

Minutes of Meeting with Relatives on 6/10/11 at 6.30pm

**Present**

Pamela MacFarlane

Kathleen Brannan

Anne Kelly

Tricia McHugh

Betty Young

Karen Airlie

Kevin Lawrie

Alex McCartney

Phyllis Manning

Pamela introduced herself to the relatives although met most of them previously.

Pamela told relatives a bit about herself – married, 2 grown up children and baby granddaughter. Lives near Leven in Fife. Has a lot of experience managing Care Homes both large corporate and small independent homes -nearly 20 years.

Relatives introduced themselves

Pamela stated that unfortunately none of the directors were able to attend this meeting .

General discussion ensued regarding Skye View

- Cleanliness of rooms was discussed and number of domestic staff. Pamela stated that there will be more domestic staff employed in the near future but the PVG disclosures are taking several weeks to be returned.
- Relatives very happy with the carers and the care they give but feel the staff numbers should be increased on a shift especially in the upstairs unit. Pamela explained that the staff numbers were estimated based on dependency scores of the service users. She also stated that the ratio in Skye View is very good compared to other care homes she has worked in.
- Kathleen discussed activities and thanked Betty Young for the money from the church. Betty also told us that a young relative of hers had made some money for Skye View selling things at school.
- All staff now have uniforms and name badges
- Staff photographs for the front door are nearly all complete
- Some concern regarding the fact that Skye View has been re-classified by the company as general nursing and not dementia care. Pamela stated that all the residents had a diagnosis of dementia so she would enquire as to why there was a change.

## Participation

- Relatives were given SCSWIS questionnaires for completion by 27<sup>th</sup> October for self assessment. They were all asked if there was anything they felt should be added to our Self Assessment
- Relatives were also given and asked to comment and give feedback on new policies updated by the Company
  1. Complaints policy
  2. Trial visits
  3. Moving in
  4. Risk Management
  5. PVG

Pamela suggested that would be ongoing at future relatives meetings as more policies are updated .

It was suggested that the relatives meeting was always held in an evening as more relatives were able to attend , this was agreed.

No further issues to be discussed so meeting was closed

Pamela thanked everyone for attending and hoped to see them at the next meeting.

Next meeting to be held on Thursday 27<sup>th</sup> October 2011 at 6.30pm

Any items for Agenda to Pamela by Thursday please.