



Coombe House

October 2009 Newsletter

Service User and Representative Survey 2009



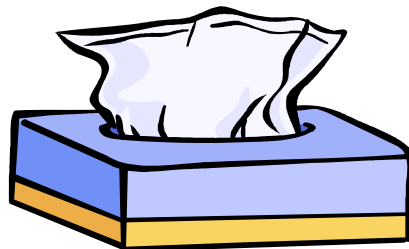
The annual survey has recently been sent out. We value the knowledge of your relative or friends so please do complete the survey. We want to hear about any opportunities for improvement - so feel free to voice your thoughts.

If you have any questions about how to complete the survey, please contact Emma or Ruth who will be happy to help.

Swine 'flu

Thorough preparations have been made against Swine 'flu, and we will keep you informed of any developments.

A bottle of alcohol rub is now available on the porch table, all visitors are asked to use the rub on arrival.



Staff changes

Jenny Cutler will be returning in November, which means Abi Warner will have finished covering maternity leave.

We offer a warm welcome to Debra Ryall, who has started work as a Healthcare Assistance, and Evan Nicholls has recently been appointed Team Leader on nights, we hope Evan will start in November.



Praxis Care

In April 2006, Praxis Care was awarded the contract to employ the staff at Coombe House. You may not know that Praxis Care has a website which gives details of the organisation and has a number of interesting articles.

The web address is:

www.praxiscare.org.uk



Sensory Garden

Work on the landscaping is now complete, and plans for the planting are now being drawn up. Offers of plants / planting will be very welcome.

We plan to use the greenhouse to bring on seedlings and cuttings, which also allow service users who enjoy gardening to participate in developing their home.



Christmas

The Christmas buffet will be held on
12th December 4pm - 6 pm,
Everyone is welcome



Communication and information sharing

Though we often see and chat with relatives and friends of service users, I would like to encourage all visitors to feel free to approach any of the staff at Coombe at any time with issues, concerns or questions, and feedback is always welcomed.

Thank you,

Regards

Emma

Contact details

Telephone - 01562 824770

Fax - 01562 750780

Email - coombehouse@praxiscare.org.uk

Staff training

The staff training program continues. In October, training sessions were held on :

Fire safety

Risk assessment

Moving & handling

Equality & diversity

Palliative care

Continence care

Protection of Vulnerable Adults (PoVA)

Supervision & appraisals

Food hygiene



Maintenance to building

A completely new fire alarm system was fitted earlier in the year.

Work started on a new Nurse Call system on 6th October which should be completed within 2 weeks.

