

St John's Court Monthly News Letter



September 2018

Planned Events for the coming Month:

- Thursdays – Pet Therapy – Maisie the Black Labrador visits
- Tuesdays – see the return & Bromsgrove School Games Evening (term time only) 4.00pm-5.00pm
- We also have students from the local schools and colleges on work placements during term time, throughout the year who are doing a wonderful job
- Mondays & Wednesdays – MoVE exercise classes
The Move Program is so popular we are now holding two classes a week to which our ladies & gentlemen are invited to attend together with their family & friends if they would like to join us. The class lasts for around 45minutes & is a gentle program of exercises & movements to music. The classes will take place Monday & Wednesday Mornings. We look forward to seeing you all.
- Friday Mornings – Stroke Club which will be run by Ffion – activity Organiser
For more information on weekly/daily activities please see the information boards.
- Thursday 13th September – Cuppa & Cake meeting with Pat the cook in the dining room at 3.00pm
- Thursday 20th September – Tai – chi at 11.00am in the dining room
 - Sing a long in the dining room at 2.30pm
- Wednesday 26th September – mini bus trip
- Thursday 27th September – morning coffee at 11.00am

PLEASE SEE THE ACTIVITY BOARDS FOR DETAILED SHCHEDULE

Forth coming Residents Birthdays:

Roy – 25th September

All residents Birthdays are celebrated with a Card from all at St John's Court & a Birthday Cake. If families wish to stay for lunch or have a room made available for family to hold a get together then please let us know. The activity team will also be happy to support with any entertainment you may wish to book.

Forth coming staff Birthdays:

Laura 5th, Kim 10th, Amy M 12th, Steph 14th, Elaine 21st & Lucy 28th September.

We wish you all a very Happy Birthday.

Team Goodbyes:

Bitter sweet – we wave goodbye to Crissie Sincu (Nurse) who has now commenced her maternity leave. Although we are sad she will not be around for a while we are all so happy for her getting ready to start the new chapter in her life with the forth coming

arrival of her little girl. Crissie was joined by colleagues for Afternoon tea at the Potting shed for her Baby Shower and was over whelmed by the gifts and collection.

Special Celebrations:

Lisa celebrated her 50th Birthday and was presented with Flowers and a gift.



St John's Fundraising:

We continue to have cards for sale in the reception area which are handmade, they range from £1.00-£1.25 if you would like to purchase these.

If you have a special request you can let Ffion know & she will create a card of choice for you.

Book Sale:

We currently have a trolley in the upstairs lounge full of books which we are selling with all proceeds going to the Residents Welfare Fund so please have a look, there is a large selection.

Mental Health & Stress Awareness:

Recently myself (Laura Wilkes) & Faye Upton attended mental health & stress awareness training where we learnt some useful techniques which we will be able to use to support the team at St John's, residents and families. The roles we all have can be very challenging mentally and we all need to learn to manage our stress levels and recognize when we are well and not so well.

It is important that we look after ourselves so that we can support the ladies and gentlemen of St John's and do things which help us to relax and move on.

We will be teaching the breathing techniques to the team, talking about baggage disposal and holding Bi-monthly informal coffee mornings or afternoon teas to invite the team to come in and chat about how they are feeling and to be open about mental health, stress and what works for them to help them unwind and stay well. We will have different

focus' at each of the meetings to raise awareness and open conversation to hopefully make people feel more confident and comfortable in speaking about it.

There will also be a post box to leave the stress' of home as the team come in or of work as they leave so they can write any worries or concerns down and dispose of these to release the stress and anxiety behind.

We will be booking training sessions at a later date for all team members to attend to learn the techniques.

Informal Meetings planned are:

- Thursday 2nd August – 11.00am coffee morning & 2.00pm afternoon tea – **took place**
- Thursday 4th October – 2.00pm afternoon tea
- Thursday 6th December – 2.00pm afternoon tea & 7.00pm supper

Resident & Relative Questionnaires:

Thank you to those of you who took the time to complete the resident and relative questionnaires.

Thank you for sharing your comments, suggestions and thoughts with us, these help us to improve our support and service.

Although we send out these surveys we still encourage residents and family members to come forward to discuss ideas or concerns so that we can action them as they arise.

The complaints procedure has been distributed to all rooms previously and can be found in the reception area & by the lifts.

Trust Rebranding:

The rebranding of the Trust is now well underway.

These ideas are now being put together and we are waiting for the company to come back with suggestions of new names for the Trust and logos etc, once we have these we will inform you. This is now moving closer and we hope to be able to reveal the new name and logos soon.

Thank you to everyone who contributed to the survey and rebranding.

