

# THE DEVONSHIRE

JANUARY 2012

VOLUME 25

ISSUE 1



## Dates for your Diary

4th - Classical Music afternoon  
10th - Horse Racing Night  
16th - Traditional Devon Cream Tea  
23rd - Wartime songs and movies

## Fresh Air Drives:

Please accept our apologies as fresh air drives are currently cancelled due to the severe cold weather.

## Residents Meetings with Lisa

These are held at 11am each Wednesday in the main ground floor lounge

4th 11th 18th 25th

## Residents Council Meeting

15th with Jean

## HAPPY BIRTHDAY

We would like to wish the following Resident a very Happy Birthday for the month of January:

**Resident:** Edna on the 15th



There are no staff birthdays in January.

## MESSAGES

**Welcome to:** Resident Jim, we hope you and your family will be very happy at The Devonshire.

**We would like to thank:** All the Residents and their families for their generous gifts over the festive period.

**Thank you to:** Doris for all of your hard work in sewing the labels on to our Residents clothing.

**We would like to wish:** everybody associated with The Devonshire a very Happy New Year

*We bid a sad farewell to Irene and George who both recently passed away. Our thoughts and prayers are with their families at this sad time. We will miss you both!*

## **Resident Profile.....Jim**

James who prefers to be known as Jim was born on 3rd December 1916 in Essex. James attended Shoreham Grammar School, where he boarded, but he spent most of his life in Hastings, Sussex, which he says is a beautiful place to live and bring up children as it is surrounded in history.

After leaving school, Jim went on to a career in insurance as a pension consultant. James is married to Audrey and they have two sons, David and Andrew.

James is very fond of cricket and has umpired for Hook and South Borough Cricket Club. He also enjoys listening to classical music.



## **Message from the Chefs..**

Christmas day saw us enjoy a truly sumptuous Turkey with all the Trimmings. It was all hands on deck when we saw the size of the bird this year, with Rafael prepping the veg the night before and Gary coming in early to ensure The Devonshire had the moistest turkey.

With the mix of festive aroma coming from the kitchen, Bing Crosby crooning in the lounge and Trudie and Mavis' efforts with the decoration, our home was buzzing with the Christmas spirit.

We all enjoyed the Christmas dinner however the Christmas pudding was a bit hit and miss with some of us opting for trifle instead. Boxing day was another roast this time that great British favourite pork and crackling which was truly enjoyed by everyone.

Also residents expressed their dislike of the liver and bacon on our menu and this has now been changed to hunters chicken, we'll see how this bodes over the coming weeks. Remember if there is anything you would like to see on the menu or off the menu for that matter, please let any of our friendly staff know and we will do our best to incorporate or accommodate.

Happy New Year!

***Gary and Rafael***

## **Life at The Devonshire**

December at The Devonshire has been full of festive celebrations. Preparation for Christmas started early in the month with the making of clay decorations for the tree and cards to welcome in the season. Great effort was made by Marj, Dot S, Ruth, Barbara, Irene and George and they produced some beautiful sparkly works of art which were placed on the Xmas tree.

On 9th December we were fortunate to be visited by Bizzy Bees Nursery and all joined in with their renditions of Christmas carols. Annie, Dot H, Dot P, Phylis, Margaret H and Telford all enjoyed singing and meeting the little ones. On 12th December we all partook in a great feast provided by our Chef, Gary at our Christmas party. The entertainment in the form of Ricky Sargent had everyone joining in and a good sing-a-long was led by Margaret C, Martha, Dolly, Mary H, Lily, Iris, Mary R, Eileen and Laura. The merriment continued with dancing and a special thank you to Doris, Jim, George and Graham for really getting into the spirit of Christmas and showing us their dancing skills.

Pantomime time performed by the Rah Rah theatre company on 13th December produced much laughter and heckling especially enjoyed by Betty, Edna and Graham.

New Years Eve brought another party and a nice ending to this busy festive period and a welcome to the New Year when many Residents stayed up to see in 2012.

**Happy New Year to You**

By Joanna Fuchs

Happy New Year to you! May every great day,  
Bring you sweet surprises - a happiness buffet

Happy New Year to you, and when the new year's done,  
May the next year be even better, full of pleasure, joy and fun.

