

## **Wenham Holt Nursing Home Annual Development Plan 2018**

**Following the return of customer satisfaction and customer feedback forms the following development plan has been compiled. The list below is not definitive and we will continue to be flexible in our approach. We might change our plans if any alternative, more beneficial improvements to the Nursing Home are identified throughout the year. Larger items are also subject to resource implications.**

- *To maintain the current high standards of care provided and to continuously improve on these standards to ensure the best possible service is given to our patients.*
- *To ensure our workforce is enthusiastic and well motivated by encouraging participation in training and the use of reflective practise methods.*
- *To ensure our patients can continue to enjoy the best quality service by listening to all concerned in their care package and acting upon appropriate advice.*
- *To maintain high standards of décor and maintenance to the structure and fabric of the home and to continue to maintain the gardens and external environment to a high standard and to make further improvements where appropriate.*
- *To continue to review our activities programme to ensure everyone has the opportunity to enjoy the activities if they so choose.*
- *To Replace the old French doors with new UPVC replacements.*
- *To improve wheelchair and disabled access to the gardens.*
- *To encourage relatives to take a more active role in the formulating of the life histories of our patients.*
- *To continue with the programme of replacing our older profiling beds with new ones.*
- *To promote the new menu and ensure our patients are aware of the choices open to them.*