**JT CARE HOMES LTD**

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**ISSUE NO. 40 WINTER 2017**

**RESIDENT’S NEWS**

**HELLO’S**

A warm welcome to Jean and Beth at Oxford House. Also to Mary, Elizabeth H, Elizabeth N and Harold at Brooklands. Dot, Victor, Stephen, Frank and Jack at Fairmont and Margaret, Catherine and Ann at Oxford House who have all come to stay with us for a short while. We hope you all settle into your new surroundings.

 **BIRTHDAY ANNOUNCEMENTS**

Mary (BR) on 3rd October William (OX) on 12th November

Janet (FM) on 4th October Elizabeth (BR) on 19th November

Margaret (OX) on 9th October Keith (FM) on 23rd November

Edna (OX) on 13th October Ada (BR) on 23rd November

Susan (FM) on 17th October Jack (FM) on 29th November

Catherine (OX) on 24th October Margaret (OX) on 7th December

Richard (FM) on 25th October Connie (BR) on 13th December

Ivy (OX) on 31st October David (OX) on 14th December

Kathleen (BR) on 6th October Joan (BR) on 24th December

Maganlal (OX) on 6th October

 **HAPPY BIRTHDAY TO EVERYONE**

**ACTIVITIES**

**REGULAR ACTIVITIES AT ALL HOMES**

* Hairdresser weekly at all homes
* Aromatherapy with Mary at Fairmont
* Exercises and games with Margaret 2 times per week
* Holy communion weekly
* Fortnightly reflexology at Fairmont
* Weekly movie night and takeaway at Fairmont
* Film afternoons at Oxford House/Brooklands
* Chiropodist visits regularly

**BROOKLANDS**

Daily newspapers

Daily visitors / out with family

Holy Communion

Nails cut and painted

Weekly exercises with Margaret sing a long - old fashioned songs and Christmas songs

Fish and chip takeaway

The home was decorated for Halloween and we had a Halloween drag show. Residents enjoyed Pumpkin carving and a Halloween party - bingo / cocktails and buffet tea

Fireworks and parched peas on bonfire night

Pet therapy dog visited

Christmas decoration making residents helped put decorations up for Christmas

Lunch trip to Phantom Winger - Michael Buble tribute

Children from Queens Drive School did crafts with residents

Some residents attended St Antony’s Christmas party

Residents watched Christmas movie with popcorn

Residents and staff played Christmas picture bingo

Lunch trip to Phantom Winger - Dusty Springfield show

North Preston carol singers visited

Queens Drive school choir visited Brooklands and sang beautifully for the residents

Residents Christmas party – entertainment provided by Dave Dare the singer / mulled wine / buffet Phantom Winger Christmas party - Frankie Valli tribute

Poppy and Jacks nursery visited with mince pies and sang Christmas carols

Residents enjoyed play your cards right game

Oomph activities and soft football

**FAIRMONT**

**October 2017**

Singalong with residents

We have had a snowball fight with fake snow lol we have had a few movie days with popcorn and nibbles

We have had a lot of family visitors

On the 2nd of October we had the Jukebox Jive show and all staff dressed up in 50s clothes

Jack has been out to Costa Coffee with Michelle

Residents have played interactive DVDs games

Playing catch with staff and residents

Eric out to lunch with family

Neil out to lunch with family

Richard L cleared out bedroom

All our ladies had a manicure

Richard L out for lunch with Michelle

Dorothy out to Barton Grange with Family

Susan and Richard doing puzzle books

BLACKPOOL LIGHTS AND FISH CHIPS CANDY FLOSS AND DOUNUTS

Donna’s husband brought their dogs Brandy and Bailey in to sit on residents knees

Dorothy Richard L and Susan all celebrated their birthdays this month with cake and presents

Our home was decorated up for Halloween with haunted house and coffin with full size skeleton

We had a drag act also which all loved, all staff and residents dressed up and had their faces painted Jimmy H went out to visit his sister.

