



Summer 2010

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Eastgate Care Transforms Old White Swan

Old Basford

Nottingham

The old White Swan in Basford became the New White Swan, as it was transformed into the Training Centre and Offices of Eastgate Care. The Head office premises provide room for administrative services which had previously been at Park House Care Home. The company believes that proper Training Facilities are essential to ensure staff development and motivation.



Sheriff Opens Eastgate Head Office at The White Swan

The Sheriff (during his last year in Office) came to open the premises and spoke to the guests of his

previous association with this landmark building as a 'local haunt' and congratulated Eastgate on the successful conversion into

a facility that would serve the community. Design, Finance and Health Professionals from the East Midlands gathered to celebrate the opening.

Eastgate owns and manages 3 purpose built Nottingham Care Homes, Alexandra House at Eastwood, Melbourne House, Aspley and Park House at Bulwell.

The training facilities are available for hire and are ideal for those wishing to undertake training off-site, to maximise learning potential, especially medical organisations.

Development News



Park House Expansion and redecoration

Eastgate Care, has added 25 new en-suite rooms to its Care Home portfolio, at the Park House Bulwell location. Park House offers specialist palliative care and now has 56 places for residents in this purpose built Unit.

Owner Mr. Day commented 'We have been impressed with the efficient team from Wynbrook Housing who completed a very professional finish,

on time, allowing unobstructed care of our existing residents'

This brings the total number of beds for nursing/palliative care/convalescence to a total of 142 across the three Nottingham Care Homes. A new dementia unit is planned for completion in early 2011 in the Mapperley area of Nottingham.

Unrecognizable!

Mandy Bowers, carer at Melbourne house, used to go to the White Swan as one of the 'stopping off' points, during a night out in Nottingham. In those days Mandy was relieved to move on to the next meeting place, as the White Swan was a dark and dingy pub.

Mandy recently came into the White Swan for an Eastgate Training Course on wound care, run by Marilyn Andrews and was amazed at the bright up-lifting surroundings giving a real wow factor. The Training was held in the large upstairs training room (pictured back page) where, in former days, Mandy had her wedding reception in 1988!

Mandy has worked for Eastgate for 3 years and arranged for the recent visit by the Sheriff of Nottingham, Leon Unczur, to visit Melbourne House for the celebration of a residents 100th birthday.



The White Swan—Basford

Staff Development

Human Resources Lead the Way

Human Resources



Susan Young
HR Manager

Susan joined us earlier this year and is an experienced HR Manager with over 21 years experience in human resources. Susan originates from Leicester but has lived most of her life in Nottingham.

Already Susan has helped the company by developing Human Resources policies and procedures and implementing a new Staff Handbook leading to team member of the month and long service

awards. The new Recruitment policy ensures we employ only the best!

Susan is keen on animals and has 7 Jack Russells and also owns horses, her daughter competes at 'eventing' throughout the country.

'Susan's work philosophy is strongly based on principles and ethics to ensure a fair and pleasant working environment, trust in the human' resource function being paramount'

Public Relations Helps Promote Business

Marketing Professional Julie Elliott has been enlisted to raise the profile of our care homes within the local and wider community.

For a long time Eastgate has developed high quality facilities and services for the 3 Care Homes, but has not been able to 'spread the word' about the successes of the Staff and the services provided for residents. Julie will use her wide ranging business skills to share some of the original and outstanding ideas among the large team of diversified staff and assist us in the Public Relations role.

Julie also originates from Nottingham.

New Activities Coordinator Joins

Caroline moved to Nottingham 2 years ago and was attracted to the Care Industry by her interest in people, their backgrounds and what they have to say. She relates to all age groups and has settled in well at Park House, now getting to know all the residents and managing to engage with the more reserved ones too. Trying to include all people of different abilities and interests is the really demanding aspect of the Ac-

tivity Coordinators role and Caroline is rising to the challenge.

For those who just want to sit and chat Caroline is able to spend time giving direct contact with her special caring nature and even treat them to a hand massage. Knitting is back on the Agenda and keeps fingers and minds busy, so we could all have scarves for Christmas! Caroline likes to keep active and is developing chair based exercises for residents,



Carolyn Downing
Activities Coordinator
Park House

now the weather is fine it is ideal for outside trips and plans further afield are being devised.

Customer Liaison Is Key

Sue Clifford brings her many years experience as a Care Home Manager and as a Registered Nurse with her to the Eastgate team. The main focus in the new role will be assisting individuals and families in the transition from home to residential care and supporting the managers

in their quest to maintain occupancy.

Sue enjoys work and is very keen to play a part in continually improving care within the homes and in supporting others in achieving their goals.

Outside of work Sue enjoys walking with her two dogs, she has recently joined a dance class and is learning tap dancing and is a novice horse rider too.



