

COPPERMILL CARE NEWS

FEBRUARY



HAPPY NEW YEAR

As we welcome the New Year, it is only natural to reflect upon the old year, particularly with changes and developments. Life throws all sorts of interesting challenges at most of us. However, we are most fortunate that we are part of a great family, whose support is much appreciated. May I wish you a Happy New Year and hope that we will continue to forge many new and happy times in the best interest of our residents. And now... a wonderful new year begins:

‘Christmas Raffle Winners’

First Prize: Richard Ayling (representative of resident, Peggy Shrewsbury)

Second Prize: Lorraine (staff)

Third Prize: Victor (staff)

Thank you everybody for your support – Everyone is a winner!

JANUARY:

We welcome our first Church service from St. Mary’s Church, Harefield, on

Wednesday, 28th January. 3:00 pm.

Please see noticeboard for further services.

In celebration of harvest festival, the home was presented with a wonderful basket of flowers kindly given from St. Mary’s Church, Harefield.

RABBIE BURNS NIGHT 25.01.2015 – with Coppermill Celebration on the 23.01.2015

A special Scottish meal was prepared by the Chef, followed by entertainment: ‘Franz Black’ – Singer. (new activity, with good Recommendations – a good afternoon was had by all).



January:

10th: Lets Talk
10:00 am – 12:30

17th: BINGO
2:00 – 4:30 pm

24th: Cake Baking
2:00 – 4:30 pm

31st: Quiz Night
7:30 pm. (Beef Stew)
See Lorraine for further details.



“LOVE IS
IN THE
AIR”

Our Chef will prepare a romantic Valentines Meal, a little earlier on Tuesday, 10th February. To enhance the mood we have arranged for ‘Robert Knight’ – Singer (new activity) to serenade.

2:30 – 3:30 pm.

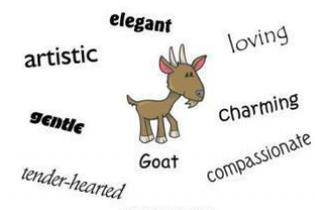
Tuesday, 17th February ‘SHROVES TUESDAY’ (Pancake Day)



Pancakes will be served.

Thursday, 19th February CHINESE NEW YEAR

... The year of the Goat.



I do believe that this summaries my staff with us ‘trotting’ along with our good provision of care, avoiding, where possible the trolls.



February

7th: Movie & Popcorn
10:00 am – 12:30

14th: Arts & Crafts
10:00 – 12:30

21st: Dominos
2:00 – 4:30 pm

28th: Cheese & Wine Afternoon
2:00 – 4:30 pm.

MARCH



“Llongyfarchiadau” to our Welsh Friends for St. David’s Day (1.03) – In recognition of St. David’s Day **Roast Lamb and Leeks will be served.**

Tuesday, 3rd March

“Music for Therapy”

At popular request **Fiona will return**

2:00 – 3:00 pm

Fiona will also return in June and December.

A little reminder:

Mothering Sunday

Sunday, 15th March.

Mothering Sunday is a special day.

To commemorate Mothering Sunday a tea & cake afternoon will be held in ‘The Hideaway’
2:00 – 4:00 pm – please could you inform Lisa if you and/or your family will be attending; this will assist us with arrangements and catering.
(RSVP: 6.03.2014)

Lisagroundcoppermill@gmail.com

Tuesday, 17th March

St. Patrick’s Day will be celebrated with special entertainment

‘Almond Greenway’

- Singer

Request from residents from past activities.



March

7th: Trip to the Aquadrome (weather permitting)
10:00 am – 12:30

14th: BINGO Night
7:30 pm.
See Lorraine for further details (catering purposes)

21st: ‘Giant’
Snakes & Ladder
2:00 – 4:30 pm.

28th: Arts & Crafts
Preparation for Easter
10:00 am – 12:30

Weekly Activities, Special events and Menus are displayed on notice-boards throughout the Home.

Sunday, 29th March



“SUMMERTIME BEGINS”

Change to Clocks:
Forward 1 hour

APRIL

‘KATES CLOTHING’

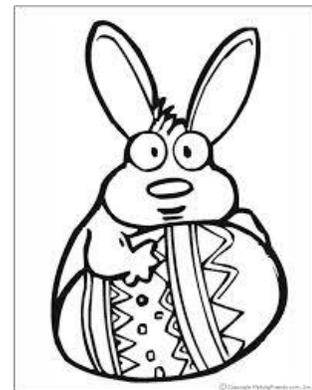
Kate will visit in April with her Spring/Summer collection... date to be confirmed.

