

January 2020

ALEXANDRA HOUSE NEWSLETTER



Welcome to Alexandra House January 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

1622 The Catholic Church adopted 1 Jan as the beginning of the New Year (instead of 25 March).

1924 English explorer Howard Carter discovered the tomb of Tutankhamun in the Valley of the Kings, near Luxor, Egypt.

1818 The first regular trans-Atlantic shipping service begins between Liverpool and New York.

1918 The House of Lords gives its approval to the Representation of the People Bill, which gives woman over the age of 30 the right to vote.

1569 The first state lottery is held in England, with tickets on sale at the West Door of St. Paul's Cathedral in London

1807 London becomes the first city in the world to be lit by gas light

1625 England's first Parliament meets at Westminster Hall in London. Representatives from towns and villages across the country meet for the first time in one chamber

1846 The first edition of the *Daily News*, edited by Charles Dickens is published in London

1926 Inventor John Logie Baird demonstrates his new television machine to members of the Royal Institution in London. Some have suggested that this could one day provide every home with a substitute for the cinema

Residents who have a birthday this month are:-

Hazel 8th
Geoff H 20th

Famous birthdays this month include:-

1412 Joan of Arc
1929 Martin Luther King Jr
1935 Elvis Presley
1945 Rod Stewart
1949 George Foreman
1899 Al Capone
1942 Mohammed Ali
1882 A.A Milne
1892 Oliver Hardy
1904 Cary Grant
1809 Edgar Allan Poe
1946 Dolly Parton
1941 Neil Diamond
1925 Paul Newman
1832 Lewis Carroll

THINGS TO LOOK FORWARD TO:-

The children from Brookhill Leys Primary School continue their weekly Wednesday visits.

Wednesday 8th Stupot
Tuesday 14th Church
Thursday 16th Singing Cowboy
Tuesday 10th Church
Friday 13th Stupot
Tuesday 28th Chair exercises



Holidays :-

National Hangover Day 1st
Festival of Sleep Day 3rd
National Spaghetti Day 4th
Feast of Epiphany 5th
Learn Your Name in Morse Code Day 11th
Winnie the Pooh 18th
Penguin Appreciation Day 20th
Chinese New Year 25th
Fun at Work Day 28th
National Puzzle Day 29th

Symbols of December

Birthstone: Garnet

Flower: Carnation/Snowdrop

Zodiac signs: Capricorn/Aquarius

Fun Facts about December

- **January was named for the Roman god Janus, known as the protector of gates and doorways, which symbolize beginnings and ends. Janus is depicted with two faces, one looking into the past, the other into the future—a fitting symbol for this first day of the year. It's natural for us to reflect on the past year and also look forward to the new**
- **The Anglo-Saxons called January "Wulfmonath" as it was the month hungry wolves came scavenging at people's doors**
- **The first recorded reference to a "January sale" in the UK was in 1865.**

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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.

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<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>
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<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.

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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.

FROM EVERYBODY HERE AT ALEXANDRA HOUSE....

