

Meeting for Residents and Relatives

Date: 11 September 2018

Attendees: Pam, Erica, Carol, Jean L, Liz (Olive's daughter) , Angela + Graham, Liz, Doris & Marilyn, Daphne, Velma

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 any queries for Debbie would be passed on her return		
Garden Access	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 Pam assured her it wasn't. Access to these new areas would be from both sides of the building.		Pam to update ongoing
Call Bell System	Pam explained that Gitana had carried out an extensive call bell audit – Pam explained that the results were available for any resident/family member to look at and go through with Gitana.	Gitana - ongoing	

	Liz confirmed that this had improved at lunchtime in the chapel. Linda mentioned that Normans 'lanyard' needed changing – this was done AM 12.9.18		
Staffing	There was no issues with staffing since the last meeting – Pam explained that we had also taken on an extra Nurse in addition to requirements which is additional to always being above the staffing levels recommended by CQC	Non needed	
Menu	Residents agreed that the food at Verulam was lovely. Carol explained that any requests would and are catered for. They only have to speak to Kay or Carol direct.		
Garden Call Bells	Southern County have now rectified the fault so this has been resolved.		
Activities	<p>Erica ran through the upcoming activities she mentioned that the weekly Yoga sessions were going really well, she also mentioned that we had been offered another art teacher which means that the art glasses can begin again, also the Friday afternoon 'scrabble' will resume shortly. Pam also confirmed the date 5.11.18 for Fireworks and Mulled Wine.</p> <p>We also talked to Liz about her music afternoons, Pam explained that because of the change in residents the attendance was not what it used to be, Pam also mentioned that any new residents, once settled may want to attend so we would look at introducing them to Liz. Jean suggested that Liz may want to include the group about what music they wanted to listen to as not everyone want Classical each month.</p>	Erica	

	<p>Erica has now done a full breakdown of all the proceeds of the Summer/Christmas party raffles etc... and what has been spent. She invited anyone that wanted to, to go and see her and she would go through it with them.</p>		
Lifts	<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>Pam explained that closer to the time there would be more discussions so that we can work together to make the process as easy as possible.</p>	<p>15.10.18 is still the date we have.</p>	
Other Matters Arising	<p>Doctor – The weekly surgery's by Grange Street are working out very well</p>		

	<p>Dentist – Erica explained that 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>Exercises – Pam explained that Gitana and Erica were getting together to review the list of Residents needing regular exercise sessions so that it can be planned in with either care staff or activities teams.</p> <p>Meal Times – Jean L commented that the level of chatting by staff during meal times has not improved especially at supper. She felt that it spoils residents’ meals by having staff shouting across the room to each other – sometimes discussing personal issues. Jean said this happened at most mealtimes. Pam agreed that this was not acceptable and that the issue will be raised with staff, and perhaps having someone oversee the dining room at meal times. Jean said she has mentioned this at every meeting so far and it is still happening.</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. In the meantime if everyone could park with consideration and not leave large gaps between cars!</p> <p>Staff Identifying themselves to Residents – This seems to have improved but please report to us if this changes. Pam said this will be reiterated again at staff meetings.</p>	Gitana/Debbie	Dental screening letters sent out - Erica Ongoing
	<p>Pam closed the meeting by thanking everyone for attending and confirmed that the next meeting would be held on the Tuesday 15 January 2019 @ 3pm There would of course be communication in the meantime with Lift updates and information</p>		