

RELATIVES & FRIENDS news

AUTUMN 2023

RELATIVES GATEWAY

Keeping up to date with your
relative's care

A CASHLESS COMMUNITY

Making life easier for residents
of Charter House



Bedford Citizens
HOUSING ASSOCIATION



Welcome to our first edition of our relatives' newsletter. We know how important it is for you to keep up to date with what's happening at Charter House and what's on offer for your relatives and loved ones so we are introducing a quarterly relatives' newsletter.

In this issue we will update you on changes to the way we provide hairdressing, tell you about our relatives' gateway and provide some information about how we can help your loved one get the best care.

We also hold regular relatives' meetings and you can read a summary of the meeting that was held in September 2023.

Marie Taylor
Chief Executive



RELATIVES' GATEWAY

At BCHA we understand that keeping up to date with your relative's care and wellbeing is really important, especially when you can't always visit in person.

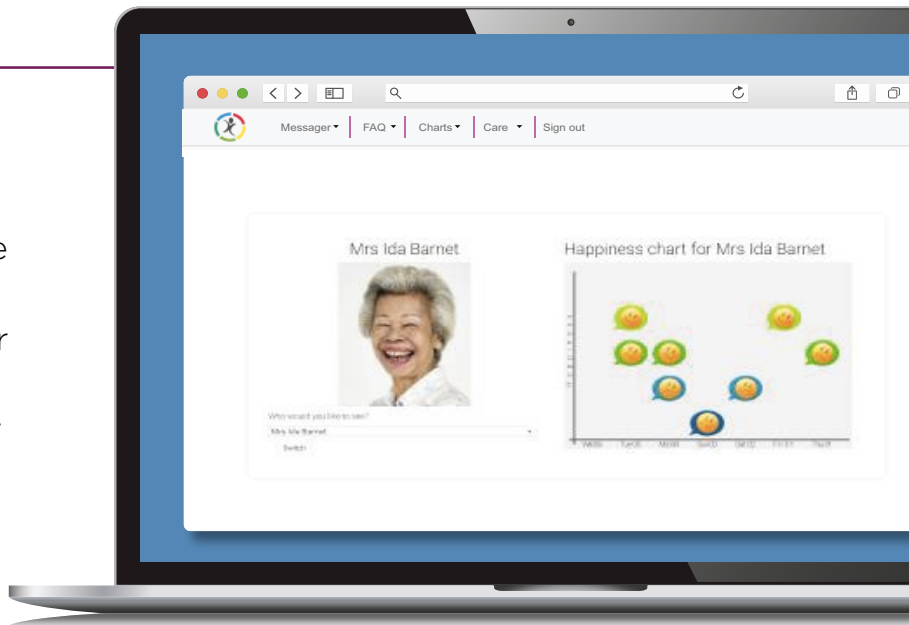
Our Relatives Gateway lets you see regular updates on daily routines and check on things like medication, exercise and meals. Our care staff use a device to record every care interaction and this also gives them immediate access to the detailed care plans.

It's quick and easy to register to access the Gateway and you can check in at any time of day or night and see the live updates being added. If you want to know more about the Gateway or register to receive access, please contact the reception team on enquiries@bchal.org.

Many relatives find the Gateway really useful – we also get lots of questions – on the next page we've answered some of the most common questions for you. Person Centred software is not owned by BCHA – it's a software package we buy to record care plans and care notes. We recognise it's really important to be able to keep relatives in touch with the care that loved ones are receiving and to be able to see how they are feeling too.

What does the happiness chart mean?

The happiness chart provides a score for the mood or happiness rating that each carer gives when caring for a resident. We know how someone feels can be very subjective and may depend very much on the what is happening at that moment. Overall, the happiness rating gives relatives an indication of how someone is feeling after interacting with members of our team.



