

Meeting for Residents and Relatives

Date: 15th January 2020

Attendees: Pam McCarthy, Carol, Debbie, Tom A, Mary T, Angela, Jean L, Gladys Daughter (Dawn), Norman, Linda, Jean Nunn, Elma and Amanda, Olive S Daughter (Liz), Laurie and Ann, Joyce and son, Liz and Jo, Graham, Doris and Marilyn, Jan

Subject	Outline of Discussion	Action By:-	Completed
Welcome	Pam welcomed everyone to the meeting.		
Lift	<p>Pam opened the meeting by updating everyone with regards to the lift. She advised that engineers were currently working on the lift and works should be completed by close of business on Friday. When the lift stopped working before Christmas, we tried to contact Summit but there was no response. We have now instructed a new company to take over repairs and maintenance of the lift. The problem with the lift was the ram and an oil leak. Summit had previously topped up the oil when the lift was updated but since then the old part became loose and was knocking and became damaged. It was a big job to undertake but the new company are now dealing with it.</p> <p>Whilst the lift was out of order, Simon and John were able to manually operate it and therefore were still able to transport residents from the middle and top floor</p>	Pam promised that future communication would be improved upon going forward	

	<p>to the ground floor. Graham commented that he found that residents were being taken upstairs early before the afternoon activity before John and Simon went home. Pam advised that James was also subsequently shown how to manually operate it and he was usually here until at least 6pm which enabled residents to stay downstairs longer. There is also the second lift.</p> <p>Elma's daughter Amanda commented that during the lift being out of order she felt communication was poor. A notice only went up after Christmas and has since not been updated. Pam agreed and apologised and said in future, communications would be kept up to date.</p> <p>Marylyn mentioned that she felt sorry for the staff during the absence of the lift as they had to work really hard.</p>		
Assisted Living Flats	<p>Pam advised that the application for the assisted living flats had been refused on the grounds of the issue with the trees. Damian will be meeting with an expert on 22nd to get advice and help with appealing this decision. Once an appeal had been lodged it will take another 6-8 weeks before we hear anything.</p> <p>Both Jo and Linda commented that they felt the introduction of the assisted living flats would create more problems with the parking. Pam assured them that more parking would be introduced if the flats went ahead.</p>	Pam to keep everyone updated – also the on the subject of parking	
Call Bell System	<p>Debbie confirmed that she has been regularly auditing the call bell system and that the times have been good. Amanda asked what the expected time limit to respond to a call was and Debbie advised her it was within 10 minutes.</p>	Debbie was speaking to Liz after the	

	<p>Jo advised Debbie that recently Liz had to wait a very long time before her call bell was answered and became very upset. Debbie asked Jo when this was so that she could check back on her records. Jo advised it was a Tuesday morning recently, but she could not remember the exact date.</p> <p>Graham advised that he found that sometimes carers would attend and silence the call bell but then disappear again without tending to the resident.</p> <p>Tom Addiscott commented that his call bell only worked intermittently. Debbie assured him that she would ask Simon to take a look at it.</p>	<p>meeting to go over a few things with her.</p> <p>Debbie will continue to monitor across the home.</p>	
<p>Staffing</p>	<p>Debbie advised that we were currently having a recruitment drive and were advertising for nurses and carers. In particular we were increasing night staff levels and will soon have a Deputy Matron, Marinela, on duty at night from 1st February. She is very experienced and has previously been in charge on nights of a 120-bed care home in Hatfield.</p> <p>It was mentioned that staffing seemed to be a problem at weekends. Debbie assured the meeting that staffing levels were no different at weekends and that there is always a Senior Nurse on duty – Gitana one weekend and then Barbara on the alternate weekend. Debbie assured everyone that she also comes in to do random checks at weekends/evenings. She hopes things have improved.</p> <p>Gladys’ daughter Dawn asked how many current staff vacancies there were. Debbie advised that there were 2 vacancies at the moment for senior day staff but that we are also recruiting for bank staff so that when we need extra cover</p>		

	<p>we have it. We are not short staffed and certainly the day staffing levels are very good, and a lot of our bank staff are also trainee nurses.</p> <p>We also have an introduction fee for when a member of staff introduces a new employee, they will receive a fee.</p>		
Menu	<p>Carol asked the meeting if everyone was happy with the food. Elma mentioned that she had an issue with her food being a bit lumpy (she is pureed). Amanda reminded Elma that they had already discussed this with Carol, and it had been rectified.</p> <p>Pam asked if anyone had any suggestions or requests for particular meals/food then please say. Jean Nunn mentioned that she would like cheese scones more often. Carol said this will not be a problem.</p> <p>Carol asked if the new system of giving residents a pot of tea rather than a cup of tea was working well. It was agreed it was as the tea stays hotter for longer.</p>		
Activities	<p>Amanda asked why details of outings were not put on the monthly calendar. Alison commented that the monthly calendar was too small to be able to print details of each outing. Amanda said she felt that outings were 'invite only'. She also felt that residents should be given more notice of outings.</p>	<p>All residents that are able are asked if they would like to go on the outings but spaces are limited.</p>	<p>Pam has instructed that details of outings are entered onto the monthly Act sheet going</p>

			forward – if we have trouble fitting this in to alert Pam
Other Matters Arising	<p>Doctor's Appointments – Jo said she felt she was still not being informed when Liz had doctor's appointments/Cancellations.</p> <p>Plug Sockets – Linda asked if plug sockets in rooms could be checked more regularly.</p> <p>General Care – Jo advised that Liz seemed to be upset or have a complaint almost daily. Some of those issues were carers talking over her, not offering her a face wash in the evening, her bed being turned down and got ready 3pm, carers arguing, carers going on breaks during care and miscommunication. Also, the ongoing issue of staff not identifying themselves to Liz when entering her room still occurs.</p> <p>Exercises – Amanda asked if Elma could have exercises either daily or weekly.</p>	<p>Debbie to look into this.</p> <p>Not a problem and damaged sockets are being replaced and sunk into the wall so stop future damage</p> <p>Elma to be added to the exercise list – these should be carried out by Andrea B or Oana S</p>	
	Pam closed the meeting by thanking everyone for attending and confirmed that the next meeting would be held Tuesday 21.4.20 @ 2.30pm		

	Future meeting dates are as follows:- Wed 15.7.20 @ 2.30pm Tues 20.10.20 @ 2.30pm		
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