

# Victoriana Care Home Newsletter December 2021

6 Lansdowne Rd, Luton LU3 1EE  
Phone 01582 484177

## Hello Residents, Families and Friends!

Hope you all are well and safe!

As you may be aware that unfortunately due to increased number of COVID cases across the country we have taken decision to sadly cancel Victoriana Care Home's Christmas party. This was a difficult decision to make as we are aware how much everyone was looking forward to this party.

We are lucky that at the moment we are COVID free in the care home and we are hoping to remain this way throughout the winter season.

Should you need to speak with me, I am always available.

Keep Safe!

*Inesa Jones*



**Doreen P.**

*Please join us in wishing her a very happy and special birthday!*

### Special Days in December

5th	Volunteer Day
7th	Civil Aviation Day
25th	Christmas
26th	Boxing Day
31st	New Year's Eve

Margaret had celebrated her 101<sup>st</sup> birthday last month with all her family by her side. We wish Margaret health and many more years to come!

There are several ways for you to express your views, suggestions, and complaints. There are feedback forms available at the care home lobby area. You can also arrange meetings with our Home Manager May or simply email her directly via email [victoriana@heritagecarehomes.co.uk](mailto:victoriana@heritagecarehomes.co.uk) with care related queries. Please contact Operations Manager Sidrah [operations@heritagecarehomes.co.uk](mailto:operations@heritagecarehomes.co.uk) with regards to housekeeping, maintenance, laundry and catering related queries.

## NOTICEBOARD

### New Residents

A very warm welcome to:

Mr Peter R

We hope that you enjoy your time here!

### Staff Update

We had no staff leaving or joining our team in November

### Annual Surveys

Thank you to all who took their time in completing our annual surveys. Your feedback is important to us. Once we will complete the reports we will gladly share this with all of you. Thank you!

### Yordex Cards

For those who have Yordex cards and would like to receive monthly statements, please speak with Home Manager Inesa Jones to request this.



### Victoriana Care Home staff vacancies

We have various positions available at our care home. Please visit our website [www.heritagecarehomes.co.uk](http://www.heritagecarehomes.co.uk) or speak with Home Manager about it

Please follow us on **Facebook** (Heritage Care Homes) and **Instagram** @heritagecarehomes to see what is happening in our care homes!