

MIN'S FOR RELATIVES MEETING – DUDBROOK HALL

Thursday 15th July 2021 – 17:30pm

ATTENDEES Hosts

Sean Watson – Director (SW)

Claire Watson – Director (CW)

Kerry Toulson – Manager (KT)

Donna Regan – Deputy manager (DR)

Maria Price – Activity Co-ordinator (MP)

Meeting held via Zoom meeting with all relatives of Dudbrook Hall

1. Activities & Upcoming Events

SW said that we need to start with this topic first as MP is required desperately downstairs for a Mediterranean night so will start with this to allow MP to go back downstairs to get this event started.

MP gave a brief overview of what she was planning do on activities and events over the coming months at Dudbrook Hall.

Confirmed dates for the diary for families and friends of Dudbrook.

15 th July	Evening -	Tapas night
16 th July	2.00 p.m.	cake/biscuit decorating
20 th July	10.30 a.m.	church service
30 th July	2.00 p.m.	Robert Jerome Singer
3 rd August	AM	Olympic international day – weather permitting outside our own
Olympics with international foods		
17 th August	2.00 p.m.	Sing as we go entertainers
10 th September	2.00 p.m.	Angie Gilbee
1 st October	2.00 p.m.	Brian Shaw show
27 th October	2.00 p.m.	Robert Jermone singer
23 rd November	2.00 p.m.	Singer to be advised

Dates to be advised for up & coming events as some subject to weather conditions

Beach day

Our own CRUFFS DOG SHOW

Pamper spa day

Harvest festival with C/E vicar

Classic pub evening with card games, darts & singer

Kite flying (MP if you know of anyone who can fly kites that would be great to see them as MP didn't know how)

Small animals visit

We will be delighted to welcome back Mother & Toddler Group from October 2021 (depending on guidelines at the time will keep everyone updated on this nearer the time)

SW added that MP came to us as admin just prior to the outbreak of COVID and then we did not have much need for her in admin and then we drafted her into activities as we were short staffed on this section and MP has ran with this ever since and is a great Activity co-ordinator and SW would like to thank her for all she has done over these 18mths she has been great.

COVID Update:

SW Currently as of today we have 2 staff members who are now nearing the end of their isolation period who have been in contact with someone else outside of the home who had COVID. We have tested the whole home and have been for 7 days now and everyone else has come back negative. Testing has been such a big advantage for us as we can now see this hidden enemy.

DR explained what her testing regime is; here at Dudbrook we test all staff: 2 PCR tests and 2 LFD Tests each week, in some cases staff only work every other day and this would mean we are testing them on every shift. Residents are tested fortnightly, and we don't seem to have any issues with staff or residents having the test completed.

SW went on to explain what he believed the new government guidance will be on the 19th July for St Michaels Homes; As we all know the government is planning on removing most if not all restrictions we as a care home operator can not remove all these restrictions especially with the local and national cases raising so high. So we are going to be issuing the following guidance to all in the coming days.

Mask wearing will continue to be worn by staff when within 2metres of a resident when inside the care homes, we respectfully ask that families do the same when coming to see loved ones inside our homes, children under the age of 12years not required to wear a mask. Our visiting PODs will remain open should you wish to see loved ones inside and masks will not be required here if you don't wish. If you have exemption from wearing a mask due to medical reason please can we ask you to wear an exemption badge, thank you so much for your continued support here we all know that masks are a pain however we truly believe it will keep us all safe.

Access inside the care home; for Howard Lodge we would like to keep all families to only Phoebe's Tea room and not to enter into the hamlets please, only if resident is not able to leave their bedroom will we allow access to their bedroom only. Dudbrook Hall we would like to request that families only visit their loved one's bedroom or into the Orangery only, please don't seat in the small or large lounges as we are trying to keep these areas free for residents only. Hopefully now that we are in the summer months we would prefer most visit are outside if you can as this would be the safety way of visiting loved ones in the fresh air, again masks are not required outside.

Testing; Not sure what the government plans are on this topic however we would still like to test everyone who comes into the care homes until further notice via a LFT which will give us results within 30mins this can either be completed by us and we can record it on the government website or you can complete your own home test prior to coming out to us, we only need photo proof of a negative result to be shown on entry into the care home for our records, we would ask you to submit any home test result online yourself.

Visitors: We believe that the government will say that it will be unlimited number on visits to a care home, and we welcome all to come out to see loved ones in our care however everyone who visits please can we make them aware of the above restrictions. Also, we would suggest that those visiting loved ones in care that they are vaccinated as this offers a better level of protection for us all. Also, we would like to limit the amount of visitors at any one time to two adults, this does not include children, outside visits can increase to unlimited numbers.

