



## October 2018 Newsletter

Hello and welcome to our October Newsletter.

We hope you enjoy reading about all the activities we have been upto and outings / lunches we have been invited to over the last few months.

Many thanks

All staff at Nightingales



### *Singer's visiting Nightingales*

Every week we enjoy singer's coming into the Home to entertain us.

Some of them bring along musical instruments for us to use whilst we listen to all the old favourites.

We always enjoy dancing or tapping our feet to the music.

## *Flower Arranging*

We had some beautiful flowers donated so we thought we would collect the vases in and have a flower arranging afternoon.

You could smell the floral fragrance all around the lounge and dining room and everyone commented on how lovely they looked.

Job well done Ladies



## *Craft Afternoon*

Craft afternoons are always a good way to help stimulate hand / eye co-ordination and improve concentration.

We used some colourful beads of all different shapes and sizes and made bracelets and necklaces.

## Quiz Time

Here is a Autumn Word Search to enjoy whilst you put your feet up and enjoy a cuppa in front of the fire.



GOOD LUCK! 😊



## *Day at the Beach Cleethorpes*

We have been very lucky this year to have had an amazing Summer and we thought we would make the most of it and go to the Beach.

Cleethorpes is lovely and flat for us to be able to have a wander around the shops and enjoy a cheeky Ice Cream.

Before the Ice Cream we enjoyed a Fish and Chip Lunch in the Restaurant on the Pier which was delicious, followed by a lovely cup of Tea.

We brought back some sticks of rock for treats when we arrive home and to remind us of the fabulous day we had at the Seaside.

Thank you to Relatives and Staff who volunteered their time to make this a special day. There are some more pictures displayed on the notice board and on the TV in the Reception.

Same time next year 😊



## *Dance for Dignity Farm Road Social Club*

We received an invite from Twelve Trees as they were hosting a Dance for Dignity Afternoon at Farm Road Social Club. Different Care Homes got together for a good old knees up 😊

They provided a Buffet and Entertainment for us and we all had a fab time.

Thank you for our invite



## *BINGO*

Who doesn't love a good old game of BINGO??

We enjoy playing Bingo as it is something that everyone can take part in, we transform the Lounge into our Bingo Hall and Jane sets the Bingo machine up armed with her microphone to call out the numbers (not that she needs it 😊)



We have learnt some wonderful Bingo Lingo along the way including some of the old favourites Legs Eleven, two little ducks, key to the door and a few others that we better not mention 😊



## *Bringing the beach to Nightingales*

After the trip to Cleethorpes we thought it would be a good idea to bring the beach to Nightingales for the Resident's that we couldn't take with us on the day.

We set up lots of different games like Hook a Duck, Roll A Penny, Sand pit and even had our own cardboard cut-out of "Beside the Seaside".

We invited families along to join in the fun and served a Fish and Chip Lunch in a box for everyone to enjoy (just like you get at the Seaside).

What else do we all enjoy when visiting the Seaside – Ice Cream  
We had our own Ice Cream Van turn up after lunch for us all to enjoy a "99" not forgetting the Flake ☺

There are many more pictures that we took on the displayed on the notice board and on the TV in Reception





## *Refurbishments happening at Nightingales*

I'm sure you will have noticed that the Reception Area has had a complete Refurb, we wanted the area to feel more homely and welcoming. So, when you next visit take the time to make yourself a hot drink and maybe sit and look at the pictures scrolling on the TV of what we have been upto.

We will also be replacing the carpets on the corridors upstairs hopefully week commencing 12<sup>th</sup> November, as you can imagine this isn't an easy job to do and we apologise in advance for any disruption this will cause.

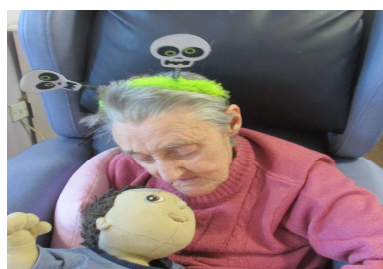
We have also managed to get the decorating done upstairs before the carpets go down, a big thank you to Kirsty and Geoff for putting a lot of time into getting this done.



## *Halloween*

We had lots of fun on Halloween, we got the spooky decorations out from Pumpkin balloons to spiders and skeletons.

We wore our Witches hats and pumpkin glasses to enjoy an afternoon of monstrous music 🎵 we sang along to some of the old-time favourites and danced to some spooky songs.



## *Dates for your Diary!!*

Rattle and Roll Baby Group

**Wednesday 14<sup>th</sup> November at 10.30am**

Any relatives with Babies are more than welcome to come and join in

Puss in Boots – Pantomime

**Thursday 6<sup>th</sup> December at 11am**

This will be performed at Nightingales and you are all welcome to come along, we have some special guests coming from Woolley Wood School.

Our Resident's Christmas Party will take place on

**Wednesday 19<sup>th</sup> December from 6pm**

All invites and info will be going out over the next few weeks  
Tickets are £5.00 each which includes Buffet, Drinks and Entertainment

## *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.