

Residents Meeting – 24th October 2013 - Minutes

Agenda

1. **Introduction**
 2. **Safety of Residents**
 3. **Feedback on Recent Changes**
 - a. Exterior of the Building
 - b. Extra Trips
 4. **Food**
 - a. New two week food menu being prepared
 - b. More food choice for both Lunch and Dinner
 - c. What food / meals would you like on the menu?
 5. **Activities**
 - a. Afternoons are changing
 - b. Better prioritisation
 - c. What activities would you like to do?
 6. **Refurbishing**
 - a. Money put aside for revamping parts of the building
 - b. Carol and Donna to review ALL areas at the beginning of November
 7. **Christmas is Coming!**
 - a. Residents Christmas Meal at the Peter Tavy Inn – 6th December 2013
 - b. Christmas Bingo – 5th December
 - c. Trip to Endsleigh – 11th December
 - d. Spring House Christmas Party – 9th December
 - e. Sandy Sparkle – 18th December
 8. **AOB**
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Attendees

Residents	Family & Friends	Staff
Diana Jackson		Matt Luckham (Registered Manager & Owner)
Pauline Candy	Claire Dibble	Carol Mulford (Senior Care Manager)
Betty Connibeer	Jim and Liz Connibeer	Julie Hughes (Care Manager)
June Stephens		
Joyce Lester	Jilly Johnson	
Heather Campbell	Alison Larcombe	
Molly Muirhead		
Margaret Ellis		
	Diana Ugle	
	June Wildman	

Meeting Minutes

- Matt introduced the meeting and all attendees of the meeting.
- Matt then asked all of the residents and their families if they felt safe at Spring House. Matt asked if any resident or family member wanted to raise any issues with regards safety. All residents and family members agreed that they felt safe at Spring House.
- Matt discussed the recent changes at Spring House specifically the outside of the building (which everyone felt was a great improvement), and the additional trips that were provided during this year.
- Heather mentioned that she felt the trips were very enjoyable.
- Matt then introduced the new initiative with regards Food. Matt had said that following an inspection in June he felt that they needed to strengthen their food offering. Although the inspection was fine, it highlighted to the home that more needed to be done to provide a wider range of choice to our residents. Matt explained that he had tasked Martin (Kitchen Manager) and Carol to develop a practical selection of choices for both Lunch and Dinner that would enable Residents to request or be offered a wider range of foods.
- Matt explained that the objective was to provide 3 to 4 different choices for each meal time for residents to select from.
- Matt then opened it up to the floor to ask what food the residents would like.
- Heather mentioned that she liked seasonal food. All family members said that food such as Roasts were very popular. Claire mentioned that just having a choice would be advantageous and Residents would feedback what they liked and disliked.
- Matt then moved on to the next topic which was regarding Activities. Matt explained that a number of changes had happened at Spring House to ensure that Activities remained a key focus for the afternoons.
- Matt explained that although there were a myriad of tasks that the care staff must complete, it is important that Activities are prioritised for the afternoons. Matt wanted a more varied program to ensure that a greater proportion of residents benefited from whatever activities are being provided.
- Matt then asked the floor for information on what activities they would like to see.

- Diana said that she enjoyed walking in the village. Heather said that she too enjoyed getting out and about. Claire mentioned that it would be great if residents could help more with tasks around the home. Matt said he was happy if residents helped as long as any risks were assessed.
- Heather said that she would like to see a board that clearly shows what is going on during that week. Matt would review this and find a suitable solution.
- Matt reminded all present that the activities list was shown in the lounge and on the website for family members to access.
- Matt informed the people present that Carol and Donna were going to be reviewing the home with regards general refurbishment. A pot of money had been put aside for this purpose. Everyone was pleased with this initiative.
- Matt went through a number of trips that are happening in the coming months.
- Carol asked for any help from resident family members would be greatly appreciated. Matt explained that the staff ratios had to be much higher on trips due to the increased risks of hazards. Families agreed that they would try and support the trips as best they can.
- Matt spoke about the Christmas meal that was planned at the Peter Tavy Inn. Diana Ugle asked if her Mum was going to be going. Matt felt that it may not be possible due to the pub accessibility. However, Matt did say that it was important that we try to include all residents as far as we can and not just residents who are more able bodied.
- Matt then went around the group to ask if anyone had any further business.
- Claire mentioned that she would like her Mum's socks labelled more effectively. Matt agreed that laundry in general was probably a weaker aspect of the home and needed to be looked at. On the specific request Matt agreed that socks would be labelled with pen.
- June Wildman wanted to make a statement thanking Matt and all of the staff for their kindness, support and help looking after the residents. This was echoed by other family members at the meeting. Matt promised that this would be minuted and also passed on to staff directly.

Meeting Ended : 3.00pm