



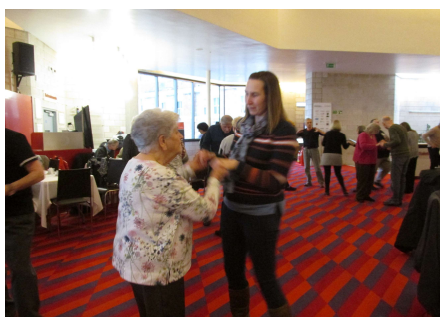
## April 2018 Newsletter

Hello and welcome to our April Newsletter.

Three months have already passed of 2018 and we have had a fun filled adventure, we hope you enjoy reading all about it.

Many thanks

All staff at Nightingales



### *Tea Dance @ The Crucible*

Every month we enjoy an afternoon at The Crucible.

Music is provided usually by an Entertainer who sings to us all and encourages us to get up and have a dance.

Afternoon tea is then served, tasty scones with a nice cuppa goes down really well after having a dance

The afternoon is enjoyed by everyone 😊



## *Flowers for Valentines*

Instead of the usual hearts on Valentines we decided to make some lovely flowers that we could display in vases.

We cut out some black and red crepe paper into the shape of petals and arranged them into a flower cluster. We then added pipe cleaners that acted as the stalks to give them a more realistic flower shape.

We were all pretty impressed with our creations and displayed them with pride for all to see.





## *Easter Bonnet Creations*

We decided to have our very own Easter Bonnet Parade.

The residents got involved with creating their very own Bonnet's with lots of Easter craft items i.e. nest's, chicks, feathers and flowers etc.

We enjoyed sticking, glueing and stapling all the different bits into place to create the perfect Bonnet which would be judged at our next Entertainment afternoon.

We displayed all the Bonnet's on the fireplace in the Lounge for all to see and the winner was picked by the singer Ricky Rydell.

The winner was Pearl who received a lovely Easter Egg.

Well done to everyone involved 😊



## Quiz Time

We have included 2 Sudoku number challenges for you to try

GOOD LUCK! 😊

4				1				5
			9		2			
		6		7		3		
	5		3		4		1	
1		8				6		4
	9		7		1		8	
		5		4		1		
			1		9			
2				3				8

1								
	2			6	7	8	9	
3				4				
	4			3				
				2	1	6	7	
	6						8	
		7					4	
	8			9	3	7	2	
		9						





### *Singer - Paul Barrie*

As you all know we have a weekly entertainer that comes to sing for us.

Paul has been coming to the home for many years now and proves to be a big hit when it comes to entertaining our residents.

He makes it his priority to include everyone within his 1-hour slot and enjoys a good dance with many of the ladies.



### *Holiday Inn Super jam Tea Party*

We got invited to the Holiday Inn @ Barnsley for a friendship lunch / tea party hosted by Home Instead Community Care Group.

They welcomed us with a lovely afternoon tea and entertainment provided by Susan St Nicholas who has performed for us at Nightingales on many occasions.

We even got to meet the Lord Mayor 😊

A fabulous afternoon was had by all and we hope to enjoy many more Tea Parties in the future.



## *Enjoying the Sunshine*



We enjoyed a few days sat out in our beautiful garden soaking up the sun ☺

Of course, we had our sun cream on and summer hats for a bit of shade and the brollies were out when it got a little too hot, we even had a cheeky ice lolly.

We are now all ready for Summer – bring on the sunshine ☺



## *Nightingale News*

Our new Website is now up and running, there is a link to the Activities Calendar which is updated Monthly with up and coming events in and out of the Home. Please feel free to take a look.

We also have some very exciting news to share with you all



We recently had our Environmental Health Inspection and they have rated us a 5 which we are very proud of, well done to all involved.

## *Relative Meeting's*

If any one feels they would like to chair a relative's meeting then please feel free to come and speak to me and we can get this arranged, my door is always open to Relatives and Friends.

If anyone has any ideas on Activities they would like to see take place in the home or places to visit please speak to Jane (Activities Co-ordinator).

Once again, we would like to thank you all for your support, it really does make a difference.

## *Concerns / Complaints*

Please may we take this opportunity to remind you of the procedure if you have any concerns/complaints or compliments you wish to bring to our attention. We are aware that we cannot always get everything right so please do not feel unable to bring any worries or ideas for improvement to our attention.

Any matter you wish to discuss can be brought to either the Deputy Manager, Joanne Unwin or Myself, Julie Wright Manager. We will endeavour to resolve any matter brought to our attention.

Concerns can be verbal or written, formal or informal. If you do raise a complaint or concern and are not happy with the way it is dealt with then you can escalate your issue to the owner Mr Oshi Weissbraun. 220 The Vale, London, NW11 8SR

If this is not acceptable Sheffield social services can be contacted at Social Services Feedback, Freepost, NEA 5527, Corporate Mill Facility, Town Hall, Pinestone Street, S1 2ZZ

CQC at Care Quality Commission, Citygate, Gallowgate, NE1 4PA can also take complaints or concerns.

The complaints procedure and contact details can be found in the front foyer on the wall with all addresses / contacts.

We are here to try to ensure both our residents and relatives have a positive experience and are happy but sometimes do need your help with ideas for improvement so do not take any criticism negatively but instead use it as a learning tool to get things right.