



## January - March 2023 Newsletter

Hello and welcome to our latest Newsletter.

Happy New Year to you all.

The start of a new year and I'm sure we will all agree we can definitely say goodbye to 2022, it may have been another strange year but it doesn't stop us creating memories.

Here are a few things we have been upto over the last few months.

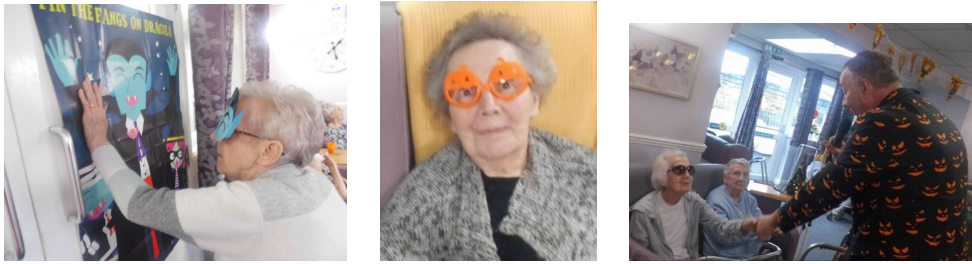
Many thanks

All staff at Nightingales



### *Singers visiting the Home*

We like any excuse to have a sing-a-long 😊  
Singers visit us at least twice a week (usually Tuesday and Friday afternoons), we do have a few favourites but also love to welcome newbies.



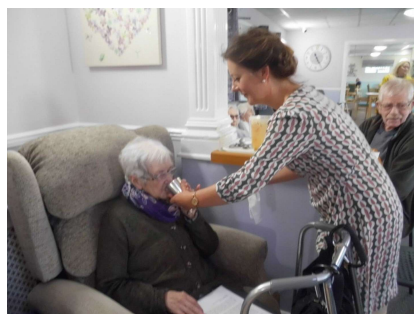
## *Halloween Fun*

We had a fun day for Halloween this year with games like “Pin the Fangs on Dracula” and lots of dressing up in fun wigs and glasses. Paul Barrie came along to sing for us in the afternoon dressed in his very impressive Halloween Suit.



## *Church Service*

We have the pleasure of welcoming Reverend Sam from Ecclesfield Church every 2 weeks to do a service, we sing a few well-known Hymns and then hold Holy Communion which everyone is welcome to attend.





## *Ice Sheffield*

We enjoyed a trip out to the local Ice Rink for a skate and lunch. We had lots of fun watching the staff fall over whilst we sat comfortably in our chairs being pushed around on the Ice



We had a lovely lunch in the Café and even had a cheeky piece of cake





## *Nails by Julie*

Every Wednesday morning we have a visit from Julie who is a qualified Nail Technician from a local Salon. Julie sets up in the Treatment Room so we can have some one to one time getting our Nails done and a lovely hand massage.



## *Chapelton Bowling Club*

Every Monday we get invited to Chapelton Church for an afternoon of Bowling and other games.  
We always end up coming home with a trophy which we love showing off to everyone when we get back 😊  
We also get to chat to others that attend the Church over a cup of tea / coffee and a piece of cake.



## *Additional Info*

Once again we would like to thank everyone for your patience and understanding following our recent Covid outbreak, we know the timing wasn't great over the Christmas period however I'm sure you will all agree the safety of our loved ones is paramount.

Parking Notice – we understand at times the Car Park can become very full but if you could refrain from parking in front of the main Reception as we like to keep this clear in case we need an emergency service i.e. Ambulance etc.

Our Website will also show weekly photos under the Newsletter section so make sure you take a look.

We are going to re-commence having Relative Meetings, there will be a poster displayed in the Reception with dates. This is to discuss future plans involving the Home and for you to voice any ideas.

If you wish to discuss anything about your loved one please feel free to speak to a member of staff or contact either Julie or Linzi.

## *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, Linzi Waddingham 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.