	<p>Liz is still not happy with the call bell response.</p> <p>Downstairs:- Erica is monitoring at lunchtimes in the chapel – she has asked Liz not to press her bell for other people and to let Erica know when she is ready to leave the chapel and Erica will then press the bell for her.</p> <p>This seems to be working better so far</p>	Erica	To keep Debbie and Pam aware

Jo Field	Mentioned that not all care staff wear gloves – could this be mentioned at meetings please Also, staff are not always introducing themselves when entering a room- again to be bought up at all meetings	Debbie/Pam	Will observe/announce at their meetings
Desmond	Requested someone to be allocated to him for his daily exercises	Debbie/Pam	Carers and Activities will do this

Overall a very good meeting with several comments again made by residents and families on how they appreciate the home and how happy and they are. It is nice positive feedback to take away and to end the meeting on.

Date for your Diary:- Canal Boat Trips for July are in the planning stage dates to be confirmed

- Garden Party Sunday 12th August

Should you have anything you would like added to the next Agenda please email me info@verulamhouse.co.uk

Debbie and Pam closed the meeting by thanking everyone for attending and confirmed that the next meeting would be held on Tuesday 10th July 2018 at 3pm