

Elizabeth Court



Autumn 2012

Hello to everyone once again and welcome along to the autumnal review for Elizabeth Court Rest Home. I hope this newsletter finds you all well; we'll start with our usual weather comments, then, shall we...?

Well... what a year for weather we've had! After our disappointing summer we haven't had much improvements into autumn either, giving us no hope whatsoever with our garden crops this year. Typical British weather I suppose, mustn't grumble... We are starting to feel the chill setting in now though, are you? Time to get the blankets out in preparation for the coming months!

Talking of the outdoors, **Danny**, our visiting Gardener has been doing his best to keep the garden and outside areas neat and tidy. Because of all the wet weather, our garden has suffered somewhat, as I have just mentioned our garden crops and plants haven't amounted to much, if anything, and to go along with that, the lawn has been very muddy and unmanageable, definitely unusable unfortunately. I do have an update with the garden plans, though. If you remember from the last newsletter we had a new garden design in place? Well shortly after that was sent out, the greenhouse was moved, as arranged and the chicken coop went in its' place. We are waiting for better weather next year to start improving the seating areas and we've also been thinking about relocating the rabbit/ guinea pig enclosure further into the main part of the garden, but I'll keep you posted as the months fly by.



Indoors, **Doreen** has been attempting to stem yet another African violet pot plant; however on this occasion it has been unsuccessful which was a shame. Don't give up Doreen!

Quick mention for the animals...

Unfortunately we lost one of our guinea pigs, Lucky, to ill health. He saw the vet and we did what we could but he didn't make it. RIP **Lucky**.



Misty, one of **Doris'** cats went missing some months back, we put posters up locally to find her and after some weeks she was spotted in the local gardens, enticed with food and returned home. She was looking a bit skinny at this point so we were glad to have her back. Still nervous and shy, Misty was kept indoors as much as possible so we could monitor her food intake and encourage her temperament; however she escaped once again for a number of weeks. We had one of our local neighbours inform us she was living in their garden and they were keeping her fed and watered, all the while trying to catch her and bring her home. This happened eventually after some weeks, and now, Misty is back to a healthy weight and has gained so much more confidence, daring to explore the home, where previously she would stay under the bed!

Philip's cat, **Coco** had to be put to sleep due to her age and deteriorating condition, which was a sad day - she was 19 years old! But to put a smile back on Philip's face, he adopted 2 adorable, sprightly, confident, kittens, who adore him and any amount of attention they can squeeze out of anyone else too! (This isn't very difficult!)



The Cinnamon Trust

The National Charity for the elderly and their pets

Do you remember we won **2nd prize** for animal friendly care homes, from the **Cinnamon Trust**? Well, they've been back to visit, to see how we're getting on with our animal friendliness ethos. They're doing this in time for their next publication of their Guide book for animal friendly homes around the country.

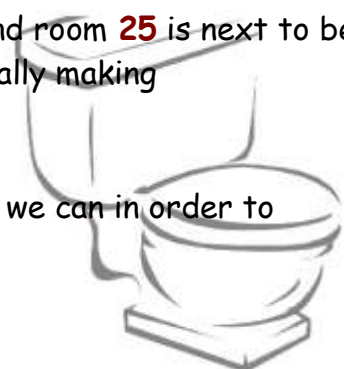
All the other **cats, dogs, chickens, rabbits** and **guinea pigs** are doing well, fingers crossed they stay that way!

Moving indoors we've seen more improvements thanks to **Nigel**; he's been improving **Alan's** en-suite bathroom with a whole new suite, flooring and tiled walls, it looks a lot fresher and more comfortable to use.

He has also fitted a new suite, freshly painted walls and flooring in the en-suite bathroom in Room **17**.

Room **19** is getting a new flooring laid as I write this letter, and room **25** is next to be redecorated in an attempt to bring it back to life, and potentially making arrangements for an en-suite WC facility in this room too.

We have plans to add en-suite bathrooms to as many rooms as we can in order to update and improve our facilities.





We have also had outside contractors in installing a brand new boiler system which is going to heat the home more efficiently and more economically, which can only be a good thing! Just in time for winter - Hooray!

We have applied to **CQC** to add **dementia** care as a **specialist** service to our statement of purpose, which they have approved. So we are planning to adapt our environment to improve the way we provide care services to those with dementia. This will include **improving** the **flooring** in certain rooms and areas, improving the **lighting** in rooms and communal areas, improving some of the general **décor**, and we will be looking very hard at our **activities** programmes too.

