

APRIL 2021

IN THE LOOP

Monthly newsletter, keeping you up to date with your loved one.



OVERVIEW:

- Meet our new Manager
- Visiting Updates
- What we have been up to
- What's on next month
- Changes

HELLO FROM 'THE HEATHERS'

Welcome to our newly refreshed, family focused newsletter. These monthly updates will capture and share the key highlights and topics of interest, for the month. It is a great way to keep you informed and up to date with everything we are doing at 'The Heathers' so that you always feel a part of your loved ones day to day. As well as this, we will also share important information and updates regarding the pandemic and impact on visiting access, keeping you feeling assured and safe. We hope you enjoy the contents and welcome any feedback you may want to provide.

A big welcome to Linzi Fisher our new Registered Manager

Hello all and a warm welcome to our April newsletter.

Spring has officially sprung and alongside the seasonal changes there have been some changes at 'The Heathers'. Former registered manager Ian Knowles has now left for his new venture in Devon and I have formally started as his replacement.

This month's newsletter has been well timed as an opportunity to introduce myself. Though of course, this is no replacement for direct conversation and I look forward to hopefully speaking to you all directly over the upcoming months.

Although new to this role, I have extensive background in health and social care. I am a registered adult nurse and have worked in a range of settings, including a busy city centre Emergency Department and more recently as a senior nurse/team leader within a large district nursing team.

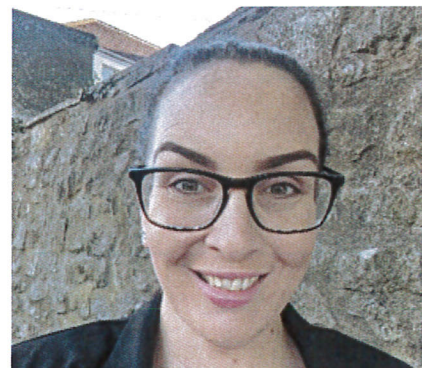
I am very passionate about the delivery of nursing care. Having sought and sourced care for my own family members, I also understand how it feels when you're the person(s) arranging to have that care in place.

I am being wonderfully supported by the existing team here and I look forward to getting to know both staff and residents better, whilst supporting their continued delivery of high care standards you've come to expect of 'The Heathers'.

As a new manager, there will undoubtedly be some changes/differences in the way Ian and I work. Please feel free to contact me if there is anything you would like to discuss. I would really like to encourage you to provide feedback to me also on anything that you feel has historically worked really well or perhaps it's something that you would like to see. I'll do my best to take this on board and try to fulfil where able.

Warm sunny regards,

Linzi Fisher, Registered Manager, The Heathers.

