



THE DEVONSHIRE



JANUARY / FEBRUARY 2010

VOLUME 22

ISSUE 1 / 2

Please accept our apologies for the delay in sending out our newsletter. We have been focusing on keeping everyone in good spirits, warm, cosy and safe during these unusually bad snow storms. Due to the delay we have decided to amalgamate our January and February Newsletters. We apologise for any inconvenience this may have caused

HAPPY BIRTHDAY

We would like to wish the following Residents and Staff members a belated Happy Birthday for the month of January.

Resident: Peter on the 11th.

Staff: Hugo on the 20th and Eugina on the 21st.

And a very Happy Birthday for the month of February to:

Residents: Iris on the 1st, Rosemary on the 6th and Jean on the 8th.

Staff: Sam on the 4th and Sally on the 23rd.

The Residents and Staff would like to wish everyone 'A Very Happy, Healthy and Prosperous New Year'.

Dates for your Diary

January:

1st - New Years Day

February:

14th - Valentines Day

16th - Pancake Day

17th - Ash Wednesday

Fresh Air Drives: These have been cancelled due to a problem with the minibus.

Residents Meetings with Jo

January:

6th 13th 20th 27th

February:

3rd 10th 17th 24th

Residents Council Meetings

January

28th

February

25th

MESSAGES

Welcome to: New Residents Daisy, Harold and Manuel we hope you and your families will be very happy at The Devonshire.

Thank you to: All our staff for your care and dedication over the festive period.

The Residents and families for their gifts to the staff.

The Bizzy Bees Nursery School for their carol concert.

All our Residents and staff member Jo for making such a wonderful job of decorating the Xmas tree.

Hugo who has done a sterling job in keeping our driveway free of snow during the bad weather in December and January.

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Resident Profile ... Jack

by Vanessa ...

Jack was born and grew up in Southall, Middlesex. He had two brothers Donald and Frank. When Jack left school he worked for EMI, pressing records. He later worked in engineering, a job which he loved. He was an engineer for most of his working life. Jack met his wife Iris when he threw a matchbox at her and then asked her for a date. Iris went on the date and they later married at Ealing Registry Office. They couldn't get married in Church as Jack was a Catholic and Iris was C of E. Jack and Iris went on to have three sons John, Barry and Paul. Family holidays were spent in Ireland and Scotland. Jack's hobby was playing darts. His favourite food is fish & chips, he enjoys an odd tippie of whiskey and his favourite sweets are liquorice allsorts. Jack has five grandchildren Isabel, Hannah, Alex, Jack and James.



Rah Rah Theatre Company: Dick Whittington

The Rah Rah theatre company came to The Devonshire on Wednesday 23rd December 2009 and performed their own version of Dick Whittington. The show was fantastic, all the Residents joined in with the singing.

The performers were very good at interacting with the Residents, they included them in the pantomime and encouraged them to join in with all of the songs. Molly, Peter and George particularly enjoyed the singing, they knew all the words to all of the songs. All the Residents thought that the costumes were fantastic.

*We bid a sad farewell to Residents Lewis and Dorothy
who recently passed away.*

*Our thoughts and prayers are with your families at this sad time.
We will miss you Lewis and Dorothy!*

Dear Residents and Friends of The Devonshire,

January 2010

What a state we as a country are in. So ill prepared for any form of bad weather and no grit! Shameful! In the future we will be hoarding grit in our shed!!

We truly have proof that a home is only as good as the staff who work there..... Our dedicated staff demonstrated their commitment to The Devonshire during this month of unusually bad weather. Thank you to all our wonderful staff who had to leave home several hours early each day for their shifts, and trudge through the snow as none of the public transport was working and yet they managed to arrive at work with a smile on their faces.

*We would like to recognize all our hardworking and dedicated staff and highlight a **couple** of the many strengths they contribute to the care and service for our Residents.....*

Thank you to all our day and night carers who ensure that the day to day care of our Residents is very good and that the care we provide does make a difference. The staff are led by: Deputy Manager, Sally, who brings to work her wry/wicked sense of humour and kindness; Deputy Manager, Rosemond, who is on maternity leave at the moment. She delivered a beautiful baby boy named Samuel.

Rosemond has an infectious smile and is very kind.

Senior Carer, Sam, who is also on maternity leave at the moment, we admire her for her kindness and humour; she gave birth to a beautiful baby girl called Karly. Senior Carer, Trudie, whose cooking is delicious. She also contributes her organization and helpfulness.

Senior in training, Anna, who has tireless energy and brings a lot of happiness.

Carer, Esther, who is always very helpful and caring; Carer, Aimie, for being so helpful and patient ; Carer, Christy, for being efficient and happy; Carer, Sammy, who is just back from maternity leave after having a gorgeous baby girl named Daisie; she contributes her kindness and patience.

Our Night Carers who provide care and comfort during the night.

Carer, Diana, for her caring approach and thoughtfulness, Carer, Eugina, for her kindness and patience, Carer, Josephine, for her dedication and helpfulness, Carer, Jacqueline, for her devotion and effort.

