



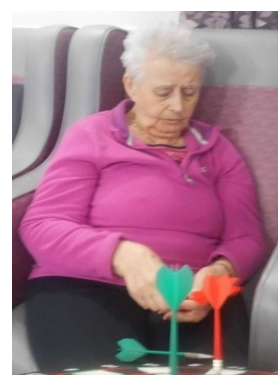
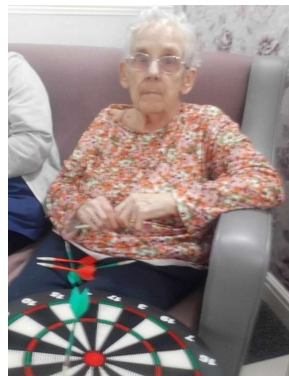
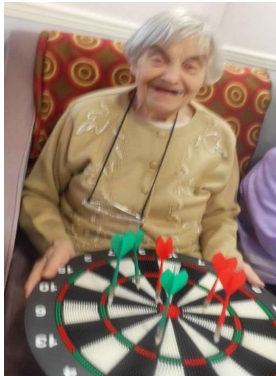
April – June 2023 Newsletter

Hello and welcome to our April – June 2023 Newsletter.

We hope you enjoy reading about what we have been up to and some of the fun activities over the last few months.

Who knows maybe we will enjoy a Summer of outings and trips?

Many thanks
All staff at Nightingales



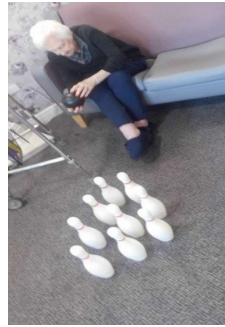
Target Darts

We all enjoy playing a game of Target Darts, this encourages our hand / eye co-ordination and is even funnier when we miss.

Good job the darts are foam magnets 😊

Ten Pin Bowling

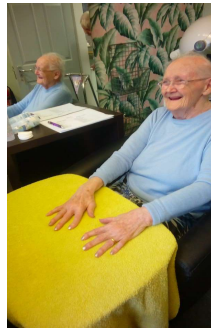
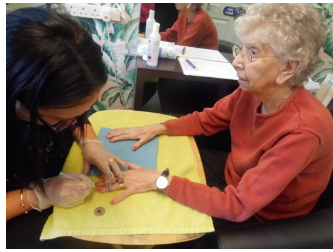
Ten Pin Bowling is lots of fun and can be played indoors or outdoors (depending on the weather), this usually brings lots of laughter and gives us lots of practice for our Monday afternoon Bowling Club at Chapeltown Church 😊



Church Bowling Club

Every Monday afternoon we get invited to Chapeltown Church for their Bowling Club, this gives us chance to chat with others whilst having some fun. We even win trophies which are displayed in the Reception area.

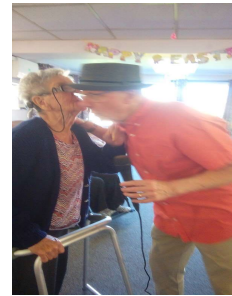




Nails and Hand Massage with Julie

Julie comes to visit us every Wednesday morning to treat us to a lovely hand massage and freshly painted nails.

She always tries to bring the time of year into her nails i.e. Hearts around Valentines and Bunnies at Easter etc.



Singers

We always enjoy our afternoons with the Singers that come in to perform for us, giving us a wide variety of music to sing and dance too

Here are a few of our favourites 😊



Spring Maze



GOOD LUCK! 😊



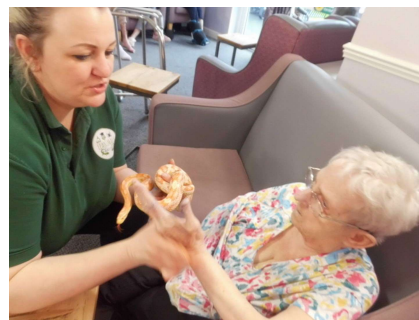
Communion Service with Reverend Sam

Reverend Sam from Ecclesfield Church visits us every fortnight usually on a Thursday to hold a small Communion Service with anyone who wishes to take part.

Family and Friends are more than welcome to come along and join the service if you wish

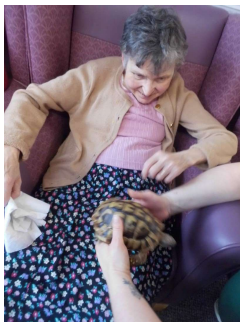


Petting Animals



Every few months we enjoy a visit from the local Petting Animals Zoo, she brings along lots of different small animals for us to handle, stroke and learn all about.

On her last visit she brought a bald Guinea Pig, Tortoise, Hamster and a Snake.



Nightingale News - update

Our new Sensory room is now open – if you would like some one-to-one time with your relative or friend then please see a member of staff who can assist you.

You are also welcome to visit our Sweet Shop and Bar, also keep your eyes peeled for the up and coming opening of our Arcade Room – watch this space.

As you will have seen over the last few weeks we have been re-decorating the downstairs corridors, this is still ongoing so please be vigilant when visiting as there may be areas of Wet Paint.

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.