

Halcyon Days Newsletter

September 2011

Hi everyone,

Autumn is here (but feels like it's been here for weeks). Soon be time to wrap up warm and start the Christmas shopping!



Let me start by apologising for the issues we've been having with the laundry. Unfortunately, due to one laundry being signed off of work for the last few weeks and the other having to leave for health reasons we have got into a bit of a pickle! Catherine starts in the laundry on 12th September. She is an experienced member of staff so I hope that we start to see a huge improvement.

Also to apologise for the issue with the fire alarm this past Sunday! The estates manager at Head Office is trying to resolve this situation to avoid any delay in the future. I hope those of you on Nightingale unit took my offer of spending the day on kingfisher unit where it was nice and quiet!

Environment

The hallway on Nightingale unit is now due for getting re painted. I am open to suggestions as to what colour to paint it. Please let me know if you have any ideas.



I am currently getting prices in for the large lounge on Nightingale Unit for replacement furniture. I hope to get this ordered next week.

The lounge on kingfisher unit is also getting a face lift. We are changing the carpet to flooring and making a feature wall of the large wall.

We have had a lovely big pergola built on the patio. I hope to grow some wonderfully scented plants over it to offer shade when we get some sunshine.



Brad will be laying a path from Nightingale front door to the patio. And he will also be removing the tatty window shades from the outside of the windows. Unfortunately, this has been delayed as he has been in hospital and won't be back to work until the end of September. We wish him a speedy recovery.

Activities

Liz is our activities organiser on Nightingale and Carol on Kingfisher. As you know Liz has been off recovering from surgery so Activities have been a little reduced. We hope to have her back very soon. You are more than welcome to attend activities on either unit. Please speak to the staff and they will be able to let you know what activities are going on and arrange for you to attend if you need assistance.

The visits to the "singing for the brain" hosted by the Alzheimer's society are still very popular with more of you going every session.

Jim the entertainer comes to get us all singing twice a month.

Philip the personal trainer comes monthly. exercise is appropriate for all fitness or mobility levels and helps decrease the risk of falls.

Another Fish & Chip supper is planned for Thursday. I know some of you have requested other takeaways and Carol is sorting that out. We hope to have some light entertainment too!



The Halloween party is planned for 28th October. 5pm onwards. Fancy dress is optional. However, if you are a visitor for Kingfisher unit please discuss your outfit choice with Laura as some residents find certain outfits scary!



The Christmas party is booked for 10th December at 5.30pm onwards.
Entertainment, food, drink and merriment on the menu!

The shop is still being opened by Betty & Liz on Mondays; I believe it is now at every other Monday, in the small lounge. However, we may be turning it into a mobile shop for everyone's convenience.



Suggestions for outings are welcomed, if there is anything you fancy doing please let us know. If any relatives or visitors would like to come along please let me know or volunteer to help out then please see me or Ashling. We will need to do a CRB check which we will organise.



Please remember to pass on any ideas for the activities programme to Liz or Carol. We keep a detailed record of activities and who participates or refuses. As relatives if you would like to know a bit more about your loved ones involvement with activities please see a staff member and they will be able to check for you.

Residents committee

The last committee meeting was held 2nd June. Notes are available. A reminder that committee members are invited to participate in the interview and recruitment process of new staff. The date of the next committee meeting will be posted on the board when arranged so keep your eye out should you wish to attend or wish to have an item added to the agenda. Liz is arranging this so please see her if you want to join the committee, take part in the meeting or have something you wish to be discussed at the meeting.

Birthdays

I would like to wish a happy birthday to Elsie, Reg, Harold, and Len who celebrated their birthdays in August. I hope you all enjoyed your parties! And a happy birthday to those celebrating this month- Morwen and Kam. Many happy returns! As some of you will have experienced we are offering a birthday party for you and your family & friends when it's your birthday. Someone will arrange it with you, enjoy!



Inspections

We are due a contracts monitoring visit shortly from the local council so I will let you know the outcome of that.

A copy of our last CQC (Care Quality Commission) inspection is available in the reception as always should you wish to have a read. Alternatively it can be downloaded from the CQC website.

