



Kineton Manor Nursing Home

May 2021 Newsletter

A Message from Matron

It is lovely to see relatives in the nursing home again. We have all waited so long for this and it has eventually happened. From now on it can only get better and hopefully we can be back to normal soon.



We want to say a very big thank you for all your patience and the support you have given us. As you are already aware, we have restructured our management team to make it more effective and Carinna Lumayno is now job sharing with me. (Carinna too is now a registered manager). It is so lovely to work with young, creative people. I will keep my title as Matron, but now I will be able to give more time to the residents and do what I really love – concentrating on the residents - not paperwork!

Somi is now Deputy Manager and Reji the Clinical Lead. Our two nurses from Zimbabwe, Yevedzo and Tsitsi are now fully qualified with the English Nursing and Midwifery Council. We are very fortunate to be able to recruit such qualified nurses.

Thank you for returning the surveys. Fortunately, we had some brilliant feedback and of course we will work to improve on certain aspects as suggested – for example “communication”. Please see further on in the newsletter for the survey results and more information regarding ways we are developing communication between staff.

As always, we are working hard to make our residents’ lives as pleasant as possible. We now have Paola working additional hours from 2.00-5.00pm to give one to one support to residents – for example by taking them for a walk, playing games and reading to them. This is additional to the activity coordinator’s work. Do please telephone us if you have any queries or suggestions. We are pleased to inform you that now that our residents have received both vaccinations, we are able to have fresh flowers again in the nursing home.

Easter Activities

Our activities team ensured the residents enjoyed Easter with fun activities, time spent in the sunshine and the opportunity to watch church services broadcast on the television or on Youtube using one of our iPads. Everyone received an Easter egg and Urszula made an beautiful Easter cake for all to enjoy!



Indoor Visits

Currently the Government guidelines state that each resident can have TWO NOMINATED visitors indoors. Other visitors are of course welcome to visit in the Pod. Thank you to those of you who have informed us of their loved one's two nominated visitors and a reminder to those of you that have not done so yet, to please return the forms that were emailed to you.

A reminder that indoor visitors are required to have a lateral flow test half an hour prior to their appointment time. We have recently received guidance that we are unfortunately not allowed to use a visitor's results whose test was conducted elsewhere. ALL tests must be conducted at Kineton Manor. We will notify you if these guidelines change.



Hairdresser

We are delighted to be able to welcome back Julie our hairdresser. The residents (especially the ladies) have been eagerly looking forward to her return and are now pleased to be receiving some much needed pampering.



Staff



Our re-structured Management Team and a warm welcome to our new Registered Nurses.

Left to Right : Paula du Rand , Carinna Lumayno, Reji Sanyal, Somi Clement, Tsitsi Fadzi and Yevedzo Tsikira.

Staff Committee

At the last staff meeting it was felt by some staff that communication could be improved. After some brain storming it was decided to initiate a staff committee consisting of five staff members. This committee will act on behalf of all staff, for expressing any concerns they may have and to discuss solutions to concerns or conflicts before escalating to the management team. The staff members include representatives from different job roles and cultures. Ika will represent the Italian staff, Paola will represent housekeeping, Kathy (although proud to be Welsh) will represent the English speaking staff! Sergiu will represent male staff and Tintu (Lead Carer) will represent the residents. We will keep you updated on how this new committee is progressing.

Summary of the Relatives' Survey Results

What relatives were most satisfied with: *How well the home is managed, Admin and Reception, Gardens and the outside appearance of the home, Invoicing, and the Visiting Pod.*

What relatives would like to see improved: *communication, telephone slots, car parking.*

What we will do to improve: We feel that once restrictions are lifted and we can welcome all visitors back into the home, relatives will have a much better chance to chat to the Nurses and discuss any concerns more easily. We are also hopeful that the rigid slots for telephone calls can be eased as calls to residents become less frequent due to the increase in visits.

Some of the comments we received:

'visiting pod and video calls were much appreciated', 'the whole team are exceptional!'

'more proactive communication on my loved one's health would have been helpful'

'thanks to all the staff who worked over the last 12 months – they are doing a sterling job – many thanks to everyone'

'we are always greeted well when we visit, and always feel very welcome'

'we are so pleased to have (resident) in the manor, you are all wonderful! Thank you so much'

'slots for phoning not great (resident) often sleepy after lunch – generally in bed for the 6-7pm option'