For Tickled Pink we dressed in pink and did a cake stall we raised £100 for cancer followed by a tickled pink live show

**November 2017**

We have all completed our Oomph training and we are really embracing it having 3 sessions a week We have had a lot of family visits

Smart Day nursery visited and brought in games and activities, in which residents joined in they also brought in cakes for us

Movie days and nights with popcorn and chocolate

We had a clothes party

We have pampered the ladies with manicures

Arts and crafts with Lauren making Christmas cards there was a glitter explosion

Eric went out for lunch with his daughter

Dorothy had a phone call from her son from the Canaries while on holiday

Some residents have been trying to complete a 1000 piece jigsaw

We had a minutes silence on poppy day

Bowling on the WII

Bill went out for lunch and shopping with his sister

J Hall has visited his sister

We have had a general knowledge quiz

We have had a Chinese takeaway which all the residents enjoyed

We have put together a memory folder of different days over the decades and then we talk about it We had a fake snowball fight the residents and staff loved it made us all laugh

We had a special 70th party for Keith H with singer

We had a party for Jack B.Unfortunately the singer didn't turn up but the staff made it special for him and his family

Brenda’s grandchildren visited

Bingo with Michelle

Richard and Bill out for lunch to the Ribble Pilot

Christmas song and singalong

Donna’s husband brought their dogs Brandy and Bailey

Cub Scouts visited played games, brought cakes and had a great time meeting the residents.

**December 2017**

Raffle tickets went on sale and we decorated the home.

Bev G made a snowman using plastic cups, very effective and all residents, staff and visitors thought it was lovely.

Bev made table decorations with some of the residents which were used on the table Christmas day.

Lauren H made Christmas cards with the residents.

The local cub scout group came in and played games with the residents and brought them all a gift.

Kennington School came in and sang Christmas carols for the residents.

We held a slipper party where all residents and even some of the staff got themselves a new pair of slippers.

We had 3 trips out to the Phantom Winger where the residents and staff enjoyed a Christmas meal, singing and dancing along to the tribute acts Michael Buble, Frankie Valli and Dusty Springfield.

We had Christmas jumper day on the 15th staff all gave a £1 for the privilege.

Zoo lab came in with the creepy crawlies.

We held our Christmas party with DJ Lee Edwards, had the residents up singing and dancing.

Some residents went to the Guild hall panto and loved it.

They went to Fulwood academy and enjoyed Christmas meal and bingo.

Christmas bingo with Margaret with lots of prizes won.

Christmas Eve was a PJ night with mince pies and Christmas songs.

New Years Eve we had a movie and take away night.

Lots of friends and family visited, some coming hundreds of miles to see their relatives.

Eric, Frank, Jack D, Bill, Keith, Neil went home to spend Christmas day with their families.

**December 2017 cont’d**

Oomph resident winner for November was Peggy, and December was Susan.

Golden ticket winner for November was Bev and December was Lauren H

Craft afternoon making sock snowmen and crackers

We had a slipper and sock party

CA went to church with MMc and her children

Charity our night staff carer visited with her baby son

Christmas quiz

Christmas prize bingo

Charades

EB out for lunch with family

Panto at the Guild Hall

Panto at Fairmont this year was White Christmas with Tickled Pink Productions all residents wore Christmas jumpers for Christmas jumper day and throughout the Christmas period

BC,NW,KH EB,JDE,FL went to family for Christmas day

**OXFORD HOUSE**

**October 2017**

Visitors on a daily basis for most of residents

09/10/17 – Margaret H 90TH Birthday Celebration, Mark Sinclair entertainment and buffet tea

20/10/17 – Wear it Pink Day and Cake Sale - £80 raised for Breast Cancer Now

23/10/17 – Residents Meeting

**November 2017**

Visitors on a daily basis for most of residents

02/11/17 – OOMPH Class – Exercises with residents

03/11/17 - OOMPH Class – Exercises with residents

03/11/17 – Fireworks, Parched Peas and Hotpot Supper

05/11/17 - OOMPH Activity with Residents

06/11/17 - OOMPH Activity with Residents

07/11/17 - OOMPH Class – Exercises with residents

10/11/17 – Residents made wreaths for Remembrance Sunday

12/11/17 – Residents watched Remembrance Sunday Parades and observed the minutes silence

14/11/17 – May out for lunch with her daughter

17/11/17 – Children In Need – Residents made Pudsey Plates and made their own pizza’s for tea

