



April – June 2020 Newsletter

Hello and welcome to our April – June 2020 Newsletter.

Three months have already passed of 2020 and we have had a fun filled adventure, we hope you enjoy reading all about it.

Many thanks
All staff at Nightingales



Musical Bingo

The 2 things we love to do play Bingo and Sing along to Music all rolled into one 😊

We listen to a music track and then find it on our Bingo Sheet, the first one to get a full house wins a prize

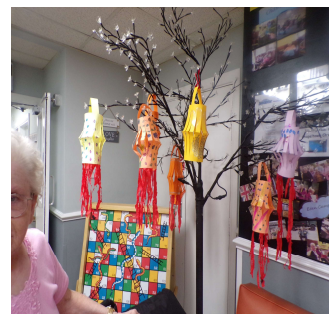
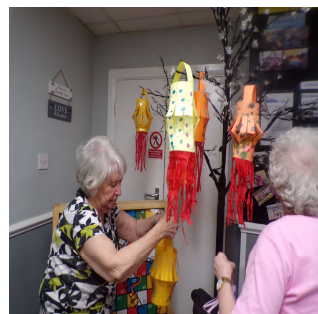
Eyes down and ears at the ready



Chinese New Year Year of the Rat

We decided to make some Chinese Lanterns to celebrate the Chinese New Year.

We had lots of fun making these Lanterns out of card and then colouring them in bright colours so that we could hang them from our memory tree.



Weekly Lunch Club Visits

Each week we go along to a local Community Church where they hold a Lunch Club, we enjoy games and raffles followed by a lovely Dinner.

This gives us chance to see our friends and have a chin wag about the good old days

Everyone at the Church is friendly and we look forward to seeing them every Thursday
(these visits took place before lockdown restrictions)



Singers visiting the Home

Every week we enjoy a sing-a-long with the Entertainer that visits the Home.

They often play some of the old-time favourites like Glen Miller, Frank Sinatra and Bing Crosby. We also like to hear music from the 50's and 60's like Neil Sedaka, Buddy Holly and Elvis Presley.

We enjoy songs that we can sing along to and have a dance or clap or hands.
(these visits took place before lockdown restrictions)



Spring Maze



GOOD LUCK! 😊



Easter Bonnet Fun

We kicked Easter off by having some fun making Bonnet's

We bought lots of craft items to stick on the Hats including Eggs, Little Chicks, Ribbon and Nests.

Once all the Hats were completed, we had an Easter Bonnet Parade
More pictures and Video can be viewed on our Facebook page



Top 20 Care Homes Award



Following our recent CQC visit (**Rated “Good” with 1 area of Outstanding**) we have been recognised as one of the Top 20 Care Homes in Yorkshire and The Humber Region competing against 1471 Homes.

We are super proud of this achievement and would like to shout it from the roof tops, but for now we are hoping to celebrate with you all in the near future.

Nightingale News

Due to recent lockdown restrictions and uncertain times we would like to take this opportunity to thank you all for your patience and support, don't forget you can speak to your relative or facetime (WhatsApp) using the Mobile Number 07856799630. Also, we have had some amazing donations from relatives and the community for our staff, plenty of Chocolate and Easter Eggs to keep us going and some lovely pictures to show you are all behind us.

Stay safe from us all at Nightingale Care Home

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.