

COVID & VISITING

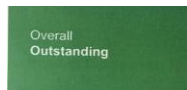
We were devastated that the home suffered a significant Covid outbreak in the week leading up to Christmas. We are truly sorry for the impact this had on family plans and thanks to everyone who voiced their support and understanding while our team navigated their way through, what can only be described as a really difficult time. Thankfully those residents and staff who tested positive were not severely affected. Despite this, our team did their absolute best to make Christmas a jolly time and we were thrilled to be able to celebrate a return to relative normality with a warm buffet celebration on New Years eve.



We continue to ask that visits are prebooked and that all visitors wear a mask for the duration of each visit. While there is no longer a requirement to carry out a lateral flow test prior to each visit, we ask that you please complete one just prior to visiting if you are aware that you have had contact with a Covid positive person; or believe that you have any symptoms. You are welcome to collect a box of LFT's when visiting.



A gentle reminder, please, when phoning Holmwood to make visiting appointments or for general (non-urgent enquiries) please where possible, kindly phone after 1pm, mornings are our busiest times.



HOLMWOOD RESIDENTIAL HOME

*Friends & Relatives Newsletter,
January 2023*



All Holmwood colleagues have recently completed their four day mandatory training update which included Health & Safety, Mental Health Awareness, Safeguarding Vulnerable Adults, Mental Capacity, Diabetes, Dignity, End of Life, Equality and Diversity and for our Senior Care and Management colleagues, Medication updates. We have received outstanding feedback for the training, which was delivered by Lowestoft College. Staff have reported that they feel more confident in their roles with refreshed practice and we have heard some wonderful comments including *'the topics were fascinating and I learnt a lot about my own personality traits'; 'the training was enlightening, I learnt a lot of new things and really enjoyed it!'* and *'I learnt a lot about my own behaviour and it has made me think about how I can approach things differently going forward'*.

AND THE
SURVEY
SAYS...



STAFF SURVEY RESULTS

Results collated December 2022

AND THE
SURVEY
SAYS...



Staff surveys were made available to all staff over a period of six weeks, with surveys available electronically (via email) and hard copy. All staff were encouraged to participate with completed surveys collated on an anonymous basis.

Out of a possible forty five, we received a good response rate with 64.4% of colleagues completing a survey.

100% feel confident in their role, including the training, level of support received and equipment provided.

100% are confident about our practices and policies; and that they are working in a safe environment.

100% feel confident that they know how to report any suspicion of abuse.

97% rate our overall service as either good or very good.

97% are either satisfied or very satisfied with opportunities for career progression and flexibility of hours.

97% are either satisfied or very satisfied with the relationship they share with their Supervisor or Manager.

83% are either satisfied or very satisfied with opportunities for career progression.

83% feel that their views and opinions are listened to. The remaining 17% feel neutral about this.

76% are either satisfied or very satisfied with their currently salary; with 14% feeling neutral about their pay.

We were thrilled to receive some wonderful comments, including that colleagues feel that they can **'report anything to the management team, they treat things confidentially'**; that a number of colleagues **enjoy their role(s) and enjoy working here**. Others find it **very easy to talk to senior colleagues and feel listened to**; and one colleague **'thank you, it is a great place to work!'**



Our Activities and Wellbeing Coordinators are busy planning a special event to celebrate the Coronation of King Charles on 6th May 2023.

As always, our residents have been enjoying a wide range of activities, entertainment, themed days and trips out. We hope you enjoy these pictures, of some of the moments we have shared in recent weeks.



Elvis is always a firm favourite and we are pleased that we have regular dates booked in throughout 2023 to look forward to!



Rather than sending Christmas Cards this year, we once again donated to the Meadowgreen Dog Rescue Centre in Hales.

We wish everyone peace, happiness and good health throughout the coming year.



As in previous years, our team have kindly donated food items for the local food bank, to support those most in need.

HEDGEHOG FRIENDLY GARDENS

With the help of hedgehog expert; and former relative Jenny, this year we have enjoyed providing food and shelter for several local hedgehogs in the gardens. We have enjoyed regular visits from a number of adults; and three small hoglets were caught at the start of the cold snap and were safely collected by a local hedgehog rescue centre who will care for them until they have gained enough weight to survive independently.

- Did you know that hedgehogs were originally called urchins? Their current name originates from their tendency to build their nests in hedges; and the hog part comes from the snorting and grunting sounds they make which are similar to those of a pig!
- A fully grown hedgehog can have up to 7,000 spikes!
- Hedgehogs can travel up to two miles in a single night.
- They have poor eyesight, but very good hearing

