

MARCH 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 March 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

1074 Pope Gregory VII excommunicated all married priests.

1629 King Charles I dissolved Parliament; he recalls it 11 years later.

1876 Alexander Graham Bell patents the telephone

1904 Britain's first mainline electric train ran from Liverpool to Southport.

1969 Concorde, the Anglo-French supersonic airline, roared into the skies on its maiden flight. The aircraft will travel at twice the speed of sound.

1985 Members of the Britain's National Union of Mineworkers returned to work after voting to end their unsuccessful year-long strike.

Residents who have a birthday this month are:-

Joyce R 10th
Jessie W 17th

Famous birthdays this month include:-

Alexander Graham Bell 1847
Sir Henry Royce 1863
Neville Chamberlain 1869
David Niven 1910
Dame Vera Lynn 1917
Roger Bannister 1929
Eric Clapton 1945
Andrew Lloyd Webber 1948
Prince Edward 1964



THINGS TO LOOK FORWARD TO:-

Brookhill Leys Primary School join us every Wednesday

Monday 11th Pulse Chair exercises

Monday 11th Church service

Thursday 14th Singin' Cowboy

Tuesday 19th Singalong with Stupot

Friday 22nd Caitlin return with her whippet Jack



Holidays

National Craft Month

National Nutrition Month

3rd National Care Givers Appreciation Day

5th Mardi Gras

12th Plant a Flower Day

14th Popcorn Lovers Day

17th St Patricks Day

20th Proposal Day

23rd National Puppy Day

Fun Facts about February

It is the first month of Spring which begins between March 19-21.

Each year March and June end on the same day of the week.

It is the time of year when animals start to wake up from hibernation

The name of March comes from Martius, the first month of the earliest Roman calendar.

It was named after Mars, the Roman god of war

Symbols of January

- Birthstone: Aquamarine/Bloodstone
- Flower: Daffodil
- Zodiac signs: Pisces and Aries

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 Adele Cooper 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.

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 😊

***The Alexandra House newsletter is now available
on our website***

<http://www.eastgatecare.co.uk/newsletter.php>