Relative asked what changes will there be with taking loved ones out of the care home?

SW It is also important to note that visits outside of the care home environment is also important and if the resident is able, we would encourage and assist as much as we can to enable visits outside. Further guidance on this will follow after the meeting. Letter sent to all families via newsletter fully explaining who to arrange a outside visit.

SW added about visiting the care homes signing in system.

As per the government announcement we are now able to open our doors again to unlimited family/friends, this is a welcomed announcement as many of the residents have not been able to see all their loved ones during this crisis, many for 18months plus, and calling someone via zoom, teams etc just isn't the same as seeing someone in person. However, with this new guidance comes with its risks as we all know with the more mixing of people. We believe this risk can be managed if we follow the steps mentioned above. We are now going to be switching on our visitor systems across the care homes and issuing all key family members with visitor passes so you will need to zap the bar code on your passes at the scanner near the entrance doors and this will clock you coming in and zap again when you leave the building. The visitor system is important for several reasons, firstly it will help us with track & trace regulations which we still need to monitor closely. Also, for fire regulations so in the event of fire we can see quickly who is in the building. So please can we request all families to collect their visitor cards from reception areas, for those family or friends who might not visit as much the visitor system can print off a day card this just needs to be zapped out when leaving the building. If you lose the card or need another, please don't hesitate to ask a member of staff who will help. Thank you for your help on this matter.

PODs will stay open as normal to all family members to come and see loved ones if they don't wish to wear a mask or do not wish to have a test, please continue to see loved ones as normal via our PODs.

Please can we remind all families you need to book an appointment with the care home directly for any visits please do not just show up as we need to keep numbers visiting to a minimal amount.

Please allow for 30 mins prior to your scheduled appointment visit as we will need to conduct a lateral flow test (LFT) rapid 30 min test. If you wish to complete your own test then please make sure this is completed on the day of the visit and take photo evidence and show a member of staff the photo of the negative test sample, please don't bring the actual sample to reception.

General update on Care matters.

KT started the new appointment of new GP Doctor. Bradley Sanders who has been fully handed over from Dr. Rogers of all our residents. KT said our new Doctor has very big shoes to feel after all the help and support Dr. Rogers has given to Kerry and Dudbrook Hall over the 15+ yrs of dedicated service.

KT; MDT – Multiple disciplinary meetings are held with our new doctor as per normal, along with /case managers/pharmacist every Tuesday regarding Dudbrook hall residents. KT said this is unheard of as not many care homes have this level of support and joined up thinking and some care homes do not see a dedicated GP from one week to another, so we have a lot to be thankful for Ongar surgery for all they do for us.

District Nurses they continue to come in for any complex nursing issues although have deemed Jo, our team leader who has been trained as a nurse practitioner which provides in house support for our residents at as time when convenient for them, especially during lockdown Jo was able to assist us greatly. Jo is competent to do referrals/dressings/give Flu Jabs/injections and take blood. We are lucky that we can offer this service to support the nurses and phlebotomists and have qualified staff on duty every day to pick up on any potentially serious issues.

Team leading practitioner – we have 4 staff undertaking Danielle robbery, Sharon Holmes, Vickie Allix & Mika Yussuf This is to inspire team members to make positive differences to residents' life when faced with physical, practical, social emotional, psychological or intellectual challenges

KT: Vivaldi study; has now commence and many of the staff and residents have taken part. We hope this study will be able to provide us more information on if we have any antibodies and how long the vaccine is likely to last before a booster will be required. This study is completed every couple of months within the home.

KT: Staff have worked so hard throughout this pandemic; they are continuing to work hard to make sure our residents remain as safe as possible.

Prosper update

KT gave an update on Prosper and what it means to be a champion.

A Champion is a member of staff who has shown an interest in their allocated subject. They would have attended training in their particular subject. Our End of Life Champions attended training at St Luke's Hospice.

Our Champions will work with the rest of the staff to ensure the Residents and their families benefit from their knowledge and commitment with train the trainer. They will be the main point of contact for staff and will pass their knowledge and experience on to others.

Our Nutrition Champion will be responsible for making sure the Residents eat well and that their food and fluid intake is recorded, she will weigh the Residents and refer them to the Dietician if required. This will follow through with any actions/advice the Dietician gives. We have purchased a smoothie maker, to boost their fluid intake, especially now the warmer weather is coming, which I am sure the Residents will enjoy, this will be worked with Maria in activities to try and make this an activity then the resident doesn't know they are drinking which is a great way of pushing fluids.

Proposer champions

- Nutrition - Sharon Holmes
- Dementia - Bernie Othen
- End of Life - Wendy Bullock
- Dignity - Dawn Passfield
- Pressure Care - Jo Moss

See attached to these min's the prosper charts for July which also shows previous months results.