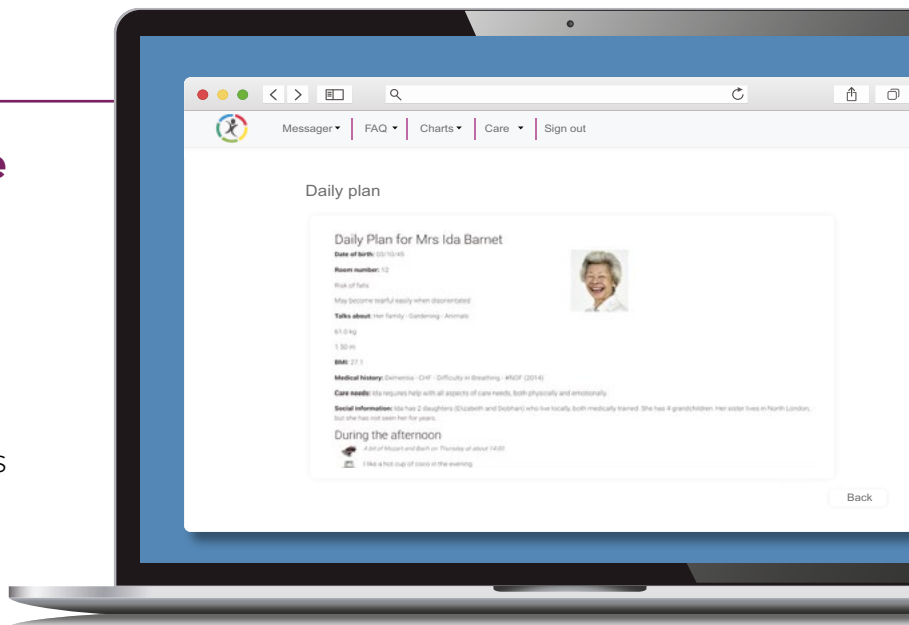
How often is the Gateway updated?

We aim to share care notes on the Gateway as quickly and regularly as possible. Once care notes are uploaded from the carers device they are then shared and made available to you as soon as you refresh your connection.



Can you change the way the information is displayed?

At the moment, we are unable to directly change the way the system displays information. Person Centred Software does have a user forum and we are able to make suggestions for future improvements to the system. So, if you have any feedback please let us know.



SEPTEMBER RELATIVES' MEETING



The September relatives' meeting took place on 13th September. The Minutes are sent to all relatives on our mailing list. The agenda included:

- **New three-week menu** in place from 4th September 2023, survey about the new menu taking place in October 2023
- **Key Performance Indicators**

We received a good suggestion about sharing some of our key performance indicators has been received. Here are three key ones about staffing numbers:

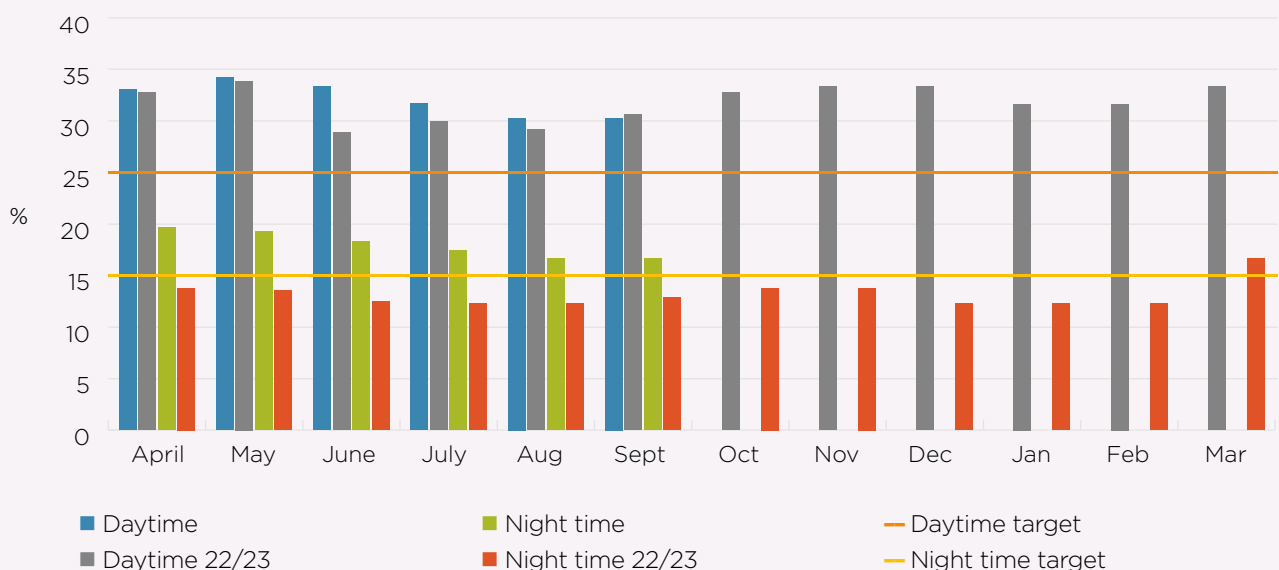
Staff to service user ratio

The current targets are:

- Days 25% or 1 carer for every 4 residents
- Nights 10% which is 1 carer for every 10 residents

