



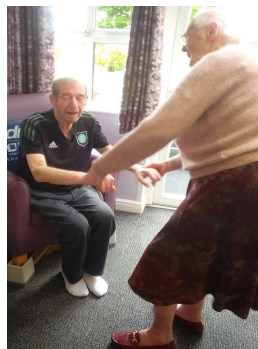
## October – December 2023 Newsletter

Hello and welcome to our Newsletter.

We hope you enjoy reading about all the activities we have been upto and Entertainers who have visited us over the last few months.

Many thanks

All staff at Nightingales



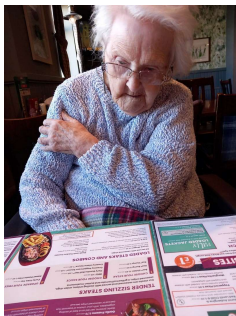
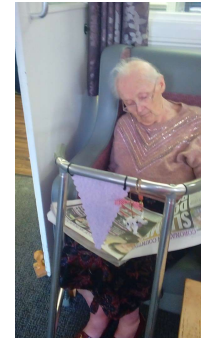
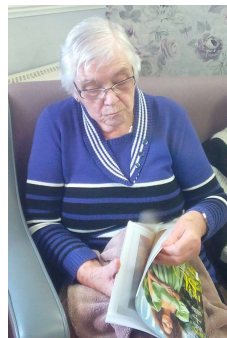
### *Singers visiting Nightingales*

We love a good sing-a-long here at Nightingales and one of our favourites is Kevin Kitchen, he always brings along his guitar and plenty of lively music to get us all up dancing

You can guarantee Kevin brings lots of laughter and we think he is fab 😊

## *Reading News Papers and Reminiscing*

We love keeping up to date with the local and national news but we also enjoy reading about days gone by, reminiscing about the past brings back lots of wonderful memories



## *Lunch at the Local Pub*

Its always nice to get out and enjoy a hearty pub meal, its also nice to chat to others socially whilst visiting the Pub.

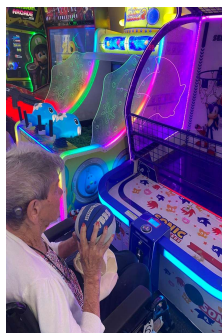
You can't have a pub meal without washing it down with a few cheeky halves ☺



## *Day Trip to Cleethorpes with Lunch at Papas Fish and Chip Shop*

What a fabulous day we had at Cleethorpes. The weather was perfect and the journey was good. Residents enjoyed a visit to the famous Papas Fish & Chip shop and a stroll on the sea front. A few braved the slots and had lots of fun. Elaine tried so hard to win a teddy but we gave up and bought one from the shop instead lol. Brenda played basketball and staff had fun chasing the ball around the arcade 😊

No trip is complete without a proper British ice cream whilst sat in the sun with it dripping all over. What lovely memories we made and a big thank you to the relatives and staff who joined us for the day.



## *Punch and Judy Show*



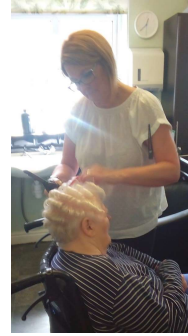
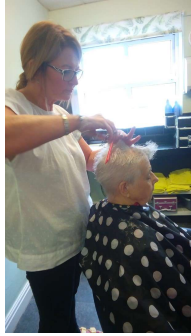
We had a fabulous afternoon watching the Punch and Judy Show followed by some magic and balloon making. Irene was the star of the show and managed to make some chocolate appear yum!



## *Bowling Club*

Every Monday we enjoy a trip to the local church in Chapelton for their afternoon social club, we play lots of games and enjoy a natter and a cuppa. Our favorite game is Bowling, we are pretty good at it and usually come home with a Trophy or 2 😊





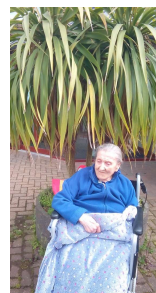
## *Weekly Manicure and Hairdressing*

Every week Lynn (Hairdresser) and Julie (Manicurist) come to pamper us, they help us feel relaxed and always enjoys a chat with us.



## *Local Supermarket Trip*

We are very lucky to have a local supermarket within walking distance that also has a lovely Café, we usually have a little trip around the local park then into Morrisons for a Cuppa and Cake



## *Sheffield Ice*

A few residents had a lovely time at Ice Sheffield. They trusted staff to take them on the ice and were loving it. They enjoyed lunch in the café then afterwards managed to catch some children who were practicing figure skating which was amazing.



## *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.