~~ EASTER ~~

The celebration of Easter:

Sunday, 5th April – our Chef will prepare a special meal.

Residents will each receive a chocolate Easter Egg.





An Easter raffle will also be held: Tickets for the raffle will be available from **Sunday 15th March** at a cost of £1.00 per strip. The draw will take place on Thursday, 2nd April (at lunchtime).



Oxford v. Cambridge boat-race: **Saturday 11th April**
3:00 pm.
“May the best team win”.
TV coverage will be available.
... Same day as the Grand National (horses for courses)

Thursday, 23rd April
‘St. Georges Day’



The Chef will prepare a Celebration Meal.
We welcome
Tommy Parsons
(Cockney Sparrow)
2:00 – 3:00 pm.

FROM THE MANAGER

Johan Neeskens: Manager

2014 remained a challenging year with preparation to meet the new Care Quality Commission's new rating system, which was introduced in October, 2014 with effect from April, 2015. Inspection will now cover 5 principles:

- 1). Is the Home Safe?
- 2). Is the Home Effective?
- 3). Is the Home Caring?
- 4). Is the Home Responsive?
- 5). Is the Home Well-Led?

The Inspector will also work more closely with staff, families/representatives and our residents.

The Care Quality Commission undertook an inspection in January 2014, whereby all requirements were met.

I was particularly pleased to have received support from the London Borough of Hillingdon with regard to advice of service-users who meet the criteria of application for the Deprivation of Liberty, to which measures have now taken place with appropriate applications made to the London Borough of Hillingdon.

Both myself and Director, Mr. Shah, will be attending the Hillingdon Residential & Nursing Provider Forum on the 29.01.2015.

Another change took effect whereby on the 14th May, 2014 the Care Act received Royal Assent.

This new Act introduced new changes, which will have an effect on the operations of care-homes. The Care Act is designed for elderly people who are funding their own care into the care-system, with obligations on local authorities relating to information and advice

The Care Act strengthens the rights and recognition of carers in the social care system, including for the first time giving carers a clear understanding/right to receive services. Consultation took place throughout 2014 with implementation in April 2015.

In November both the Director and I attended a seminar in London to further gain understanding of the Care Act. Both I and Carmen will be attending a seminar in London in February to further learn about and discuss the impact of the Care Act in relation to the Mental Capacity Act, Deprivation of Liberty and Safeguarding.

Over the past years it has been recognised that due to the changing care-services elderly people now stay longer in their homes with home-care service support from the local Boroughs, particularly within the London Borough of Hillingdon sheltered housing has been developed, which has affected occupancy at Coppermill and surrounding homes.

To further support the management team and senior staff it has been agreed with the Director for change in organisational structure, whereby 2 Care Team Leaders will be responsible for the Units.

Each Care Team Leader will oversee the seniors and care assistants, undertake supervisions, involvement in care-planning (IT), medication and be seen as the main contact on the Unit. The Care Team Leaders will report to Carmen. Sheeja George has undertaken responsibility for the Ground Floor with recruitment in process of a Care Team Leader for the First floor. Electronic reporting of daily journals will commence in February for all care-staff. Keyworkers will be involved in the initial process. Service-Users and their Families/Representatives will also be involved in the process.

Careplan Review Dates 2015 have been distributed to all families/representatives. I encourage you to make an appointment with Carmen to ensure that residents, families/representatives have continuous involvement/participation in the care and update/amendment of your resident's care-plan.

Another change within 2014 (Agenda item at the Relatives Meeting in September) was the changing of catering operations at the Home with responsibility of the kitchen passed to the Catering Company, Connect Catering. Connect Catering have now been operating the kitchen for nearly 4-months. I am pleased that representation has been made available from Connect Catering at the monthly Activity/Menu Commission meetings, to which catering staff have been able to discuss meal choices/preferences with residents.

Catering service provision will continually be monitored with review with presentation of a questionnaire to residents, families/representatives and staff to support Coppermill in its consultation in March, 2015. I should, however, like to congratulate Jane Griffiths, Connect Catering in her promotion to Operations Director and look forward to working with Thore Carlsen in his new position as Operations Manager, Connect Catering.

Said, Catering Manager, is a key member of the Menu/Activity Commission to which residents are given an opportunity to be involved in the choosing and planning of monthly meals.

