

The Tudor's Care Home

Spring 2011



It's been a busy few months here at the Tudors, not only have I had to catch up on all I missed whilst being off on maternity leave but building works too which caused minor confusion as Christmas drew closer. Hopefully you will have seen

the new extension in unit one and will agree with us all that it has greatly improved the environment for our residents, it is important to say that this area has benefited both units as it is used for meal times for both sets of residents, it is a real joy to be able to walk through at lunch time and see lots of conversation between residents and seeing them sitting in a comfortable environment, enjoying a home cooked meal, I am confident that it has made a real improvement not just aphetically but to their wellbeing. If you haven't been given the guided tour please ask!



It of cause has taken a bit of the garden away, but they have done a good job of recovering the garden space, which over the next few months we will continue to improve, I would be really interested to hear from anyone with green fingers, we would like to make it our mission this spring to get the gardens sorted again clear the weeds and do some planted, but being able to identify a weed from a plant doesn't appear highly on anyone's CV here at the Tudors, I would like to arrange a few days involving the residents who want to and get stuck in so we can all enjoy this space in the up and coming months, any VOLUNTEERS!! Anyone who would like to donate plants or time let me know!

Changes

Some of the team has moved on and we have gained some new faces, promotions internally too. Nicki has taken up the challenge of team leader for unit one, Agnes has joined our senior team we welcome back Gordon and Zara as night seniors. Maggie, Erica, Laura, Katie and Yasmeen have all joined the team.

Activities is currently being managed by Debbie and Helen who have got some great ideas for future events and stimulation, but again would love some input from all of you as this is always a difficult area to service, Local churches have been contacted to try and get some links back into the home, Nene Family church could no longer service the home so at the moment we are taking those that can out if they wish. The girls will be working a variety of hours to try and reach all our residents needs, ideas let us know.



We continue to want to try and link up more with the local community and time permitting I will start looking at this area again, a monthly coffee morning inviting people in would be great, promoting relationships externally. Volunteers to help fund raise, join our quality circle or help in any way let me know.

Please see activity boards in each unit to find out what's coming up!



Relatives Meetings

April 12th at 7pm



Time for Change

Over the past few months we have welcomed new residents to the Tudors and said a sad farewell to others. We welcome Evelyn, Eleanor, Lillian, Monica, Bernard, Hilda, Kitty and Fredrick to the Tudors and hope they will be very happy here.

Gaining feedback from you is really important for us to be able to continue to deliver a good service, it is always nice to gain positive feedback, but equally we need to know how we can improve, from listening to you we have now introduced communication pages in each room, this is currently on a trial basis to see how it works, but it will enable you as well as the home to know what and when things have been done for your loved one when being cared for in their rooms.



The front of the home is having a face lift, a lick of paint and a good tidy up!

New lighting will be sourced for the front of the building; this has been changed in the last year but continues to be a problem.

Hairdressing – This is one area we struggle, the salon keeps being put on the back burner, I have now got the quotation and we are moving forwards I will keep you

all posted on when this is completed. We have a new hairdresser for unit 2 Sue, if you would like to discuss hairdressing please see the unit leaders.

Personal Funds



Important reminder to all, please can you provide personal funds at regular intervals for your loved ones. You may not be aware that they are entitled to over £20 per week, we operate a purse system here at the Tudors and the residents require the funds for chiropody, hairdressing, toiletries, outings and if they just want to buy something, we have sent reminders out, so if you are someone who hasn't been on top of this issue, please see Pam or myself and maybe we can look at ways we can make this easier for you. It is however very important that each individual has access to these funds.

Again we have listened to you and we will be sending out monthly statement to those who want them, I would like to stick to monthly as every other gets confusing, I too will be copied in to these reports but anyone looking at the statements of accounts will see I audit at random weekly, funds are reconciled at regular intervals, we are now using a better procedure for invoicing our suppliers, any concerns please let me know.

Communication

I continue to operate an open door policy any concerns please do raise them with me or the managerial team, each team leader will be doing a relatives meeting first one will be on the 12th April for unit one, annual reviews will start from April also, each team leader will contact you to arrange a time, anyone wishing to have a review who does not qualify for an annual let us know.

For Your Information

Catherine Tanner – Manager, Sarah Cockman – Deputy Manager, Pam Williamson – Administrator, Nicki Detmaur – Team Leader U 1, Jackie Preshaw – Team Leader U2