# THE DEVONSHIRE SOCIAL CALENDAR

## DECEMBER 2012

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
<p>30th</p> <p>Daily News Stretching General Knowledge</p>	<p>2nd</p> <p>Newspapers Musical Movement Sing-a-long Dominoes <b>Fresh Air Drive</b></p>	<p><b>Dates for your Diary:</b> 4th - Classical Music afternoon 10th - Horse Racing Night 16th - Traditional Devon Cream Tea 23rd - Wartime songs and movies</p>		<p><b>Happy Birthday to Resident: Edna on the 15th</b></p>		<p>1st</p> <p>Sunday Papers Armchair Stretch Reminiscence Musicals</p>
<p>2nd</p> <p>Daily News Morning walk around Quiz Time Card Bingo Music</p>	<p>3rd</p> <p>Discuss current events Move that body Musical movie <b>Fresh Air Drive</b></p>	<p>4th</p> <p>Newspapers Stroll outside Craft time Classical Music <b>Residents Meeting</b></p>	<p>5th</p> <p>Bend and stretch Sing-a-long Board games Music Beauty Salon <b>Fresh air drive</b></p>	<p>6th</p> <p>Daily News Morning walk Biscuit making Quiz time</p>	<p>7th</p> <p>Weekend News Exercise Movie</p>	<p>8th</p> <p>Sunday papers Armchair stretch Sing-a-long</p>
<p>9th</p> <p>Daily news discussion Morning walk Sing-a-long</p>	<p>10th</p> <p>Current events Armchair Stretch 40's and 50's music Board Games Horse Racing Night <b>Fresh Air Drive</b></p>	<p>11th</p> <p>Newspapers Reminiscence Dominoes Arts and Crafts Movie Time <b>Residents Meeting</b></p>	<p>12th</p> <p>Daily News Exercise Dominoes/Board Games Classical music Beauty Salon <b>Fresh Air Drive</b></p>	<p>13th</p> <p>Daily News Sing-a-long Cake Making Bingo then Movie <b>Residents Council Meeting</b></p>	<p>14th</p> <p>Weekend News Exercise Movie</p>	<p>15th</p> <p>Sunday Papers Exercise Cards / Board Games Music</p>
<p>16th</p> <p>Daily News Memories Exercise Movie / Games Traditional Cream Tea</p>	<p>17th</p> <p>Current Affairs Sing-a-long 40's and 50's music Arts and Crafts <b>Fresh Air Drive</b></p>	<p>18th</p> <p>Newspapers Hymns Quiz Time Funny Movies <b>Residents Meeting</b></p>	<p>19th</p> <p>Daily News Exercise Stroll outside Cakes and bakes Beauty Salon <b>Fresh Air Drive</b></p>	<p>20th</p> <p>Newspapers Armchair Stretch Morning Stroll Board Games</p>	<p>21st</p> <p>Daily News Christmas Carols Christmas Movie Reminiscence</p>	<p>22nd</p> <p>Weekend News Exercise Movie</p>
<p>23rd</p> <p>Newspapers Musical Movement Sing-a-long Dominoes Wartime songs and movies</p>	<p>24th</p> <p>Let's move! Movie Outdoor Stroll Games <b>Fresh Air Drive</b></p>	<p>25th</p> <p>Newspapers Sing-a-long Cards Quiz Time <b>Residents Meeting</b></p>	<p>26th</p> <p>Daily News Exercise Arts and Crafts Beauty Salon <b>Fresh Air Drive</b></p>	<p>27th</p> <p>Newspapers Movie Morning Walk Around Cards Dominoes</p>	<p>28th</p> <p>Weekend News Exercise Movie</p>	<p>29th</p> <p>Sunday Papers Exercise Cards / Board Games Music</p>

*January 2012*

*Dear Residents, Relatives, Staff and Friends of The Devonshire,*

*In the words of one of our Residents "Another year has whizzed by....  
Every time I blink I feel another year has gone"!*

*AND what a year we have had starting with the Arab spring – a wave of power that rocked North Africa and the Middle East - Tunisia, Egypt, Bahrain, Yemen, Syria, Libya; Japan's triple ordeal with the undersea earthquake, the deadly tsunami, and the nuclear crisis; (our Residents could not believe what they were able to watch on television); the death of Elizabeth Taylor; the capture of Terrorist Osama Bin Laden; the death of Steve Jobs the Apple co-founder, the Widespread debt crisis in the European union, the Occupy movement that started in Wall Street and moved quickly all over the world, including at home in St Paul's Cathedral square; and closer to our hearts the wedding of our beloved Prince William to his beautiful commoner bride Katherine; (Our Residents loved watching the wedding) the Riots that plagued our Cities; (we boarded some of our front bedroom windows!); the end of England's own Harry Potter series. We are able to watch so much of this on television and our Residents often tell us that the world is a different place today .....they had a world that they understood.....they wrote letters, received telegrams, listened to the Radio....there was no internet and mobile phones.....life seemed simpler!*

*The good old days! Sigh!*

*We would like to recognize all our hard working, dedicated and very caring staff. A home is only as good as the staff who work in it.....Thank you to our Care Manager Jean; our Assistant Manager (When Jean is away) Vanessa; Our Assistant Manager Trudie; Deputy Manager Sally: Senior carer Rafael.....*