To compliment these changes we have already signing up **all care staff** (and kitchen staff) onto distance learning programmes, where they can improve their knowledge, skills and **understanding of dementia care**. But you already know by now, I will keep you updated on these things as they progress over the coming months...

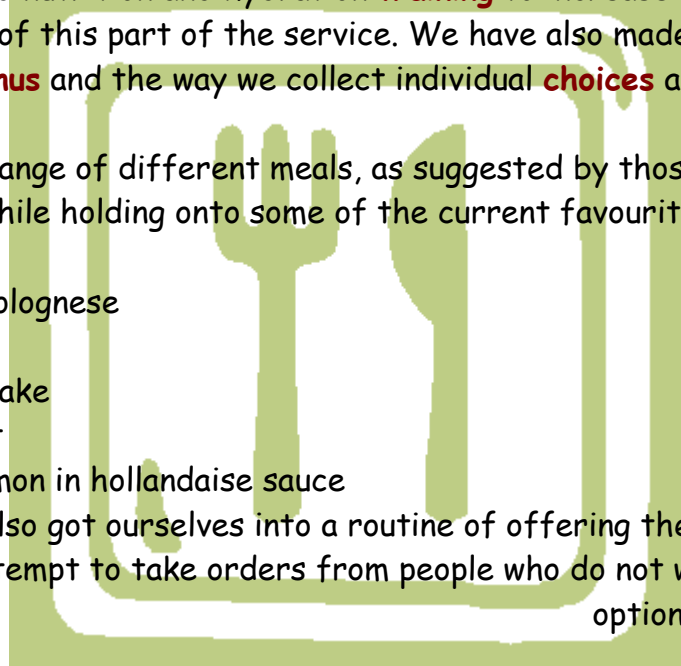
In the last edition of the newsletter, you may recall we had just had our **CQC** inspection, and the report had been published for viewing online. We have now received a hard copy of this document and it is available to view in the entrance lobby, here at the Home. We were given some advice on improving our **nutrition/ catering** services in the home and the way we **monitor nutritional intake** (not to say we weren't doing it well, just some tips to make it even better). So as a result, all staff have received nutrition and hydration **training** to increase their understanding of the importance of this part of the service. We have also made some bigger changes to the **menus** and the way we collect individual **choices** and options for mealtimes.

We have added a range of different meals, as suggested by those in the Home, to our rotating menu's (while holding onto some of the current favourites). Some of the new dishes include,

- Spaghetti Bolognese
- lasagne
- tuna pasta bake
- beef brisket
- poached salmon in hollandaise sauce

We have also got ourselves into a routine of offering the weekly menu options regularly in an attempt to take orders from people who do not wish to have the menu option, alternatives include;

- salads
- omelettes
- vegetarian sausages/ fingers/ patties
- other requests considered



So far the feedback on these changes have been **very positive**, the meals are going down a storm so we will continue with them for the time being and of course we will be holding more **residents' meetings** and carrying out more **quality assurance questionnaires** to highlight any concerns or suggestions as time goes by.

Now it's time to take a look back over the recent months to see just what's been happening here at Elizabeth Court. Using our calendar of events from the last edition we can see that we had a few arrangements in place, so starting at the top and working down, we had;

Charlie Case came to entertainment on the 24th of September (it was on the calendar as this date AND the same date as the Macmillan coffee morning - slight error there, sorry)

Music for Health came for the first of three visits as arranged, firstly on the 27th September, motivating residents with musical instruments, and then again on 26th October, and are due 30th November.

On the Friday 28th September, as planned and advertised, I held the **Macmillan Cancer Support Coffee Morning** (held in the afternoon). We were saddened not to have seen many faces from outside the home, however the residents, staff and the few (literally 3) visitors who did come helped to raise a total of **£102.05** which has been sent to the charity already -

A MASSIVE **THANK YOU** TO ALL WHO DONATED AND ATTENDED - those who didn't, well you missed out on some lovely coffee and gorgeous home-made cakes!



We enjoyed music by **James Owen** on the 5th October, which is always very popular.

Bing Lyle came to perform once again on the 25th October, again always pleasing listeners with his stylings.

Magic Mike performed his array of tricks on the 27th October, bringing along his ever surprising magic box!

Halloween made an appearance in the Home in the form of decorated cakes. **Gemma**, Carol's daughter, who is an expert baker (as we've discovered in recent months) provided us with a display of cupcakes, decorated in the theme of Halloween, as well as a large, double chocolate,



scary cake which we shared at supper-time. That kept the ghoules and ghosts at bay.

Dee Rivers, who has been mentioned before in our activities line-up, came on the 8th November to play some familiar tunes and remind us of days gone by.

