



Volume 2 Issue 6

# NEWSLETTER

## Welcome

Dear Relative,

As Summer gently gives way to Autumn, we're embracing the season of reflection, renewal and togetherness. In this issue we will share some updates from our Home, from the recent activities and upcoming events, to staff news and updates. We remain committed to creating a safe, enriching environment where every resident feels valued and supported, whilst ensuring that your continuous involvement is equally supported.

### Entertainment and Activities

In August we enjoyed both the outdoors, as well as indoor activities as the weather did prove to be a challenge on some days.

Some days allowed for a walk outside,

to enjoy the lovely Canoe Lake!



We have our lovely little gardener, who was supposed to be in our last newsletter! So apologies to our hardworking young lady!

### Entertainment and Activities

Some of our indoor activities, with an all-time favourite: Visosport. They are always a success!



## Home and Staff News

In August we have said goodbye to our lovely assistant manager Lee-Anne. Lee-Anne has decided to pursue a different professional path. Many of you would have known her as a valued member of our team.

We are grateful for the dedication and the kindness that Lee-Anne brought to our residents and families during her time with us and truly wish her all the best in future endeavours.

We are also happy to inform that we have another RGN joining our night team. Crystal is an experienced NHS nurse that will start with us in September.

We are having a number of regular annual services completed over the next two months, and as such you may encounter different contractors if visiting the Home. These services are simply part of our provider compliance duties and will not impact on any of the care and support to your loved one, nor will any adjustments need to be made to visiting hours.

## For next month

In September we continue with our regular activities schedule. Please note that there has been a slight change to the dates that each entertainer attends, so please refer to the Activity Schedule if wanting to join your loved one in any particular activity.

We will be having Visosport attend on the 19th of September.

We are waiting on a confirmation date for Ems Friendly Farm visit. We shall inform accordingly, as this is always quite a lovely visit by the different farm animals.

We are also hosting a MacMillan Coffee Morning. This will be held on the 25th of September and will be in the afternoon, from 3pm onwards, due to our service users' usual morning routines.

We ask that anyone wanting to join us in supporting this amazing cause, please do so.

Kindly contact the Home until the 22nd of September to inform if you would like to attend.

Please do inform of any allergies.

As usual, if you do have any ideas or suggestions, please do let us know as we are always wanting to improve the support and care provided 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 three-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 – Meditation with Jung in the morning

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

Our Friendly Pets visits continue to occur at least once a month.

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 monthly Activity Schedule we have on display at the Home, for any updates.