



April – June 2019 Newsletter

Hello and welcome to our April – June 2019 Newsletter.

Three months have already passed of 2019 and we have had a fun filled adventure, we hope you enjoy reading all about it.

Many thanks
All staff at Nightingales



PAT Dog visit

We had a visit from a local Gentleman who brought along his beautiful dog for us all to enjoy patting and stroking.

He was very loveable and we all wanted to keep him, we have named him George (our gentle giant)

We look forward to your next visit George 😊



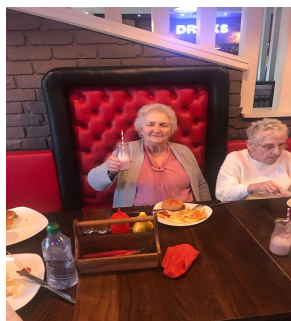
Hollywood Bowl - Trip

Our last trip to Hollywood Bowl was such a fab day that we decided to organise another.

We had a couple of games of bowling followed by lunch and a nice cold Milkshake, we couldn't resist having a cheeky ice-cream afterwards.

We all had a fab time and will definitely be arranging another bowling session.

Thank you to the staff that helped out on the day.





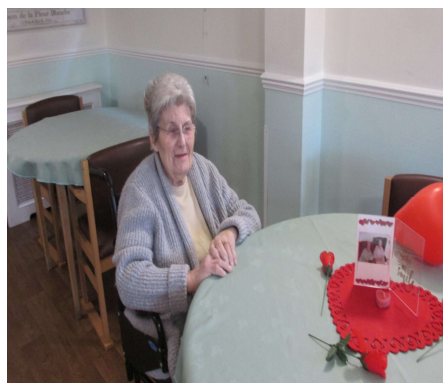
Valentines Day

Due to us having 3 married couples we decided to spoil them on Valentine's Day.

Other residents got busy making beautiful Red Roses for decorations and we dressed the tables in heart shaped place mats and balloons.

We served them with a lovely afternoon tea of scones with jam/cream and a drink.

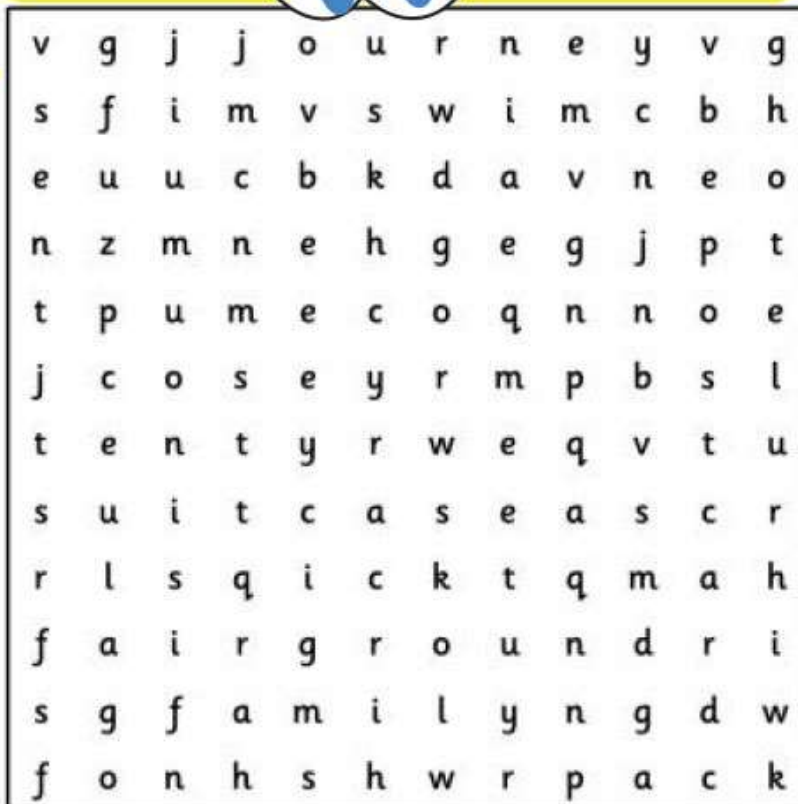
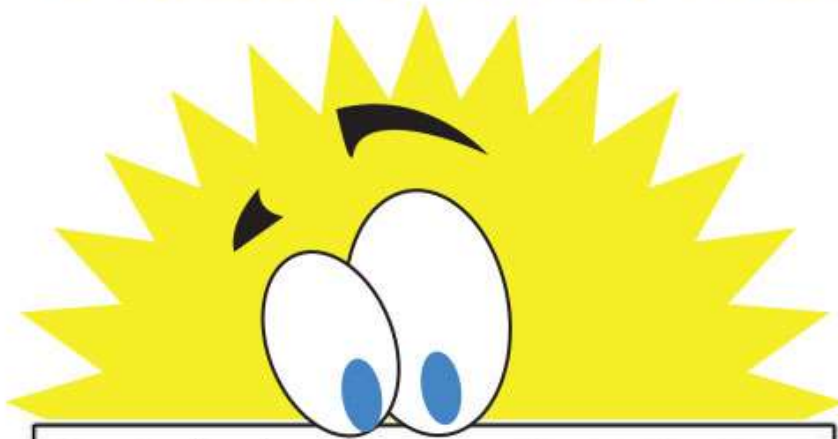
They all had a fabulous time, you could sense there was love in the air ❤️



