

Milford Care Homes Newsletter



Summer 2006 Edition

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Summer

Dear Reader,

A Warm welcome to the first group newsletter of Milford Care Homes!

Our ambition is to put together a group newsletter every 6 months to share experiences and news in each of our Homes.

With so many positive things happening in our homes it is important that we, at times, take stock of what we have done and reflect on our achievements and ambitions. Hopefully you feel we have shared some of that with you through this newsletter.

In order to provide an excellent service to residents in our homes I believe it is essential that we are both professional in our management and compassionate in our care. The feedback we have had recently from our surveys, inspection reports and above all the numerous plaudits from residents and relatives show that we are getting this mix right.

There is a sizeable amount of work that goes on behind the scenes, both in our homes and as a group. For instance, we have group management meetings every three months, where managers, administrators and other senior care staff take active roles, and where experiences and ideas are shared. We usually have workshops on important topics where we work together to shape ideas and plan implementation. (*see article from Kara Gratton for more details*)

Finally, many thanks to all relatives, residents, district nurses, GP's and social workers that have taken the time and trouble to write plaudits about the staff in the homes. The plaudits are a testament to the fantastic efforts and commitment of staff to improving the quality of lives of the people we care for.

Pierre Falleth
Business Manager



LATEST CARE INITIATIVES BY MILFORD CARE HOMES

At Milford Care Homes we are currently undertaking two projects as a group to look at ways of improving how we involve residents in making decisions about themselves and the home and improving the links that we have already established with the communities surrounding our homes. Our ethos is that our residents are central in everything that we do and we are continually striving to look at ways of improving and offering choices to them so their lives are fulfilled. I have written about the two projects, our objectives and what we hope will be the outcomes. Residents, relatives and friends of all our homes play a very important role in assisting us with these projects and we would welcome any ideas and suggestions that you may have.

INVOLVING RESIDENTS IN DECISIONS

All of us make decision every day about all sorts of things that affect our lives yet for many residents when they come into a care home they suddenly stop making decisions about things that affect them. This is seen and accepted as the norm in many homes.

In our homes we are looking at ways to develop positive practice in how we encourage our residents to continue making decisions and to be an integral part of the home, after all it is “their home”. How many staff in the care home decide the menu from week to week and the only input from residents about their choice is from a resident meeting two months ago? Have you ever heard of a resident assist to do a staff interview? Probably not. Residents assisting in an interview should become our norm; after all it is them that are going to be bathed by that person. When you sit back and reflect on how many decisions that staff in care homes make on behalf of the residents without consulting them there will be many.

Our objective at Milford Care is to implement ways that all residents, despite their ability, are involved in the decision making process of the home in a positive and interactive way.

Many initiatives are already in place in our homes. Examples include residents gardening at Ernehale Lodge, a resident/relative committee up and running at The Meadows with relatives taking a proactively role to help residents make decisions, resident involvement in staff interviewing and Health & Safety meetings at Hazelgrove, and residents choosing the food menu on their birthdays at Milford House.

The outcome of this project is to improve resident’s autonomy and confidence that their voice will be heard and that coming into a care home does not stop them being in control of issues that affect their lives

Relatives and friends are encouraged be involved in this project.



DEVELOPING COMMUNITY LINKS

“ Imagine a world where the local residential home or sheltered housing scheme was the hub of community activity in an area, with doors open to a wealth of interesting experiences inside and outside the home – a place that people enjoy visiting rather than dread that they might end up there”

Growing with age project – NAPA 2002-2005

Developing community links should be seen as a positive part of our role as a home and not one of “ we haven’t got the time or the staff to do it”. We as a group are looking at ways for the sake of our present and future residents of developing this very important role in what we do. As we all know negative images/accounts in the press of life in a care home far outweigh all the positive that happen in our homes. Our residents going out and being seen in the community is a positive practice seen by others that your home is not a “place you go at the end of your life” but a place that people can go to and still have a normal as life as possible but are surrounded by support and help from staff. If we can encourage the community to come into the home and be part of us, what better advertisement is there for positive care.

Our objective is to develop ideas about how the home can become a community networker and be seen in the local community as the hub of that community

Develop a better understanding of what our present residents want out of their community and look at ways of developing them getting out into their communities.

At present there are several good initiatives in our homes. Ideas on the following are encouraged, with help from residents, relatives and friends of the home:

- What places in the community would our residents like to go out to? Such as local markets, theatre or clubs.
- What organisations are there in our local communities, such as schools, WI & churches that could come into the home and our residents could go out to?
- Think about events that could be done by the home to bring in the local community, School play & invite local sheltered housing residents
Examples from our group already done – well dressing group came to the residents at Milford so they could do well dressings, & a coffee morning in support of the Alzheimer Society at HazelGrove.
- What links can be developed with organisations that are specific for older people such as Age Concern & support groups for Dementia.

