



**Shedfield Lodge**  
Caring through Understanding

A review of 2019 by our  
Registered Manager  
Alicia Taskis

# Manager's Brief

## Fellows of the Forge..

After the success of our peer support group, The Wives Club, we decided it would be great to do a similar thing for the men who have wives living here, so Fellows of the Forge was born.

At the moment only a couple of husbands have come along for informal evenings of good food, the odd pint & chat with Andrew, Mark & Simon.

This is a time for everyone to relax, chat about anything & everything & have any questions they may have, answered.



Our next get-together will be announced soon!



In this Special Newsletter I would like to share with you some of the things we have done & the changes that we have introduced at Shedfield Lodge during the past year.

## Double Award-Winning Ambassadors for Care Campaign For The Vulnerable

Care Campaign For The Vulnerable is an independent, non-profit, national organisation leading the way raising awareness for the use of safety monitoring in communal areas in all care and nursing homes in the U.K. Last year we invited their founder, Jayne Connery, to Shedfield Lodge to see how we seamlessly introduced the operation of CCTV Safety Monitoring seven years ago and to meet our team. Since that meeting, we have attended many Care Campaign For The Vulnerable meetings & have subsequently been invited to be a part of their Advisory Team. This allows us, as a team, through our combined personal and professional experience, to work with families that contact us regarding care concerns at other care homes, as well as other care providers asking us in to talk to staff and families on the benefits safety monitoring can bring into communal areas in all care homes. Care Campaign For The Vulnerable are the only U.K. safety monitoring in care homes initiative working WITH the care sector.



In May, we were invited to attend Care Campaign For The Vulnerable's National Inspiration in Care Award ceremony held at Th Crown Plaza Hotel in Beaconsfield. In attendance, along with Care Campaign founder, Jayne Connery, were comedian Jon Culshaw, Care Campaign Ambassador, actress Ami Macdonald and all hosted by TV & Radio presenter, Rob Lamar. There were many inspirational people there to receive various awards in recognition of the amazing work they carry out within the Care Sector & we were stunned to receive the award for Inspirational Leaders in Care & for our very own Kathy Smith to be awarded Inspirational Individual in Care. In further recognition of our passion, commitment & dedication the work of Care Campaign For The Vulnerable, we have been invited, and accepted, the role of Ambassador Care Home for the campaign, which has been marked by a new sign at our entrance. (Pictured far left, bottom).



Shedfield Lodge, Care Campaign For The Vulnerable Ambassador Care Home

## Connecting with our community

Over the past few months, in an effort to become more integral to our community, we have started holding selected training sessions at Knowle Haven.



Knowle Haven is a four hectare former paddock & has been transformed into a lovely community and wildlife reserve with the support of The Friends of Knowle Haven, a dedicated team of volunteers who are involved on a daily basis. The site was officially opened in May 2017 and is now used by a wide range of community groups, local residents and visitors for recreation and relaxation.



In addition to Dementia Awareness, we will also provide opportunities to attend other training sessions, such as, First Aid, Health & Safety, Moving & Handling, again at no cost. This is part of our aim to help our community.



## Our Ambassadorship with Person Centred Software....

As a pioneering care home in the use of electronic care systems and having been using the Nourish system as a BETA customer for over 4 years, in September 2018, we took the decision to change to the Person Centred Software Mobile Care Monitoring system as we felt we had outgrown the Nourish management software.

The PCS system is an icon based software programme that allows our care team the ability to record actions and care interventions instantly without the need to type lengthy statements for common inputs, such as having a cup of tea, a simple press of a 'Cup of Tea' icon will enter the information & filtrate in to other areas of an individual's profile, recording the fluid intake which will adjust the hydration chart, once confirmed that the drink has been consumed. Of course, the system is so much more in depth and it gives me, as the Manager and my team the ability to be aware of any developments or changes in an individual's care instantly.

Using a system like this also enables our team to record events in real time, rather than waiting till the end of their shift to write a report, where details may be forgotten or not remembered correctly. This also gives our team members more time to spend with everyone. As we had done in the past, with the Nourish system, we give demonstrations to other Care Homes looking to implement this type of system. In recognition of the work we have done for Person Centred Software, we were invited to become an Ambassador Care Home for them, which we have duly accepted.