29/11/17 – Let It Snow Christmas Show – Dale Meeks

**December 2017**

Visitors on a daily basis for most of residents

01/12/17 – Residents made Christmas Wreaths

02/12/17 – 1/5th DUO Entertainment Afternoon

04/12/17 – Craftanoon Session with staff

06/12/17 – Phantom Winger – Christmas Lunch with Michael Buble Tribute Act – 5 residents attended with 3 staff members

09/12/17 – St Anthony’s – Holy Mass in Church then into social centre for Christmas Party and Bingo – 5 residents attended with 4 members of staff

12/12/17 – Phantom Winger – Christmas Lunch with Dusty Springfield Tribute Act – 5 residents attended with 4 staff members

13/12/17 – Molowen Clothing Party for residents

13/12/17 – Evangelical Church Choir Christmas Carols – 6:55pm

14/12/17 – Zoolab visited with various creatures

**December 2017 cont’d**

15/12/17 – Christmas Bingo with Margaret

16/12/17 – Residents Christmas party with Mark Sinclair entertainment

18/12/17 – Phantom Winger – Christmas Lunch with Frankie Valli Tribute Act – 5 residents with 2 of their relatives and 3 staff members attended

18/12/17 – Fulwood Methodist Church Choir 6pm

24/12/17 – Evening - Mulled Wine, Mince Tarts and Christmas Songs

25/12/17 – Christmas Lunch and Buffet Tea.5 Residents went out with family

26/12/17 – Boxing Day Lunch and Buffet Tea. 3 Residents went out with family

31/12/17 – Evening – Drinks and Music for New Years Eve

Jane B –went out for walks with Sarah and Donna D

**IMROVEMENTS AROUND THE HOMES**

We have continued to replace our traditional light fittings with LED fittings to improve the environment for our residents. We have also continued to replace all taps with lever taps so they are more accessible to all our residents. We have re-decorated several rooms to freshen them up. Some residents at Fairmont have chosen their own themes for their rooms and staff have taken them shopping for accessories such as curtains, cushions, artwork and ornaments.

**BROOKLANDS**

Lounge and hallway carpets have been cleaned twice plus 12 bedrooms

All lifting equipment was inspected.

We purchased 6 new lounge chairs.

Annual service and gas inspection was carried out on both boilers

New floor covering was fitted in Room 2.

3 new blinds were fitted in bedrooms.

A new printer was purchased for the office.

Smoke detectors replaced following fire safety inspection.

The driveway has been lifted and new aco drainage system fitted to prevent flooding in the future. This work was carried out by Jigsaw landscapes.

We fitted a new letterbox.

**FAIRMONT**

7 bedroom carpets and corridors have been cleaned by Leyland Cleaning Specialists.

All hoists and lifting equipment have been inspected.

4 new blinds have been fitted in the dining room

Gas Safety inspections were carried out.

The lift has had new landing/car door shoes fitted following a regular inspection

New floor covering in Room 9

New curtain tracks have been fitted in 3 bedrooms

Smoke detectors replaced following inspection

New light fitting in Room 15

New console table in entrance area

**OXFORD HOUSE**

12 bedroom carpets have been cleaned and the corridors, lounge and dining room.

All motorised lifting equipment and profiling beds have been inspected by Fisc Healthcare

New carpet has been fitted in Room 23

Gas safety inspections have been carried out by James Mercer Ltd

**OXFORD HOUSE cont’d**

The main entrance door has been fully replaced with a hardwood door. The original stained glass has been encapsulated and refitted.

The porch has been fully repainted following the replacement of the door.

**GOODBYES**

Farewell to Mary C from Brooklands and Elsie and Agnes from Oxford House who left us in October. Also to Dot and Stephen from Fairmont who left us in November and Mary A from Brooklands who left in December. Walter passed away on 19th October and Hubert passed away on the 18th November both were resident at Brooklands. Victor from Fairmont passed away on 26th December and Kathleen from Oxford House passed away on 31st October. We would like to extend our deepest sympathies to all of their families and friends.

**STAFF NEWS**

In the last 3 months we have welcomed Jodie, a new care assistant at The Brooklands and Kathleen a new domestic at Oxford House.

