

OUR FOCUS

Memory boxes and Life books—please bring any old photos and memorabilia for your loved ones box and book!!

Quality Assurance

It was pleasing that so many of you took the time to complete our annual survey, we take your feedback very seriously and without these tools we don't always get the opportunity to know your thoughts on how we can improve.

From collating all the information received, all in all most of you are satisfied with the home and we are meeting your expectations, some of you have highlighted these following areas as needing some improvement;

Feedback and Involvement in care-planning— I agree and would love to see more of you involved with the planning of care and joining us on our monthly review meetings, in fact back in June, I put posters up, inviting you to participate as well as adding it in my summer newsletter, the posters are still up, in each foyer, can I suggest that if you do want to be more involved you let me know and we can get the ball rolling, this will ensure you are updated and as involved as you want to be.

Activities— Some of you have

said that the activities need some improvement, I think we are in the process of addressing this, there is always an up to date schedule informing you of what is going on, residents are receiving a more varied selection of activity, getting out more on both sides and have enjoyed local entertainment, if you have any suggestions please see Teresa.

Cleanliness— We are working hard to improve our environment for our residents and have an active refurbishment plan for the home, I will continue to do spot checks to ensure we meet high standards of cleanliness, any concerns please see me.

Complaints procedure—Is available in each foyer and in pictorial format.

Administration— Any concerns relating to admin please see me, if we don't know your problems we can't address them!

And that goes for every aspect of the running of the home, I operate an open door policy and want to encourage open and frank relations.

IF YOU HAVE ANY SPARE TIME AND FANCY HELPING WITH ANY OF OUR UP AND COMING EVENTS, OUTINGS OR CRAFT DAYS PLEASE LET US KNOW, YOUR SUPPORT IS VALUABLE AND VERY MUCH APPRECIATED.