Changes at St John's :

- After just over 6 years as Home manager here at St John's Court, back in May of this year I made the decision to resign from the position. Although this has been a very hard decision I feel that I am now ready for new challenges. I will be sad to leave as St John's has been such a large part of my life and it is very special to me.

I have had the pleasure in working with some very caring and compassionate people who have worked with me to improve the Care and support of St John's Court over the last six years to allow us to achieve Outstanding with CQC. The journey has not always been smooth or straight forward but we have worked together to learn from mistakes and continue to strive to push forward and improve where possible.

I will be leaving St John's Court on Friday 14th September when I commence leave.

My position was advertised and Faye was interviewed and I am pleased to say that she has been offered and accepted the position of Home Manager. We are now advertising for the position of Deputy Manager and will update you again once someone has been appointed.

The Trust have offered me a temporary, part time position to support the homes with up and coming projects such as implementing the new care planning system so I will be remaining in the Trust until the end of this year, which I am really pleased about, so I will have the opportunity to see you all from time to time.

I would like to thank everyone who I have had the pleasure in working with and supporting over the last six years but I know that everyone will support Faye in the next phase of St John's journey.

Changes in the Trust:

- Keren Wilkinson is now settled into the position of Trust CEO and has taken over from William Waddington.
- Nicky Maguire – Operations Manager left the Trust at the end of July to take up another post nearer to home. She has been a great support to us here at St John's.
- Nicky's replacement has been appointed and will commence the end of October – John Chapman who has many years experience in Compliance Management. I'm sure once he is in post he will become a familiar face in the homes. In the interim period Caroline Walton, Trust Support Manager is visiting homes regards the compliance visits.
- New Care planning system – we looked at a new care planning system at the recent Managers meeting which is a much more up to date system and more user friendly. All sections interlink and update as information is input/added to ensure care needs and risk levels are always current and reflective of needs. It has pictorial icons to click and you can also speak into the handset, which each team member will have whilst on duty and it will record your care plan entry.

There will also be a relative portal so that relatives can log on to see what their loved one has been doing and the support they have received.

Once the new system has been agreed and is in operation I will update and show you.

Gold Standards Framework:

Myself (Laura – Home Manager) & Faye – Deputy Manager continue with the progression of instilling the GSF within the home and the team. The Gold Standards Framework (GSF) is a well established programme which provides tools & guidance to help care homes & other health providers to all work to the same high standards when supporting with end of life. End of Life is recognizing when someone is entering the last twelve months of their lives & ensuring that their wishes are communicated & documented to allow us to support them & their loved ones at what can be a difficult time. This is extremely important so that we can ensure we adhere to individual wishes & make their End of Life & death a ‘good death’.

We already hold details of individuals wishes but we will be developing this further to provide a very clear picture.

The ‘M’ Technique:

Ffion Birch – Activity Organiser continues to be a giver of the ‘M’ Technique and continues to support with this.

The ‘M’ Technique is suitable for individuals who are very fragile or critically ill, someone who is actively dying or stressed & when massage is not appropriate.

This technique can be used when sitting or lying down & without having skin exposed & it can be received on hands/arms & lower legs/feet.

It is a method of structured touch using gentle strokes & works on the skin receptors sending signals to the brain. It has been described as a physical hypnotherapy, a kind of meditation & a spiritual dance. Studies have shown that the ‘M’ technique can be effective in reducing a variety of symptoms such as stress, anxiety, insomnia, chronic pain & terminal agitation.

MoVE:

Heather is the star of the Avamen MoVE clip which is on their site promoting the importance of keeping active & is available to view on Youtube. It is also accessible on our St John’s Court Facebook page. The clip shows our ladies & gentlemen enjoying the movement classes & has demonstrated the benefits of keeping active.

Move is a very important and enjoyable part of the activity programme and all who attend enjoy the movement and music.

Somerset Redstone Trust Values:

All team members are aware of the Trust Values and the importance of working within these values to ensure the highest standard of care and support are offered to all involved with St John's Court and the Trust.

We have these values outside each bedroom and will include who your Senior team member is and your keyworker so that everyone has sight and is reminded of our Values.

Employee of the Month:

I would like to thank all of the team at St John's Court as you all work really hard to make it a lovely home for the residents & a happy place to work.

You all deserve to be nominated for Employee of the month for making such a difference to all the ladies and gentlemen who live with us here at St John's Court - but.....

The winner of Employee of the Month for August is:

Chloe Marchant



Chloe was presented with a certificate & a small gift.
Well Done Chloe & thank you for making a difference.

Reasons for nominations:

- Chloe – She is pro-active, cheerful and happy to help and works as a team. She takes on board guidance and advice.
 - She is a great team player always thinking of both residents and staff who she works with on the floor.
 - Always looks for the positives when things are tough.

