

NOVEMBER 2024

NEWSLETTER

Official Newsletter of Drovers Call Care Home



DROVERS CALL 2024 OVERALL SURVEY RESULTS



A message from Adam Knights, Managing Director:

On behalf of Knights Care, I want to say thank you to all staff and loved ones of our residents for submitting your feedback recently through our 2024 Surveys. Without your constructive feedback and suggestions we would not be able to continuously grow and improve.

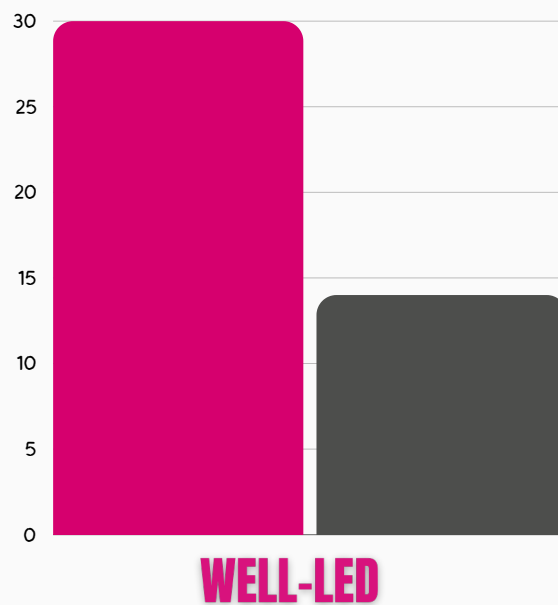
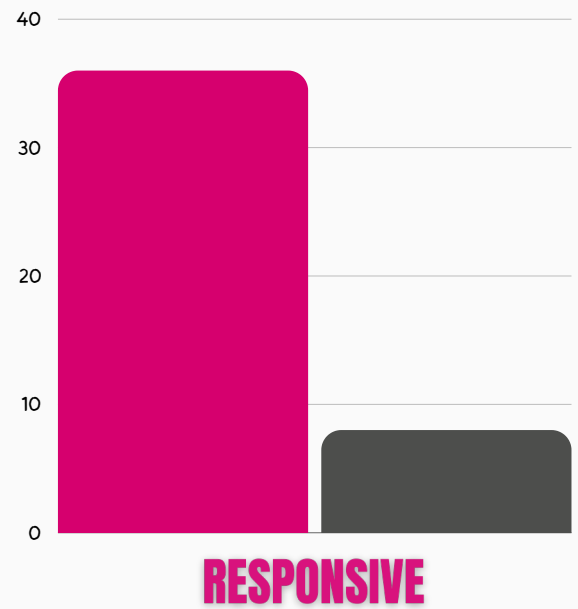
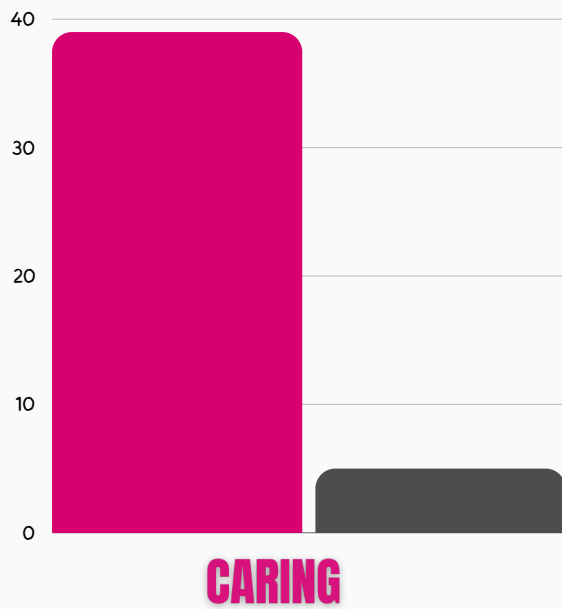
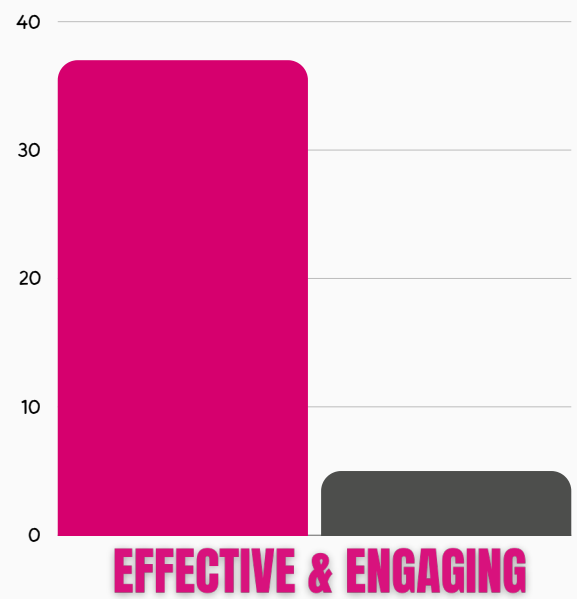
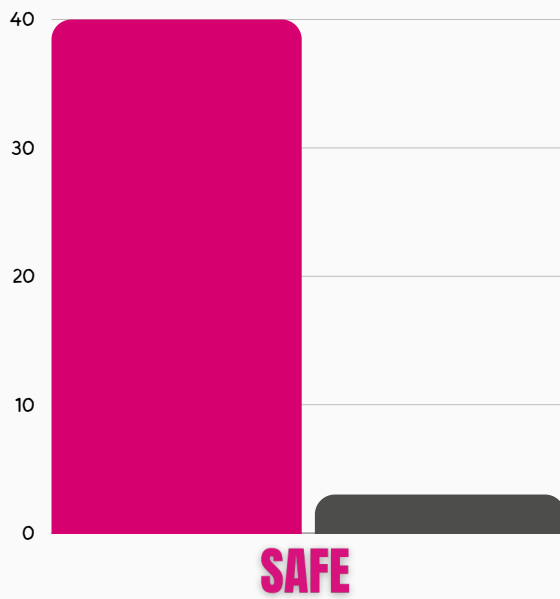
The surveys have shown us what is working well, and a comment which stands out to me from the staff feedback, "We're not just a team, we're like family", highlights just how much the teams care about and support each other.

