

TOLLESBY HALL TABLOID

WELCOME

To The Spring Edition Newsletter for Residents, Families & Friends

If you would like to receive future copies of our Newsletters by email please let Kathryn (Home Administrator) know your email address.



INTRODUCTION

Most of our residents and families have met our Managing Director and Owner of Tollesby Hall, Dr Radhika Sisodia. Radhika visits the home each week and on entering the building, her first priority is to visit our residents making sure they are happy with all aspects of life at Tollesby Hall. We know it has been tough times during the COVID pandemic, we have worked hard to keep our residents safe. Most have had their second Vaccines. We have received great infection

control feedback from inspections carried out by CQC and Infection Control. We are still rated Outstanding in Care by the CQC.

REFURBISHMENT UPDATE

Refurbishment continues; all communal rooms fully refurbished with different colour themes which we are very proud of. Reflooring, refurbishment and decoration of the upstairs bedrooms and all corridors now complete with the downstairs progressing nicely. Gardens are fully refurbished with wooden pergola/gazebo, wooden planters with lots of flowers. Lots of sitting areas and social distanced visiting areas.



STAFFING

All staffing

	Landona House Ltd	
	Day Shift	Night Shift
Manager	1	
Clinical Lead	1	
Administrator	2	
Registered Nurses	2	1
Senior Care Assistants	2	1
Care Assistants	6	3
House Keepers	3	
Chef/Cook	1	
Kitchen Assistant	1	

Staffing levels are high on the agenda at the weekly Management meeting.

Dinning

We welcome Steve Clough our new Chef who has just joined us with our resident chef Garry. Steve is a fully qualified Chef with lots of experience. He comes to us with a wealth of knowledge and experience including culinary skills and experience as a patisserie chef - we can't wait to sample his pastries and home baking. Garry and Steve will be looking to review and change menus, offering increased home baking and taster/cooking demonstrations, themed events, Afternoon Teas and Birthday Buffets for everyone to enjoy. If you have any other suggestions let us know.

Reminder - if anyone doesn't like or just doesn't fancy what's on the menu please ask for an alternative. We cater for all individual tastes and diets and always have vegetarian options available. If you have any dietary requirements please discuss these with Chef.

We also request that if you are visiting please avoid meal times as we need to ensure all our residents have a peaceful dining experience.



GARDENS

Spring is upon us and we are in the process of recruiting a Grounds-man who is going to take charge of our gardens. First on the list will be to tidy the lawns and make hanging baskets and flower pots for everyone to enjoy. Hopefully to go with this we will get some nice weather so that residents, families and friends can enjoy the gardens. If anyone has any preference for certain flowers or shrubs let us know.



INDIVIDUALISED CARE

We encourage all residents, and with consent, their families and loved ones to be involved in all aspects of care. Please come and view the care files and contribute to them by contacting Kathryn our Activities Co-ordinator in the first instance – We need your input to deliver the best possible care.



LIFE HISTORY

We feel it is crucial to know as much about our residents as possible both past and present, likes, dislikes and preferences. Life histories of all our residents helps us to get to know our residents and gives us ideas for activities they may enjoy. If you haven't already written a life history or would like assistance to write one let us know.

Similarly, we think it is important that you get to know us, so through our newsletter we will be sharing with you some of the Tollesby Hall team life experiences. Don't worry we won't bore you with everyone in this first edition but thought we would start with Janet Breckon (Home Manager)

Back in 1983 young Janet started her nursing career as a Student Nurse at West Lane Hospital. In 1985 Janet qualified as an Enrolled Nurse and for her first job as a 'proper nurse' she found herself in Theatres at the North Riding Infirmary in Middlesbrough. In 1988 Janet decided it was time for a change and found herself taking off the boring

theatre uniform and going for the more attractive uniform of the District Nurse, coat, hat and a lovely belt with the shiny silver buckle all included. The only District Nurse who worked in all weathers but never got her hair wet or uniform marked. Always had the umbrella at the ready and spare shoes for inside patient's houses. Good job the bicycles had all been replaced with cars by then. Janet very quickly developed her career in District Nursing continuing to study hard gaining a Specialist Practitioner (BSc Hons) in 2000 and in 2005 was one of the first District Nurses to graduate as an Independent Prescriber. Janet's passion for District Nursing and caring for people in their own homes continued and led her along the management path. Firstly, as Clinical Lead for Community Nursing and after very quickly proving her success gained promotion into the post of Community Nursing Services Manager for the Middlesbrough Locality. Janet's dedication, commitment and management style continues at Tollesby Hall by putting residents' needs, safety and quality of care as her highest priority. As well having responsibility for everyone and everything at Tollesby Hall, Janet still finds time to provide hands on clinical and social care to our residents. Janet has an open-door policy and residents', families and friends can drop in for a chat/update about their loved ones or to raise any concerns they may have.

LAUNDRY

To help staff in our Laundry we ask that all clothes are labelled either with names or initials on labels. Permanent marker pens are available from Kathryn (Home Administrator). If you need help with this a member of the Care Team will be happy to do this for you. Any clothes that are not returned from the Laundry let us know as soon as possible so that we can rectify this.



ACTIVITIES

Rachel Brown – Activities Co-ordinator

We have lots of trips planned in the next few months in your new minibus.

- Trips to local places of interest such as local parks, gardens and the coastal areas

We also have lots planned for entertainment at Tollesby Hall to name a few:

- Peggy Armstrong a professional singer who has become a regular at Tollesby singing vintage songs and dancing for all our interested residents. Peggy charges only a nominal fee which she kindly donates to Unicef.
- Musical therapy – which is always very popular.
- Chair based exercise classes
- Pet Therapy
- Religious services and informal visits from our local Priests and Vicars. If you have any other religious/spiritual needs currently not provided speak to Kathryn.
- Rachael our Activity Co-ordinator also provides daily activities some of which are bingo, pamper sessions, games, quizzes to name but a few.

If anyone has any ideas or suggestions of places to visit let Rachael know. We will also be providing a timetable of events which will be displayed on the notice boards around the home and a list will be published in the next edition of this newsletter.

HAIRDRESSING

Our new Salon is now complete. Paula our Hairdresser comes in regularly and prices remain very competitive.

She also provides simple pamper packages, ie nail polish and hand massage.



PRIVACY & DIGNITY

If any residents prefer to lock their rooms a key can be provided. We do have master keys which open all doors so rest assured the same level of care and checks on residents will continue to be undertaken.

TELEPHONES

All residents can have free use of our cordless phones and home mobile phone.

INTERNET/WI-FI

All residents are welcome to use the Wi-Fi available in the home. We are hoping to be able to purchase boosters which will result in the whole home having access to wi-fi but until then wi-fi is only available in certain areas. If you require the password or any help with accessing the wi-fi ask Kathryn (Home Administrator).

ANNUAL QUALITY SURVEY

Last one completed in October and from the results you will have noticed we have created a 'You Said We Did' Notice Board. By listening to our residents and families we have so far purchased a new minibus, employed a qualified chef and continue with our refurbishment project. We hope that the next survey is as successful.

RESIDENTS ASSOCIATION

We are looking to start a Tollesby Hall Residents' Association – If you would be interested in joining please let Rachael or Kathryn know. Also, if there is anyone who would like to volunteer to take the 'chair' we would be very grateful.

Finally:

- Please could you also take some time out to read our Noticeboard on Commitment to Care.
- If there are any 'budding' editors or reports who could spare time to contribute to our newsletter please let us know.

If there is anything more we can do to improve the care we deliver we would love to hear from you. Our aim is to become one of the best Care Homes in the Country and we would like you all to be involved.



