

**RESIDENT'S MEETING**  
**5<sup>th</sup> May 2022**

- 1. Present:**, D. Spratling, , T. Baugh, J. Humphries, P. Balkin, E. Louden, E. May, B. Cameron, J. Murphy, P. Hein, M. Roper, K Kelso, V. Madex, R. Jordan, J. Waters, G. Smith, P. Kuhlman.  
**Staff:** L. Power, G. Symes, T. Crick
- 2. Minutes of the previous meeting:** meeting minutes were tabled and accepted.
- 3. General Business:**

*(Due to lockdowns throughout most of last month, the April 7<sup>th</sup> residents meeting was missed)*

Meeting begins at 1.45PM.

**01: Introduction of Glen Symes:**

Lez opens the meeting by giving floor to Glen Symes, who introduces himself to residents, explains his position as the new manager, and is warmly welcomed by all. Glen stays for the duration of the meeting.

**02: New Build**

Lez explains to residents that the second-half of construction of the new build has begun, and that things will be both noisy and busy while this is ongoing.

**03: Memory Boxes:** Lez assures the residents that plans to jazz-up each individual Memory Box are still underway, and that there is now discussion about repositioning the numbers on the doors/memory boxes of the resident's rooms, for greater ease of locating said rooms for both residents and families alike.

There is also talk of name plaques.

**04: Revival of Bus Trips:** Lez outlines plans for frequent bus trips (at least once a week, to catch-up on what was missed during Covid) to both excitement and appreciation from residents.

Lez also pitches the idea of a trip to the zoo, which is met with interest.

**05: Dog Therapy:** Lez asks about last week's pet therapy sessions with Brenda and her dog Mite, and is met with enthusiastic response – enthusiasm that is only increased when he makes it known that Pet Therapy will also be made a frequent occurrence.

**06: Lolly Trolley:** Residents ask about the Lady's Auxillary lolly trolley's long absence and it is explained that the many recent lockdowns prevented the L&L team from making their usual rounds with the trolley. Trolley is set to return on the Friday 6<sup>th</sup>.

**07: Food Complaints/Compliments:** Discussion shifts to food, with most comments being positive (especially in Cheers). One resident from the Glenelg/Wannon floors, states of meat being cold and chewy recently and difficult to cut. One resident states that ice-cream is served a little too regularly, and whether that, coming into the colder months, we can have some more warm desserts on the menu. The introduction of lamb's fry to the menu is also highly praised. Lez thanks the residents for their suggestions and comments, and will take all feedback to the kitchen manager.

**Meeting closed 2:05 pm**

**Next meeting June 2nd**