

FEBRUARY 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 February 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

- [1587](#) Mary Queen of Scots beheaded by the order of her cousin Elizabeth I
- [1653](#) New Amsterdam becomes a city (later renamed New York)
- [1659](#) A cheque is used in Britain for the 1<sup>st</sup> time
- [1852](#) 1st British public men's toilet opens in Fleet St, London
- [1878](#) Greece declares war on Turkey
- [1901](#) Female Army Nurse Corps established as a permanent organization
- [1922](#) It was 2:22:22 on 2/2/22
- 1958 Parking meters first appear on the streets of Londons Mayfair district
- [1940](#) Frank Sinatra's singing debut in Indianapolis (Tommy Dorsey Orchestra)
- [1944](#) Allied troops 1st set foot on Japanese territory
- [1959](#) Buddy Holly's last performance
- [1962](#) 8 of 9 planets align for 1st time in 400 years
- [1971](#) Pennies, bobs and half-crowns disappear as Britain goes decimal
- 1975 Margaret Thatcher becomes first female leader of the conservative party

Residents who have a birthday this month are:-

MICHAEL 7<sup>th</sup>  
DOROTHY 8<sup>TH</sup>  
DEREK 27<sup>TH</sup>

Famous birthdays this month include:-

Mary Tudor 1517  
Robert Peel 1788  
Charles Darwin 1809  
Charles Dickens 1812  
Sir Robert Baden Powell 1857  
Harold Macmillan 1894  
Sir Stanley Matthews 1915  
Sir Norman Wisdom 1920  
Elizabeth Taylor 1932  
George Harrison 1943



## THINGS TO LOOK FORWARD TO:-

Brookhill Leys Primary School join us every Wednesday

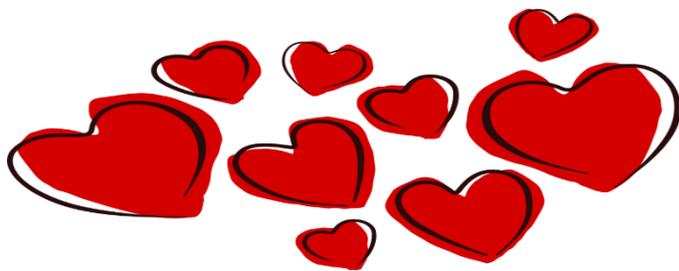
**Monday 11<sup>th</sup>** Pulse Chair exercises

**Thursday 14<sup>th</sup>** Creative Paths continue with *Sensory Seasons*

**Thursday 14<sup>th</sup>** we welcome back the **FANTASTIC** Alan & Co for a Valentine special

**Tuesday 19<sup>th</sup>** The Singin' cowboy returns

**Date TBC** Singalong with Stupot



### Holidays

Chinese New Year

National Freedom Day

Valentine's Day

Mardi Gras

Ash Wednesday

Black History Month

Chocolate Lover's Month

National Bird Feeding Month

### Symbols of January

- Birthstone: Amethyst
- Flower: Primrose
- Zodiac signs: Aquarius and Pisces

### Fun Facts about February

It is the shortest month of the year.

The month is named for the Latin word februum which means purification.

Together with January, it was the last of the months added to the Roman calendar.

The Saxon term for the month, Sol-monath, means "cake month". This is because they offered cakes to the gods during this month

The Welsh call February "y mis bach" which means "little month".

In the Southern Hemisphere February is a summer month the equivalent of August.

## 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: <a href="mailto:enquiries@cqc.org.uk">enquiries@cqc.org.uk</a></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 😊

**Wishing everyone a very happy new year  
from all the staff at Alexandra House**