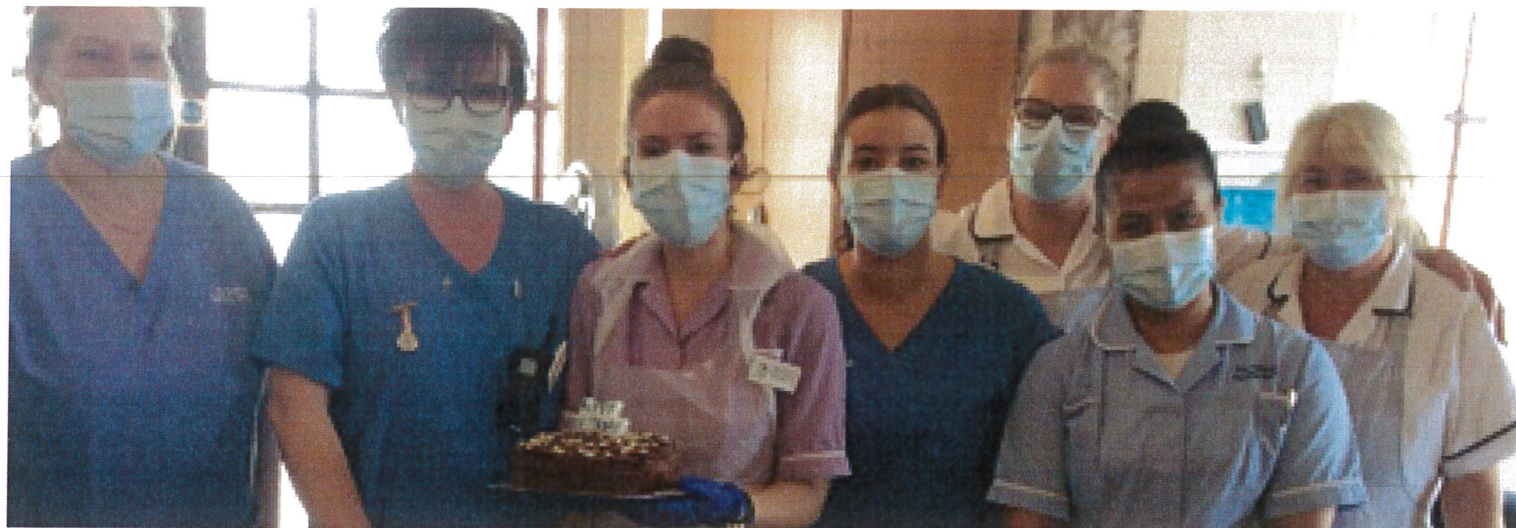


Visiting Updates

Fantastic news that we can now support visits inside the home for 2 nominated persons per resident. Visits continue to be for a maximum of 20 minutes at present and do need to be pre-booked.

We continue to require testing on site to allow entry, this is to keep everyone as safe as possible. You will need to attend 30 minutes ahead of your planned visit time to complete the lateral flow test. Staff will support you with set up and guidance for completion but we do require your help to complete these tests yourself where possible. This is to ensure we remain at appropriate staffing levels and can give all the residents the care, time and attention they deserve.

Please call and speak to the nurse in charge to book in and arrange arrival/visiting times. PPE will also continue to be worn and government advice remains to continue to avoid close contact in the form of hugging, but hand holding is permitted and we cannot wait to see lots of happy, smiling faces whilst families can be reunited.



I've only been party to a weeks worth of fun here at 'The Heathers' but I've thoroughly enjoyed looking at the photos and catching up with the activities from before my arrival. Cake never needs any encouragement, but with two resident birthdays this month, what better excuse could there be?



VIBRATION PLATE

Not only popular with the residents because they are fun, they also have many health benefits including muscle strengthening and reducing fall risks.



FRESH AIR

Being located next to a beautiful park has its advantages. We have made the most of the good weather recently and enjoyed some walks outside.



IT'S A STRIKE!

The residents thoroughly loved our bowling activity this month. It is a popular activity creating smiles all round.

GLITZ AND GLAMOUR

I think I speak for many when I say that the easing of lockdown restrictions and return of the hairdresser has been a welcome relief. Our residents have been overdue a well deserved pamper and the hairdresser returned with earnest this week. I'm sure we can all agree that the results look fabulous!



Coming up in May

Our wonderful activity co-ordinators Elyshia and Sarah are busy making plans for our future activities as I type. There are a lot of exciting ideas in the pipe line, including sensory activities and varying themes. Next month, two key features include holding an 'in home' cinema experience and possibly even more exciting than that, our own in home ice cream and milkshake truck!

Keep an eye out for the new activity board that will be on display in the home shortly, this will reference the weeks activities so you can keep track of our plans during your visits.

Watch this space for updates on plans for a splash of colour and colourful visuals to our lovely outdoor patio space.

For those that are unable to visit the home in person, we are continuing to support with skype calls where we can. If this is something you would be interested in, please call and speak with the nurse in charge so we can book you in.

Changes

We're going digital! In an ever advancing world of technology and to be more eco-friendly as a business, we're looking at ways to share information with you more efficiently. This includes our fabulous newsletter and we want to be able to facilitate sharing this with all our residents loved ones that want to know whats happening in our home.

Letters are winging their way to you with this months invoice regarding contact methods, please read them and come back to us.

Social media platforms have historically been a little quiet for 'The Heathers', but moving forwards you'll be able to check in and find out whats going on ahead of our monthly newsletter release. Keep your eyes peeled as we roll this out over the next few weeks - please engage and we'd love to hear your general feedback!

You can find us on facebook at - 'The Heathers Nursing Home, Acacia Ltd'
or on Instagram at - 'Theheathers_acacialtd'