Care staff are also encouraged in the best interest for our

Residents to choose their meals that are suitable should they not be able to decide (this information will be included in individual service-user's care-plans).

Carers take into consideration individual residents eating ability: should a service-user not be able to eat the choice of menu offered (maybe dislike, religion or ability) an alternative will be available. The choice of meals are designed around service-user's favourite meals and popularity. Menus are prepared in accordance with seasonal variety. The four-weekly menus are displayed on notice-boards.

Menus are available for families, upon request – please inform Said.

Activity/Menu Commission

The Menu/Commission meets monthly. The Commission consists of resident representation, families/representatives, Activity Co-Ordinators and Connect Catering representation.

The meetings have proved valuable in ensuring that there are a variety of activities and meals, as per requests from our residents.

Please may we remind you that Coppermill has no objection in the bringing of food-gifts, but ask that these gifts are acknowledged by the Senior prior to delivery to the recipient, this will eliminate confusion relating to dietary needs, allergies or weight control re: under/over-eating.

Foods within their 'use-by-dates' can only be accepted, with request of avoidance of any hot pre-cooked meals.

It is with preference that take-away hot meals are not brought in, to reduce the risk of food contamination and upset tummies - all food at Coppermill needs to be probed with meter-readings prior to serving.

The Forum

Meetings are held every 3-months. The Forum is a representative meeting on behalf of our residents who are not always able to communicate effectively their proposals, desires and at times choice.

Should you wish to attend any of the meetings or become part of the Forum, please inform Sandi. Notes of meetings are available, upon request.

Meetings for 2015 have been arranged:-

- Residents
- Menu/Commission
- Quality Management
- Senior Carers
- Activity Co-Ordinators
- Staff (day & night)
- Forum
- AGM/Relatives Meeting

Residents Meetings

The Manager chairs the Residents Meetings 4 x a year – this meeting is incorporated

with the Menu/Commission meetings. All are welcome to participate.

Staff: (Day & Night)

The outcome of meetings are discussed with other members of staff for further review – arranged 4 times a year or additional if necessary.

Activity Co-Ordinators

Meet once a month

Emails directly linked with activities will now be via Lisa. Lisa maybe contacted on: Lisagroundcoppermill@gmail.com

TRAINING 2015

Training will commence in January and continue throughout the months of February, March and April.

- Dementia Training will be provided by Guardian

Training

Fire Training for all staff has been arranged for April with Workplace Fire & Safety Training.

Tim Dallinger, Social Care Consultant, will undertake an internal audit of Coppermill with visits over a period of 3-months. The outcome of the audit will assist future actions with regard to any improvement(s) of service(s) and heed compliance with the new requirements from the Care Quality Commission.

Training embarked:

Activity Co-Ordinator:

- Chair Based Exercises

Carers: QCF 2 and 3 in Social Care

Training remains an important and integral part of Coppermill.

Supervisions and training opportunities will also begin in January whereby all staff are given an opportunity to discuss requests for training. Training opportunities are monitored throughout the year.

THE HIDEAWAY

Upon change within the catering, Lorraine undertook responsibility of the operations of The Hideaway and arrangements of activities: Bingo, Quiz Nights, Residents outings and holidays.

Lorraine also supports the Activity/Menu Commission meetings.

Times of The Hideaway:

Monday – Friday

9:00 am – 4:00 pm.

Weekend opening, upon request.

Leames.coppermill@gmail.com

Should you wish to celebrate a birthday occasion or an anniversary with your loved-ones in 'The Hideaway' we are able to accommodate: (evenings / weekends)

'The Hideaway' remains a good source of social entertainment for our residents, i.e. cake-making, sherry afternoons, musical bingo, cheese and wine afternoons.

- Activities - £

From time-to-time costs are incurred with regard to activities, in particular excursions and theatre trips.

Please could every effort be made for prompt payment (cash only). We endeavour to encourage all residents to participate in activities, however, without the families financial support this is not always possible.

We believe that our activities are diverse and we endeavour to cater for all our resident's needs – should you like to suggest a visit or venue; we would welcome your proposal – please let us know.

HAIRDRESSING

Lorraine, our hairdresser, will continue visiting the home every Thursday.

Payment for hairdressing will be settled direct with Lorraine via an invoice system.

FOOTCARE - LINDA

Linda will visit Coppermill on the following dates:
(Every 8-weeks)

WEDNESDAY

14th January

11th March

6th May

1st July

26th August

21st October

16th December

Payment of this service will be settled between Linda and the family/representative via an invoice system.