Residents news

Memory Lane

Melbourne House is built on the sight of one of the former largest cinemas in the area – called The Forum. Local resident with us who remembers visiting the cinema for its first showing – Jeanne Pepper

Jeanne remembers visiting the cinema which we believe is sometime during 1933. It all made a great impression on Jeanne who can vividly remember this special outing all those decades ago, when - Aunt Isobel took her to The



The Old Forum Cinema



Melbourne House Care Home

Forum. Dressed in her Sunday Best, she went to see *Saunders of the River* in original sepia. ‘It cost just 6d and the usherette came round with ice creams’ Happy memories live on with many of our local people.

The Forum cinema was knocked down some years ago, and in its place stands Melbourne House Care Home, completed by Eastgate in September 1995 .

Greenhouse Sparks Residents Gardening Club at Alexandra House

A nearby local resident had the foresight to donate a small portable greenhouse and with the enthusiasm and inventiveness of Activities Coordinator Lorraine Rose, the Gardening Club was set up earlier this year.

Some Alex House residents already had an interest in gardening and were keen to have an outlet for their knowledge. Ten residents participate in the group and

between them they have managed to grow a whole range of vegetables; tomatoes, green beans, courgettes - many from seed. Lettuces have already been enjoyed and the ‘home grown’ potatoes are nearly ready for the table. Colour is added with a variety of pot plants, tubs and hanging baskets with some plants being donated.

Care Home Manager Sally

Barry said ‘Our residents are benefitting from this activity and they are able to take part in a hobby which they truly enjoy, they can benefit from being outdoors and to be able to produce something is a real plus. We hope this project will continue for many years to come’.

The dedication of Alex House Care workers enabled this venture to ‘get off the ground’ because in addition to Lorraine’s organising skills, further help was needed for daily watering and the loan of garden tools. Sheila Fletcher deserves a special mention, she has brought her gardening knowledge and commitment to this project.



Ray Plants Lettuce



Growing from Seed

Donations of unwanted plants and garden tools can always find a Home at Alex House Gardening club!

Melbourne House, Aspley Lane, Nottm, NG8 3AF, Tel—01159 294787

Adult Services Update

'Government regulations

Melbourne and Park House Open Up To Dementia

Melbourne and Park House staff have recently embarked on the rigorous task of preparing for Dementia Registration.

Our programme is to take a small percentage of dementia residents who will fit in with the residents we currently have and who will enjoy living at the home. This helps them integrate with care home life.

In order to be registered for dementia some small environmental changes at the Care Homes have been implemented, to make it even more safe and secure. Our staff have received extensive training in dementia care and there is an on-going programme in place.

Our main focus in caring for people with dementia is to

provide a structured activity programme and maintain existing skills to carry out normal daily activities and allow for differing levels of independence.

In caring for people with dementia it is really important that we know about their lives, about their likes and dislikes, families and friends. All this information will help the staff care for them and allow them to lead as fulfilling a life as possible.

We at Melbourne House understand the difficulties faced when dealing both physically and emotionally with dementia sufferers and that families need support too. We recognize that many families struggle to care for the dementia sufferer at home and

will have feelings of guilt, anxiety and sorrow. They may see their loved ones fail to recognise them as the disease progresses and in some cases they may see a change of personality.

It is understood that ; 'Family and friends when forced to let go of their caring role need less separation and more integration into the care homes community'

When residents are admitted our staff will make the transition to the care home as smooth as possible. We are committed to provide a quality service, this is reflected by the amount of training and staff selection. With the support of the Dementia Outreach Team from Nottingham City, and other Health Care Professionals we feel prepared to achieve this.

.....have forced care organisations to place more emphasis on cosmetic services and facilities; sadly potential residents and their families have been led to believe that these services constitute quality care. Its about far more than offering choices of services, it's about what we do and say that makes a person in a care home feel part of the community'

Writes Julia Pitkin – Trainer in Dementia Care

Dementia Activities Training For Care Workers

The following workshop was successfully run at the new White Swan Training facilities in Basford by training manager Marilyn Andrew;

This workshop is designed to compliment the existing programmes by exploring the vital role carers have in stimulating the individual they care for.

This course enables attendees to link activity ideas with the needs of the individuals to promote and develop a person centred care approach.



New Eastgate Training Facilities

The objectives are met through a mixture of structured input from the tutor, small and large group work, case studies and exercises.

This workshop is for carers working in a residential setting.

Detailed course notes and

copies of exercises provide portfolio evidence for Care Level 2

This course will be scheduled again in the autumn. Contact Marilyn Andrew at Head Office, (details below) if you want to know more or reserve a place.



Care Homes;

Alexandra House,

191 Nottingham Road,
Wroughton Court,
Eastwood, Nottm, NG16 3GP

Tel—01773 530601

Park House,

Cinderhill Road, Bulwell,
Nottm, NG6 8SB

Tel—01159 771363

Melbourne House,

Aspley Lane, Aspley,
Nottm, NG8 3AF
Tel—01159 294787

Head Office

The White Swan
Old Basford
Nottm, NG6 OGD
Email : care.enquiries@eastgatecare.co.uk