



Volume 2 Issue 11



## Welcome

Dear Relative,

As we step into February, we're embracing a month that brings a little more light and a sense of renewal. In this edition, you'll find updates from around the home, highlights from recent events, and a look ahead at what's coming up over the next few weeks. We're grateful, as always, for your continued support and partnership.

### Entertainment and Activities

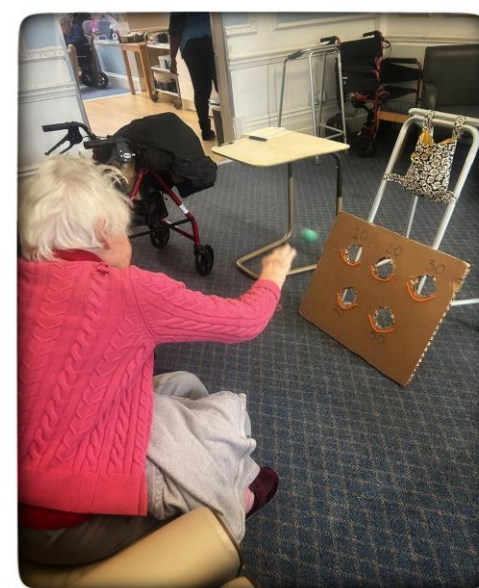
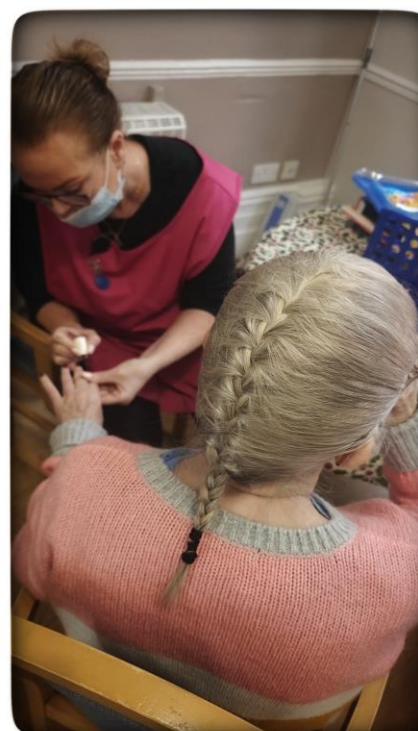
In January we had our Provider meeting, with the Directors Dr Ronald and Mr Dayalan, in attendance.



We thank those that attended, as well as the family members that emailed their feedback. The feedback is integrated into our action plan as we endeavour to continuously improve the service we provide to your loved one.

### Entertainment and Activities

Some highlights of January month.



## Home and Staff News

As you may have seen when visiting the Home, the work in the garden continues. This is being carried out by our neighbour, on their wall, but involves accessing our garden.

Due to weather conditions, it has taken a little longer than expected, but we are reassured that it will be completed soon. Service users are however able to access the garden, within a risk assessment we have in place, so the impact of the work on the daily life of our residents is minimal.

As announced only last week, we are having some work done to the front of the House. This relates to urgent work that needs to be done to a small area of the roof and the gutters. We will update you on the progression of this as well but were given an estimate of 2 weeks for the work to be completed.

Lastly, we would like to say thank you to those that attended our Provider meeting last month. As discussed within this meeting, we are in the process of hiring another member for our catering team and are now in the final stages of the recruitment process.

## For next month

In February we will of course be celebrating Valentine's day.

There will be a Valentin's Tea Party on the 12th of February at 3pm.

We would like to invite you to join us for a hot drink and some sweet treats. Please inform if attending, by either emailing Hayley on [regencynhactivitiescoordinator@gmail.com](mailto:regencynhactivitiescoordinator@gmail.com) or alternatively by calling the Home and providing details to office or nursing team.

Please do inform us if you have any food allergies or intolerance.

We will have our weekly activities rota placed in the lounge and please do check on this when visiting, as you are welcome to join us if there is any event you may be interested in.

As you may be aware, we carry out regular surveys to family, friends and advocates. We are having these on a six-monthly basis and therefore will be contacting you this month to request a few moments of your time to complete the survey. All feedback is appreciated and essential to ensure the best care and support to your loved one.

Please know that if you would like to see previous newsletters, we have these on our Home's website:

<https://regencynh.co.uk>

We are also eager to receive any feedback you may have.

You are welcome to do so by speaking to our staff, or alternatively you may refer to the contact option on the website.

You may also choose to provide feedback via Google review.

We are also very keen on any ideas or suggestions you may have to further enhance the quality of life for your loved one. Please use the comments/suggestion boxes placed in the Home, or alternatively, you may refer to the website contact option, as stated above.

Our surveys are sent out on a six-monthly basis. These are essential in obtaining your feedback and understanding what we can improve within the Home, from a family member's perspective.

We thank all that have responded to the surveys, as this will continue to support us in providing the best care and support to your loved one.

## Our Mission

*Our goal is to provide compassionate, person-centered care that meets the physical, emotional, and social needs of each individual in our care, by creating a supportive and nurturing environment*

## Activity Schedule

Our activity schedule includes the following regular activities:

Monday – planned activity as per monthly schedule

Tuesday – Quiz with Mandy in the afternoon

Wednesday – Fitness Class with Ross in the afternoon

Thursday – planned activity as per monthly schedule

Friday – Bingo with our staff

We have Visosport attending once monthly.

We continue with the regular visits by the hairdresser/barber and podiatrist.

The HIVE volunteers continue to attend, with visits occurring on different days, as informed on a monthly basis by the team.

Please refer to the weekly Activity Schedule we have on display at the Home, for any updates.