Our fire safety inspection went well last months. There were no outstanding issues.

We had our pharmacy inspection last week which also went well.

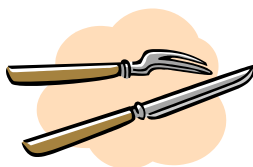
Fire safety

Just another reminder, please do not prop open your bedroom doors with slippers, tables, bins. Due to current legislation and the safety and welfare of our residents, doors must be kept closed unless you have a door guard fitted. A door guard allows a door to be kept open as it automatically closes if the fire alarm sounds. Anyone who wishes to have a door guard fitted, please see me. Many thanks for your co-operation.

Dining

As always, family members or visitors are able to join you for a meal. Please let the cooks or senior know if you would like to do this.

We appreciate your input so any suggestions for the menu let me know. Or see either one of our cooks, Sharon, Claire, Brenda or Karen. Please remember if anyone fancies another drink or anything to eat, day or night, please ask. Snacks are always available in between meals and evenings so please ask if you fancy something and staff will be happy to get you something. Alternatively please help yourself to snacks that are out around the house. A cooked breakfast is also available. There is plenty of soup and hot drinks available so please enjoy these as the weather is so cold now.



Visiting

Visitors are always welcome and we are happy to provide you with refreshments if you wish. There is tea/coffee making facilities available for you to make yourself a drink should you wish. They are situated in the dining room in Nightingale unit. Please ensure you always sign in when you arrive and out when

you leave for health and safety reasons. Many thanks. Visitors are welcome to join you for a meal with prior arrangement.

Laundry

Please ensure that all clothes continue to be labelled. If anyone needs a hand please let us know and we are happy to help but will need to charge an hourly rate to sew in labels.

Please let me know if you experience any problems.



Unfortunately it has now become unrealistic for us to use personalised sheets and pillow cases due to the sheer number of these items being laundered each day. The staff find it extremely difficult to ensure they are put on individual beds, particularly those who may like their beds changed sometimes daily. Thank you for your understanding.

Care

Care plans continue to be reviewed each month and in between if needed. They are designed and written in such detail that they promote a person centred approach. By this I mean all personal wishes, choices and requests are being respected and adhered to. Relatives may only read a residents care plan with the residents permission so many residents have now signed a consent form if they wish for their relative to be involved. We value relative input so key workers may approach the residents named relative at the time of review. Your comments are important to life history and continued care. If you wish to make comments or be involved with a care plan review, we will ask you to sign the review too. If you haven't been approached, please mention it when you come in or telephone.

Alternatively you can contact me via email.

managerhalcyon@goldcarehomes.com

Relatives- I have also introduced a new system to trial which means I will be sending out a form each month to relatives giving a brief overview of the month to try and ensure everyone is kept up to date. Of course these will only be sent out to named persons, by the residents, on the care plans. We would ask that you return the form with your comments and signature on your next visit.

The unit managers are available to help resolve any concerns you have in addition to me and Ashling. Karen Bottazzi is heading up Nightingale Unit and Laura Aylott is heading up Kingfisher unit. Annual review meetings are currently being arranged for those of you who have been at Halcyon Days more than a

year. I have sent letters out but will follow up with you next week if I haven't yet booked you in.

Final Thoughts

Ashling is off on her trek on the 15th September. We wish her luck.

Residents meetings will continue to be held monthly, relatives meetings 3 monthly. Relatives' meeting was held for 4th August, notes are available. I will post a date of the next one shortly.

A reminder that our up to date complaints policy and forms is in a folder on the front desk should you have any concerns, complaints are problems that you wish to address formally.

If you have any concerns, please do not hesitate to contact me and I am sure I can help, my door is always open. If I'm not here when you normally visit, please give me a call or leave a message for me to call you and we can arrange a time convenient to you. I hold a managers drop in session on a Tuesday afternoon so you can pop in without needing to make an appointment. If I'm not available due to annual leave or unavoidable absence for whatever reason, Ashling will step in.

Dawn Richmond-Turner
Registered Manager