

# HOLMWOOD RESIDENTIAL HOME

*Relatives and Friends Newsletter June 2017*

**RESIDENT SURVEY RESULTS:** We enjoyed a good response with 65% of residents taking part in our resident survey this year. We redesigned our surveys for 2017, with an aim to making them accessible and meaningful for all, reducing the volume of text and using less jargon in our language. We removed the 1 to 5 satisfaction scale, replacing this with emoji style faces and comment boxes.

100% of those completing a survey rated care delivery as either satisfactory or very satisfactory. All stated that they feel safe, secure and supported by staff who are well trained and respectful of privacy and needs.

Our Catering & Food choices scored highly again this year, with 100% commenting that they are satisfied with food choices, presentation and overall experience. Cleaning and Laundry also scored highly, with 100% being satisfied with general cleaning in rooms and communal areas and 95% being happy with the laundry standards. We received some lovely feedback on Entertainment and Atmosphere with residents providing lovely comments such as *'it's lovely (here)', 'friendliness and attention of all the staff – the kitchen, care, office – all of them'...*

**VISITING PROFESSIONALS** 44% of surveys sent were completed and returned. All those completing a survey agree that Holmwood offers a homely and welcoming atmosphere and are satisfied with the assistance levels provided by our staff. We were thrilled to receive some very positive comments, such as *'proud to be part of this team'* and *'the atmosphere is warm and friendly'*.

**RELATIVES/FRIENDS SURVEY** We received a response rate of 46%, with 19 out of a possible 41 surveys being completed and returned. All of those choosing to comment on our 'MISSION STATEMENT' agreed that the service has a clear, person-centred vision that is safe, empowering and inclusive, with staff and management who have a well-developed understanding of equality, human rights and diversity, which is put into practise. Care scored highly with 100% stating that they are satisfied with levels of care & support and are confident that their loved one is safe and protected from abuse. 76% are satisfied with the homes indoor and outdoor spaces, with 74% confirming that they feel welcome to join activities on offer. We were thrilled to see that 100% would (and have!) recommended Holmwood to others.

**Full Survey Results are available in reception – please let us know if you would like a copy!**



Holmwood celebrates its **40<sup>TH</sup>** year in the Sheldrake family this year. We are busy planning a fabulous **SUMMER FETE** for our residents, families and friends of Holmwood. We will be collecting bric-a-brac for our tombola and raffle stalls, please keep us in mind if you have anything to donate! **We hope you will join us**



**SUNDAY, 20<sup>TH</sup> AUGUST 2017**



- Andy the Clown providing entertainment & comparing
- Dog Show
- Stalls – games, tombola & crafts
- Pimm's Tent
- Cakes & Refreshments
- Games, Music & more!

A warm welcome to our new colleagues, **HAYLEY (Catering), TOM, JULIE, NIKKI, LISA AND JADE (Care)**. Anna is expecting a baby in October and the residents are enjoying offering advice to our Mum-to-be!

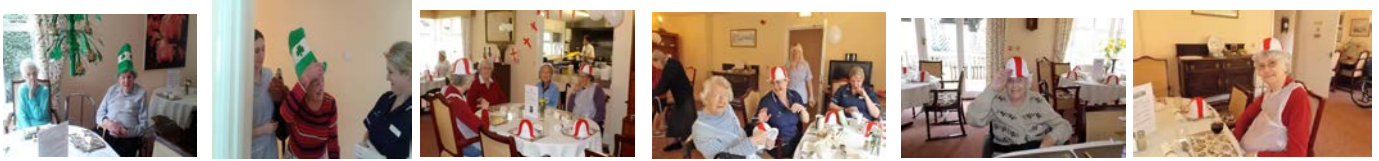


Very sadly, we have said goodbye to Mrs Mavis Cooper.

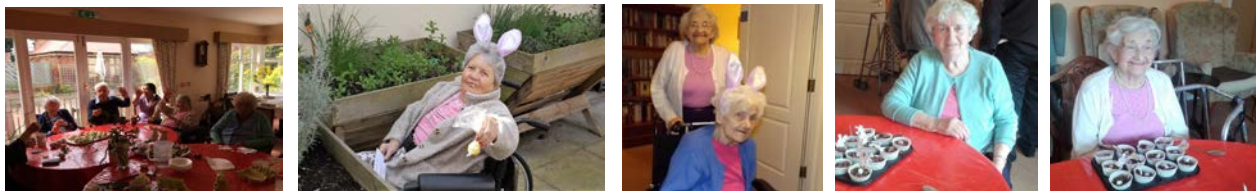


We warmly welcome Mrs Roma Govier.

## GALLERY : RECENT ENTERTAINMENT & ACTIVITIES



Celebrating St Patrick's & St George's Days...



Easter Crafts, Egg Hunts in the home and gardens and baking...



Singing and Dancing – Old Time Music Hall Songs...



River Boat Trip on the 'Waveney Stardust' from Norwich...



Swiss Themed Day...



Exercise Sessions with our table top cycle machines, lightweight ball and resistance bands...

Please let us know if there is a topic you would like covered, or have any news you would like included in our next newsletter.  
*Thank you for taking the time to read this edition!*



It is our pleasure to remind everyone that our beach hut is available for our residents to use with their families and friends.  
***Please see the office or a senior member of staff for bookings or further details.***