We hope the outcome of this project is to have new/improved links and relationships with the local community, with the local community coming into the home and residents of the home going out and about in their local community, To have promoted our homes in the local community and that they are seen as a positive place where people would want to come and visit or live.

If you, as relative, friend, other volunteer are able to join us and assist us with either of our projects we would gladly appreciate it.

Written by Kara Gratton – Care and Development Manager, Milford Care Homes



The Meadows Care Home

Dear Reader,

I am pleased to present our Summer Newsletter at The Meadows Care Home. I hope you find it interesting and informative.

I would appreciate your comments and welcome any ideas or suggestions for our next edition. Thank you to everyone who participated with the research for this.

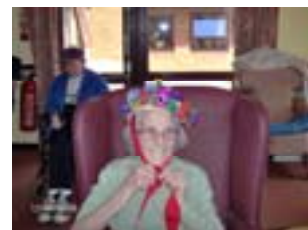
Julia Davies
Manager

"The home environment is friendly and welcoming and it was nice to see staff spending time with residents getting them involved in activities and games. Residents were treated as individuals and were encouraged to make their own decisions and choices about their care."

S. Allcock NVO Assessor, internal verifier

Recent Events and Activities

In January the local Amateur Dramatics Society entertained the Residents with a Pantomime of Sleeping Beauty. They also donated £363 to the Residents Fund because they thought The Meadows was an excellent Home, the money was raised through entertaining at a local Catholic Church.



Easter celebrations included a bonnet parade, a raffle and entertainment.

Residents enjoyed an outing to Gracelands Coffee Shop in Darley Dale.



Other activities also included Susie Goodier – Spot the tune, Roger Filkins – Singer/keyboard player and a Reminiscence session.

Forthcoming Events

- Summer Fayre
- Cruise down the River Trent
- Mick White - entertainer
- Viv Barnett – Reminiscence session
- Trip to Carsington
- Roger Filkins
- Winnie Clark has entered two of her original paintings to the over 75 artist competition to be judged in the Summer.
- Sue Goodier - entertainer



Residents Committee Meeting

Thank you to all staff, residents and relatives who have attended the meetings. A special thank you to Geoff, Cluryns nephew, for devising the questionnaire, and Ken, Cora's son-in-law for volunteering as secretary and taking the minutes. It is very much appreciated! Any family members wanting to join the committee please speak to Julia or Jess.

The Meadows Care Home
76-78 Mansfield Road, Alfreton, Derbyshire, DE
01773 520491 / 520452
Manager: Julia Davies

Hazelgrove Care Home

Dear Reader,

Let me introduce you to our Home.

Hazelgrove Care Home was built in 1991 and was purpose built to care for 40 residents – all on one level. We have two twin rooms, the others being single. We are registered for Residential, Nursing and Dementia residents.

We have our own Hair Salon, Laundry and Kitchens. We employ between 30 and 40 people part-time and full-time.

Jo Ollerenshaw is our Care Manager and Muriel Bell our Administrator.

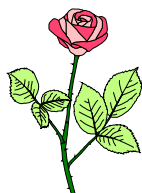
We have four full-time nurses.

We aim to create a 'Home from Home' atmosphere and our Residents are encouraged to be in control of all aspects of their lives.

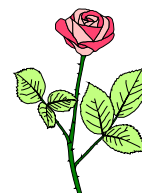
We are searching for volunteers to help us with exercises and activities – if you know of anyone who is willing to come to Hazelgrove we would appreciate any information regarding this.

Our oldest resident Hannah Mary Houldsworth was 105 years old in May this year.

We have lovely gardens and patio area for our residents to enjoy in summer. We are in the process of purchasing summer bedding plants for our wall baskets which some of our residents will be encouraged to plant.



Recent Activities



In March we celebrated Mothers Day with a special 'Mothers Day Tea', which included entertainment with a buffet style tea and bucks fizz. Mothers were pampered with hand massages, nail painting and every mother received a bunch of flowers.

Easter was celebrated with crafts, Easter cakes, a raffle with Easter eggs and a buffet style tea for the Residents.

A visiting Theatre Group did a show called 'Lets go to the Music Hall', all Residents thoroughly enjoyed this!

Fete was held on 23rd July at Hazelgrove Care Home. This was supported by the players and management of Hucknall Football Club.

There were also stalls, a barbecue and a raffle, and lots of money was raised for the Residents fund

Forthcoming Celebration

Weekly Church services and ongoing music every Monday, film afternoons and crafts.

From the moment of entering Hazelgrove the whole staff could not do enough to settle her in and make her comfortable....I have nothing but praise for the care and devotion they have shown to both her and myself, it is always a pleasure to come down and visit. My praise for all associated with Hazelgrove cannot be put into words, with deepest and sincere thanks.