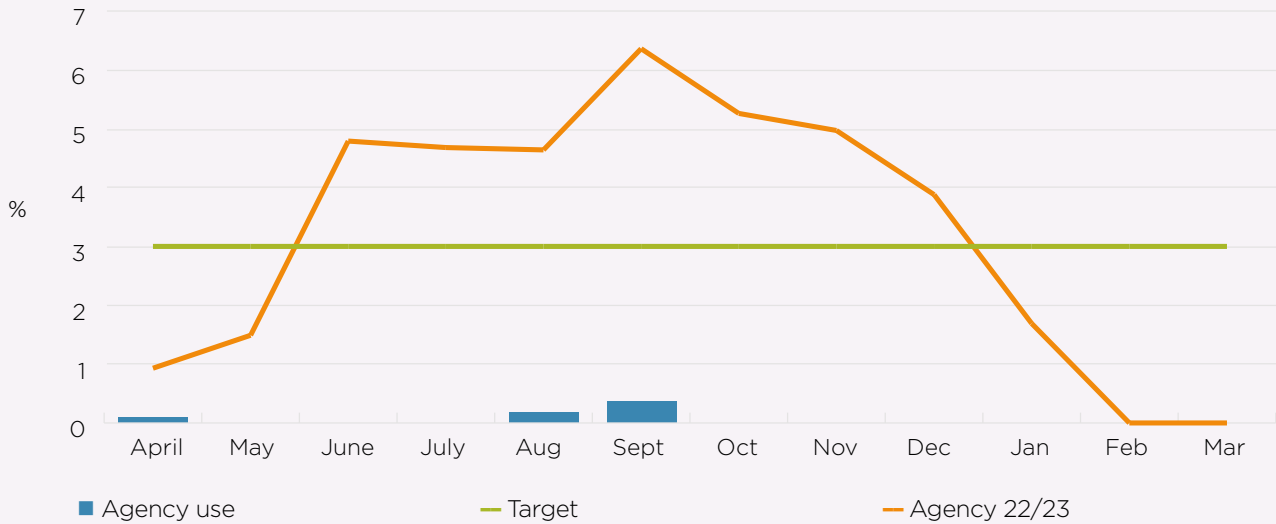
These numbers are calculated on the numbers of staff that actually work not the workforce that is planned. The targets have been met each month.

Staff to service user ratio Charter House



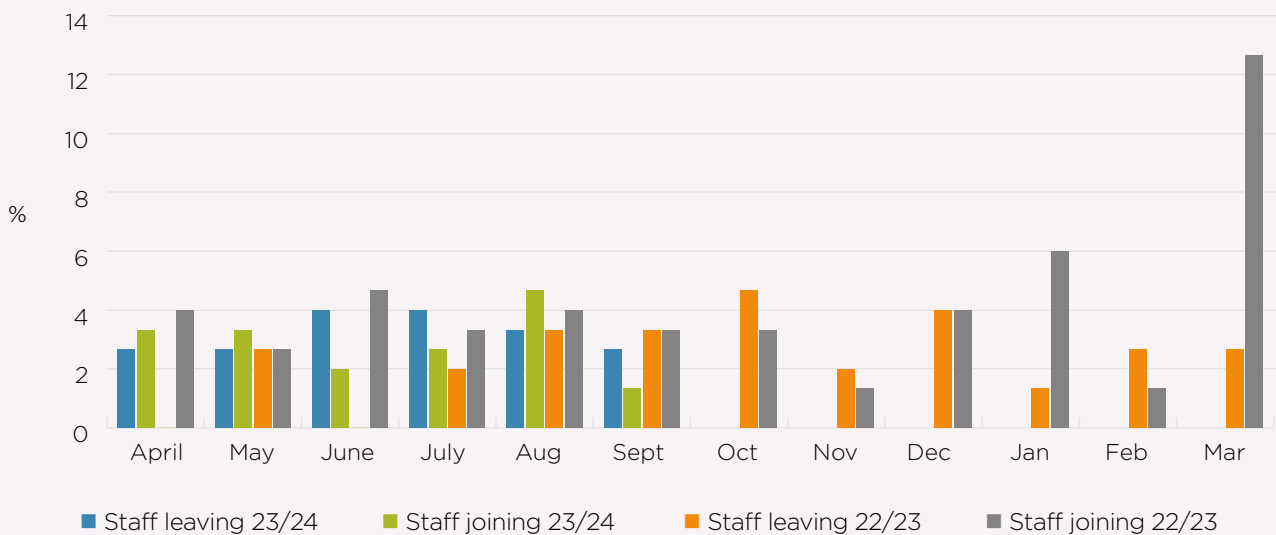
Agency use (Care staff only)

We used more agency staff during the summer months of 2022/23 due to holidays. Figures have been reported for April -September and we can see some agency use this year again over the summer months.



