



July – September 2019 Newsletter

Hello and welcome to our latest Newsletter.

Can you believe we are already half way through the year, we hope you enjoy reading what we have been getting up to over the last few months and exciting things we have planned.

Many thanks
All staff at Nightingales



Baking Afternoon

Although we all enjoy the fresh buns baked daily from our Cook its also fun to roll our sleeves up, melt some chocolate and mix away.

Rice crispies buns are everyones favourite and go down a real treat with our afternoon cuppa.

Most of the mixture goes into bun cases but we do like to keep a little bit on our spoons for a well deserved treat 😊



Alice's Sweet Shop Opening

Over the years we have been collecting donations towards our Residents Fund and we wanted to use this money for something that would benefit all our residents and visitors.

We decided to open our own sweet shop, this was named after a lovely lady that sadly passed away earlier this year as we know she had a sweet tooth. Our residents enjoy being shop keeper and serving delicious sweets to all its visitors.

Next time you are here pop in and have a treat.



Quiz Time

Here is a Beach Word Search to enjoy whilst you put your feet up and enjoy a cuppa

BEACH!

H N C V L C K W R I Y S E F A E E O A I
Z N P S N E E D B F C Y I B R I H Y N S
E S S E A O N E D I T L J B E I A A L U
R L Y A L S O L L S L I C F S Z P D C H
Y E L S N I C E N H C L E K E A S Y G W
N Q C H A D C S O T E O C A D U S A O E
I S R E L G C A F N C A C N F N A C W W
C E A L S E D N N E N A N G C S M N C A
C F B L I Z C L S A Y S S E J A R I C L
H W A Y E S C O D E N A E C O N N D A D

WORD LIST

SUN	FELICAN	WAVES
SEASHELL	OCEAN	SAND
CRAB	FISH	TIDE



GOOD LUCK! 😊



Movie Afternoon

A few of our Resident's had been asking if we could have a film afternoon, so that's exactly what we did.

Geoff set us up the projector connected to the laptop and we arranged the chairs to look like a cinema, then we had a vote on what film we wanted to watch.

There were a few suggestions but the winner was "Calamity Jane" an old- time favourite ☺

We all took our seats and watched the film, singing along to the classic songs and having a giggle and of course you can't watch a film without Popcorn.

A good afternoon was had by all and we will be arranging another film afternoon very soon.



Singing with Russ

Russ is one of the many singers that visit us, he loves to get us all singing along and dancing to his music and loves to crack a joke or two to get us laughing.

We all have a fab time and always look forward to the next singalong

These are usually on a Friday afternoon so why not come along and join us



Nightingale News

If you would like to know what is happening in the Home then you can visit our Website Calendar or see the display board located in the Entrance.

We have a special in-house production of "When I'm Cleaning Windows" on Tuesday 23rd July @ 2pm, why not come along and enjoy some Panto style entertainment.

We will also be starting a scrap-book for each resident showing activities or outings they have taken part in, we also thought this would be nice for families and visitors to see what they have been getting up to – located in the Office.

Whilst we encourage visitors to bring Children into the Home, can we please ask that they are supervised at all times and not left unattended.

We would also like to apologise for any inconvenience caused whilst we have been completing building work on 2 of the communal toilet's downstairs, this should be completed within the next few weeks so please bare with us.



Wish List - Horse Riding

We have been thinking of activities we can do with our Resident's and we have decided to start a Wish List.

Jane has been going around each resident talking to them about things they have always wanted to do to see if we can make any of their wishes a reality.

Anne as talking about horses and that she had always wanted to go horse riding but never had the opportunity, so we made her wish come true.

We approached a farm which is only a few miles away that have facilities for the elderly or disabled to do activities in a safe controlled environment. We told them about Anne's wish to go horse riding and they invited her along to meet the horses and fulfil her wish.

As you can see from the pictures Anne had an amazing time and was a natural at horse riding, she rode Sally on the day and even wanted to bring her home.

We have a few other ideas up our sleeves so watch this space.



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.