



The Dell Care Home



# Newsletter

## September 2017



### Home—News

Saturday 15th July saw the wedding of our Manager, Joy. It was a wonderful day spent in the company of family and close friends. The Dell's Management, Staff and Service Users would like to wish the new Mr & Mrs Paul Henshaw a long and happy life together.

Contact Details  
Manager  
Mrs Joy Henshaw  
Tel: 01502 446600  
Email:  
manager@dell-care.co.uk  
www.wellbeingcare.co.uk



### Service Users Birthdays

During the month of September the following Service Users have birthdays.

Sept 22nd Margaret  
Sept 26th Betty  
Sept 28th Rosie



We still have an outstanding amount of Care Plans that require reviewing with you, the relative. Please see Sarah to book an appointment to suit you, we can then work through the care plan of your loved one, and make any amendments you may require.

### Relatives and Friends Meeting

The next Relatives and Friends Meeting will be held on Thursday 28th September 2017 at 5:30 p.m. — Cheese & Wine

### Family Satisfaction Surveys

These have been sent to each Service Users representative. Please help us by completing these and returning to the office. Could we also ask that you help your Relative/Friend complete a Service User Satisfaction Survey, available from the office.



## Residents Activities

On the 11th July 2017, we were joined by "The Vamos Theatre Group" with their production titled "Sharing Joy". A fun afternoon was had by 12 of our Service Users involving drama and games, with some musical entertainment provided too! This was brought to us through The Seagull Theatre, in Pakefield and we hope to be involved with any future events. A play entitled "Finding Joy" is being staged at The Seagull Theatre in September 2017, Please find details on the posters displayed within the Home.

### A Message from Joy

*"Lucky, the Service Users Kitten has now been microchipped, and neutered, and very shortly will be allowed out to play!*

*There has been a concern raised regarding Lucky being the homes pet. I would like to make you all aware that requesting a kitten was a choice of the Service Users. Whilst I fully understand as a kitten she is very playful and may scratch and jump up this will of course lessen the older she gets. We will support the Service Users to look after Lucky. Lucky will be in her cage at busy times to prevent her from getting hurt. A staff member will look after Lucky when she is playing to allow Service Users to hold her if they wish, or just watch her play.*

*May I ask that no visitor or family member lets Lucky out of the cage but to leave this to the staff for safety reasons whilst Lucky is so young.*

*Thank you!"*

*Best Regards,*

*Joy*

### CQC Report

Our latest report is available on-line by using the following link:

[Www.cqc.org.uk/directory/1-196612609](http://www.cqc.org.uk/directory/1-196612609)

### Future Relatives' Meetings

Thursday 28th September 2017—Cheese & Wine

Tuesday 12th December 2017—Mulled Wine & Mince Pies

### Coffee Morning

On Friday 29th September 2017, we are taking part in the annual MacMillan Big Coffee Morning. We will have tea/coffee & cakes for sale to help fund-raise for this important cause!



### Comments, Suggestions, Complaints

Please feel free to use the file situated at the front desk for all comments, compliments and concerns, these all help with our quality assurance.

### Contact Details

From time to time we have items that we would like to send to our Relatives. To help with this, it would be useful for e-mail addresses. Could we ask for these to be supplied to either Joy or Sarah in the office.