Colin T. Houldsworth speaking about his mother Hannah Mary aged 105.

Hazelgrove Care Home
Farleys Lane, Hucknall, Nottingham, NG15 6DY
0115 9680706
Manager: Jo Ollerenshaw

Milford House Care Home

Dear Reader,

Welcome to Milford House Care Home!

Milford House was formerly the country residence of Jedediah Strutt, a leading pioneer industrialist of the 18th century. In 1985 the beautiful grade II listed building and adjoining Coach House were thoughtfully and tastefully renovated into a Residential and Nursing home set in it's own beautifully landscaped gardens. Sharon Price is the Manager of the Home and works alongside a team of nurses and carers who are all sensitive to the individual needs of Residents.

We would like to take this opportunity to thank all those at Milford House for the care you have provided for Anne during her stay at the Home, particularly over her final two weeks when we witnessed such professionalism and compassion by all those included in ensuring Anne had every comfort....we would like you to know that all those who came into contact in caring for Anne have our grateful thanks, your work has not gone unnoticed and we shall forever have fondest thoughts of Milford House and its staff.

Geoff & Pat Harvey – Son and daughter in law

Recent Outings / Activities

- ❑ At the beginning of May, Residents enjoyed a trip to Carsington Water.
- ❑ Over Easter we had a raffle to raise funds for the Residents fund, made Easter cards and Residents also enjoyed a baking session with the Head Cook, Angela Inckle.
- ❑ Sarah Wood, a Resident at Milford House has entered her picture called 'Washday' into the over 60's Art competition. Good luck Sarah!



Future Outings / Activities

Roger Filkins - Entertainer

A trip to Belper River Gardens, Derby Garden Centre in August and Markeaton Park in September

A boat Trip down the River Trent in September

**"The Social Worker who mentioned Milford House deserves a medal!"
D.Hall - Son**

**Milford House Care Home
Derby Road, Milford, Derbyshire, DE56 0QW
01332 841753 / 840988
Manager: Sharon Price**

Ernehale Lodge Care Home

WELCOME to our new staff members FIONA BOYCE (Care Assistant) and RENE RONDAN (Care Assistant).
Unfortunately CHRISTOPHER SHANNON has left due to needing more time to spend on A level studies – He was a good member of staff and will be sadly missed – GOOD LUCK WITH YOUR EXAMS CHRIS!

TRAINING

First Aid & Adult Protection Training has been booked to keep staff up to date.
There are also more staff waiting to commence their NVQ Level 2 training.

“This is the best nursing home I know!”
“Friendly caring home”
“Staff always friendly”
Comments from GP’s and Social workers



Outings and Entertainment

The residents enjoy a varied social life which includes:

Past entertainment

- The Birdie Man
- Viv Barnett – down memory lane
- A trip to Mansfield Palace Theatre to see ‘Masters of the Music Hall’
- Residents have been replanting the patio with the help of a Residents son – Simon

Recent / Future entertainment

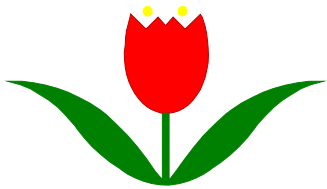
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| TBA July | Summer Fayre |
| 24 th July | River Boat Cruise (with Hazelgrove) |
| 29 th July | River Boat Cruise (with Hazelgrove) |
| 29 th September | Weekend trip to Skegness |

“Thank you for the love, care, kindness and devotion shown to our beloved mum. You made her a member of your family at Ernehale.”

Catherine & family – Daughter

The lounge at Ernehale has been refurbished with new carpets, curtains and new lounge chairs.

Ernehale Lodge Care Home
82 A Furlong Street, Arnold, Nottingham
0115 9670322
Manager: Sharon Va-Ay



Our Philosophy

It's been a year or ups and downs;
So many smiles, some tears and frowns.
We've all worked hard to do our job;
Our hands are sore, our tired feet throb.

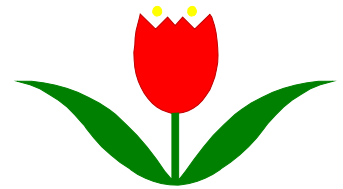
A new adventure everyday;
Tomorrows not like yesterday.
Sometimes we've faced with so much stress,
Become downhearted, I confess.

But good days do outweigh the bad,
And happy faces make us glad.
We try to spread out happiness;
Create an air of friendliness.

We all are human, we feel pain.
We try so hard yet folk complain.
Devotion is the crucial word;
We face our critics, undeterred.

We are a team, we do our best,
Professionalism is our quest.
We do this work because WE CARE
It's this philosophy we share.

W.A. Wilson 18.01.2006
Staff Nurse



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