

Communication and care at Princess Christian Care Home



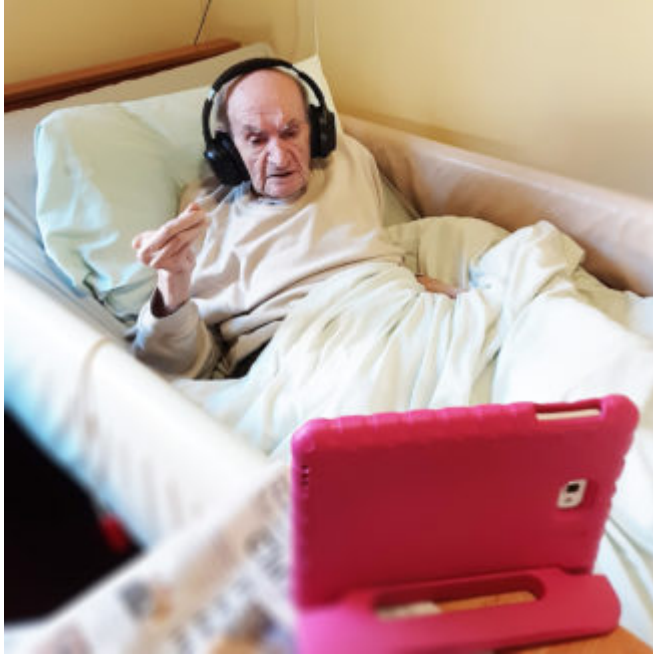
Connecting residents and their families

Communication between our residents and their loved ones here at Princess Christian Care Home is absolutely crucial. Feeling connected to our loved ones helps us all feel content; although the COVID-19 pandemic has made this somewhat challenging, our Resident Liaison Officer Joel continually strives to improve how our residents keep in touch with the ones they love.

New noise cancelling headphones

During our monthly Zoom call with our residents' families on 4 February, it was reported that the noise level within the Units was affecting the quality of the calls between our residents and their loved ones. Background noise was making it difficult for people to hear each other clearly so we invested in some special **active noise-cancelling headphones**.

We bought new **wireless stereo-sound** headphones for each of our three Units here at **Princess Christian Care Home**. Now, residents in **Bisley, Knaphill and Pirbright** can enjoy both **better quality calls** with their families and more **freedom of movement**. On asking residents **Doreen** and **Jalal** on what they thought about the quality of the sound from the new headphones, they both commented it was *"very good, loud and clear!"*.



Jalal enjoying a video call while wearing the new headphones

Communication is the key to great care

We are always delighted to receive feedback from our residents and families because it helps to improve the care we provide and our residents' quality of life. Our **Resident Liaison Officer Joel** is compassionate and dedicated to **supporting all-round communication** within the **Home**; he is the bridge between our care team, the people we care for and their loved ones.

If you would like to know more about how we can support you and your family, call 01483 488 917 or email Princess.Christian@Nellsar.com