

APRIL 2019

ALEXANDRA HOUSE NEWSLETTER



Look out for details on our Activities Board for all upcoming activities and events planned over the next few weeks.

Welcome to Alexandra House April newsletter.
We hope you will enjoy our newsletter, we hope you find it informative and useful as to what's happening in the home. Please feel free to make any suggestion's which can be put into the next newsletter. My door is always open for an informal chat or to provide any help or advice that you may require.

Caroline Carraher

THIS MONTH IN HISTORY

1606 The Union flag becomes the official flag
1633 Bananas are sold for the first time in England
1721 Robert Walpole becomes firsts British Prime Minister
1739 Highwayman Dick Turpin hanged
1858 The biggest bell in the world 'Big Ben' is hung in Westminster
1884 Oxford university agree to allow female students to examinations, however woman are not allowed to be awarded degrees
1912 Titanic sinks
1918 Royal Airforce founded
1945 Hitler commits suicide
1952 Diary of Anne Frank published
1956 Elvis has his first number 1 (Heartbreak Hotel)
1968 Decimal Coins introduced in the UK
1970 Beatles break up
1983 The first cordless telephone on sale in Britain

Residents who have a birthday this month are:-

Mavis 7th
Alexandra House 16th
Joyce and Lyn 22nd
Ella 28th

Famous birthdays this month include:-

Hans Christian Anderson 1805
Bette Davis 1908
Sir Alec Baldwin 1914
Gregory Peck 1918
Doris Day 1924
Marlon Brando & Doris Day 1924
Queen Elizabeth II 1926
Marvin Gaye 1939
Jackie Chan 1954



THINGS TO LOOK FORWARD TO:-

Brookhill Leys Primary School join us every Wednesday

Tuesday 1st Singalong with Stupot

Thursday 11th Singin cowboy

Tuesday 16th Alexandra House birthday party with Alan & Co

Monday 22nd Chair exercises with Liz

Thursday 25th We welcome back the fantastic Ami Evans



Holidays

April Fools Day

Easter

St Georges Day

National Pet Month

National Superhero Day

National Farm Animals Day

Symbols of April

- Birthstone: Diamond
- Flower: Daisy and Sweet pea
- Zodiac signs: Aries and Taurus

Fun Facts about April

In Ancient Greece, April was sacred to Goddess Venus

The Arrival of the cuckoo bird is a signal of spring

April is named after Aphrodite the Goddess of love

April was once the second month of the ancient Roman calendar

April is the first month of the year with exactly 30 days

PROTECTED MEALTIMES



At Alexandra House we recognise that the provision of high quality nutritional care is essential for the well-being of the people who use our Service. Alexandra House will therefore promote a climate and environment that supports optimum nutrition for all our residents and this will be achieved through the implementation of Protected Mealtimes. Protected Mealtimes are periods where eating and drinking are the focus. During these times, people are encouraged to eat and drink in a clean, quiet and safe environment. We therefore, respectfully request that non-essential interruptions are limited to allow staff to provide assistance and encouragement to our residents at the following times:

Lunch Time Service – 12.15 until 13:45 hours

Tea Time Service – 16:30 hours until 18.00 hours

Alexandra House understand that relatives and representatives do like to share a meal or support their loved ones at mealtimes and we kindly request that this is discussed with the Home Manager prior to your visit.

We thank you for your support and cooperation in ensuring mealtimes remain a positive experience for all our residents.

COMPLAINTS PROCEDURE

We take all complaints seriously and use complaints to improve the service we provide. We thought it would be useful to provide you with a reminder of our complaints procedure which you can find below but also which you should find on display within reception.

All comments, compliments, suggestions or complaints should be made to the Home Manager, Caroline Carraher, in the first instance.

Written complaints will be responded to by an acknowledgement letter within seven working days. The home will then investigate the complaint and send the complainant a letter outlining the result of the investigation within 28 days.

<p>If you are not satisfied with the response you may contact Lorraine Abbiss the Operations Manager at: Head Office The White Swan Church Street Old Basford Nottingham NG6 0GD</p>	<p>The Managing Director for Eastgate Care Ltd is: Janine Morgan</p>
--	---

<p>Although the Care Quality Commission is not able to deal with individual complaints about providers you can contact them for help and advice, their contact details are:</p>	<p>If the complaint cannot be satisfactorily resolved within the home or by the company it can be referred on to the Social Services Department. Their contact details are</p>
<p>CQC, Citygate Gallowgate Newcastle NE1 4PA Tel: 03000 616161 Email: enquiries@cqc.org.uk</p>	<p>Social Services Department, Broxtowe Borough Council Foster Ave, Beeston. Nottingham NG9 1AB TEL: 0115 917 777 FAX: 0115 973 555</p>

YOU SAID WE DID.....

Here at Alexandra House we have implemented a “You said, we did” board. The purpose of the board is to display any comments or suggestions you may have around the service we provide and look at how we can improve the service through listening to your views. We thought it would help if we communicate the changes and improvements we make to ensure you are fully kept up to date and involved in how Alexandra House is progressing. Please use the comments box in reception to post any ideas or comments you have. You will also receive short questionnaires throughout the year which also allows you to make comments about different aspects of the service, your cooperation in completing these surveys is greatly appreciated and again your feedback is vital in helping us to improve the service we provide.

Thank you.....from us to you...

We hope you found our Newsletter helpful. We look forward to seeing you at our events and activity days over the next few weeks, remember, if you have any queries no matter how big or small, please speak with a staff member who will be only too happy to help.

Thank you from the Alexandra House Team 😊