



ST Elmo Care Home.

Newsletter

A Quality Care Group Home.

Ringwood 01425 472922

Autumn/Winter Newsletter.

Hello and welcome to St Elmo Spring/Summer newsletter.

First of all we welcome those of you who are new to St Elmo, and we hope that you have settled well and are enjoyed your time with us.

We would like to take this opportunity to remind you that we have an open door policy here at St Elmo.

Should you wish to speak to Lesley or Kathie, you are welcome to drop in any time or call/ email to make an appointment to suit you.

Thank you for taking the time to read your newsletter.

Regards,

Lesley Hatton:

Manager

Kathie Joyce:

Deputy Manager



Residents painting rainbows for the window.

St Elmo News!

Staff Changes:

Due to lockdown we had a few members of staff who needed to stay at home for a number of reasons. They have now returned and we would like to welcome them all back, its been a long few months.

We have recently recruited new staff members to the team; Arnolt and Paula have been working with the home via an agency and now have become part of the St Elmo team permanently. In October we will be wishing Karren one of cooks a sad farewell after many years here at St Elmo. On this note we would like to welcome Ayako to the team; she has many years of experience and has previously worked alongside our Head cook Lorraine.

We would like to thank you all for your understanding and patience during this time of lockdown and isolation. We have been working hard to make sure Covid-19 hasn't entered the home and we are very proud of all the staff in helping to achieve this.

Sadly after opening briefly to visitors on a restricted basis in August we have had to close the doors once again :- (This is due to the rise in the R rate around the country and in particular our area. We appreciate this is frustrating and upsetting for you not to be able to visit your loved ones. This is not what we wanted to do and was hoping to bring in outside activities again also; however it is our duty of care to keep both you, your loved ones and our staff as safe as possible.

We will keep you up to date when we plan to open the home again; this will be dependent on the number of cases (this is something we are watching daily) and how quickly the virus is transmitting. You can follow our Facebook page for updates and pictures of what we have been up to and any updates on visiting. You are always welcome to call the home and speak to your loved one and for those of you who wish to Skype/ video call; please contact Vicky to make arrangements.



Spring/Summer at St Elmo

Complaints or concerns.

We hope you never have the need to complain.

How to complain is displayed on the notice board in reception.

Internal complaints firstly go to—Lesley Hatton Manger or to Kathie Joyce deputy Manager or the senior in charge of the shift:

Or to the Director of care,

External complaints to Hampshire Adult services—tel: 0300 5551375.

Quality Care Commission—tel 03000616161.



Please if you like what we do, please tell everyone. There are review cards for carehome.co.uk in reception.; or this can be completed on their website.

St Elmo Care Home,

Gorley Road, Poulner, Ringwood, BH24 1TH.

Email:

stelmo@qualitycaregroup.co.uk.

Website:

www.stelmocarehome.co.uk.

Follow us on Facebook: St Elmo

So this year has been a strange one so far. We are now already nearly through 2020 thankfully and what can you really say about the year so far.

So since the last news letter the world went into lockdown and the home shut its doors. We had to cancel all outside entertainment and unfortunately had to ask you all not to visit. This however didn't stop activities from happening inside the home.

The residents painted rainbows and placed them on the windows in one big rainbow shape, they then created one big rainbow out of craft paper. This was hung in the window for all to see. The residents have now created a poster again made out of craft paper, celebrating 72 years of the NHS. This is now hanging proudly on the wall.



Staff continue to do their best to make the residents feel like everything is normal and that nothing has changed. We have been doing this by arranging regular phone calls with family and friends, some of the residents have had skype calls so were able to see their families in some form.

This year the residents have been getting green fingered, some have even caught the gardening bug! They have been helping grow a lot this year; we have sunflowers, runner beans, peppers and many more. The residents have done an amazing job with the garden especially when it comes to tomatoes. The tomatoes have grown well; we were having to pick them daily. We would like to thank Ringwood locals for their kind donations to the home and we hoping we will be able to do it all over again next year.



Forth coming events

Currently we have no upcoming outside activity events booked due to the current situation. However Vicky is beavering away planning lots of fun and activities in house. Especially around Christmas!!

We will keep you updated via newsletters and Facebook page with everything that is planned and all that happens.

We would like to thank all relatives and friends for supporting our events in the past and we hope to welcome you all to our future events; fingers crossed we will have some kind of our normal in 2021!!