Other nominees were:

- Bev – no matter what she has going on she always comes to work with a smile on her face and works hard. She is a very good team player.
- Lesley – She is a great help on the team and if I ever need extra help it is always given by her if she has time. She is the most compassionate person I know to residents and staff and is always smiling.
- Carol B – She is always helping out with running and dishing up when someone can't.
- Gemma – she did a great job with RG during end of life care.
- All her care, especially as she really goes out of her way to ensure all residents get the opportunity to join in activities.
- Ben – he has made such a huge difference to the activities.
- Petra – she is constantly talking about new ideas to improve the activities within Buttercup and you can tell how passionate she is by how hard she works.
- Kim – helping when we were struggling by assisting the ladies and gentlemen at mealtime, a massive help.
- Lucia – she is amazing, very hard working and she keeps me on my toes.
- Sandra – So caring I would be happy for her to care for my Mom. She shows empathy, never moans and takes time to chat and interact, making sure the ladies and gentlemen's needs are met, she goes above and beyond.

Please support us & let us know who has made a difference to your daily life, nomination forms are in reception & these can be put through the office letterbox.

Events which took place in August:

- Thursdays – Pet Therapy – Maisie the Black Labrador visits
- Tuesdays – see the return & Bromsgrove School Games Evening (term time only) 4.00pm-5.00pm
- We also have students from the local schools and colleges on work placements during term time, throughout the year who are doing a wonderful job
- Mondays, Wednesdays & Fridays – MoVE exercise classes
The Move Program is so popular we are now holding three classes a week to which our ladies & gentlemen are invited to attend together with their family & friends if they would like to join us. The class lasts for around 45minutes & is a gentle program of exercises & movements to music. The classes will take place Monday Afternoons & Wednesday & Friday Mornings. We look forward to seeing you all.
- Friday Mornings – Stroke Club which will be run by Ffion – activity Organiser
- Monday 3rd August – Church Service at 11.00am was held in the Dining Room for those who wished to attend

- Thursday 16th August – Variety Show in the Dining Room which was very entertaining
- Friday 17th August – Church Service
- Wednesday 22nd August – Progressive mobility in the Dining Room – always and lively session and very popular
- Wednesday 22nd August – Minibus Trip with Oomph to The Potting Shed where we enjoyed morning coffee



- Thursday 23rd August – Minibus Trip to Symmonds Yatch – weather permitting to the Butterfly Farm – unfortunately this was cancelled due to the driver being poorly so we improvised and went out for fish and chips and a lovely walk in the park



- Thursday 30th August – Afternoon tea in the garden where everyone enjoyed a cuppa, chat and cake – always an enjoyable, relaxed afternoon

Development of the Home:

We will be consulting with residents and families at the forth coming meeting regards colours and ideas for the ground floor hallway which will be the next project this will commence in September so please bear with us during this time.

We will endeavor to keep the disruption to a minimum.

Staffing Levels:

We also often get asked how we calculate staffing levels within the home. Each resident has a dependency tool which we review regularly & this determines their level of support needs. This information is then put into a staff calculating tool and this then generates the amount of care hours we need to support those we care for.

I will now start to include our dependency/staff hours in the newsletter for you to view.

If you have any questions please do not hesitate to contact me.

Current care staff levels:

- Morning – 1 Nurse, 2 Health Care Assistant's (senior Care), 9 care assistants = 81hours of support per morning, 567hours a week
- Afternoon – 1 Nurse, 1 Health Care Assistant (senior Care), 8 care assistants = 67.5hours of support per afternoon, 472.5hours a week
- Night – 1 Nurse & 4 care assistants = 56.25hours of support per night, 393.75hours per week

Weekly total provided: 1433.25

Dependency Tool & staff Calculator Hours:

The tools we use to calculate the support needs of our ladies & gentlemen, show we require 1218 hours per week based on our current residents needs, so as you can see we work at higher levels than that of which the tools indicate are required.

I hope seeing this information allows you to understand the staffing levels within the home.

Residents & Family Meeting:

The minute from the last meeting are on the notice board if you would like to have a look.

The next residents & family meetings are listed below & everyone is welcome to attend. (These dates may be subject to change)

Please note - Due to lack of attendance of evening and weekend meetings will now only be held upon request.

