

## WENHAM HOLT NURSING HOME NEWSLETTER January 2019

After an extremely busy Christmas and New Year period it is time for our first Newsletter of 2019. Firstly, many thanks to the staff who worked with us over the festive period to ensure we were able to give our residents the best possible Christmas without interrupting their daily schedule too much. Thanks also to those relatives and friends who gave gifts to the staff as a thank you.

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

Thanks to everyone who completed one of the surveys late last year, the report has recently been published and is available on the website or as a hard copy if preferred. The responses are very positive.

### **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 have new rugs for the hallway and main lounge. We hope to continue with renewals and replacements of furniture and equipment throughout the Winter and Spring if we can. In the meantime, if you notice any maintenance issues, which might need attention.

We had an issue with our generator in late 2018 which was unfortunately not repairable immediately and, in the meantime, we hired a generator at considerable extra expense in order to be prepared in the event of a power cut. We were informed by the generator company that our existing unit (less than 7 years old) was not economically repairable and that we should consider purchasing a brand-new set. Whilst this had not been budgeted for, we committed to a cost of well over £10,000 replaced the generator with a new one. Hopefully this will last longer than the previous one!

We suffered with the snow again in the last week of January 2019 but thanks to everyone who manager to make their way into work we were able to operate without any interruptions or effect on the service and residents. Our old trusted Subaru 4-wheel drive car came into its own again and was used to pick staff up from the worst affected areas which were around Bordon.



**Training:**

The 2019 training programme has commenced, and most recent subject has been food hygiene, we are passionate about training and safety and will continue to support our staff in order to maintain the safety and well-being of all the residents as well as to ensure the greatest level of care is achieved.

**Minibus outings:**

The minibus goes out on a trip most days now (weather permitting) and several our residents regularly enjoy going out for a coffee, lunch or shopping. Most weeks we have a trip to one of the nearby towns or local beauty spots.

**Care Plans:**

Our care plans changed to a new format last year which is more person centred. If any patient or their relatives would like to see their care plan please ask the nurse-in-charge. 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.

**Additional Services:****Chiropody:**

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.



**Hairdressing:**

Barbara our hairdresser visits every Monday and offers a variety of styles and cuts. Prices vary depending on the cut, please ask for details.

**Physiotherapy:**

We have a local physiotherapist who visits for two hours a week to work with our patients on their mobility and movement.



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.

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.