



STAFF SURVEY RESULTS, 2018: We enjoyed a fantastic response to our staff surveys this year, with 73% of our colleagues choosing to participate. 100% commented that they feel confident that our residents are safe and protected from abuse. Over 90% are either satisfied or very satisfied with their salary, workload, opportunities for progression, levels of training and relationships they share with management. Catering standards, equipment and cleanliness of the environment also scored highly. We received some wonderful comments such as *'Best Job I have ever had'* *'Management are very supportive and fair'* *'excellent care witnessed every shift'* and *'I am really proud to be here'*. A full copy of the survey results are available in reception, or individual copies available on request.



STAFF RETENTION RATE: We recently read an article (Skills for Care, September 2018) which suggested that staff turnover rates in care homes averages 30.7% and a core experienced group of staff averaging eight years in service. We decided to produce an analysis to see how Holmwood compares and are thrilled with the results. Our analysis shows that 40.47% of staff have worked here in excess of five years, including six who have worked here between 14 and 20 years, two who have worked here in excess of 20 years and one who has worked here in excess of 35 years! We have welcomed twenty new colleagues in the last three years, some have joined us with the creation of new roles such as Team Leading; and this also includes apprentices. During 2018 we have seen five colleagues leave (equating to 12.19% of our workforce) two who have graduated as registered nurses and have left to take up their nursing posts, one who has decided to remain at home following maternity leave and two who chose to leave for pastures new! We believe that the higher rates of retention we enjoy are reflected in the positive feedback received from our staff in our recent (staff) survey and the many positive comments we receive during supervisions and staff meetings.



A gentle reminder that our Cocktail Party is being held on
Friday 14th December, 12 noon for 12.30.
Please complete the RSVP attached to our Invitation
As always, all proceeds to the Residents Entertainment Fund

Holmwood Beauty Treatments

Word is out that Abby is also a qualified beauty therapist! Many of our residents are now enjoying regular pamper sessions, including facial massage, manicures and pedicures! Here is Pam (aka the Duchess of Ditchingham Dam) enjoying a pedicure in the Boudoir.



OUR POP UP BOUDOIR IS NOW FURNISHED AND FULL OF FANTASTIC ACCESSORIES! IT IS PROVING TO BE A LOVELY SPACE ENJOYED BY MANY OF OUR RESIDENTS, STAFF AND VISITORS.

WE ARE OFFERING BEAUTY TREATMENTS, PAMPERING, DRESSING UP, HAIR STYLING AND MUSIC.

PLEASE FEEL FREE TO POP IN WHEN VISITING!



Our dear colleague Emma is sadly leaving but is happily looking forward to enjoying more time her family. She will be greatly missed and we look forward to the visits she has promised!

On a practical note, Emma's emails will be re-routed, but if contacting us, please use the following email addresses:

Louise@holmwoodbungay.co.uk
Sandra@holmwoodbungay.co.uk
Abby@holmwoodbungay.co.uk



**SUFFOLK CARE AWARDS
2018**



**We are thrilled to announce that we are proud winners of the
'Food & Catering' Award
and Highly commended in both 'End of Life Care' and 'Inspirational Leaders & Managers'**



We had a fantastic night at the Suffolk Care Awards held at Greshams, Ipswich. No less than eighteen Holmwood colleagues enjoyed a meal, presentation of awards celebrating great care standards in Suffolk, followed by lots of dancing and merriment!



As always, we have been enjoying an array of activities, entertainment and social time. We hope you enjoy the pictures below. Please remember that our Year to Date picture books are regularly updated and available in reception for all to enjoy!



Wonderful visits from Gail (Gail's Gaiety)



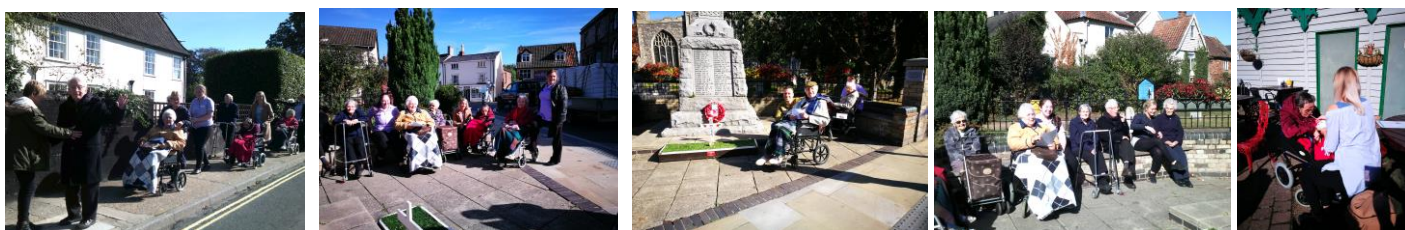
Regular pilates sessions with trained instructor Jean. These are proving so successful we now hold staff pilates classes here too!



India themed day was much enjoyed by all, with beautiful themed decorations, costume, dancing and a special menu.



Harpist Kizzy and Elvis are both regular visitors, performing beautiful music for our enjoyment.



Our Bungay tour in September, which included fact sheets for the town and ended with refreshments in Jesters cafe!

It is with great sadness that we have said goodbye to Mr Reggie Sherwood. Reggie was much loved and will be greatly missed.

Thank you for reading our newsletter, please do let us know if you would like a topic covered or have feedback to help us improve future editions.



Overall
Outstanding

HOLMWOOD RESIDENTIAL HOME

Friends & Relatives Newsletter, NOVEMBER 2018