Leavers and joiners'

Staff that leave are often those who have not passed their probation period, this could be because they did not turn up to shifts when allocated or have not attained the standard BCHA set. We do a lot to keep our staff by offering a real living wage. Staff turnover is very similar to the sector at 29%



We do have very good staffing numbers. People do complain about being busy but that is very much part of the value for money equation. We want people to have just the right amount of work. Employing more staff would involve charging higher fees.

As ever we appreciate you taking the time to join these meetings and share your thoughts and ideas.



HAIRDRESSING

We will be making some changes to the way we provide hairdressing from January 2024 – this will include charging for services as we used to in the past.

During the recent COVID-19 global pandemic, the Government and our regulators asked us to restrict the number of people who came into care homes. This meant we were unable to invite the usual hairdresser into the home.

We were lucky to find an existing member of staff who was already skilled and qualified to provide this service. This meant we were able to continue to provide hairdressing. Sadete stepped forward and was able to provide a great service. This was always a temporary solution and we did not charge for visits to the inhouse hairdresser. BCHA took on the cost of this so that we could continue this important service for our residents. I would like to take this opportunity to thank Sadete for her excellent work. Having a nice hair cut certainly helped keep up everyone's spirits during some very difficult times.

We have been able to welcome visitors for some time and we now also have more demand on the hairdressing service, that we are unable to meet inhouse. Due to these changes we are looking to expand the hairdressing service so that we are able to accommodate everyone.

Sadete will continue to offer hairdressing and will be joined by an external hairdresser called Sarah.

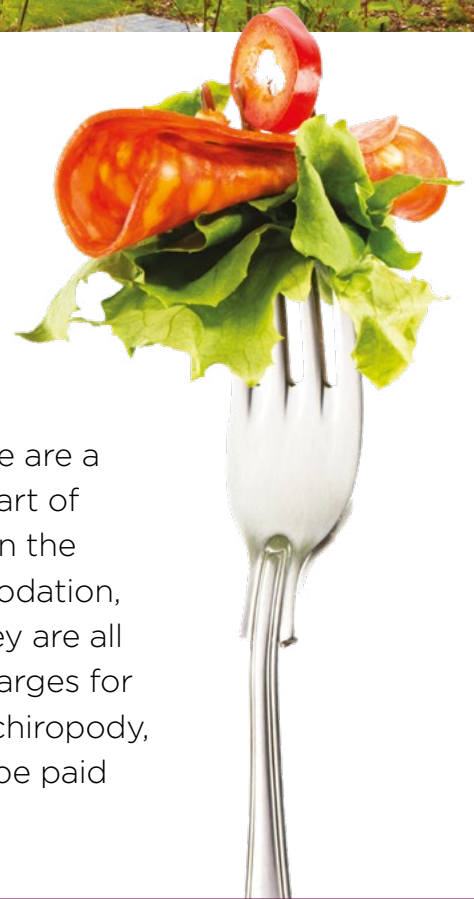
From January 2024 we will re-introduce charges for the hairdressing service. The price list for different services will be circulated and displayed at Charter House. All charges will be collected through personal monies.

This means that residents do not need to pay in cash for any services within the home.

Hairdressing appointments can be booked through our reception team in person or by emailing enquiries@bchal.org or calling 01234 321 400.



CHARTER HOUSE A CASHLESS COMMUNITY



To make life easier for residents and relatives, at BCHA we are a cashless community. Most things at Charter House are part of an all-inclusive arrangement where all costs are covered in the monthly care fee. This includes the cost of care, accommodation, food, laundry, cleaning, heating, lighting and activities they are all covered by the monthly residential care fee. There are charges for some additional services like newspapers, carer escorts, chiropody, hairdressing and the purchase of toiletries. These can all be paid for on account through personal monies.

VALUABLES

At the relatives meeting we discussed care of valuables. Our corporate insurance policy only has very limited coverage of personal items. Often smaller items like jewellery can be lost, the causes of this can be varied from weight loss meaning rings can fall off to items belonging to different residents getting confused. We recommend that if something is of especially sentimental or exceptional monetary value it remains with family. One relative had copies of his mother's rings made as she had misplaced them so many times at home before coming to Charter House – this meant that the rings with high sentimental value were kept safe whilst his mother still wore a ring as she always had done. After one resident had died, we were puzzled why the family had left so many items of jewellery and trinkets in her room, it turned out that none of the things which had been left behind belonged to their mother – they were all items she had “borrowed” from other residents during her time at Charter House.



A copy of this newsletter in large font or different languages can be requested.

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