

Quality private nursing Care Homes in The East Midlands



Eastgate News

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Gold Standard in the News at Park House



Sylvia's Story

From the first moment Sandra came to Park House, she knew that her mother would be well looked after. Sandra called daily at the home and found everyone very helpful, they could understand her Mums needs and what Sylvia was experiencing. Following a number of years stay at Park House, sadly Sylvia passed away.

'It was important that we worked together and that my Mums wishes were followed and supported, which they always were. The staff really knew what was needed before the Gold Standard, but this (the GSFCH) helped them get recognition for their hard work and thoughtfulness. The staff became my family too, we were all on the same team and they were always very attentive, regardless of how minor a detail.

Care home joins Gold Club 'Where Everyday matters. ..and your wishes count'

Senior staff, Kate and Michelle travelled to London for this prestigious event and joined the other 100s of guests for their big day. They had a fantastic day and reward for their

efforts and those of the team. They jointly thanked all the staff for helping to achieve the Gold award for Park House.

Pictured above staff celebrating the homes accreditation for this National award, recognising the Gold Standard of care they provide their residents – The first City Nursing Home in Nottingham—to receive this challenging care home award, designed to ensure homes like Park House, deliver the right care, at the right time in the right place. Jacqui Inglis, manager of Park House in Bulwell, said:

"We are delighted to have been granted this prestigious award. We have always prided ourselves on the excellent care we provide our residents. GSFC (Gold Standard for Care) has helped us formalise this and take our care to the next level, ensuring that residents enjoy their lives, in their chosen place right up to the end."

Canal Vue—New Ilkeston Care Home

Eastgate Care is building Canal Vue – a new purpose built Care Home - with large shower en-suite bedrooms, at this beautiful waterside location, on the site of the old derelict Bridge Inn pub.



Progress is advancing rapidly on the main construction. You can now see the shape and size of this lovely new home. The building follows the curve of the canal-side to maximise on the superb far reaching views along the water from all windows, especially the several lounge sitting rooms. Eastgate is pleased to be once again working with Wynbrook Design and Build, who

successfully completed the construction of the Belle Vue Dementia Care Home, (at Mapperley) for Eastgate in 2011.

This will take the number of Care Homes in the group to 5, utilising over 20 years of experience caring for individuals within the East Midlands.

It will be an exciting development on a brownfield site, having the canal-side frontage gives an attractive dimension which will be enjoyed by our new residents'

Completion is scheduled for Winter 2013.

Residents news



100—Madeline Makes a Century

Madeline Perkins is an important part of home life at Melbourne House, where she has been resident with us for over 18 months. She is frequently visited by her family and friends—continued ...



Madeline with daughters Sandra & Sheila

Occupancy has been running high over the last few months at the Belle Vue, with the 55th resident joining the home last month making it a Full House. Nursing Dementia is difficult to care for, but staff directed by Lisa Crewe (Manager) and Clare McNuff (Clinical Lead) are providing quality care for our residents. Well done to all staff members.

P.S. The Belle Vue had excellent results following the recent inspection by CQC.

...Madeline participates in lots of the activities with Charise (Activities Coordinator) offering plenty of good ideas. We congratulate Madeline on her 100 years.

Full House at the Belle Vue Lodge



Pictured Belle Vue Staff celebrating their achievements

Hairdresser Andrea is always Tops with our Residents

Andrea has worked with Eastgate over 12 years in all our homes, bringing her happy friendly feel to her ladies and gents who look forward to her visits. She is creative with colour, perms, styling and even barbering. Andrea finds the work very rewarding and loves to see the residents faces 'light up, they get a real boost and lifting of the spirits when they have their hair done.



Hairdresser Andrea with resident May Parry

full swing with music playing, it was relaxing and a fabulous working environment, making everyone feel good' Andrea said.

When I visited the Belle Vue recently, there was a great atmosphere, a coffee morning was in

Thanks to Care Home's 'True Angels'

As reported in the local press—Relatives of ex-residents praise Alexandra House. Ann Parkin and Ann Birkin say they can not speak



Staff go the 'extra mile'

highly enough of the team at Alexandra House Nursing Home. The ladies said the staff could not do enough to make their late loved ones' lives happier and more comfortable 'It's the carers and the nursing staff there, they are fantastic' said Ms Parkin. 'You can tell that they actually genuinely do care for the residents'. They take the time to get to know them and sit down and talk to them'.

All the staff were marvellous'. 'Tony only had three weeks in there but he loved it. He was so happy, never once did he ask to come home'. 'We want people to know that if they are in the same position as us there are nice places out there. 'It was like 'home from home'.

Full story on our news web page.
www.eastgatecare.co.uk/news.php



Pictured Belle Vue Atrium - a top venue for activities, with a great atmosphere.

Staff News



Record Numbers

...of training hours. The majority of the 250 Eastgate staff have attended courses for 2012/2013 equating to 2,500 training shifts. Courses provided;

- Company Induction,
- Infection Control,
- Fire/Health & Safety,
- Dementia Awareness
- End of Life Care
- Falls Prevention
- Moving & Handling,
- Mental Capacity Act
- Privacy & Dignity
- Food Handlers
- COSHH
- Individual assessments

Most of the training is delivered by our own in-house dedicated training team.