*Also our Day and Night Carers in alphabetical order: Angie, Dawn, Diane, Dora, Esther, Kabwe, Karen, Maria, Mavis, Pouline, Priyanka, and Yaa*

*Our Activities Team: Eddie and Lisa*

*Our Chefs: Gary and Rafael*

*Message from Annar continued page 2*

*Our Maintenance Person: Eddie*

*Our Housekeepers: Dora and Weronika*

*Our Laundry Team: Angie, Jo and Maria*

*Our Trainers: Gary and Sammy*

*Our Admin Support Staff: Gisela, Jennie and Vanessa*

*THANK YOU to each and every one of you for your commitment, hard work and for all the TLC (tender loving care) you give to all our Residents. Thank you for making the difference in our Residents lives - you are all the glue that makes The Devonshire such a nice and comfortable home for our Residents to live in and for all of us to work in!*

*Thank you to all our staff's partners and families for their unwavering support; your understanding and support makes our staff able to work the long and demanding hours they do.*

*We would like to thank the Resident's Council who are presently serving their term in office. The council consists of Betty, Eileen, Mary R and Iris. These Residents meet once a month to raise issues and brainstorm solutions. Thank you for all you input.*

*We would like to take a moment to remember all 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.*

*We would like to thank our Resident's Families, Doctors, District Health Nurses, Social Workers, Incontinence Advisors, The Safe Guarding Team, NVQ trainers and assessors, Pharmacists, EH Officer, Fire Officers, CQC Officers, Ambulance Drivers, Our Accountants, Our Suppliers for all your direct and indirect support, comments and feedback.*

*Our year at The Devonshire has been a busy one.....Our refurbishment and repairs are on an ongoing rolling programme. Eddie our maintenance person is always busy doing some refurbishment or repair. We have purchased new furniture for 11 bedrooms, curtains and bedspreads for 10 bedrooms, new beds for 24 bedrooms and new armchairs for 16 bedrooms as well as new carpets on the ground and first floor corridors.*

*Message from Annar continued page 3*

*Our Quality Assurance program grows each year. The daily and weekly audits provide reassurance that we do what we say, it helps check our systems are in place and work well. In January we had a Fire inspection followed by a Health and Safety Inspection. In June we had an inspection by CQC our governing body, in July a Food Hygiene Inspection. We are pleased to report that we did well on all of our inspections. We have introduced a nutrition screening assessment as part of our care planning and the funny looking chair we move around is a weighing scale. We are also introducing Advance Care Planning at each annual review.*

*We would like to thank everyone who participated in our annual 2011 Questionnaire, as well as other feedback forms you have received intermittently through the year. Your comments and feedback help us establish what is working well and what needs to be tweaked.*

*Our Laundry seemed to be the biggest issue and consequently we have revamped the whole system and have introduced a sew on label and tracking system which has been very cumbersome to set up but will hopefully address the issues of lost and misplaced clothing as well as provide accountability.*

*The kitchen equipment, menus, choices and meal preparation have also been revamped and Gary has taken leadership in introducing a much better system in calculating the number of meals to be made for each choice on the menu. Now Residents can finalize their choices in the morning rather than the day before and if they forget what they have chosen or don't want to eat what they originally ordered there is no longer a mad rush to prepare something new.*

*We purchased a new induction and foundation training system with a certification component and all our staff continue to participate in induction and on the job training as well as a minimum of 24 hours of foundation training a year. This is in addition to the in house NVQ training we organize for the staff.*

*Message from Annar continued page 4*

*We continue to encourage our Residents to be involved and active by providing entertainment, activities, outings and many opportunities to socialize, exercise and to be aware of our community and world issues. The Rah Rah entertainment, Music in hospitals concerts, entertainer Rikki Sargent and Shaz have been most popular. The all time favourite for most Residents has been the Tuesday and Thursday fresh air drives by Eddie. When the weather is nice we have been able to add additional drives.*

*We continue to aspire to create a comfortable environment with consideration for privacy, dignity, independence and opportunities for choice in our Resident's daily lives. We encourage our Residents to 'speak their minds' and tell us how their day can be better. Sadly we don't have a magic health wand to take away all the medical ailments, aches and pain; but we do try and make each day count by providing opportunities to be involved in the daily life of The Devonshire.*

*We continue to have weekly Residents meetings, monthly Residents council meetings, monthly chat with the Care Manager, monthly phone calls to Residents families if they haven't spoken to staff when visiting.*

*We continue to try hard to ensure that our Residents are comfortable and happy and enjoy the highest quality of life and personal well being. Like real life some days are busier than others!*

*We are honored that we have been entrusted with the care of our Residents and hope to continue providing care that makes a difference in our Residents lives.*

*Warmest wishes to all for life's best in 2012!*

**Warmest Regards**

***Annar***