

# Meeting for Residents and Relatives

**Date:** 16<sup>th</sup> July 2019

**Attendees:** Pam, Carol, Debbie, Alison Nichols, Alison Chant, Tom A, Laurie P and Wife, Mary T, Jean L, Mary Simmons daughter, Norman's daughter, Jo (Liz Gurr's friend) and Diane (Velma's friend)

Subject	Outline of Discussion	Action By:-	Completed
<b>Welcome</b>	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, Alison was available for Activities and Debbie was able to assist with queries regarding care staff.		
<b>Garden Access</b>	Pam up-dated the meeting with regards to the garden works. She confirmed that there is an ongoing general tidying up of the garden. Planning permission has been applied for so we now just have to await their decision.	Once we have heard Pam will let everyone know	
<b>Call Bell System</b>	It was agreed that the waiting times for call bells being answered seems to have improved. There are regular audits being done. Jo agreed that there was an improvement. Norman's daughter asked why her dad did not have a call bell. Debbie explained that if a resident is unable to use a call bell then they do not have one but instead regular checks are made to ensure that resident is okay and		

	has everything they need. These residents will also have a notice by the call bell in their room advising that they are unable to use the bell themselves.		
<b>Staff</b>	<p>Regarding the issue of staff congregating on the stairs, Alison Chant confirmed that this has improved but needs to be kept on top of.</p> <p>With regards to staff numbers, Debbie advised that we have a lot more staff on bank now including student nurses. Both Jo and Mary Simmon's daughter commented that there appears to be staff shortages at weekends. Debbie advised that the staff levels are the same at weekends but would look at getting this monitored more closely.</p> <p>Jo mentioned that she felt that some carers spoke to residents inappropriately. She also felt that the night staff carers were not as good and almost have Liz in tears from rough handling her. With regards to day staff carers, she said that they are still not introducing themselves when entering Liz's room.</p>	<p>Weekends still need to be monitored</p> <ul style="list-style-type: none"> <li>- Debbie/RGN's to monitor</li> </ul> <p>Debbie to look into</p>	Ongoing
<b>Menu</b>	<p>The feedback regarding the new serving system for the Chapel was positive. Jean Lewis mentioned that the noise level at supper times was still high.</p> <p>Mary Simmons daughter mentioned that menus are left in her mum's room but she is not sure what her mum has to eat. It was suggested that maybe she could be given a week's menu in advance so that she can choose it for her mum.</p>	<p>This to be put in place</p> <p>Debbie to look into</p>	

	Also needs to be consistency regarding monitoring residents drinking to ensure everyone using the same system for recording ?		
<b>Doctors</b>	<p>Everything is going well regarding the doctors albeit we are losing Dr Koop.</p> <p>Joe mentioned that there is inconsistency with what day and time appointments are made. She also felt that Liz was being talked over by the doctors rather than talked to. Debbie advised that if Jo or any family/friends wished to be at an appointment with their relative then they should ring the Surgery and book a slot. Sometimes however these slots could get changed depending on the Surgery that day</p>		
<b>Activities</b>	<p>We recently had an outing to the Mossman Museum which was thoroughly enjoyed by everyone. Access to the new Verulam car has been great both for trips and also appointments etc.</p> <p>We have several good trips lined up including two canal boat trips and also the Garden Centre. We are asking all residents if they would like to go on the trips. Diane commented that trips should be suitable for everyone to go on. We have regular trips to the Garden Centre as this ensures that every resident has the opportunity to go on this trip if they so wish. Also have opportunity now to have smaller outings more often for individuals now that we have the Verulam car</p> <p>Also in house entertainment is ongoing.</p> <p>Please let us have any suggestions you have as these are always welcome and can be planned in where possible</p>		

<b>CCTV</b>	Pam advised residents and their families that the CCTV will be up and running within the next 2 weeks.		
AOB	<p>Linda mentioned that she was concerned as she had been asked to sign a blank review form for her Dad NB</p> <p>Also, teeth cleaning – this should be being done a minimum of once a day</p>	Debbie to look into these points	
	Pam closed the meeting by thanking everyone for attending and confirmed that the next meeting would be held on the Wednesday 16 <sup>th</sup> October 2019 @ 2.30pm		