

VICTORIANA CARE HOME NEWSLETTER October 2021

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Hello Residents, Families and Friends!

September has been quite a busy month for all of us!

First of all, I would like to thank you all who joined our Macmillan Fundraising Party. We have raised in total £250, which is amazing!

We have also had a visit from Mayor of Luton Cllr Mahmood Hussain who was really impressed with the care we provide and thanked our carers for all their hard work they do.

Let's see what October will bring to us!

Keep Safe!
Inesa Jones



There are several ways for you to express your views, suggestions, and complaints. There are feedback forms available at the care home entrance area. You can also arrange meetings with our Home Manager Inesa or simply email her directly via email victoriana@heritagecarehomes.co.uk and she will be happy to discuss with you any concerns or suggestions you might have.

NOTICEBOARD

New Residents

A very warm welcome to:

Mr Allen L

We hope that you will enjoy your time here!

We have had no new staff members joining our team or anyone leaving us in September

Relatives Meeting

Thank you to relatives who attended our Quarterly Meeting and gave us so much needed feedback. Meeting minutes will be sent you all soon.

Monthly Residents Meetings

We are now making sure that we have Residents Meetings monthly instead of Quarterly as their regular feedback is important to us.

SNAPPY TAGS REMINDER

If you would like your loved one's clothes to be labelled by using Snappy tags please speak to Operations Manager Sidrah Sarfraz and she will be happy to send you a link for the clothes tags to be ordered.



**Elizabeth H.
Allen L.
Margaret M.
Kenneth R.
Ann W.**

Please join us in wishing them a very happy birthday!

Special Days in October

- 1st Day of Older Persons
- 1st Intl. Music Day
- 4th World Animal Day
- 31st Halloween

Manual Handling Train the Trainer course has been completed by 2 members of our care team and now we are able to provide the training to new staff quicker and more efficiently, incl. annual refresher

FACEBOOK and Instagram! If you haven't done so, please follow us on Facebook and Instagram for daily updates. Search for Heritage Care Homes