

WENHAM HOLT NURSING HOME

NEWSLETTER September 2018

As summer comes to an end for another year, Wenham Holt is surrounded by early autumnal 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 and your views really do count. We will be organising a relatives and friends meeting in the next few months which will be followed by the annual customer satisfaction survey.

Website and Facebook:

We launched our new website in the early summer which can be found at 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, our services and activities and so on, it is less detailed and more concise than our previous websites.

We are always trying to think of things to put on Facebook, but this is sometimes difficult because we have a policy not to use images of our residents either current or past. This means that our posts are generally limited to everyday events/activities and photographs do not show the residents enjoying the activity. For example, we will post photos of the afternoon tea but not the residents eating the tea. However, we do try to put up to date information on Facebook and if you use this medium please do have a look at;

<https://www.facebook.com/WenhamHoltNursingHome>

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 a number of bedrooms re-carpeted and have new rugs for the hallway and main lounge. The Portable Appliance Testing has just been completed and the boilers serviced. Several new wet rooms have been installed in the larger bedrooms to make them fully en-suite and we are currently converting the top floor bathroom to a walk-in wet room.

Internal re-decoration continues as usual and all rooms are decorated when they are empty. The external decoration programme, which includes the fences, windows, doors and stonework is almost completed. The lines marking the parking spaces in the car park have also been re-painted in the past few weeks.

We hope to continue with renewals and replacements of furniture and equipment throughout the winter if we can. In the meantime, if you notice a drawer stuck or broken or any furniture requiring repair 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.

New road sign

A new road sign and banner has been erected during the summer, this is smaller and set back from the road and makes exiting the drive easier.



Minibus outings

The minibus goes out on a trip to a local beauty spot or place of interest almost every day (weather permitting) and a number of our residents (up to 6) regularly enjoy going out for coffee or lunch. Most weeks we have a trip to one of the nearby towns for example Petersfield, Liphook, Havant, Bordon and so on. We made the most of the good summer weather by taking 10 residents to Queen Elizabeth Country Park for a barbeque. Another special trip in early September was to the Chichester Canal for a boat trip, this was enjoyed by 9 residents and staff.

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 General Data Protection 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 homelier 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.



Our live musicians play two or three times per week, on a Tuesday we have a reminiscence music session and on Friday, Martin entertains everyone with a live session. The musical week is rounded off on Saturday when Ed plays the keyboard and hosts a 'sing-a-long'.



Wi-Fi is available throughout the Nursing Home, if you would like to make use of this facility please ask for the Network Key, there is no charge for this service.

As well as the above, 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.