Thank you to all our other staff who provide the care and services to our Residents that makes the difference in their day. Our Activity Coordinator, Jo, who keeps our Residents happy, motivated and stimulated. Our housekeepers, Justyna and Nika, who do an excellent job in making sure our home is clean, comfortable and smells nice. Both ladies are efficient and very helpful.

Our Chef, Rafael, who does a wonderful job with all our meals, inventories and ordering. He's an all-rounder and is always helpful and kind.

Our Maintenance Man, Hugo, who works hard to keep everything well maintained and refurbished and is always very helpful and pleasant. Thank you to our laundress, Selvi, who works hard to ensure our Residents clothes are well cared for.

Thank you to our Management Team - Our Assistant Manager, Vanessa, (when Jean is away) whose energy, commitment and attention to detail makes life at The Devonshire a special place to live and work. Our Administration Staff, Veronica and Vanessa, who work in the background to ensure that the standards are high at The Devonshire and that we provide a high quality of life for Residents. Our Administrator, Veronica, whose commitment and organization keep us all balanced in our budgets. And lastly thanks to Our Care Manager, Jean, who provides the leadership; maintains the high standards of care and service at The Devonshire; motivates the staff to do their very best and makes each day count for our Residents!

Despite having taken every precaution known to us to avoid the dreaded flu (flu shots for everyone, H1N1 shots for everyone, signs put up asking people not to visit if they are feeling poorly and loads of antibacterial gel everywhere in The Devonshire) we did not manage to completely escape the viruses.

We lost sixteen days to sick leave. Our Care Manager Jean was probably the worst. Once again her Care staff team led by Assistant Manager Vanessa and Deputy Manager Sally rose to the challenge and covered all the shifts for staff absence. Thank you to all the staff who covered extra shifts and for cancelling vacation time with your loved ones.

Besides our wonderful staff team we thank all the spouses, partners and families of our staff. Thank you for your support and understanding for the long hours and shift work.

We would like to thank the Residents Council – Eileen, Iris, Jean B and Minnie for their comments, observations and suggestions which have been very helpful in brainstorming solutions.

We would like to take a moment to remember all of those who have lived at The Devonshire, their families and their friends. We have been privileged to know and provide care for these special Residents.

The year seems to have whizzed past....

During the first few months - January, February and March the second floor was a beehive of activity with our builders installing our long awaited dormer windows, and refurbishing the upstairs lounge/library.

Our Quality Assurance Programme which was launched two years ago has grown and now has 52 audit markers which are checked daily and tallied weekly. Vanessa is right on the ball with her checks. Management discuss the weekly report and follow up. We initially heard a lot of complaints about the excess paper work and there was a little nervousness and apprehension about "being checked" AND "being reported"!

After the first few months we did discover holes in the systems and staff realized how helpful the QA can be. Staff have participated and provided suggestions on better follow up systems. The best fall out benefit has been that the staff and management on- the- job duties are complete. We have seen a great improvement in the attention to detail, the care and service standards are maintained and staff's hard work is acknowledged.

In February we changed the format of our care plans. They are much more interactive with the Residents and easier to update now that they are all computerized.

In April we had our long awaited first CQC inspection. We are very pleased to report that we achieved a three star excellent rating that puts us in the top 10% of homes in the country.

We continue to aspire to create a comfortable environment with consideration for privacy, dignity and independence. Our Residents and families are encouraged to 'Speak their minds' and tell us how we can improve the care and services of the home.

We continue to have weekly Resident's meetings, monthly Resident's council meetings, a suggestion box at the front door, monthly phone calls from senior staff to Residents' families and our annual questionnaires.

Our focus is always how to make each day count for our Residents. We try to motivate our Residents to participate in activities, our aim is to provide stimulation, variety, entertainment and opportunities to socialize and communicate.

Our energetic activity coordinator Jo, with assistance from the care team has been successful in providing one to one key working time with Residents as well as many group activities. There is plenty of choice every day depending on the Residents' interests. Like real life some days are busier than others!

Our minibus outings are very popular - once we have managed to persuade Residents to leave the comfort of their chair. When they are actually out in the van many don't want to come back!! We have increased the number of trips we take each Tuesday and Thursday to accommodate everyone who wants to participate.

The annual seaside trip (which we have done for over twenty two years) was cancelled this summer. The Residents Council voted for two summer garden BBQ's and entertainment instead.

We continue with Staff in-house NVQ training levels 2 and 3; and ten, three hour foundation training sessions which each staff member is required to attend yearly with full pay. Congratulations to Aimie, Angela, Anna, Jo, Justyna, Nika and Trudie for successfully completing their NVQ level 2 award. We are expecting Diana and Selvi to finish soon! The dementia mapping has been an eye opener and has raised consciousness in our day to day interactions with Residents.

We are honoured that we have been entrusted with the care of our Residents and hope to continue providing care that makes a difference in our Resident's lives!

Wishes to all of you for Life's best for 2010!

Warmest Regards

Annar

Life at The Devonshire

December was a very busy month with the run up to Christmas. Some of our Residents enjoyed mince pies and a glass of sherry whilst decorating our Christmas Tree. Residents Iris, Jean and Eileen said "It's a long time since we have decorated a tree".

