

## WENHAM HOLT NURSING HOME NEWSLETTER January 2018

After an extremely busy Christmas and New Year period it is time for our first Newsletter of 2018.

Firstly, many thanks to the staff who worked with us over the festive period to ensure we were able to give our residents the best possible Christmas without interrupting their daily schedule too much. As we enter 2018 Wenham Holt Nursing Home is celebrating its' 40<sup>th</sup> anniversary having first opened in 1978 and we are still in the same family ownership. We are in the process of updating our letterheads and other documentation and have designed a new logo which we hope you like and which will gradually take over from our existing logo and letterhead. This is the logo we have decided upon:

### Wenham Holt Nursing Home



#### **Customer Feedback/Comment forms:**

Thanks to everyone who completed one of the surveys late last year we will be producing a report in the next few months. Initial impressions are that the responses are very positive.

#### **Inspection Report 2017:**

The Care Quality Commission inspection report is now available on our website and a summary is on the noticeboard. We are very pleased to have been given a rating of good for all of the fundamental standards inspected. Safe, Caring, Responsive, effective and Well-led, The CQC are in the process of changing their inspections regime once again and we wait for further information about how this will affect us in the future.



#### **The Gardens and Environment:**

The usual maintenance, cutting back, planting and other and work in the garden has been ongoing and we hope you agree that the garden is looking very good for this time of the year. We have had many bedrooms re-carpeted and have new rugs for the hallway and main lounge. Over the winter we have had some of our older radiators replaced and provided others with new thermostatic control valves. We hope to continue with renewals and replacements of furniture and equipment throughout the Winter and Spring if we can.

In the meantime, if you notice a drawer stuck or broken or any furniture with a missing handle please tell a member of staff and it will be attended to. Also, please let us know if you notice any other maintenance issues, which might need attention.

We had an issue with our stand-by generator before Christmas which required repair, unfortunately the parts were not available from the manufacturer immediately and in the meantime, we hired a generator at considerable extra expense in order to be prepared in the event of a power cut. We did have a power cut in the early morning of 31<sup>st</sup> December but luckily the outage was only for a short period of time and we managed. The repairs to our own generator have now been completed and we hope there will be no further issues for a while.

### **Training:**

The 2018 training programme has commenced, and most recent subject has been food hygiene, we are passionate about training and safety and will continue to support our staff in order to maintain the safety and well-being of all the residents as well as to ensure the greatest level of care is achieved.

### **Minibus outings**

The minibus goes out on a trip to a local beauty spot or place of interest most days now (weather permitting) and a number of our residents (up to 6) regularly enjoy going out for a coffee or lunch up to three days per week. Most weeks we have a trip to one of the nearby towns for example Petersfield, Liphook, Havant, Bordon and so on.



### **Care Plans**

Our care plans have recently been changed to a new format which is more person centred. If any patient or their relatives would like to see their care plan please ask the nurse- in-charge. The care plans are designed to be individual and person based. We are also working very hard on 'life histories' of patients so we can learn more about them and their lives before they joined us. Please do help our staff to learn more about your relative or friend when you visit if you are able to do so. The person centred philosophy that we follow still inspires us and we will continue to make changes to create a more homely environment.

## **Additional Services**

We have a chiropodist (Kathy) who visits every 6 weeks and charges £15.00 for a treatment. Please let us know if you would like your relative to be seen by Kathy and we can arrange this.



Barbara our hairdresser visits every Monday and offers a variety of styles and cuts. Prices vary depending on the cut but are approximately: Trim shampoo & set £16.00, Shampoo & set £11.00, Cut £ 8.00, Perm £26.00.



Wi-Fi is available throughout the Nursing Home, if you would like to make use of this facility please ask for the Network Key. The wi-fi has recently been updated and improved. There is no charge for this service.

As well as these services we have our entertainers Martin and Ed who come in every week to play for the residents. Newspaper deliveries can be arranged locally, please ask for details.

## **Marking Clothes.**

Please continue to make sure that clothes are clearly marked with name tags. This makes it less likely that clothing will get mixed up in the laundry. Apologies if you find clothes you do not recognise in drawers or wardrobes this will happen from time to time.

## **Finally.**

If you have any questions, comments or queries about any aspect of the Home please ask to speak to either Rosemary or Dan or the nurse-in-charge who will be happy to help you. We would rather you spoke to us initially so we can address your question/concern if we are able to without delay.