



## Autumn Newsletter 2015

Welcome to the Autumn 2015 edition of our newsletter. It's that time of year again where we like to let you know about upcoming events at Bonehill Lodge and news stories that we have to share with you.

Many of you may have seen in the news recently that the Care Quality Commission is putting a focus on the quality of care being provided in care homes. As a result of this, three homes in Tamworth are under "Special Measures" which means that they have failed to meet many of CQC's essential standards. We are expecting our inspection any day now, but with the tools we have in place to monitor the quality of our service, we feel confident that CQC will be satisfied with the service that we provide our residents with.

One of the issues that CQC are picking up on is calling residents pet names like "darling" or "sweetheart". The reasoning is that this type of language can be interpreted as not appropriate. We understand this view but equally we feel that this kind of endearment comes naturally through the relationships we build with our residents, often over many years, therefore please find attached a consent form for you to return to us to say how you or your loved ones feel about this matter.

On a different note, we have our Dementia Awareness Night on November 21<sup>st</sup> at the Progressive Club in Tamworth. Tickets are now on sale at £2.50 per adult and £1.00 per child. It would be fantastic to see you all there to support The Alzheimer's Society and of course our residents at Bonehill Lodge. Also if you have any raffle prizes or know of any organisations that will make a donation please contact Mandy or Becky. We think this will be a great night and a chance to raise some money for a very worthy cause.

We are already thinking about our Christmas activities where we will have our annual party as usual, but we are always looking for ways to make each event bigger and better than the last one! We held a resident's meeting recently where people requested a more festive Christmas, so we will be thinking of ways to make this special for them. Any ideas will be gratefully received so watch this space, as we will be sending out another letter with events for Xmas very soon!!

Thanks again for your support and we hope to see you at the Dementia Awareness event on November 21<sup>st</sup>.

**Best wishes from all of The Team**