



December 2021: Refurbishment Update

Dear residents, family and friends,

Since our last update to you regarding the major refurbishment works at Onslow Gardens, works have progressed at pace both inside and outside.

The refurbishment to the clubhouse and our new clinical hub is complete except for new carpet to the clubhouse. As with many procurement challenges now, the carpet remains on back order until early 2022.

Works to the reception, welcome lounge, shared staff workspace and visitor bathrooms are about 70% complete. To minimize disruption, contractors are completing noisy works outside of mealtimes. If all goes well, these works will be completed by prior to Christmas, but we will keep you updated.

You may have noticed the building called Townsend Mews on site. It is an old administration building and we are renovating this as a 'holiday house' for you. Townsend Mews will be your temporary home away from home in 2022 as we renovate your bedroom and ensuite. These renovations will be complete in early 2022 as will an upgrade to the courtyard connecting your home to the holiday house.

As a reminder, we expect to start resident moves in January and we will ensure you provided with plenty of notice.

Our team will meet with each group of residents and families in advance of the temporary move, so we will be in touch with this date when it is up to the timing of your room and ensuite renovation.

Residents will be in the holiday house for one to three weeks at a time, depending on the stage and progress of the project. We will make every effort to minimise your time away from your room.

In other updates, in early January our new Head Chef will start retraining staff as we lead up to the mid-February 2022 completion of the new commercial kitchen. This will mean some exciting new changes to our meal service, which we are looking forward to sharing more of with you soon.

Liz Ennis,

Service Manager