- Tuesday 6th March 2018 – 11.00am & 6.00pm(evening session unattended by family members) – **taken place and minutes are displayed on the activity board and have been distributed to rooms.**
- Thursday 7th June 2018 – 2.00pm - **taken place**
- Saturday 16th June 2018 – 11.00am – **not attended by any family members as per previous weekend and evening meetings.**
- Tuesday 14th August 2018 – 11.30am & 6.30pm to discuss forth coming changes at St John’s Court – taken place - **minutes are displayed on the activity board and have been distributed to rooms.**
- Thursday 18th October 2018 – 3.00pm
- Wednesday 6th December 2018 – 11.00am & 6.00pm

Cuppa & Cake Meetings with the Cook:

The very popular Cuppa & Cake meetings continue with Pat our Cook alternate months & these are listed below:

- Thursday 18th January at 3.00pm in the Dining Room – taken place
- Thursday 15th March at 3.00pm in the Dining Room – taken place
- Thursday 24th May 3.00pm in the Dining Room – taken place
- Thursday 19th July at 3.00pm in the Dining Room
- Thursday 20th September at 3.00pm in the Dining Room
- Thursday 15th November at 3.00pm in the Dining Room

Coffee Mornings & Afternoon Teas: Themes to be planned

- Thursday 25th January 11.00-12.00noon – taken place
- Thursday 22nd February – 2.30-3.30pm – taken place
- Thursday 29th March – 11.00-12.00noon – taken place
- Thursday 26th April – 2.30-3.30pm – taken place
- Thursday 31st May – 11.00-12.00noon – taken place
- Thursday 28th June – 2.30-3.30pm– taken place
- Thursday 26th July – 11.00-12.00noon– taken place
- Thursday 30th August – 2.30-3.30pm– taken place
- Thursday 27th September – 11.00-12.00noon
- Thursday 25th October – 2.30-3.30pm
- Thursday 29th November – 11.00-12.00noon
- Friday 28th December – Remembrance Service – Time to be confirmed

Everyone is welcome, ladies & gentlemen, relatives & team members, to join us for this social event where there will be refreshments & cake & information on relevant subjects to help make improvements in the support we offer.

Inter House Competitions:

As you all know we have taken part in competitions which have been organized by Somerset Redstone Trust & these have included:

- Garden Competition – Sadly we did not win the garden competition this year. The winners were once again Exmouth House & Signature House who came second.
- Thank you to everyone who has worked hard again to make the garden such a lovely area to sit and enjoy including Ann Green for the hanging baskets & Lee Perry for the cast iron hanging baskets.
The activity team and residents have spent a lot of time planning, planting and tending to the gardens and all had such a lovely time even though we did not win.

The next competitions will be the Christmas decorating and the Christmas Cake competitions. We will have to start early to get a head start and hopefully win this year – fingers crossed.

Facebook Page:

We have our facebook page for St John's Court so if you would like to have a look if you have facebook & like & share that page we would be really grateful.

St Johns Court-somersetredstonetrust

We will be using the page to advertise forthcoming events & to add photo's of events which have taken place.

If you have anything which you feel would be good to add the page please let me know.

Website:

PLEASE LEAVE A COMMENT – ALL YOUR FEEDBACK IS GREATLY APPRECIATED AND ALLOWS OTHERS TO READ YOUR REAL EXPERIENCES WHICH CAN BE INVALUABLE.

St John's Court website has a link to carehomes.co.uk on which you can leave feedback & this is really useful information for those who are looking for a care home so they can read real comments so please take the time if you can to leave your feedback.

September Facts:

In the Georgian calendar, the calendar that most of the world uses, September is the ninth month of the year. However, it used to be the seventh month on the Roman calendar. It had 29 and 31 days but it later was changed to 30 days by Emperor Augustus. In Southern United States, it is the warmest months of the year and very cool nights for Northern states. It is the harvest time for crops and that is why Switzerland calls September the harvest month. In the Northern hemisphere, beginning of September leads to the beginning of meteorological autumn while it is the beginning of the meteorological spring in southern hemisphere.

Below are some fun facts about September:

1. The birthstone for September is the sapphire.
2. The zodiac signs for September are Virgo (August 23 - September 22) and Libra (September 23 - October 22)
3. The birth flower for September is the morning glory.
4. On September 1, 1939, World War II began in Europe because the German troops invaded Poland.
5. On September 3, 1783, the Revolutionary War in America ended after Great Britain signed the Treaty of Paris.
6. September is the ninth month and the only month with the same number of letters in its name in English as the number of the month.
7. Shakespeare did not mention September in any of his plays.
8. . In 1752 in Britain, September had only 19 days as we changed from Julian to Gregorian calendar.
9. September is the only month in which share prices have more often fallen than risen.
10. The last day of September in any year always falls on a different day of the week from the last day of any other month

We hope that you have enjoyed our Monthly Newsletter.

If you have any news, facts or poems to go into our News Letter then please let Faye, Mel, Heather, Ffion or Doreen know so that it will feature in the next News Letter.