Linda should like to email correspondence /invoices to families /representatives. Should you wish me not to forward your email address to Linda please can you let me know as soon as possible; thank you.

Should you not require this service during any of the months, please could you kindly inform Carmen or a Senior.

Please be assured that the week prior to Linda's visit all residents' feet are checked to ascertain whether it is necessary for chiropody treatment to be undertaken. The current cost for foot-care is £15.00. Should additional treatment be needed then the family/representative will be contacted, prior to any treatment being undertaken.

AGE UK

Coppermill works closely with AGE UK – As you are all aware from our meetings and posters displayed AGE UK do offer an Advocacy Service, should you feel the need to contact Side-by-Side Advocacy, Age UK Hillingdon
Tel: 0208 756 3040.

The importance of community based activities are recognised. Good link and communication is upheld to involve as many residents as possible within the community.

Library Visits, including visits from an Outreach Worker (Librarian)

Involvement with Harefield Primary School (attending children's plays) and school children visiting the Home to sing.

Tea-Dances

Ministers & Pastor visits from local churches (services held on a monthly basis)

Visits to the Canal

Travel excursions in the company car to:

Denham Aerodrome,

Harefield Dogs Trust

Local shopping

Ruislip Lido

The main email contact for myself and the office remains:

Coppermill10@yahoo.co.uk
IT



The

The home has availability of SKYPE (video calls).

We are now able to connect residents to enhance their lives. Should you wish your service-user to facilitate SKYPE please let Victor know c/o:

Lisagroundcoppermill@gmail.com

A Photo Gallery of various activities are displayed throughout the Home and also in photo-albums available throughout the Home.



GREETING CARDS

We have a wonderful selection of assorted cards for all occasions, personally made by our residents at a small charge of £1.00 each.

Available from the 'Hideaway' Should you wish to recycle any of your greeting cards, Sofia would be happy to receive them.

I should like to express my gratitude to the donation on

behalf of The Royal British Legion for the Poppy Appeal - £9.56 contributing to a District Total of £4,513.87.

MAYBE OF INTEREST

In respect of health and safety it is a request that personal items for residents residing on the Sandringham and Kensington Wings (EMI) not to be glass-related, in particular vases for flowers. Suitable replacement vases may be purchased from Amazon: 'Foldable Plastic Vases' ... I have received good recommendation of this product.

Carehome.co.uk

Please may I guide you to a popular website carehome.co.uk. The website is a UK care home search facilities that provides details of care homes providing adult and elderly care.

Coppermill is listed to which the Home frequently receives enquiries for care-placement. I note also that this website (similar to trip-advisor – social media) gives families/representatives an option to complete a form confirming personal review of the care/standards provided at the Home, i.e. care, staff. I am so very pleased that Coppermill has already received 1 x excellent recommendation.

Please may I inform you that we have received review cards

for completion from carehome.co.uk. Both myself and the Director and my staff would be very grateful if you complete the review card, which is available from the main office. The card can be completed and posted directly or returned to the main office for posting.

Alternatively you are welcome to visit carehome.co.uk, undertake a search for Coppermill and complete the review online. Reviews would be appreciated; thank you.



We would like to take this opportunity to wish "Happy Birthday" to our residents who celebrate "21 young years again!"

**HAPPY BIRTHDAY
WISHES:**

January

Lily Bruce
Brian Hall
Marga Pettersson

February

Shelia Belcher
James Harrington
Christine Lloyd
Alfred Stothert
Joe Whyte

March

Vera De Lisle
Ivy Jarvis
Beryl Mundy
Violet Savage
Kathleen Wall

April

Phoebe Rixon
Peggy Shrewsbury
Molly McLean

Also :

April - Birthday of :
Queen Elizabeth II



*This Newsletter is
for 'everyone'. We
hope that as well
as informative, it
will also bring a
smile:*

Johan

(Poem by Mr. Keith Ivey,
describing his experience of
dementia)

MIST

**Woke Up This Morning and
All That I Could See Was a
Grey Mist in Front of Me.**

**I Looked into the Mirror
and All That I Could See
Was a Face Looking at Me.**

**I did Not Recognise the Face
Staring Back at Me. It Did
Not Click Inside My Mind
That It Was Only Me.**

**My Hands, My Body Was
All That I Could See.
Then My Mind Went into
Gear and...
I Said, "That's Me"!**