**STAFF TRAINING**

**Training News: October 2017 – December 2017**

**October 2017**

* The Level 2 and Level 3 Health and Social Care Diploma continued to be delivered to staff in house by Runshaw College.
* Our Managers continued working towards their Level 5 Diploma in Leadership and Management in Health and Social Care with Runshaw College.
* 6 members of staff attended Falls Prevention Training at Royal Preston Hospital.
* With ‘Wellbeing’ high on the Care agenda, we developed the Company’s existing activity and exercise provision and welcomed the start of our partnership with ‘OOMPH! Wellness’ this month, when the first of our OOMPH! Wellness Training Programs was delivered at Oxford House. OOMPH! (which stands for Our Organisation Makes People Happy!) are an organisation that aims to improve the well - being of older people. They deliver training sessions in activity provision and exercise leadership. Their approach addresses mental, physical, and emotional wellbeing in a whole home programme that is tailored to individual service needs. The training was delivered on site over 3 days, to 5 staff who will be the main activity and exercise leaders in the home, and also included shorter training sessions for 12 staff from the wider multidisciplinary team, to embed the new approach in to the home. The team will be supported and mentored by a regional Oomph! Wellbeing co-ordinator. Our new Wellbeing program is now underway and displayed on the noticeboard in the main corridor. We hope you will notice a difference in the variety and approach to entertainment, activity and exercise now available in the home.
* 11 staff achieved or renewed their Level 2 Award in Emergency First Aid at Work.
* Four staff attended a Lancashire County Council Infection Prevention Conference.
* For two days in October we hosted the ‘Virtual Dementia Tour’ at Fairmont. We are the first provider in Lancashire to do this. The Virtual Dementia Tour is the only scientifically and medically proven method of allowing a person with a healthy brain

**October 2017 cont’d**

* an experience of what dementia might be like. By allowing trainees to ‘walk in the shoes’ of a person with dementia it helps our staff understand the issues our residents with this disease experience every day. Every member of the JT Care Homes staff team attended the 2 ½ hour training session, and experienced disorientation, confusion, isolation, vulnerability, feeling lost or afraid, and more, during the session. Other staff watched how our behaviours changed as we experienced the symptoms of dementia and struggled to complete everyday tasks. This gave us insight into some of the things that we can adjust and change to improve the care and lives of our residents.
* Five staff attended Diabetes Awareness Training.
* 2 Staff achieved the Care Certificate as part of their Company induction training.
* Staff completed a total of 18 E Learning Courses as part of their induction or refresher training in the following areas: Hand Hygiene, Mental Capacity Act and Deprivation of Liberty Safeguards, Challenging Behaviour, Safeguarding Adults, Fire Safety, Nutrition and Hydration, Infection Control, Emergency First Aid Awareness and Health and Safety.

**November2017**

* The Level 2 and Level 3 Diplomas in Health and Social Care continued to be delivered in house by Runshaw College. Helen at Fairmont achieved her Level 2 Diploma this month.
* Our Managers continued working towards their Level 5 Diploma in Leadership and Management in Health and Social Care with Runshaw College.
* Joanne (Company Director) completed a 2 day GDPR course at Morecambe College in preparation for 25th May 2018 when all businesses and organisations will need to be compliant.
* The OOMPH! Wellness Training Programs was delivered at Fairmont in November. Following the same format as Oxford House, the training was delivered on site over 3 days, to 5 staff who will be the main activity and exercise leaders in the home, and also included shorter training sessions for 10 staff from the wider multidisciplinary team. The new Wellbeing program is now underway and displayed on the noticeboard in the main corridor. Have a look at the variety of entertainment, activity and exercise sessions available in the home.
* 8 staff achieved or renewed their Level 2 Award in Emergency First Aid at Work.
* Two of our Infection Prevention and Control Champions attended an LCC Infection Prevention Campaign.
* Two staff from Brooklands attended a second update session of a ‘React To Red’ Training Program. This training is part of a National Pressure Ulcer Prevention and Education Campaign.
* 20 staff completed Moving and Handling Training as part of their company induction or refresher training.
* November saw our first training sessions with CURA in each of our homes, to mark the launch of ‘Project Electronic’ in the Company. We are introducing electronic care plans and recording systems over the next few months, as we modernise our systems and ways of working. We hope that this will improve real time record keeping, make recording information faster and easier for our care staff and reduce the need to duplicate records. We will keep you informed of developments as we introduce them.