KT mentioned that they are so proud of the team for no pressure scores within the home since July 2020, they have had some from residents who have joined us from hospital and the staff have managed to get them under control.

2. Housekeeping update by KT

SW started by saying well done to the kitchen team for scoring another 5* on environmental health at Dudbrook hall, the team work so hard to maintain this standard which we accept.

KT Anne and Kelly (housekeeping supervisors) usually arrange for food tasting afternoons with the residents, we are planning on now changing the menus for the summer months so will look at getting new items on the menu. With new residents that come we are noticing new foods and in some cases Chinese, Indian or Italian food so will be working with them to see if we can do more along them lines in the months ahead.

Laundry: CW this has been a bug bear for us as we think we have it all sorted then we find a missing skirt with no name on it or top. Please case we ask all families to remember not to just purchase new items of clothes without getting them labelled as we have 44 residents and these items will get lost if they are not clearly labelled.

Maintenance: SW added that this is an old house, and our maintenance is extremely high, we will continue to repair and maintain the house and keep it looking as best it can until the day we move to our new care home. Problems with the hot water have now been addressed with the installation of a new shower on the 1st floor bathroom. We have sadly suffered a water leak in the main lounge from the heating system and we are currently trying to locate this and then once this has been found and resolved we can look to repaint the ceiling in the lounge.

3. Quality Assurance Questionnaires by SW

SW added that he would like to say thank yous for all those who took part in our recent satisfaction questionnaire, the results have come back from residents, families & professional and we did very well indeed. There have been some new questions added to this year questionnaire in relation to how we managed COVID crisis, mostly all questions were very satisfied however we did note a failing on some of the questionnaire in communications at the beginning of the crisis, we would like to apologise for this, as communication during the early months of this pandemic was so important especially when you were not able to gain access into the care home.

SW added that they have setup nearly daily updates on its Facebook page of what has happened within the homes with activities and events, this has been much appreciated by families when they could not see their loved ones for so long, SW added the please let him or any of the staff or management team know if they do not wish for a photo of their loved ones to be published onto this media forum as they would not wish to offend anyone as he said its not for all.

We hope we have now managed to overcome these issues; we did have some incorrect email addresses on our system also we also had some families noted down and not other, hopefully this matter has now been resolved. We will be calling around to each NOK to ask for correct details & if other family members wish to be on the mailing list, whether by email or post requirements. We will also undertake to ensure every 6 months that the phone call happens again in case of any changes or amendments. We have also placed all newsletters and information about the home on our Facebook page and our webpage. Please let Sean Watson – director (by email on sean@stmichaelshomesltd.com) if any issues over this matter.

SW We would also like to say thanks to all the families who have taken the time to complete the carehome.co.uk review online we have had some fantastic comments and reviews from the families so thank you to all who took the time to complete this, we hope this will help others who are looking at placing a loved one into care easier when they see some of these lovely comments from you all.

4. New build planning application update by SW

Works have now gone out to tender to 5 contractors, and we hope to have them back by early September time. Then after this we hope to go to start works in early to mid Oct time if all good.

These works will not affect the day to day running of the existing care home and residents and all staff will be transferred over to the new care home once its complete. Hoarding will go up so we should not have any inconvenience from noise or dust and there will be another construction access road to the site from Beacon Hill Road which is round the back of the house so we should not have any issues with them coming near to the existing house.

Copies of the plans for the new "Dudbrook" can be found on <https://publicaccess.brentwood.gov.uk/online-applications/> and will also be putting them up on our

webpage. Also I will be printing of the drawings and placing them up near the care office should you wish to take a look in person.

Please email or phone Sean on 01277 376044 or sean@stmichaelshomesltd.com for more details of the build should you wish to talk to someone I will always have time to talk.

Programme of works – Once tenders have come back then the construction side of things will take 18 month time scale for completion when we get handed the new keys.

Phase 2 works – Existing Dudbrook Hall

What this means for the existing Dudbrook Hall (phase 2 works) Once all the residents & staff team have been transferred to the new care home which we have not thought of a name yet, than the partial demolishing some parts of Dudbrook hall & the remaining core section of the building & orangery will remain. The ground floor will be for our nursery benefiting our residents & staff team so that we have the facilities on our doorsteps for residents & staff to enjoy. We will bring back the core of this building back to its former glory and make it look a beautiful building for us to look out of from our new care home and something we can be proud off.

5. Q&A's.

No other questions from the families, just a few saying thankyou for all we have done during this time which was thanked by the directors.

Families thanked the staff team for all their hard work & kindness shown to their loved ones.

Everyone thanked for their attendance.

Meeting closed.