



Newsletter

March 2011

Issue 11

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DIGNITY ACTION DAY

Our Dignity Action Day on 25th February proved a great success with a variety of activities taking place through the day. These included cooking, puzzles, reading, jewellery making, colouring, gardening, exercises, knitting, dominoes, flower arranging and games on the Wii!



Dignity Action Day is a national initiative led by the Dignity in Care Campaign and its main aim is to inspire health and social care staff and local people, and relatives of those in care, to place dignity and compassion at the heart of care services.

A buffet lunch was served and the day ended with balloons being released each containing a message about Dignity in Action.



Thank you for your support both on 25th February and in the future care of all our residents.

WELCOME TO NEW STAFF MEMBERS

Avril Alexander—Registered Nurse

I trained in Glasgow in the 1970s and since then I have had a career working in a variety of branches of nursing. My most recent position has been collecting information from people with Dementia and Alzheimer's Disease for the purposes of research. This developed my interest in the care of the elderly and I was very pleased to accept a position here at Heathfield.

I have been given a warm welcome and extensive training including Infection Control, Safeguarding of Vulnerable Adults and Palliative Care. This training has been provided by the senior nurses in the Home. I have much more training to look forward to and I know that this will equip me to carry out my duties in a safe, informed and professional manner.

Traci Richardson—Care Assistant

Traci has recently joined us as a care assistant. Traci has worked in both nursing homes and domiciliary care within the community and has joined Heathfield following a move back to the area.

A big welcome to both.

Special points of interest:

> Dignity Action Day

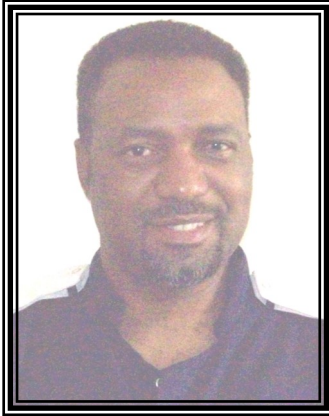
> Welcomes

> Farewells

> Local Involvement Networks

> RAFF—Relatives and Friends Forum

JABU KHOZA—RIP



Jabu came to work at Heathfield in October 2008, and it was clear from the outset that he was going to be a good influence on the home, from his calm demeanour to his dry sense of humour he soon became popular with colleagues, residents and visitors.

Always prepared to go the extra mile, he was a valued, respected and conscientious member of the team, he will be remembered for his integrity and kindness - we all miss him. Our thoughts are with his family and friends at this difficult time.

Staff farewells

Ellie came to work for us at Heathfield in July 2004, that feels like a long time ago now and I truly do not know where the time goes. Sadly Ellie's father is very ill and she has gone to help nurse him which is absolutely the right thing to do, but that hasn't made her leaving any easier.

Ellie is one of the kindest people I know and has been a loyal, dedicated and outstanding member of the care team, she is going to be very much missed by us all.

We are very sorry to be losing Jane at the end of March. **Jane** started with us in May last year to cover the administrator's position during Yaz's maternity leave. It has been a pleasure to work alongside Jane, she has kept her calm during times when all those about her were losing theirs, and she has been invaluable in instigating and setting up, amongst other things, the training programme, and the new computer systems and what she doesn't know about spreadsheets, probably isn't worth knowing! We will miss her, and wish her all good fortune and happiness for the future.

Pippa

Sarah's summary

I would like to thank everybody for their kindness and generosity for the funds raised for the Nintendo wii. We raised £223.00 and it has now been purchased and being enjoyed. We have three games—Monopoly, wii Sports and wii Sports Motions. We have also been busy doing Arts and Crafts. We display the items in the Activity Room for all to see. Here are some examples -



We are fundraising again—this time towards other games and activities. We are therefore holding a Easter Raffle and would ask for any unwanted gifts or maybe some Easter Eggs. Anything which we could use as a raffle prize would be much appreciated. The Raffle will take place on Thursday 21st April.

Sarah

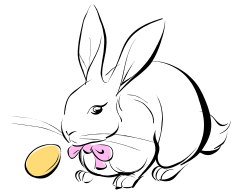
Forthcoming Events

MARCH

Monday 1st	St David's Day—Themed lunch
Thursday 3rd	10.30 am Julie Hutt singing entertainment
Wednesday 9th	10.30 am Chris Beham singing entertainment
Wednesday 16th	11.00 am "Never had it so good" - speaker—Colin Oakes
Thursday 17th	St Patrick's Day—Themed lunch
Monday 21st	10.30 am Becky Price—Accordion Player
Wednesday 30th	2.30 am Richard Deveraux—Singing entertainment

APRIL

Sunday 3rd	Mothering Sunday celebration lunch —£12.50
Monday 4th	10.30 am David Clarke singing
Wednesday 13th	10.30 am Victoria Yellop—Entertainment
Thursday 21st	10.30 am "JUST US" - Musical Entertainers
Saturday 23rd	St George's Day— Themed lunch
Sunday 24th	Easter Sunday lunch—£10.00
Wednesday 27th	10.30 am Jennie Jones—Singing Entertainment
Friday 29th	Royal Wedding Day



