



The Dell Care Home



Newsletter

October 2017

Home—News

Many of you may have met our new Activities Co-ordinator Jody. Jody has lots of good ideas and energy for organising some great events for our Service Users.

Service Users Birthdays

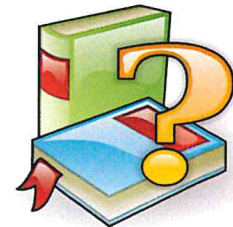
During the month of October the following Service Users have birthdays.

Oct 14 Bill
Oct 29 Jim



Contact Details

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



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.

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 Tuesday 12th December 2017—Mulled Wine

& Mince Pies



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.

Service Users Activities

Recently our Service Users have enjoyed a variety of entertainment, with new performers being arranged. We are currently booking entertainment for December, and we hope to be able to give more details in the next Newsletter.

Some of our Service Users recently visited the Flixton Air Museum. It was a pleasant September day, and everyone enjoyed the trip.



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.

Future Relatives' Meetings

Tuesday 12th December 2017—Mulled Wine & Mince Pies

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)

Coffee Morning

Following the success of the Macmillan Coffee Morning, we have decided to hold another Coffee Morning on Thursday 26th October 2017 at 11:00 a.m., the proceeds of which will be used for the Service Users Amenity Fund. This helps to pay for entertainment and day trips—we would gladly accept any donations of items

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.