

# Meeting for Residents and Relatives

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

**Attendees:** Pam McCarthy, Carol, Erica, Alison Chant, Eileen Knott, Mary Touchard, Jean Lewis, Margaret Gostling, Jean Ingles and Graham, Diane and Velma, Jo and Liz Gurr, Doris and Marilyn

Subject	Outline of Discussion	Action By:-	Completed
<b>Welcome</b>	Pam welcomed everyone to the meeting and apologised for Debbie being absent as she was unwell. She advised the meeting that any clinical issues raised would be passed onto Debbie once she was back or otherwise a meeting could be arranged with Debbie or Gitana.		
<b>Assisted Living Flats</b>	Pam advised the meeting that the deadline for the planning application for the proposed assisted living flats is Friday 18 <sup>th</sup> October. We had a council member visit Verulam last week to do an inspection and we should have an answer by Friday.	Waiting to hear anytime now – Pam will update once received	
<b>Call Bell System</b>	Generally, the feeling was that the call bell waiting times were satisfactory although it was mentioned that at weekends it was a little longer.	Weekends a problem – Sundays seem worse	Debbie to look into

<p><b>Staffing</b></p>	<p>The issue was raised of staffing levels. Pam assured residents that the staff levels were the same 7 days a week so there should be no difference at weekends. The CCTV was now up and running and so this will enable Pam/Debbie to look back and see activity at weekends (and any other times). Pam advised that spot checks were also going to be introduced. This meant that either Debbie, Pam or Gitana will turn up unannounced either on a weekend or evening and be able to see exactly where staff are and if allocations had been done properly and that staff with certain skills sets had been allocated to the right area etc.</p> <p>Laura Crompton commented that she found that after Night Owls on a Monday or Thursday, she was often waiting quite a while for a carer to come and collect her and take her back to her room.</p> <p>Pam advised that we are currently recruiting and are advertising with the University and HCPA (who do the training of nurses/carers at NVQ levels II and III). Hopefully with the recruitment drive and spot checks being done, this will improve the level of care at weekends and overall.</p> <p>Diane asked why there wasn't a rolling management system in place. Pam confirmed that Gitana was present every other weekend and then the other weekends Laura and Barbara Senior RGN's were here.</p> <p>There will also be monthly audits done by Cheryl who will inspect all paperwork to ensure that all criteria are followed. Cheryl is a bank member of CQC so is familiar with the necessary protocols etc required.</p>	<p>Residents left waiting after Night Owls</p>	<p>Debbie to look into</p>
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<p><b>Menu</b></p>	<p>Carol asked residents how the new system of serving lunch was in the Chapel. The overall opinion was that it was working very well and that everyone was happy with the food. Congratulations to the Chef!</p> <p>Pam advised that we were looking at ways to improve the dining experience for residents in the dining room to make it more enjoyable and less chaotic and if any residents or their family had any suggestions to support this, they would be most welcome. One suggestion was to maybe have table numbers and allocate carers to each tables.</p> <p>Marilyn thanked Carol for all the help she gives with regards to Doris' menu. Pam agreed that Carol was very accommodating and often prepared 6 or 7 different meals in a day to meet the varying needs of residents. Carol asked if all residents were aware that she would now be cooking breakfasts to order so that they were fresh and hot when served up rather than waiting in a hot trolley. Carol will also now be preparing smooth porridge and some residents find regular porridge too lumpy.</p> <p>Jo mentioned that Liz does not chose a croissant for breakfast anymore as she finds them too hard. Carol assured her that she would prepare them herself if Liz requests one and ensure that it is warmed and soft. Jo also mentioned that on one occasion when Liz had her meal in her room, she was not given a pudding. Erica explained that if it was the day that the Chapel were advised that Liz was not coming to lunch, Erica specifically checked that Liz had a pudding and cup of tea taken up to her.</p>	<p>All seemed happy with Food – Carol is happy to meet any additional needs</p>	
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	<p>It was mentioned that tea is lukewarm especially when served with breakfast, lunch and supper for residents that have these meals in their room. It has been suggested that puddings and hot drinks should be served separately to main meals.</p> <p>Again, this is something that is being looked at, in that the puddings and teas are served after the main meal to ensure that residents are getting them hot and fresh</p> <p>It was noted that some people that serve from the tea trollies are not using tongs for biscuits and cake.</p>	<p>Some residents can have a small pot of tea if they wish.</p> <p>Debbie and Pam to discuss this and implement</p> <p>Carole has already rectified this</p>	
<b>Activities</b>	<p>Erica advised the meeting that there were lots of activities coming up including the <b>Fireworks party on 5<sup>th</sup> November</b> with hot food and mulled wine. We also have the <b>Christmas party on 11<sup>th</sup> December</b>.</p> <p>James is organising a pantomime and the date of which will be given when it has been decided.</p> <p>Activities are also organising Christmas lunches out and many other Christmas related activities.</p>		
<b>Other Matters Arising</b>	<p><b>Doctors at Grange Street</b> – Jo advised that she would like to be informed when Liz has a doctor’s appointment as she would like to be present.</p>	<p>Debbie please ensure that Jo</p>	

	<p><b>Physio</b> - Laura mentioned physio that she had been having with Andrea but this doesn't seem to be happening at the moment. Jo also mentioned that Liz's finger exercises are not being done. Also Eileen Knott</p> <p><b>Residents Flu Jabs</b> – it was asked about residents' flu jabs and explained that Grange Street were coming along to do these and residents had been asked.</p> <p><b>General</b> - It has been noticed that drinks are being left in resident's rooms and that there seems to be lack of communication between residents needs and wants. Also, regarding residents being reassessed for mealtime needs after being unwell.  Laura mentioned that her pillows are not very comfortable and Pam said she would ask Julie to go and talk to her.</p> <p><b>Deep Cleaning</b> – Eileen Knott mentioned that the 3-monthly deep cleans have stopped. Pam said she would speak to Julie and have this rescheduled on a yearly basis.</p>	<p>is informed whenever Liz is on the list</p> <p>Debbie to look into these points please.</p> <p>Julie informed and will go and see Laura.  A new plan is being put together and the dates issued to Residents</p>	
	<p>Pam closed the meeting by thanking everyone for attending and confirmed that the next meeting would be held in January it was also mentioned that there will</p>		

	be two Tuesday and Two Wednesday meetings in a year to make it available for people that like to attend. Dates will be published Shortly		
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