MAY

Friday 6th	2.30 pm Bless 'em all—Music Production
Tuesday 10th	10.30 am Neil Colledge entertains
Wednesday 18th	10.30 am Brad— Singing Entertainment
Monday 23rd	10.30 am Minor Events singing

***All menus will be displayed on the Notice Board—
please let us know if you would like join us.***

WHO'S WHO AT HEATHFIELD



Hopefully you will have now seen the new staff board which contains photos of all the staff to help you identify who is who! Thanks to Jane for achieving this. **Pippa**

DOT'S SNIPPET

Hello again, and this time of the year I suppose we all look forward to one thing – Spring. There are already signs of things to come, for example, Daffs sprouting out, crocuses coming up and so on. Hence we see progression with Mother Nature, leading me onto talk about progression here at Heathfield.

As you will know, I am keen to get Memory Boxes up and running. The plan is for key workers of the residents to make contact with the Next of Kin regarding gathering up some treasured memories such as photos, old coins, certificates, maybe material, lace etc. We will provide the boxes and my sample of contents is pictured. We envisage the memory boxes will help engage in some form of communication as we all note the responses during the Reminiscence sessions, these have proven to be very positive.



Thobeka has been busy working on Nutrition to meet and exceed the required standards of the Care Quality Commission each resident will have a guide to healthy eating leaflet in their room. Healthy eating will be monitored by a daily check list. Although we are already up to speed we aim for continued improvement – never content to rest on our laurels which brings us right back to Mother Nature!

FRIENDS AND RELATIVE'S QUESTIONNAIRE DECEMBER 2010

Thank you to all of those who took the time to complete these questionnaires which were sent out at the end of last year (they were also widely available within the Home). We have now had a chance to analyze these and we will be posting the full results on the notice board, together with our responses. However, it seems like a good opportunity to address some of the comments that were made in the survey through this newsletter.

REFURBISHMENTS

A couple of comments were received with regard to the decor and furnishing of the home.

It is our policy to continually try and improve the quality of the fabric, decor and furnishings of the Home, and to this end we have an ongoing upgrade and refurbishment plan.

As many of you are probably aware, we are in the process of upgrading the bedrooms on the first floor wing of the home. With the increasing demands for single bedrooms with ensembles we are modernising two existing double rooms on this wing into two single rooms. Although this will reduce our overall capacity to 46 residents, we feel that this will be an improvement that will benefit everyone. Please be assured that we are trying to keep the disruption and mess to a minimum and we thank you for your tolerance during this period.

Bedrooms, corridors and communal areas are routinely re-decorated and refurnished where needed, but as you can imagine, it is a little like the Forth Bridge!

COMPLAINTS

A couple of comments were made with regard to the Home's Complaints Procedure, in that people were either not aware of how to make a complaint, or that they did not know that we had a complaints procedure. There is a copy of this procedure displayed on the main notice board and a copy is also enclosed in all our contracts. If you would like a copy of our Complaints Procedure, please ask either Debbie or Jane and they will be happy to send you one.

Pippa

ELECTRICAL APPLIANCES

Please remember that for Health and Safety reasons all portable electrical appliances—must be tested and logged. Therefore any item which is brought into the home for use by a resident must be taken to the nurses office first. They will then be tested, logged and annually tested thereafter.

LOCAL INVOLVEMENT NETWORK (LINKs)

In October 2008 the Government replaced Patient forums with Local Involvement Networks (LINKs). LINKs were introduced in Oxfordshire in order to strengthen the system that enables communities to influence the care they receive.

Representatives of LINKs are visiting all Homes in Oxfordshire to collect and collate the views of the public on the provision of residential health and adult social care in Oxfordshire.

Early on in January we received a visit by two people from LINKs, they spent about 4 hours with us, observing and talking to Carers, Nurses, Residents, Relatives and myself and Debbie.

I received an email from Mary Judge, one of the LINKs representatives which I would like to share with you.

“You and your staff were very patient and helpful and we were most impressed by the atmosphere of efficient care which Heathfield has, and by the comfort and homelike feel you clearly work hard to achieve, and I loved the animals. It was clear that you work closely as a team, and people seemed to understand the guidelines of each part of the team. Please would you pass on our thanks to all your staff who were so welcoming.”

RAFF—Relatives and Friends Forum

I am pleased to say “Friends of Heathfield” or more correctly, RAFF—Relatives and Friends Forum is getting off the ground and the group is being formed. More details are by the signing in book and on the Friends and Family notice-board.

Many thanks to all who are involved in this and on behalf of all of us at Heathfield I can say we very much look forward to your support, help and ideas.

Dot

AND FINALLY WELCOME BACK ...

... to Yaz following her maternity leave.

Yaz will be working two days a week from 1st March assisting with the accounts.

Debbie