



WELCOME TO 2020

FOLLOWING OUR FABULOUS CHRISTMAS ALL THE STAFF AT THE WILLOWS, WOULD LIKE TO WISH YOU ALL A VERY HAPPY NEW YEAR! WE ARE STARTING IT FULL OF HOPE AND ENERGY AND FULL OF WONDERFUL IDEAS FOR THE COMING MONTHS. HERE ARE SOME OF OUR FAVOURITE MOMENTS.....



OUR LOVELY ELVES WORKED EVEN HARDER.....AND WE HAD BEEN SO WELL BEHAVED THAT SANTA VISITED US TWICE!

ONE OF OUR FAVOURITE MOMENTS INCLUDED A SING ALONG WITH THE LONIES UKULELE BAND TO GET US INTO THE CHRISTMAS SPIRIT.





A Huge THANK YOU from us to YOU.....

Thank you to everyone who helped make our Christmas special.

And thank you to our wonderful relatives for all your generous sweets, cakes and biscuits and wine given for the staff. We have shared this equally between all departments

Our month ahead.....

JANUARY

2nd - ADVICE FOR THE YOUNGER GENERATION (please see pictures in reception)

3rd - PJ day to celebrate Festival of sleep

8th - Billy Miller celebrating Elvis's birthday

9th - Winter games

14th - Hat day for The Willows photo booth

15th – Make a wish for our 'Wishing tree'

22nd - Chiropodist visiting

25th - Burns night / Chinese new year

28th – Pet therapy for residents - 'Pat a dog' day

30th - Monthly coffee morning 11-12am and Exercises with Sapna @ 3pm

31st - 'Inspire your heart with art' day

You are very welcome to join your relative on any of the events we have in the calendar.

Message from our..... Managing Director

This year for the Willows has been like all the other years full of up and downs and high and lows... but this year slightly different to the other it was the downs that caused some of our most memorable moments for myself and Yvonne. I would like to briefly share with you one of the highlights if the year.

Some of you may be aware that at the end of the summer The Willows was instructed to follow a vigorous infection control action plan as a precautionary measure. This action plan involved all 43 members of our staff as well as external help. Yvonne and I spent the best part of a full week ensuring that our plan was fool proof and that we had all the necessary things in place.

However our work was only 1% of the work our staff put in...overnight they turned into super hero's and went over and above to help us as much as they could. We had staff turning up at the crack of dawn to get a head start on their shift, staff working through the night to lessen the impact during the day and staff volunteering to take on different roles in the home to help tackle any back logs. I was in complete awe of how much the staff cared and all wanted to help as much as possible.

It wasn't until one of my staff members came to the office and said to me "Priya you need to stop worrying... we are a family here and we will get through it as a family"! Those word stuck in my head ever since... because I realised that The Willows encompass the very same culture and ethos that allowed 3ab Care Ltd to come to life and prosper.

And it's since then I realised how truly lucky myself and Yvonne are, as regardless of whether we are facing the good, the bad and sometimes the ugly.....we have the comfort of having an amazing team of staff behind us to help us through.

So I want to thank our Willows family for a great year... which has seen us receive countless praise on how wonderful the staff are here from various governing bodies, but most importantly from family and friends of those that we are caring for! I hope that staff remain proud of all the compliments we receive and use it to drive us to continue to be the best home in Leicestershire.

However, a team is only as good as it's captain and Yvonne is more than just our captain, she takes on various roles including friend, counsellor, advocate, social worker and a Nurse.... she can take on all of these roles in just one day.

But most importantly she is a comfort to our Residents... some of which can't get through a day with a hug from Yvonne!

So all in all I would like to thank The Willows Family for a great year and here's hoping we can top it in 2020!

Kind Regards,

Priya Patel
Managing Director

Employee of The Year 2019.....

Now for the first time The Willows introduced an 'Employee of The Year' initiative to be chosen solely by the MD.

And this is what she had to say.....

This member of staff is more than committed to their role, they have also shown that they will do everything and anything for the Willows. They go over and above their duties every day they are on shift and to date I have never heard them say no to what has been asked of them. They are the Homes 'go to person' as we know they will make sure whatever is asked of them is done. They are caring, kind and always want to help others as much as they can. This person incorporate all the attributes of what I would look for in an employee of The Willows!

Lastly they are the best advocate of how 70 is the new 40....

Our Employee Of The Year is.....

Mr Barry Manton – Maintenance Team



Coming up in February.....

