

ALEXANDRA HOUSE NEWSLETTER



Welcome to Alexandra House November 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

- 1605 Guy Fawkes arrested beneath the Houses of Parliament as a plot to blow up James I is uncovered
- 1614 Britains first newspaper is published
- 1843 The 5.5 metre statue of Lord Nelson is hauled to the top of its 60 metre column in Trafalgar Square
- 1852 A massive state funeral is held in London for the Duke of Wellington
- 1875 Britain buys shares worth 4 million in the Suez Canal Company
- 1918 After 4 years and 98 days the guns finally fell silent as the Great War ended.
- 1919 Nancy Astor becomes the first female MP
- 1936 The world's first regular TV service started by the British Broadcasting Corporation
- 1936 The Crystal Palace in London is burned down
- 1947 Queen Elizabeth II marries Lieutenant Philip Mountbatten
- 1963 Assassination of John F Kennedy
- 1984 Band Aid rock stars record 'Do they know its Christmas' for Ethiopian famine

Residents who have a birthday this month are:-

Joseph 19th
Raymond 24th

Famous birthdays this month include:-

- 1715 Marie Antoinette
- 1847 Bram Stoker
- 1867 Marie Curie
- 1874 Sir Winston Churchill
- 1887 Boris Karloff
- 1893 Harpo Marx
- 1911 Roy Rogers
- 1913 Burt Lancaster
- 1922 Charles Bronson
- 1925 Richard Burton
- 1928 Mickey Mouse
- 1929 Grace Kelly
- 1932 Petula Clark
- 1941 Art Garfunkel
- 1948 Prince Charles

THINGS TO LOOK FORWARD TO:-

We welcome back the children from Brookhill Leys Primary School who will continue their weekly Wednesday visits.

Sunday 10th Remembrance Day service

Monday 11th Church

Thursday 14th Singin Cowboy

Tuesday 19th Stupot

TBC Chair exercises

Keep a lookout on our activities board for daily activities and events occurring within the home!

We have been invited by Eastwood Town Council to attend this years Remembrance Day service in Eastwood, we have also been given permission to lay a wreath at the service on behalf of the home accompanied by local councillor Milan Radulovic. If anybody is interested in attending with a family member/friend please see Matt or Caroline for further details.



Holidays :-

National Caregivers Appreciation month

All Saints Day 1st

All Souls Day 2nd

Bonfire Night 5th

Armistice Day 11th

Caregivers Appreciation Day 13th

National Fast Food Day 16th

World Hello Day 21st

Thanksgiving 28th

St Andrews Day 30th

Symbols of September

Birthstone: Topaz

Flower: Chrysanthemum

Zodiac signs: Scorpio/Sagittarius

Fun Facts about August

- **It is the last month of Autumn**
- **November was the 9th month of the Ancient Roman calendar and kept its name from the Latin 'Novem' meaning 'nine'**
- **Most of the trees lose their leaves during this month**
- **It is thought to be the most somber month as it signals the start of winter**

November 2019



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.

November 2019

<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.

November 2019

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 😊