**November2017 cont’d**

* Gill, our Company Training Manager, attended a seminar for Care Homes, covering some changes to the way CQC will be inspecting us, and updates to their KLOES (Key Lines of Enquiries) which they use to structure inspections, plus information about Management Audits.
* Staff completed a total of 2 E Learning Courses as induction or refresher training in the following areas: Hand Hygiene and Health and Safety.

**December 2017**

* The Level 2 and Level 3 Diplomas in Health and Social Care continued to be delivered in house by Runshaw College.
* Our Managers continued working towards their Level 5 Diploma in Leadership and Management in Health and Social Care with Runshaw College.
* 11 members of staff completed Moving and Handling Training as part of their Company induction or refresher training.
* The OOMPH! Wellness Training Programs was delivered at Brooklands in December. Following the same format as the training delivered at Oxford House and Fairmont, the training was delivered on site over 3 days, to 5 staff who will be the main activity and exercise leaders in the home, and also included shorter training sessions for 10 staff from the wider multidisciplinary team. The new Wellbeing program is now underway, and displayed on the noticeboard in the main corridor. Have a look at the new approach and the variety of entertainment, activity and exercise available in the home.
* Staff completed a total of 27 E Learning Courses as induction or refresher training in the following areas: Hand Hygiene, Mental Capacity Act and Deprivation of Liberty Safeguards, Safeguarding Adults, Challenging Behaviour, Safe Administration of Medication, Fire Safety, Nutrition and Hydration, Infection Control, Emergency First Aid Awareness, Health and Safety, Food Hygiene and Safety and COSHH.
* 2 members of staff successfully achieved their Care Certificate.

**LOOKING AHEAD**

Over the coming months we are hoping to implement more of the ideas suggested by OOMPH. We are planning to create “retro spaces” in all our homes, including a 1950s style hair salon at Oxford House and a music Room at Fairmont. Brooklands are still deciding what would suit their residents best. We also plan to have more items left out for residents, such as twiddle muffs, magazines etc, to provide more stimulation. You should also see more regular activities taking place in the homes, including exercise classes, baking and cooking activities, games afternoons etc. the staff will also focus on one to one interactions with those residents who prefer not to get involved in group sessions. If you have any items that you think might be useful in any of our projects then please bring them in.

Another initiative we are planning is to create a resident information folder that will be available in all bedrooms containing all information relevant to the company and the services we provide. It will also include some of our policies and a Feedback Form which we encourage residents and their families or visitors to complete at any time. We are always open to suggestions for improvements.

**DIRECTORS BLOG**

The Christmas season is always one of the busiest times of the year and January is a time to regroup and focus on what we have achieved and make plans for the coming year.

2017 was an interesting year for a few reasons. We finally had a CQC inspection at Fairmont which we had been awaiting for almost 2 years. We were pleased to see that the hard work put in by our staff was acknowledged in the report and were satisfied with the overall “good” rating. Likewise Oxford House was inspected and achieved a rating of “good” meaning that all 3 homes in the group now share this CQC rating.

We had a change of management at the Brooklands with Naomi becoming the Registered Manager. Having started her career in the company at Fairmont we were pleased to offer her this opportunity for promotion. We always aim to recognise staff with potential and we hope that other staff will be keen to progress within the company.

Last year we focussed on providing staff with as much training as possible that was relevant to their job. We were the first care home company to bring the “Virtual Dementia Experience” to Preston and all staff attended. Everyone said this was a rewarding and unique experience enabling staff to empathise with our service users with dementia. It was a fully immersive experience and although the actual session only lasted 8 minutes it felt like much longer and the discussions afterwards were enlightening as everyone’s experience was different.

We also signed up to the OOMPH experience to help staff provide more person centred and interesting activities. All homes are now signed up to this initiative and the activity and exercise teams are working hard, along with the wider staff team, to implement a varied programme of group and individual activities.

Looking ahead there are some major changes to data protection laws due to come into force in May of this year. In order to comply with this legislation we will be reviewing our current policies and may need to contact you regarding various aspects, initially around Consent issues. This aspect not only covers Consent to Care and Treatment but also consent for us to contact you or send information by email. More information will follow on this so Watch this Space!

We will also be implementing our electronic care plan package this year which is very exciting!

So it looks like we are going to be very busy in all areas. In the meantime on behalf of all the management and staff of J T care Homes Ltd we would like to wish you all a very Happy New Year and all the very best for a healthy and prosperous 2018!