

# Halcyon Days Newsletter

January 2012

Hi everyone,

Happy new year to you all!



I hope you all had a wonderful Christmas and a great start to the new year.

## Environment

The new furniture arrived on Nightingale unit for the large lounge. I hope you are all enjoying it. It is very comfortable and I think it fits in well with the style of the room.

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 and we hope to get these jobs completed soon.

Our hat and scarf wall on the upper ground floor of Kingfisher unit looks great. Very colourful and even helpful when the cold weather is here.

## Activities

Liz is our activities organiser on Nightingale and Carol on Kingfisher. The Christmas party was great fun and there were many other events on too including the local church choir and salvation army. Pirton school children came in and played instruments which I think everyone thoroughly enjoyed. We have a fish and chip supper with entertainment this coming weekend and the Valentines party is booked for 10<sup>th</sup> February. 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. Some of the people who go to the local session came to our Christmas party so I hope you got to meet them.

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

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 committee meeting is overdue so I am keen to get a new date set. 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 Harry W this month and to Gladys, Jackie, Dougie, Gwen, Doris, Janet and Mrs Ingamells for February. 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 had our monitoring visit from herts county council back in October and all went well. We have no actions resulting from it.

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.

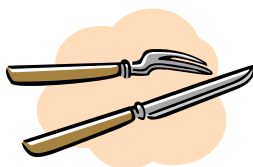
## Fire safety

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

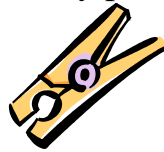
Visitors are always welcome and we are happy to provide you with refreshments if you wish. There is tea/coffee making facilities available for you to make yourself a drink should you wish. They are situated in the dining room in Nightingale unit. Please ensure you always sign in when you arrive and out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



## 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](mailto:managerhalcyon@goldcarehomes.com)

Relatives- the new monthly feedback forms seem to have been a success for the most part but if everyone could ensure they return them to me on their next visit or the next thing they post in, with your comments and signature it helps us ensure we answer all your questions.

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.

## **Final Thoughts**

Residents meetings will continue to be held monthly, relatives meetings 3 monthly. Relatives' meeting is planned for 27<sup>th</sup> March.

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.

As you know my baby is due in 4 weeks! Time goes so fast. Thank you to everyone for my baby shower yesterday. The cakes were delicious Claire. I was thoroughly spoilt with presents. I am still planning on working right up until the baby arrives and hope to have 12 weeks off afterwards. Ashling will filling my shoes in my absence.



**Dawn Richmond-Turner**  
**Registered Manager**