

May 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 May 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

1431 Joan of Arc was burned at the stake
1657 Lord protector Oliver Cromwell refuses parliaments offer of the title King of England
1707 Union between England and Scotland was proclaimed
1796 The 1st vaccination against smallpox is administered by Edward Jenner
1830 'Mary had a little lamb' was written
1840 The first ever postage stamp (Penny Black) was issued
1894 The official opening of the Manchester Ship canal
1895 Oscar Wilde is convicted
1889 The brasserie is invented
1919 The pop up toaster was patented
1926 The general strike fails to paralyse Britain
1933 The 1st sightings of the Loch Ness monster reported
1945 Victory in Europe
1952 Mr Potato Head was introduced
1954 Roger Bannister becomes the first person to run a mile in less than 4 minutes
1960 The birth control pill was approved by the FDA
1966 Lunar Lander Survivor 1 becomes the 1st American spacecraft to land on an extra-terrestrial body
1979 Margaret Thatcher becomes Britains 1st female Prime Minister

Residents who have a birthday this month are:-

Joan 11th
Matt (me) 17th
Jessie C 25th
Marilyn 28th

Famous birthdays this month include:-

Bing Crosby
Audrey Hepburn
Orson Welles
J.M Barrie
Salvador Dali
Florence Nightingale
Peggy Lee
Queen Victoria
Clint Eastwood
Albert Finney
John F Kennedy



THINGS TO LOOK FORWARD TO:-

Brookhill Leys Primary School join us every Wednesday

Monday 13th Caitlin and Flo

Thursday 16th Singin cowboy

Monday 20th Stupot

Tuesday 21st Trowell WI choir

Thursday 30th Chair exercises with Liz

Wednesday 22nd Residents meeting



Holidays

Smile month ☺

Red lippy day 3rd

VE day 8th

National Nurse week 6-12th

International Nurse day 12th

International day of families 15th

National memory day 23rd

Wrong trousers day 24th

Pinch a bum day 29th

Symbols of April

- Birthstone: Emerald
- Flower: Lily of the Valley
- Zodiac signs: Taurus and Gemini

Fun Facts about May

May was named for Maia the Greek Goddess of fertility

It was once considered a bad luck month to get married

May is the only month to begin and end on the same day

May is the last and often the brightest month of Spring

Roman Catholics celebrate as Marys Month in celebration of the Blessed Virgin Mary

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>
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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 😊