

## WENHAM HOLT NURSING HOME NEWSLETTER May 2018

As summer approaches Wenham Holt is surrounded by lovely Spring colours and it's time for another newsletter.

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

These are available in the main hallway and adjacent to the Continuing Healthcare unit entrance door, there are red posting boxes for completed forms. Please take a moment to fill one of these in when you next visit, we want to show that we are responsive to suggestions.

April saw the launch of our new website which has the same address [www.wenhamholt.uk](http://www.wenhamholt.uk), this has been designed to be clearer and more compatible with mobile devices and whilst it gives information about the nursing home it is less detailed than our previous website.

As many of you will know 2018 sees Wenham Holt Nursing Home 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, brochures 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. We are aware that the sign on the road has seen better days and plan to replace this within the next few months.

Thanks to everyone who completed one of the surveys late last year we have produced a report which is available on the website, if you would like a hard copy please ask.

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

The usual maintenance, cutting back, planting and other 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 decorated. Four new UPVC doors and a replacement window have been ordered for bedrooms 9,10 and 11 in the nursing Home and we aim to replace the other older wooden windows and doors when finances allow.

In the meantime, if you notice any item or repair or maintenance issues please let us know and tell a member of staff.

### **Training:**

The 2018 training programme is ongoing, and the current subject is First Aid, we have recently completed health and safety and infection control.

### **Minibus outings**

The minibus goes out on a trip to a local beauty spot or place of interest most days now (weather permitting) and to the Royal Anchor pub in Liphook on a Friday for the lunch trip. In addition, several residents enjoy going out for a mid-morning coffee up to three days per week and we try to combine this with a visit to one of the local supermarkets.

### **General Data Protection Regulations.**

General Data Protection Regulations come into force from 25th May 2018. Every organisation that holds and processes personal data will be affected. This includes Wenham Holt Nursing Home and we are currently looking at information to determine what we must do to comply with the new regulations.

## **The key principles of the GDPR are as follows:**

1. Processing should be lawful, fair and transparent.
2. Personal data shall be collected for specified, explicit and legitimate purposes.
3. Personal data must be adequate, relevant and limited to what is necessary - care providers should only have access to *relevant* health and medical records.
4. Personal data shall be accurate and kept up to date.
5. Personal data shall be kept for no longer than is necessary.
6. There must be appropriate security in place in respect of the personal data.

Under the new regulations we must ensure that we have a lawful basis for processing personal data, otherwise it must not take place. We may process personal data if:

*Consent has been received from the individual.*

*There is 'legitimate interest' of the data controller.*

*We are performing under a contract.*

*We are protecting the vital interests of the individual – this will only apply under a life or death situation such as the provision of emergency medical care, otherwise consent must be sought.*

*Special categories apply: processing for employment and processing for the provision of health or social care or treatment.*

There is a principle of legitimate interest to care providers which is: "it is in the legitimate interest of a care home to process the service user's name, contact information and next of kin. This may also be permitted on the grounds of fulfilment of a contract."

Legitimate interest will not apply if personal data is used for any other purpose, for example where the interests of the organisation override the interests, rights or freedoms of the individual / data subject.

The whole subject is quite complicated, but we will attempt to come up with some simple clarification in due course.

## **Care Plans**

If any patient or their relatives would like to see care plans in the future, we will have to be aware of the new Regulations and consider if personal information will be compromised. 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.

## **Activities**

We continue to provide a wide range of activities and social time for our residents and a copy of the activities programme is in the hallway. We are always happy to take on board any new ideas so please let us know if you have any suggestions. In addition to the usual activities you might expect to see we also have a PAT dog visiting once a month, our tame rabbit whisky and

a new Aquarium of fish in the small lounge. We have taken advantage of the recent good weather and had two open air music therapy sessions from our Friday entertainer Martin and our Saturday keyboard player Ed who entertained everyone with a great variety of songs which everyone joined in with. We also celebrated the 90<sup>th</sup> birthday of one of our residents with Cava and cake in the garden whilst listening to the entertainment.

### **Additional Services**

We have a chiropodist (Kathy) who visits every 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.



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Barbara our hairdresser visits every Monday and offers a variety of styles and cuts. Prices vary depending on the cut but range from £8.00 for a trim, £16.00 trim shampoo & set, Shampoo & set £12.00, Cut £ 8.00, Perm £30.00.



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.