## Grease is the Word... But there's no place like home..

After the success of last years 'Grease' themed Summer Fete we all had to get our thinking caps on to think of a suitable theme for this year. We knew it had to be something fun, something that everyone would enjoy & most importantly, something our residents may be able to connect with.

As it was the 80<sup>th</sup> Anniversary of 'The Wizard Of Oz' in 2019, we thought it would make the perfect theme for our Summer Fete!



## Internal Promotions

I would like to congratulate Nikki & Maria on their recent promotions. Due to my increasing responsibilities, the role of Deputy Manager has been created, which is Nikki's new role, which in turn has seen Maria promoted to the position of Head of Care.

As many of you know, Nikki has been at the Lodge for over 20 years and has a vast amount of knowledge and experience of the day to day running of our home.



Over the past year, Maria has had a more active role in supporting the management team, in respect of policies, procedures, legislation as well as clinical requirements within the home, so it was a natural progression for her to assume the role of Head of Care. We did have other excellent applicants for the role, which is a credit to the caliber of our team here at Shedfield Lodge and certainly bodes well for future developments.

We wish Maria and Nikki the very best of luck in their new roles and am sure they will receive the support of the whole team

## Purple Angel Accreditation

Since my last Managers Brief, Shedfield Lodge have been given Purple Angel status in recognition of our Person-Centred approach to care.



## Trialing 'Red Bags' for our Hospital Packs



When an individual needs to be admitted to hospital, we have packs that accompany the person with all their important information regarding their medical history but also their personal history, preferences, likes/dislikes, to enable the hospital to have a better understanding of them. Where this information could be mislaid or lost by the hospital, we have now introduced 'Red Bags' as part of a collaboration with Frailty Friends, Brighter Way & participating hospitals.

## Employee of The Year

Graeme, our Head of Maintenance, was awarded 'Employee of the Year' in recognition of the amazing work he & his team achieved during 2019.



## The CCTV in Care Debate hosted by Care Campaign For The Vulnerable



In October we were invited to participate in a 'Question Time' style panel debate on the use of CCTV Safety Monitoring in Care Homes. The debate was filmed with a live audience and streamed live on Facebook by the host, Care Campaign For The Vulnerable founder, Jayne Connery. Other panel members included Professor Martin Green, Head of Care England and a mix of Care Providers, Solicitors, Family members with loved ones in care and the co-founder of a whistle blowing organisation.

During the debate a live poll showed that more than 97% of over 4000 respondents were in favour of the use of CCTV Safety Monitoring in communal areas of Care Homes



## Professional Development

As you are all aware, we embrace technology at Shedfield Lodge and that is no different when it comes to the way we manage our administration, audits, policies and procedures. This year we introduced the 'Quality Care Compliance' system and that has seen us being awarded with the ISO 9001:2015 Registration.

## Colbourne Carriage



Early on in 2019, we built a virtual train carriage, complete with moving scenery, luggage rack and of course, its own name plaque. We named it in memory of a previous resident & it was officially opened by Bob's family.

## Dementia is a TEAM game...

### Why do we attend Care Shows & Expos?

Throughout the year our team attend a number of different care shows, expos and conferences. We are able to meet other professionals, organisations, campaigners and groups that all have a shared goal of making life better, safer and rewarding for those we care about.

By sharing ideas with others, we are able to have a better understanding of the affects & outcomes of different innovations.

Although there isn't a cure for dementia yet, by working together, we can explore new ways to improve the lives of those living with a dementia.



## Our Return to War On The Line



On Saturday 15<sup>th</sup> June 2019, we once again donned our War Time uniforms and dresses to take part in the Watercress Line's 'War On The Line' event. We did it last year to celebrate the 100<sup>th</sup> birthday of Mr. Arthur Thomas, who had sadly passed away a few months before. A truly amazing gentleman whom we are sure is very pleased to see that we are still dressing up and remembering the brave railway workers that died on duty during the Second World War.

## Future Plans..

### • A Country Pub in Shedfield Lodge.

As part of our ongoing plans to improve Shedfield Lodge for everyone living and working here, we are planning on a major revamp of our main dining room in the style of a country pub.