Another comment I'd like to highlight, from the relatives & friends feedback, shows the importance and impact of the care provided by the home. "I feel lucky that my husband is in such a good care home. Since he moved to Drovers Call, he has been treated with dignity, sensitivity, and compassion. Consequently, his health and general demeanour has improved enormously. He has settled so well that I am happy to travel the distance I do to visit him. On my weekly visits I always feel welcome and part of the Drovers Call family. The staff are wonderful - so kind and caring - to me as well as my husband. A BIG THANK YOU Drovers Call"

I appreciate the time also spent raising areas of concern and it is important to know what we can do better to ensure residents, their loved ones and staff feel listened to and valued within the home. For the next quality assurance year, we will be focusing on your feedback on what we can do better, and issues you've highlighted through the surveys.

DROVERS CALL 2024 OVERALL SURVEY RESULTS

DO YOU THINK OUR SERVICE IS... ■ YES ■ NO



DROVERS CALL 2024 OVERALL SURVEY RESULTS

WHAT WE ARE DOING WELL OVERALL

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The house keeping and maintenance do a great job to keep the home safe and clean as well as the staff, we're all a great team

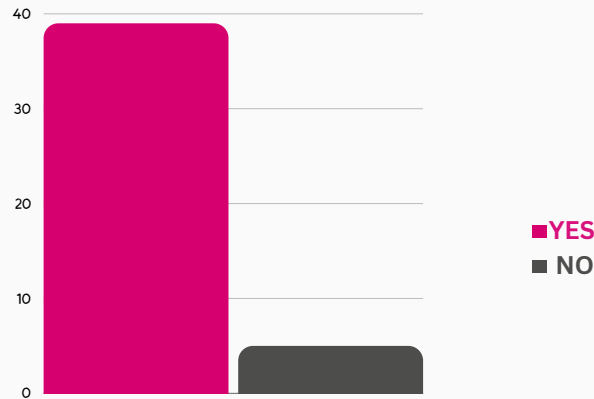
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Yes, staff are happy in their work and the management and staffing teams work well together.

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Q. Do you understand your responsibility to protect & safeguard residents?



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Our new manager seems to have a great vision for Drovers Call and I will help in any way I can to help her achieve this.

”

“

I am happy with the floor he is on and the care he receives. I get on well with all the staff and I have the confidence that he will be looked after when I'm not there.