From Childhood Dream to Senior Citizen in a Day

Race car driving becomes a reality at last as Eastgate Office



Manager, Phil Goodacre, reaches an age milestone and fulfils his boyhood dream at Prestwold Driving centre near Loughborough.

We now have two Phil's at Head Office, but only one drives a Ferrari and is also the proud owner of a bus pass!

Phil Keay — Payroll

Phil joined our Head office team in March as Payroll Manager, bringing many years of expertise in staff-related previous posts.....



Having lived in Nottingham for 30 years, he is an Ice Hockey fan, supporting the Nottingham Panthers.

Phil is already enjoying working in a relaxed office environment.



Key Nursing Management Staff

Staff Pictured right, RN Trained—as appearing in the Nottinghamshire County Council Care Services Directory 2013/14

Plenty of nursing staff abound across the 4 Eastgate Care Homes, to share their experience and pass on their experience and knowledge to both residents and carers.

Launch into Cycling at Park House -

by providing bicycles for staff, helping them to get to 'work' and home again.

The initial uptake was fantastic, staff quickly

recognising the fitness aspect and how cost effective cycling is, 3 more bikes were ordered immediately, with 4 more requests.

This pilot scheme supports Nottingham City's programme to reduce the authority's carbon footprint.

Eastgate aims to roll out the 'cycle to work' scheme across its 4 Care Homes

following the trial at Park House.



From top of page, Clare McNuff at the Belre Vue Lodge, Michelle Whiley at Park House, Jacqui Inglis at Park House, Sue Clifford—Operations Manager, Louise Rimmer at Melbourne House, Marie Duke -Parker at Alexandra House

Mentorship Scheme For Nurses

Eastgate is working closely with the Nottingham School of Nursing to become part of their Mentorship Scheme.

We have begun the initial stages and are awaiting the audit procedure, where our Care Homes are assessed for their suitability as a placement for student nurses.

Assessment for assignments will begin soon, both Eastgate and the NSN are really confident of enhancing the numbers entering Care Homes and gaining good experience.

Mentoring is a 'process where one person assists another to grow, learn and overcome obstacles'



Adult Services

Arts in Care benefits Alexandra House



programme, local artist Becky Beinart presented several different artistic projects; mapping, natural remedies & cinema.

Becky shared the knowledge from the Artist Residency at Alexandra House, with Activity Coordinators and others involved with art in Care in Nottinghamshire.

Full details on our blog: art4themindmidlands.wordpress.com

'Art Activities' created conversations & shared knowledge with residents, family and staff, gaining better communications overall. Many stories from residents revealed the diversity of their lives.

Eastwood Map Making was a great success, so much so that it become an

Following a fabulous 6 weeks of art at Alexandra House, funded by Nottinghamshire County Councils Creativity in Care



on-going project lasting 2 days! This interactive project drew lots of different groups into it & became a point of great interest! Other projects included natural remedies and cinema activities.

Winning Success

January got off to a great start for Val and Chloe with several wins at Dressage in February, also winning in the prestigious annual Spinal Research Dressage Competition, raising awareness and funds for Spinal Research. The first day of the 1st event in a New Year gets everyone excited, Val included, as it was his first time competing on grass in over 5 months.



Chloe and Val

They are currently working on the piaffe—we all learn something new here—trotting on the spot, which helps to keep Val supple and focused.

Park House Expansion



New Dining at Park House

Phase I refurbishing began at Park House on the dining room with attractive 'up to the minute' décor.

14 new rooms are planned, all with en-suite facilities and refurbishment of all the remaining areas and

bedrooms will also take place. Following the success of the award winning gardens at Belle Vue, the outdoor space will be landscaped for the enjoyment of the residents. Approval from the City Planning department is awaited.

Survey Results

Its good to see positive news about Care Homes being published recently, in an independent survey of residents in care homes operated by small group providers. Findings have shown that;

- "Ninety-five per cent of the residents polled like their rooms and 97% went further to say that the common areas are comfortable.
- 94% also confirmed the buildings they live in and the grounds that surround them please them."
- Ninety-eight per cent of responding residents said staff were helpful and friendly'

Survey Conducted by healthcare research specialists Howard Warwick Associates (HWA) as part of the nationwide 'Care to Talk' survey of care home residents, the survey polled more than a thousand residents.

Eastgate Care Homes;

Alexandra House,
191 Nottingham Road,
Wroughton Court, Eastwood,
Nottm, NG16 3GP
Tel—01773 530601
Manager—Marie Duke Parker

Park House,
Cinderhill Road,
Bulwell, Nottm, NG6 8SB
Tel—01159 771363
Manager—Jacqui Inglis

Melbourne House,
Aspley Lane, Aspley,
Nottm, NG8 5RU
Tel—01159 294787
Manager—Louise Rimmer

Belle Vue Lodge
Woodborough Rd
Mapperley
Nottm, NG3 5FS
Tel—0115 960 7706
Manager—Lisa Crewe
All Our Care Homes offer;
Respite, Nursing, Dementia,
Palliative, Convalescence &
Personal/residential care.

If you would prefer to receive your newsletter electronically then we will be pleased to help - send your email details to;
care.enquiries@eastgatecare.co.uk