Quiz Time

We have a Summer Wordsearch for you to enjoy

Summer Word Search!



Fairground
Family
Icecream
Suitcase
Summer
Journey
Swim
Tent
Fun
Hotel
Postcard
Pack

GOOD LUCK! 😊



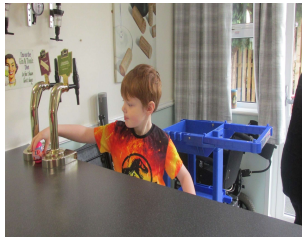
Easter Bonnets Competition

We decided to have an Easter Bonnet Competition this year. Many of us decorated a hat with nests / chicks / eggs and feathers etc which we had on display in the Reception for you all to see.

The Children from our local School love to visit us so we asked them to pick 3 winners, this was a very hard decision as everyone's hat was amazing but as you can see our winners wore their hats with pride (above pictures).

Well done to everyone for taking part.

We also held an Easter Raffle which raised £52.00 towards our Residents Fund.



Easter Egg Hunt

We invited the local School to join us in an Easter Egg Hunt.

We hid lots of eggs in the home and out in the garden for the children to find, they each had a little basket to put their eggs in as they found them.

The children and residents had lots of fun hunting round (more pictures will be displayed on our activities board over the next few days)

We ended up with joint winners so nobody left empty handed and they each received an Easter Egg as a prize.

Thank you to all the children for making this hunt a very special one.



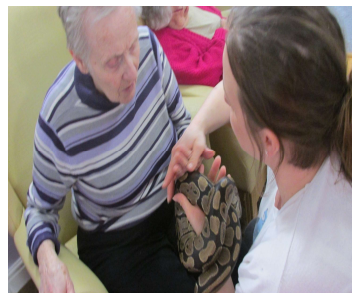
Leanimals Visit

We had a visit from a Mobile Zoo called Leanimals, they brought along a few different animals for us to pet and stroke.

On the day they brought a Snake, Rabbit, Lizard, Hamster and Spider etc. All the animals were very friendly and the handler was very reassuring and encouraged us to hold and stroke them all.

Whilst we were handling them the lady explained a few facts about the animals and their names etc which was very interesting.

We hope to see all the animals again soon as this was a very educational visit and was enjoyed by all the residents and staff.



Nightingale News

Nightingale's will be opening its very own Sweet Shop 🍪 we decided to utilise the money we had in the Residents Fund to turn an area that was unused into something amazing. Keep an eye out for the Grand Opening dates which you are all more than welcome to attend.

On 1st April 2019 we introduced a new Lunch / Tea Menu which was inspired by what our Residents have said they would like to eat, please feel free to have a look at a menu situated in the Dining Area.

Some more amazing news is Cassie has had her baby – Henry was born on 23rd April 2019 – both mom and baby are doing great and we can't wait for her to visit so we can all have a cuddle
Congratulations from us all ❤️

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.