Children from Bizzy Bees nursery school came to The Devonshire to sing Christmas songs for the Residents. Molly, Peter, George, Iris, Jean, Eileen, Minnie, Doris, Connie, Dorothy, Rosemary and Joan all enjoyed listening to the children sing and watching them dance.

Our annual Residents Christmas party was a great success, everyone enjoyed the singing and dancing with Ricky Sargent. The alcohol flowed freely with Residents and families enjoying more than a glass or two. We had a beautiful buffet that was prepared by some of The Devonshire staff. Thank you to families and friends of The Devonshire for attending, and all staff for making such a special effort.

On Christmas Eve the Residents enjoyed tucking into finger food with a glass of sherry whilst singing Christmas songs, they said that it felt really Christmassy.

Christmas Day was a lovely day for our Residents, they started by opening presents that were around the tree, whilst enjoying a glass of Bucks Fizz. Residents enjoyed their Christmas dinner before sitting down with sherry and chocolates while they watched the Queen's speech on television.

All the Residents enjoyed a lovely New Year's Eve party and welcomed in the New Year with a nice glass of sherry. They couldn't believe it was the beginning of a new decade and commented on how fast time passes.

January has been a quiet month after the hustle and bustle of Christmas. All the Residents have said how much they really enjoyed themselves over the festive season, with all the lovely food, presents, visits from their families, entertainers and social activities.

Connie, Irene, Marjorie, Doris, Peter, George, Jean, Dorothy P, Laura and Rosemary have all been trying to do their morning exercises to keep their muscles and joints in good working order and shake off some of the cobwebs.

Doris, Jean, Iris, Eileen and Molly have all enjoyed playing Musical Bingo, especially Molly who enjoys singing along to the music. Doris was the overall winner and received some chocolates as a prize.

THE DEVONSHIRE ACTIVITY SHEET

FEBRUARY 2010

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
<p>1st</p> <p>World Events Morning Stroll Board Games Indoor Games</p>	<p>2nd</p> <p>News today Gentle Exercise Morning Quiz Afternoon Movie</p>	<p>3rd</p> <p>Daily News Bend n Stretch Reminiscence Classical Music Residents Meeting</p>	<p>4th</p> <p>Current Events Musical Movement Board Word Games One 2 One</p>	<p>5th</p> <p>Daily Papers Gentle Exercise 40's Film Star's Crosswords Musical Bingo</p>	<p>6th</p> <p>Newspapers Armchair Stretch Arts & Crafts Quiz & Music Family Day</p>	<p>7th</p> <p>Weekend News Move that Body Morning Quiz Movie & Popcom Afternoon</p>
<p>8th</p> <p>Daily News Bend n Stretch Classical Music Arts & Crafts Sing-a-Long</p>	<p>9th</p> <p>Daily Papers Morning Stroll Recipe's Old & New Let's Cook</p>	<p>10th</p> <p>World News Move that Body Card Bingo Classical Music Time Residents Meeting</p>	<p>11th</p> <p>News Today Gentle Exercise 1940's Fashion Beauty Salon</p>	<p>12th</p> <p>Newspapers Musical Movement 50's Film Star's Valentine's Art Afternoon Movie</p>	<p>13th</p> <p>Current Events Ball Play One 2 One Morning Quiz Family Day</p>	<p>14th</p> <p>Sunday Papers Gentle Stretch Afternoon Movie Evening Quiz Valentine's Day</p>
<p>15th</p> <p>Newspapers Move that Body Musical Bingo Books Music Quiz</p>	<p>16th</p> <p>News today Gentle Exercise Afternoon Movie Pancake Day</p>	<p>17th</p> <p>Daily Papers Bend n Stretch Look at Cook Books Ash Wednesday Residents Meeting</p>	<p>18th</p> <p>Current Affairs Morning Stroll Reminiscence Beauty Salon</p>	<p>19th</p> <p>World News Bend n Stretch Rummage Box Musical Quiz Garden Stroll</p>	<p>20th</p> <p>Weekend News Move that Body Late Night Movie Family Day</p>	<p>21st</p> <p>Sunday News Musical Movement Afternoon Matinee Board Games</p>
<p>22nd</p> <p>World Events Morning Stroll Board Games Indoor Games</p>	<p>23rd</p> <p>Newspapers Move that Body 40's Fashion Radio Quiz</p>	<p>24th</p> <p>Daily News Bend n Stretch Reminiscence Classical Music Residents Meeting</p>	<p>25th</p> <p>Current Events Musical Movement Board Word Games One 2 One Beauty Salon</p>	<p>26th</p> <p>Daily Papers Gentle Exercise 40's Film Star's Crosswords Musical Bingo</p>	<p>27th</p> <p>Newspapers Armchair Stretch Arts & Crafts Quiz & Music Family Day</p>	<p>28th</p> <p>Weekend World Morning Stroll Late night movie with chocolates and sherry</p>
<p>Highlights for February:</p> <p>14th - Valentine's Day 16th - Pancake Day 17th - Ash Wednesday</p>		<p>Birthday's in February:</p> <p>1st - Iris 6th - Rosemary 8th - Jean</p>				