

"a home away from home"

Overseal Residential Home

c/o Ahavah Healthcare Ltd

3rd Floor, Hilldown House, 32 Hampstead High Street, London, NW3 1QD

June 2010

RE: OVERSEAL RESIDENTIAL HOME UPDATE/NEWSLETTER

Dear Relatives and Friends,

We trust you are all keeping well and enjoying the summer.

As always we are keen to keep you all posted on various things happening in and around the Home:

Website: *The Overseal website is now fully operational and can be seen at www.oversealcarehome.com - we have also included pictures from recent day trips if you want to have a look.*

Upcoming Works: As previously noted, starting from Monday (21st) we will be carrying out some remedial works to the Home which will include updating some of the bathroom facilities, including the installation of a new and 2nd shower room downstairs based on high demand. We will also be installing a new staff/visitor bathroom upstairs for your use when visiting. We expect minimal disruption but are excited to be providing even better and up to date services. We apologise in advance for any disturbance and noise, we anticipate the quiet lounge will be closed for 5 days and therefore would appreciate your assistance and support for these few days. ***If there are any problems or queries whatsoever please contact Jeremy (020 7472 5410) directly to discuss.***

Day Trip: In May we had a very successful day out which was attended by most residents – we have printed a number of pictures which are now on the wall in the main lounge/and on our website. Given the success it is our intention to try and have a couple more trips whilst the weather is good. We would like to take this opportunity to thank Liz and all the staff who helped out as these trips are not easy to organise and run.

New Staff: We have recruited a new Senior Care Assistant (Sean Williams) who has had many years experience in the healthcare industry and have promoted Becky Roe to Senior Care Assistant. We have also employed a second Chef (Lindsey Haley) who so far has had excellent feedback on her dishes. Please welcome them both to Overseal when you see them.

Resident's Survey:

We recently sent out the Quality Management Relatives Survey. We usually run this process every six months. Thank you to those who took the time to fill it out and send it back. The feedback was very positive. Our feedback/responses on the main points raised are as follows:

PTO

PTO

June 2010 Newsletter

PTO

PTO

1. **Complaints procedure** – some relatives mentioned that they were not aware of the complaints procedure. We would like to take this opportunity to bring your attention to the complaints procedure which has always been located in the front entrance hall.

Liz has added an additional flow chart complaints procedure next to the existing. Furthermore, the complaints procedure is documented in the statement of purpose which is in every person's care plan, and at the front entrance of the building.
2. **Involvement in care** –Following on from your feedback in the survey, Liz has implemented a "family involvement form" whereby she will invite family representatives to discuss care plans every six months or more frequently where necessary.

If you feel that there is anything you wish to discuss with Liz please feel free to contact her and she will be more than happy to meet with you.
3. **Activities/Trips** – The resident's survey showed that our Residents are happy with the current level of activities. No resident asked for more activities, but they did ask for more trips. As noted above, in May we organised and ran a very enjoyable day trip which was thoroughly enjoyed by our residents. On the back of this success, Liz has arranged another day trip in July and hopes to plan a few more during the nice weather.

A few family representatives asked for more activities. In order to achieve a fair balance, we have appointed one of our senior care assistants as an internal "activities organiser." She will be responsible for ensuring a good and respectable number of activities are followed. If you have any suggestions or would like to help out or come on one of our trips please contact Liz or Becky.
4. **Painting in corridors** – Brian, our handyman has painted part of the upstairs corridor recently. We have rolling programme of repairs whereby Brian is constantly painting and maintaining the building.

If there are any questions regarding any of the above please don't hesitate to contact us. We will be at the Home on Monday next week and Tuesdays after that if anyone wants to come and say hello. Alternatively we welcome direct feedback; both constructive and positive. Please feel free to pick up the phone to discuss anything regarding the Home or your relatives.

Once again we thank you for your trust and support and we look forward to seeing you soon.

Kindest Regards,

JEREMY & DAVINIA TEACHER

Ahavah Healthcare Limited (JUNE 2010)

0207 472 5410; davinia@oversealcarehome.com