



January - March 2020 Newsletter

Hello and welcome to our latest Newsletter.

Happy New Year to you all.

The start of a new year and a new Decade we can expect many exciting things to come.

Keep an eye on our Notice board for monthly updates on activities and events happening within the Home (situated next to the front entrance door).

Many thanks

All staff at Nightingales



Birthday Celebrations

We love celebrating birthday's here at Nightingales, blowing out candles and everyone singing Happy Birthday can really put a smile on your face.

There is always a party when we have a birthday.



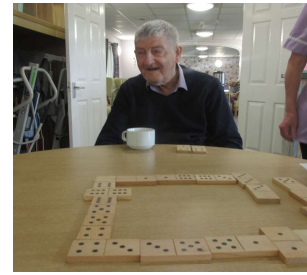
Driving Experience

We had a few of our Residents that had been asking about Driving as part of their Wish List.

After lots of enquiries we got in touch with The Drivers Experience Company which is held at Meadowhall (our local shopping centre), they provide Experience days for all ages and have adapted cars which assist with Driving.

We took 2 of our Residents to try this out and they loved it, they each got to drive a small car (Corsa) around a large carpark area, the instructors on the day were fabulous and really made the experience a good one.





Dominoes

Stimulating games are a big part of our Activity Programme and playing Dominoes is a great way to get the mind active, who doesn't love a game of Dominoes 😊



Singers / Entertainers

Paul Barrie is one of our most popular Singers, he really knows how to get us up dancing and singing along to his music.

He came to sing for us at Halloween and turned up in a spooky suit with bats on, he also likes to crack a joke or 2 which always goes down well getting lots of laughs.

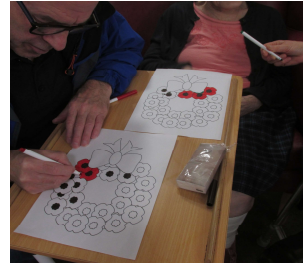


Quiz Time

Here is a Winter warmer, put your feet up and have a go at getting the Man back to his Igloo!!



GOOD LUCK! 😊



Remembrance Sunday

To mark Remembrance Sunday we decided to decorate our own Poppy's.

We all had a go at colouring or painting Poppy pictures which we then displayed in the Reception area.

On the 11th hour we held 2 minutes silence to remember all the War Veterans and watched the Remembrance Service on TV.



Hillsborough Park Cycling Club

We managed to squeeze in a few trips to Hillsborough Park for the weekly Cycling event before the weather turned cold.

This was enjoyed by all that took part and we are hoping to start going again in the New Year once the weather starts to get warmer.





Halloween Fun

As you can see from just a few of the pictures we did lots of fun activities for Halloween including making spooky salt dough decorations and baking spider buns etc (more pictures are displayed on the TV in the Reception area).

We also had fun decorating the home with lots of flying bats and decorated pumpkins.





Residents Christmas Party

Christmas Party 2019 was a huge success, as always 😊

We had lots of fun on the night, buffet was served and went down a treat.

Paul Barrie sang for us and it was good to hear some old classics that we know our Residents really enjoy along with some 60's and even 70's hits.

We held a raffle on the night with some fantastic prizes and managed to raise £272 towards our Residents Fund for future outings etc.

Everyone had a brilliant time and we thank each and every one of you for your help and support, we really do appreciate all you do for the home and thank you to all the staff who helped make the night so special.



Home Improvements

You will notice we have just refurbished the Hairdressers room, installing new salon stations and re-decorating. This will also be used for pamper treatments and manicures etc.

Useful Information

Your relative now has a picture scrap book that we have been working on, you are more than welcome to look at this when you visit – just ask a member of staff.

Relative's meeting will be held on Friday 31st January 2020 in the small lounge at 2pm
– all are welcome

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.