

# Home Manager Report AGM November 2015

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## **Environment & projects**

There have been some significant environmental changes over the last year, all for the better.

The project to improve Stone hall and redecorate the Miles Lounge was completed and formally opened in July. This has been well received by residents, visitors and relatives alike and the entrance really does give a wonderful first impression of the home for those visiting for the first time.

The raised bed has been altered to make it more accessible for our residents and has been prepared ready to begin working with residents to use it next year. Thank you to the Friends Association working party that gave up their time to make this possible.

The flooring in the hairdresser's salon is now complete and looks wonderful. Many thanks to the Friends Association for supporting us with this piece of work- it has made a real difference to the feel of the room.

The Essex Lounge is currently out of use due to maintenance works being carried out on the windows- with the weights being replaced in order for the windows to be returned to full functionality. We anticipate this disruption will be for a week at the most, and the benefits to the residents will most certainly outweigh the inconvenience.

We have plans in progress for a pathway to be built up to and around the pond- Tim is currently working on getting approval from Heritage to enable this work to move forward. We are hopeful that this work will be underway by early spring so that the residents will be able to enjoy the pond and surrounding grounds in all their glory!

We have also begun to look into the possibilities of converting an unused room in Mauchline House to be used as a multi-sensory room, specifically aimed at residents experiencing the later stages of dementia. This will be something we look at in more detail in the new year.

## **Staffing**

We have welcomed some new members to the team over the last year, but also said goodbye to some others too. We continue to be fully staffed for our day team but are currently looking for an additional night member of staff. We recently promoted three existing members of the team from their post of Care Support Worker level 2 up to a level 3 which means that they will be expected to assist our Shift Leaders in overseeing the quality of the service delivered to our residents on a day to day basis.

Over the last year Niki and Lee have been awarded the RMBI Oskar award for the month in recognition of their hard work and support. We have also been fortunate enough to have two members of staff who have been successful in getting to the finalist stage of the Great British Care Awards- these are Lee, our Facilities Assistant and Carla- Care Support Worker in Mauchline. This is a wonderful achievement and continues to recognise the dedication and very high calibre of staff here at Prince Edward Duke of Kent Court.

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## **Occupancy**

We have recently had a couple of new residents join us, and they both seem to be settling in well to their new environment. We currently have three vacancies, all of which are in Mauchline, but we continue to have enquiries and hope to have these filled soon. We continue to have some individuals on the waiting list who are not yet ready to move in.

## **Activities**

It's been a busy and exciting year with regards to activities for the residents, with some of the regular sessions continuing to be well received such as exercise classes, dog therapy, cookery club as well as our entertainers who never fail to amuse.

There has been a wide variety of outings over the course of the year which have been very popular including trips to the beach hut, the ceramic craft centre, Maldon Military museum as well as various trips to the garden centre and the local pubs for lunch.

In addition we have been lucky enough to hold some special events throughout the year including a quiz night, race night, staycation week, British Food Fortnight, afternoon tea in aid of Alzheimer's Society and a Halloween party- all of which were well received. We also are lucky enough to have been able to enjoy themed meals and receive gifts for the residents on Valentine's Day and at Easter from the Friends Association which have all helped to enhance these special occasions.

The Choir continues to be doing well, and residents thoroughly enjoy this time along with staff to rehearse familiar songs as well as master new ones. In the summer the Choir sang at the Summer Fete and thoroughly enjoyed the experience. They are now in full preparation for the Christmas period and their planned performances- with their first festive performance of the year taking place at the Christmas Bazaar on 21<sup>st</sup> November.

Audrey is currently looking to set up a shopping trip a couple of times a month for those residents who wish to do a little retail therapy as well as a visit to the local church once a month- we are hopeful to have both starting by the end of the year. In addition, Audrey is working with one of our male members of staff to try and develop the range of activities offered to our gentleman here at the home- discussion has begun with the residents about what they would like so we can set about trying to achieve this and build into the activities programme.

## **Forthcoming events**

The Choir has a busy December!! We have been invited to go along to the Bradwell Village hall coffee morning on the 2<sup>nd</sup> December to sing some carols and join them for coffee- this will be a great opportunity to spend time with other people in the community as well as practice our performance. Then on the 13<sup>th</sup> December the choir is performing along with a local school at the Stisted Golf Club. We are also hoping the choir will be able to visit our neighbouring RMBI home, Cornwallis in Bury St Edmunds during the month of December.

We have also been fortunate enough to have been invited by the Braintree Mini bus Community Service to attend their Christmas Lunch. We have accepted the invitation and will be taking a group of residents to spend time with the community.

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Our Christmas trees from the Friends Association have arrived and in place both outside Main House Lounge and in the Garden in Mauchline- these will be complete with lights in time with the homes decorations being put up on the 1<sup>st</sup> and 2<sup>nd</sup> December.

The staff of Prince Edward Duke of Kent Court will be holding a Christmas event on the morning of Christmas Eve for the residents, with a variety of pieces of entertainment as well as Christmas carols and readings.

## **Newsletter**

The first edition of the newsletter went out to residents, families, visitors and friends in October and was very well received. We have had some wonderful feedback about it and hope that it will go from strength to strength. Our next edition we plan to send out towards the end of January with an update of all of the festivities over the Christmas period as well as plans for 2016.

## **Inspection**

The home received their inspection from Dementia Care Matters on the 14<sup>th</sup> October and was a very positive experience, with the auditor having very complimentary things to say not only about the environment, but the high skill and ability of the staff supporting our residents. I am pleased to be able to inform you that Mauchline House achieved a Kite Mark Level One. This is the highest grading and signifies excellence in Dementia Care- Prince Edward Duke of Kent Court joins only a small number of providers across the country who have achieved this award.

The home is overdue an inspection from CQC under the new wave of inspections. I have now received my interview from CQC regarding my registration as the home's Registered Manager. We expect that we will receive a visit from CQC shortly as a result of my registration.

## **Christmas Bazaar**

The staff of Prince Edward Duke of Kent Court held their Christmas Bazaar on Saturday 21<sup>st</sup> November. It was a wonderful success with the residents, relatives and our visitors alike having a wonderful afternoon. We raised £488.00 which we intend to use towards to plants and flowers for the raised bed in the spring- once the residents have decided what they wish to plant in there.

Lastly, on behalf of all of the residents and staff at Prince Edward Duke of Kent Court, I would like to thank you for all of your hard work and support which makes so many things possible for the residents to enhance their quality of life and wellbeing. I am looking forward to continuing to work closely with you in the coming year to further improve and develop the service we provide.