We were very aware of **bonfire night**, what with the fireworks upsetting the animals! We tried to keep stress to a minimum. Did you enjoy your celebrations?



Andy Robertson has been and performed his musical numbers on his piano on the 11th November.

We have also invited a new performer to join our line-up, a man called **Jeff Phillips**, who plays the guitar beautifully to create a warm, relaxing and calming ambience; he visited on the 17th November.

And as always, we have had our regular visits from **Louise (Music Mondays)**, **Simon (Exercise Tuesdays)**, **Karen (Motivational Wednesdays)**. We would usually see Penny on **Friday's (Therapeutic Fridays)** but unfortunately she has been off for a few weeks, however we look forward to her return!

Sheryl, who visits every **Wednesday afternoon**, provides an aromatherapy hand/foot/head massage service to help relax and calm those who enjoy this sort of thing. This service costs £9 for 15 minutes and is available to anyone in the Home who wishes to receive it, please just let any of the staff know.

It's that time once again to have a look at the birthday's list...
Since last time, we have said Many Happy Returns to a few residents;

Firstly to **Kitty**, who celebrated her 96th Birthday on the 21st September (NOT the 25th as I had put last time, this was an error on my part, terribly sorry!)

Gladys turned 92 on the 2nd October when her family came to celebrate in style with a lovely, home-made, two-tone, sweet topped cake, which I might add was enjoyed by all!
MANY HAPPY RETURNS GLADYS!



Len held his 80th birthday celebrations on the 7th October, he was joined by his family on his special day, and the helium balloon stayed ceiling height in his room for several weeks before it sunk!
HAPPY BIRTHDAY LEN!

We sung happy birthday to **Brian Pollitt** who turned 84 on the 10th November - **HAPPY BIRTHDAY BRIAN!**



And finally, we will very shortly be celebrating **Julie's** 56th Birthday on the 25th November (in a few days' time, once you have read this I dare say we will have done it) so **HAPPY BIRTHDAY TO YOU TOO JULIE!!** (Pictures to follow)

And yes, I can safely say we will be celebrating some more birthdays over the coming months. December sees Sue's birthday, January sees another year for Evelyn and Roy, and looking ahead to February we'll be celebrating Ron's, Elaine's, Ivy Shillito's AND Basil's!
So keep your eyes peeled for your mentions next time!



GOODBYE-GOOD LUCK

We recently said goodbye and good luck to **Sue Horncastle**, who moved back into the community in Hastings (as was always the plan). Sue stayed with us for rehabilitation to prepare for re-entering the community to live independently. Sue moved out of Elizabeth Court in October and is doing very well in her new home. Good luck to you Sue, may you have a happy and fulfilling life ahead of you!

We have welcomed Mrs **Josephine Potter (Jo)**, to our home who moved in with the intentions of trialling our service for



a few weeks. Jo immediately liked the Home and decided to make it a permanent stay. I'm sure we'll become very close and you will feel part of our large, extended family soon, Jo! And we very much look forward to meeting your canary when he arrives, who will add another animal to our list! We hope you enjoy your stay with us, Jo, and can maintain an independent, active and fulfilling lifestyle.

Now from good news to some sad news, I'm sorry to say...

Unfortunately since the last edition of the newsletter we sadly said goodbye to 3 of our much loved ladies.



Mrs Eileen Cole passed away on the evening of the 9th October. Eileen was 99 years old and died peacefully in her sleep. She had a lovely funeral service where her family poured out their love and respect for their last family link of her generation. Eileen is gone but not forgotten; she lived with us for 6 years and was a very key part of our daily life. Good bye Eileen, may you rest in peace. Our thoughts are with your family.

Mrs Elizabeth Fleet passed away the following morning of the 10th October. Elizabeth, affectionately known as Lizzie, passed away peacefully and was given a lovely send off by her family. Lizzie was 97 years old and had stayed with us for 5 years. May you rest in peace forevermore, Lizzie; we will miss you and your family, who will remain in our thoughts.



Finally we were very sorry to lose Mrs Kitty Butler, who resided with us for nearly 4 years and had recently celebrated her 96th birthday in September. Kitty passed away in hospital on the morning of 14th October. Kitty was a well-loved character in the Home and will be very sorely missed, as will her family. We will always remember the songs she used to sing, continuing to live in our thoughts. Farewell Kitty, rest in peace.

Moving on, we are going to have a look at staff changes and achievements. Since the last newsletter we have unfortunately said goodbye;

To **Conor**, who has moved on to bigger and better things; Thanks for your help while

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with us Conor, and good luck for the future!

