

## RESIDENTS MEETING 18<sup>TH</sup> AUGUST 2011

### Those present:

JG	WP	BR
CJ	PO	IH
AF	MT	VM
DK	MK	MG
PD	BC	GMI
NT	PM	JF
DM	MS	KL
NE		

The meeting commenced at 2.15pm in the Lounge.

The minutes of the kitchen meeting were read out by NE, the minutes were then discussed between the group.

KL agreed with the points that were raised.

KL welcomed the new residents JG, BR, PO, PD and CJ.

The meetings of the last meeting were looked through by KL.

KL informed the group that the next bathrooms to be converted to wet rooms will be rooms 18, 21, 37.

MS spoke on behalf of one of the ladies who is worried about moving rooms and what would happen to her belongings and how long it would take for her new en-suite to be completed.

KL will speak to the builders and ask them how long it will take them to complete the work, she is hoping it will take no longer than two weeks and the lady would be moved to another room with all of her belongings and then back again on completion. CJ is very happy with his new wet room but there is a little problem with the water. KL to ask maintenance to investigate.

AF explained that when he first came to Tabley that he was taken to his room, there was no towel, no soap. He thought that his was not good enough; he did speak to deputy Matron at the time but thought that KL should be aware as his first impression was not very good. He also said that it might be a good idea to have a 'buddy' to help new people to settle in. KL apologised and explained that this is not acceptable and also that she was away at the time – all new admissions are normally allocated a 'buddy' a member of the care staff to assist them during the first day to orientate and settle in.

AF also wanted to raise the point again from the kitchen meeting about the cups being too heavy. KL said that she would have a look with LB Head Chef and see if they can find something more suitable.

ST did not want to come to the meeting but MS raised a point on her behalf that her buzzer is still taking a very long time to be answered; KL can track all timings on the computerised logging system and will look with ST so her concerns can be addressed.

JF explained to KL that she felt some staff thought she may be a nuisance at times; KL asked if it was ok to take this up on a one to one basis after the meeting with JF who agreed.

JF also felt that there was not always a towel available in her room; KL will check the stock order some more if needed.

JF informed KL that she had not had a bath for 3 weeks, KL to investigate this with JF separately as the R/N's normally monitor this quite closely and records are kept.

AF thanked KL for her work.

JF started a discussion about an idea of a gym at Tabley, KL thought it was a good idea but said that there is no space and would anybody actually use it?

2.40pm KL had to leave due to an emergency.

The discussion of the gym carried on.

MS asked everybody if they had ideas about any new activities!

CJ said that he would like more exercises. MS (who takes the exercise class) passed through and joined the meeting. They discussed the exercises and perhaps simplifying them a bit to get others more involved.

MS asked if there were any health and safety matters or concerns – none raised.

The meeting closed at 3.00pm for Sherry and afternoon tea.