

The Manor Nursing Home
Family & Friends Meeting
Wednesday 18th May 2022 @ 18.30hrs

Present:

Staff – Peter Gaunt (Q&C Manager), Jayne Wood (Director of Nursing) & Moira Cullen (Finance Director).

Families: - (6 attended) see attached sheet

PG thanked everyone for attending.

Visiting

PG commented that over the past couple of months he had quietly allowed visiting numbers to increase and was taking a more relaxed view of where visits took place. He had taken this approach so as not to over stress staff who had got used to restricted visits due to Covid.

The home would be trialling an electronic log in but for now would all visitors sign in the visitor's book in the main reception on the General Unit.

Whilst we are taking a more relaxed approach we ask as a courtesy you try and give at least 24hrs notice of a visit by contacting reception. There are no limits on visitors but be sensible.

Families could bring well behaved pets.

PG also commented that for now visitors still have to wear a mask particularly in communal areas but unless they are providing personal care there **was no requirement** for an LFD test.

The home did have a small Covid outbreak at the beginning of April, it was suggested that we stop visits but PG argued it wasn't fair to differentiate between visitors and 'essential carers. We agreed to add the additional risk to our visiting risk assessment. Hence unless we have a serious outbreak there are no plans to restrict visiting again.

General Unit Visiting Lounge

PG explained that there is a visiting lounge on the left as you go into the General Unit reception. This is being currently redecorated with the plan to make it available for visits if visitors want more privacy.

Email addresses and Reviews

PG commented that we were going through a period where residents were having reviews by the Local Authority and Health. If the home has your email address and you have been invited to the review, we will then send you a copy of the Care Plan documents to be used in the review to help with participation.

Please check the nursing staff have your email address or email Peter at pg@hlhg.co

Recent Activities

PG explained that the home was again utilising the Hub for group activities from both the General Unit and the Village, some of the more recent ones included:

- Wednesday 4th May
Afternoon Tea in the hub

- **Friday 6th May**
Breakfast Club
All the residents were invited to the Hub to share a buffet breakfast of their choice.
- **Thursday 12th May**
Afternoon Cheese tasting with (non-alcoholic) beverages

More activities were been planned these included:

- **Every Tuesday**
Hairdressing Salon is open
Morning – Arts and Crafts
Afternoon – Gardening; (Residents have been planting sunflowers and poppies in the greenhouse and watering them)

PG commented that he was aware that there had been some ‘teething’ problems with the hairdresser and that some residents had their hair cut without the families been informed who then got a surprise bill in the post. However, some checks and balances had now been put in place.

MC explained that a carer must contact the families prior to a hair appointment and the carer must explain to the hairdresser the service required and then sign to say the service has been completed.

- **Breakfast Club**
Held once a month in the Hub
All residents who would like to join in can choose their breakfast of the menu
- **Thursday 19th May**
Indian Meal in the hub
Part of our ‘Themed Food Days’.
- **Thursday 26th May**
Fruit tasting afternoon in the Hub.

JW commented that this was very popular and it included fruit drinks.

- **Saturday 4th June**
Jubilee Garden Party
Starts at 2pm and everyone is welcome.
We have tombola, hook a duck, cake stall, bottle stall, BBQ, Raffle, ice-cream and drinks.

PG explained that the Jubilee celebrations was open to all and was the first such event since Covid started. If families had anything to donate as prizes that would be appreciated and any monies raised would go towards activities.

MC commented that the plan was to have ‘stalls’ set out on the grass in front of the entrance and that it was open to all including children.

- **Wednesday 8th June**
World Environment Day
- **Sunday 19th June**
Father’s Day

Newsletter

PG & JW commented that we are still planning to get out a seasonal newsletter, particularly as now we had consent from most families to publish photographs. Most likely the next one would be after the Jubilee.

Use of the Hub as a venue

PG reminded visitors that they could book the Hub for special occasions such as birthdays and anniversaries particularly at weekends.

MC commented that we could provide refreshments / snacks (at cost) and staff would help to set up the venue and tidy up afterwards.

Life Histories

PG asked that families of any new residents do complete as much as the 'Life History form' as possible

JW commented that this helped staff to understand residents backgrounds and needs.

Any Other Business

Covid Booster

CC asked whether all residents had their Covid Boosters. JW explained that most residents had now had their booster and we were arranging with the GP to catch up with any 'stragglers'.

Photographs

AG commented that he was pleased to see photos on the Facebook site and would like to see more. JW explained that this was possible now we have consent for photos and commented that we have employed a professional to update this and the website. If there was anything anyone wanted to add please let us know

AW asked whether we could put pictures up on the units of all the staff.

JW commented that we could look at this for perhaps the end of June. But most of the management could be found on the website.

Minibus

AC asked whether we were going to have trips in the minibus

PG explained that he had been discussing this in the morning with JM (Director) and this was the plan. Ideas included Cannock Chase, garden centres and the seaside.

Rafia Ali

PG commented that RA had a sudden bereavement in the family and consequently had resigned. PG was 'holding the fort' across the Village until someone could be recruited for the post.

Meeting Closed at 07.15pm