To **Alannah**, who has gone off to start university; Good luck in your studies Alannah,
Thanks for all your hard work!

To **Bax**, who's employment came to an end, thanks for your work with us too, Bax, and good luck in your future!

You may recall, Bax and Alannah were part of our sleep-in team, who's roles have been taken over by **Julie** Murphy (who has worked for us for some time as the laundry manager and general housekeeping assistant and animal carer), and **Zsolt**, who is Monika's husband (Monika joined our night caring team - as mentioned in previous newsletter) has joined her on her night shifts as the sleeper.

Welcome to the Sleep-in team Zsolt and Julie!

Shammi, who joined the team in the last newsletter as a day carer, decided to re-join university and continue her studies, so has left us for now, however we will see her during school holidays. Good luck to you and your future Shammi, Thanks for all your hard work.

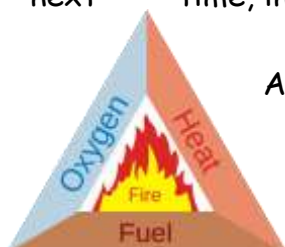
And we have welcomed **Jenny** to the team. Jenny has many years previous experience in care work and currently holds an **NVQ3** qualification. **Welcome to the team Jenny**, we are already enjoying working with you, may you be a long standing member of our team! Welcome aboard!



Jenny, since starting her employment, has already achieved a First aid award and is now a qualified first aider on site, as is Jim and Monika. Congratulations to you all! We have faith in your skills in the event of an emergency!

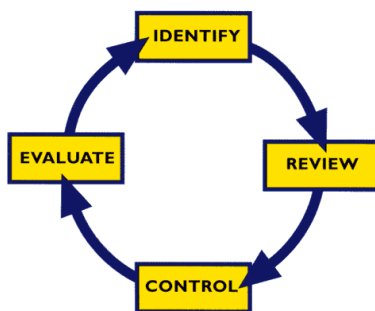
We've also had a volunteer join our team for some work-experience. Her name's **Natalie** and she is joining the team for one day a week for the time being, **WELCOME NATALIE!** You seem to be settling in well and we look forward to working with you some more!

Quick note: I'm sorry about the distinct lack of photographs from around the home this edition, something went wrong with the camera but we'll have updated photos next time, including new staff members' mug-shots - so, look out!



All staff have recently attended **Fire training** and have been reminded of what to do in the event of a fire - god forbid!

As previously mentioned, all care and kitchen staff have been enrolled on a distance learning programme for **understanding dementia**, in an attempt to update, improve and expand our skills and knowledge base to provide a specialist dementia care program.



Carol and I (**Reece**, in case you're a new reader, or forgot) have recently had Risk Assessment/ Health and Safety training, which has allowed us to improve and update our risk assessments for the Home.

I (**Reece**) have also recently trained to become an in-house trainer. I am now in a position to provide courses on a number of topics for our in-house staff team.

I am also mid-way through a Level 5 Diploma in Management for Health and Social Care, with the aim to join Carol in the office. Well done, Me. Keep up the good work!



So that's that dealt with. Now let's look forward to the coming months and see what we've got in store, shall we?

Well for starters, it'll soon be **Christmas** and **New Year's Eve**! So what with that coming up, we have already made some arrangements for our Christmas entertainment.



Please remember our usual visitors, who I mention in every edition, these are listed on the day heading, like last time, to show the day each one comes. Any other activities arranged after this edition goes out will be on display on the noticeboards in the home, and of course will be covered next time.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	Louise	Simon	Karen		Penny		
DECEMBER						1	2
	3	4	5	6	7	8 - Andy Robertson	9
	10 - James Owen (Xmas Special)	11	12	13	14 - Music for Health (Xmas)	15 - Magic Mike	16
	17 - Music and Prayers (Xmas special)	18	19	20 - Bing Lyle (Xmas special)	21	22 - AIM Production - Cinderella Panto 3:30pm	23
	24	25	26	27 (Motivation moved to this day instead of Boxing Day)	28 - Tickled Pink Productions - Christmas Spectacular 2:30pm	29	30
JANUARY	31	1	2	3	4	5	6
	7	8	9	10	11	12	13
	14	15	16	17	18	19	20
	21	22	23	24	25	26	27
FEBRUARY	28	29	30	31 - Charlie Case 3pm	1	2	3
	4	5	6	7	8	9	10
	11	12	13	14	15	16	17
	18	19	20	21	22	23	24
	25	26	27	28	29	30	

Merry Christmas to you all! Thanks again for reading, we'll see you in the New Year, let's make it a good'un!

Love to all