



Broadland View
Care Home
Care Comfort Quality

NEWSLETTER

August 2018



Summer Fete Saturday 21st July

We would like to take this opportunity to say a massive thank you to everyone who attended and supported this year's Summer Fete, including all those who donated prizes, baked cakes, sold raffle books, donated money and helped set up on the day.

We raised a (record breaking) £924 for the resident amenity fund, 100% of this money goes towards our residents and we are raising funds for a summer house and outdoor seating for the front lawn for all our residents and their family & friends to enjoy.

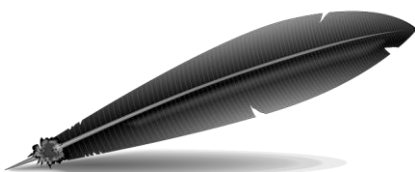
It was a lovely sunny day and we all hope you enjoyed it as much as we did and join us again for our Autumn Fayre on Saturday September 15th 2pm-4pm. If you can volunteer on the day or donate raffle prizes this would be really appreciated.



After much deliberation the decision has been taken to enforce protected meal times at the home. We therefore ask that from 13th August visitors please avoid the following hours: 12:30pm-1:30pm & 4:30pm-5:30pm. This decision has been made as we have seen a recent rise in a number of visitors during this time and we are always pleased to see

you all however this is to ensure the highest dignity is upheld for our residents who require assistance at meal times from staff and to minimise any disturbances to all residents at meal times. We are also limited on space in the dining room, but if you wish to you can book the upstairs quiet room, so you can sit with your family or have a meal in their room if they would prefer. If you have any questions or queries relating to this matter, please call us on 01603 432 050 and ask to speak to Sharon. Thank you

A reminder to all visitors that you **MUST** please sign in and out of the home, using the book located beside the front door. This is for emergency purposes, as we must know who is in the building at all times. This includes if you are taking a resident out of the building for a day trip. Please sign yourself and whomever you are taking out into the book and please ensure the senior on duty is aware.



Thank you



You may have noticed that we have new directional signage to aid our residents in finding their way around the building and to aid independence.

The new signs have been put up throughout the home are permanent, easily wipeable to keep clean, brightly coloured and contrasting so that they stand out and are easier to see, they have been specially designed to be 'Dementia Friendly'



As some of you will be aware in July we sought advice from the Health Protection Agency, as a number of residents had an upset stomach. We contacted the HPA in regard to this and they advised us to limit visitors as a precautionary measure until it could be determined if there was a bug in the building. We sent off samples to the microbiology lab and we are happy to say they have all been returned as negative and we are up and running as normal. We would like to apologise for any inconvenience caused during those days and thank you for your cooperation.



Recruitment

There will be some new faces around the home as we have recently recruited 3 new carers both for days and nights, as well as a new activities co-ordinator all of whom are due to start working with us in the next 4 weeks!



GOOD LUCK!

We would like to take this opportunity to inform you that after 2+ years here at Broadland View, Theresa will sadly be leaving on August 17th to begin a new job, we would like to thank her for all of her hard work over the past few years and wish her all the best for the future, we will miss her laugh!

Thank you to all those who completed and returned their annual feedback survey, these are important for us to know what we are doing well and perhaps where we need to improve within our service. We appreciate you taking the time to complete these. If you did not receive one in the post and would like to complete one please get in contact with us either in person, via email or telephone. As always, the home has an open-door policy, please feel free to knock! The complaints, compliments and suggestions policy can be found on the notice board to the left of the front door.

01603 432 050 sharon@broadlandview.co.uk

Broadland Babies!

With saying goodbye to old faces and welcoming new faces, we would also like to wish Emma luck as she begins her maternity leave. And send her lots of luck with the arrival of her second daughter in 4 weeks' time! The residents held a baby shower for Emma on Friday 3rd August.