”

“

Positive work culture, diversity and the provision of a healthy and safe work environment

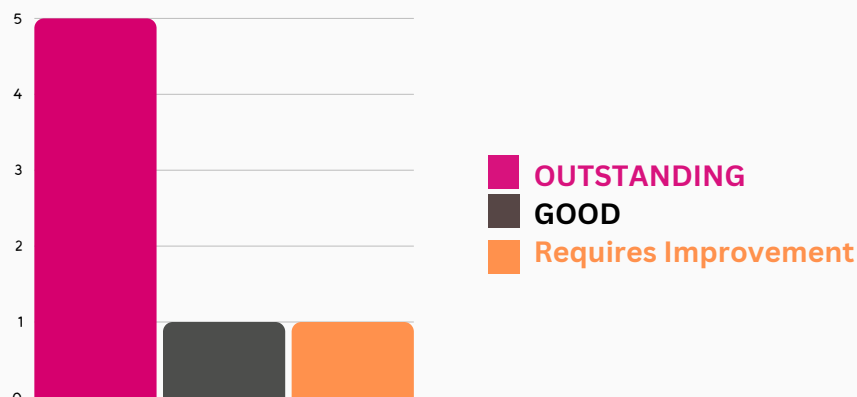
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We are providing the most important service to our residents to ensure they feel loved and respected each day

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Q. How would you rate the overall service provided by the care home?



DROVERS CALL 2024 OVERALL SURVEY RESULTS

FOR THE NEXT QUALITY ASSURANCE YEAR, WE WILL BE FOCUSING ON YOUR FEEDBACK ON **WHAT WE CAN DO BETTER**, AND ISSUES YOU'VE HIGHLIGHTED THROUGH THE SURVEYS. I FEEL IT IS IMPORTANT TO SHARE WITH YOU THESE PLANS, AS THE ACTIONS ARE BASED SOLELY ON FEEDBACK YOU HAVE PROVIDED.

Communication	We have begun work on communications via monthly newsletters, and will continue to update residents' loved ones and staff on upcoming events, general communications and business updates
Environment	We are looking into how to reduce odours by increasing the frequency of drains being emptied
	A maintenance programme is being created to remove all carpets within the home
	The domestic rota is being reviewed to have staff available beyond 2:30pm
	Coded keypads will be going on doors to allow controlled access to the domestic cupboard, so that staff do not need to run around the building looking for a member of the domestic team when there's an urgent need.
Food	Food concerns will be reviewed with kitchen staff to see where improvements can be made
	We are exploring snack stations to include diabetic and fortified snacks
Responsive	We are ensuring staff competency through training and continuous development
	Staff will not always know the outcome of concerns raised due to GDPR, however we are implementing acknowledgements of feedback to reassure staff that concerns are being dealt with. We are also adding 'concerns raised' to our daily flash meetings to prompt concerns to be passed onto management to deal with accordingly.
	All supervisions and appraisals to be reviewed and up to date
	We are going to put some of the nursing team through moving and handling train the trainer
Staff Sickness	The home is never short staffed on the rota, but we are conscious of the effect that staff sickness has on the rest of the team. We will explore incentives for staff who pick up shifts to help cover sickness. Sickness protocols are enforced, and the management team are working on sickness levels
Care Plans	We will work on ensuring that staff read the care plans thoroughly and are aware of changes for all residents. We will also encourage their input into care plans where applicable.

Management	Looking at management rota to have management team there to support at the weekend
	We will create a new hierarchy detailing the roles and responsibilities of the management team and will issue to all staff
	We will update our advocacy posters throughout the home
Activities	We will work on the execution of the monthly activities programme across the home
	We are going to plan more external day trips for residents

IT IS IMPORTANT TO US THAT YOU STAY UPDATED ON ALL OF THE ACTIONS WE ARE TAKING BASED ON THE FEEDBACK YOU HAVE PROVIDED, AND WE WILL BE DISPLAYING UPDATES ON NEW “YOU SAID WE DID” BOARDS AS BELOW, WHICH WE ARE CURRENTLY HAVING MADE AND WHICH WILL BE INSTALLED IN THE HOME VERY SOON.



EMPLOYEE OF THE MONTH



CONGRATULATIONS

WILLIAM MILTON - CARE ASSISTANT

William has been nominated for the calm and professional way in which he handles difficult situations, especially when dealing with residents who have complex needs. Colleagues have praised him for always asking when unsure about things and he's been recognised as having 'the patience of a saint'. William has formed a good relationship with residents and gets on well with all staff.

Thank you for your patience and for being a friend to all William!

Spooky Season in Drovers Call

