

NEWS LETTER

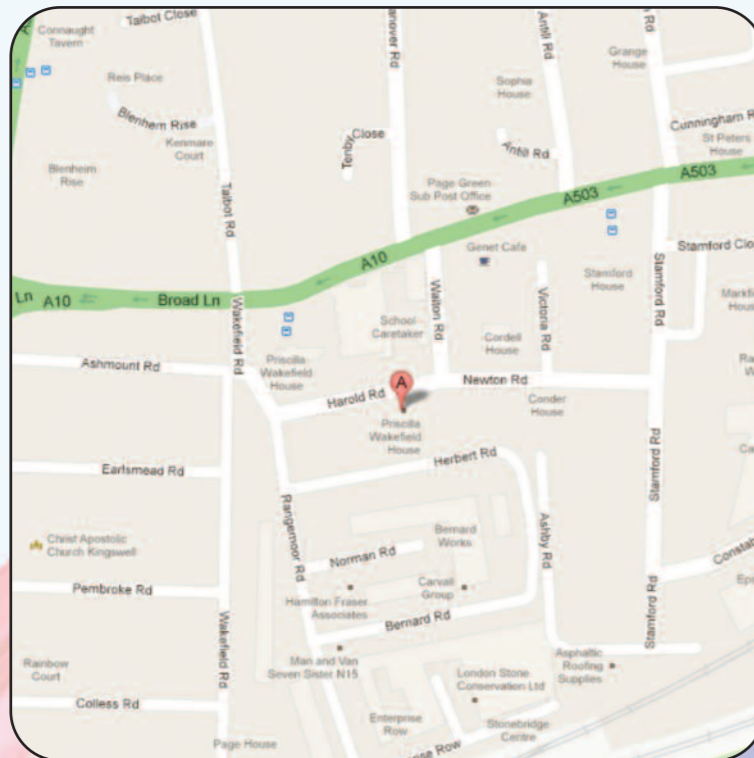
ISSUE 24 SUMMER 2020



Priscilla
Wakefield
House

Nursing Care Home

www.pwhnursinghome.co.uk



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Summer is Here

Dear all,

We hope you are keeping safe and well in this difficult climate.

Everyone is working hard to do everything possible to keep residents and staff safe.

A broad range of consultancy has been undertaken and recommendations have been swiftly implemented and embedded into practice. Some of the organisations we have been working in partnership both national and local are listed below.

- **Public Health England**
- **Care England**
- **Haringey Clinical Commissioning Group (CCG)**
- **Somerset Gardens Surgery**
- **Haringey Local Authority**
- **World Health Organisation**
- **Care Quality Commission (CQC)**
- **NHS**
- **Somerset Gardens Pharmacy**

Relevant authorities have updated official guidance regularly. Although unfortunately guidance has sometimes been conflicting and confusing, the most up to date, accurate and relevant information has been cascaded effectively to our teams. Appropriate training according to staff roles has been made available and fully utilised.

We have demonstrated a proactive approach from the outset of the pandemic taking the difficult decision to close our doors allowing only essential visitation to take place a week before the government-imposed lockdown measures. Residents are being cared for in their rooms to minimise the risk of transmission, we are following isolation guidance for new and existing residents, as well as staff. Residents are being screened on an ongoing basis for signs of infection so that appropriate action can be taken as soon as possible should an individual present with symptoms.

All staff and residents have now been tested for COVID – 19 and we are still awaiting some results.

Every effort has been made to ensure that our team is adequately protected with required Personal Protective Equipment (PPE) on an ongoing basis and plans have been implemented to ensure that we are able to guarantee safe staffing levels.

As the country may be preparing for a relaxation of some of the restrictive measures put in place for the general public, it is crucial to acknowledge that this would result in higher risk of transmission to our residents. The increase of contact and interaction in the general population will increase the risk of the virus transferring. Our restrictions will need to remain through this high-risk period. We are mindful that our residents have not been able to enjoy visits for a long period of time. We also appreciate how hard it is to not be able to visit. We appreciate your ongoing support and understanding. We will be keeping abreast with guidance and will share any changes put in place as they happen.

We are supporting our residents to keep connected with family and friends using all means available to us including:

Skype WhatsApp Zoom Viber Facebook Messenger

Please speak to the Activities & Wellbeing Team for further information.

We would welcome your feedback and suggestions via email to info@pwhnursinghome.co.uk

We know this is a difficult time and we appreciate your continued support.

Look forward to seeing you all again soon.

Kindest regards

Sue Ann Nnamani

New at PWH

International Women's Day Celebration

We had a brilliant (if slightly belated) celebration in honour of International Women's Day this week at Priscilla. We gathered together in the Dickens Café for the afternoon and listened to some empowering anthems from women across the world. One of our fantastic work placement volunteers set up a manicure station and gave some of our residents some well-deserved pampering! We also printed up lots of pictures of influential women throughout the world and history with some biographies on the back – from Sojourner Truth to Malala Yousafzai – and it prompted some fascinating conversations about what it means to be a woman, and how the experience of womanhood has shifted in the last century. Our residents were introduced to some new feminist heroes, and the staff and helpers were able to learn from our residents and listen to their stories about what being a woman has meant for them. It was an enriching experience for all involved.



Keeping in Touch with Facebook Portal

We were delighted to receive Facebook Portals which were donated to us by the NHS and Facebook to assist residents to keep in touch with family and friends. The image's quality, the screen size and audio quality are just amazing. Residents and families are very pleased to be able to also have this option available to minimize the distance between them due to lockdown.



New at PWH

Pampering with Agazit

We have a new member of the activities team, Agazit (a trained beautician), who is dedicated to giving the residents manicures and hand massages. We recognise that, despite the current circumstances, it is very important that we maintain a level of stimulation for the residents, promoting wellbeing and preventing isolation.



Having Fun with Facebook Portal



Our residents are enjoying using our Facebook Portals for accessing music and media. Photos using the face filters are also a big hit bringing lots of smiles and laughter. The activities team had fun trying this feature out as you can see from the photos. For many the experience is eye opening offering a whole new window of opportunity. Everyone will soon be experts in technology!

PWH Music Workshops

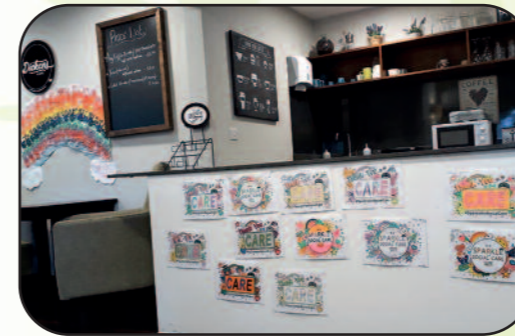
Since our residency with the fantastic Campana Duo and Live Music Now, the activities team have been continuing our weekly music workshops. While we no longer have the help of professional musicians in our sessions, we've stepped up our energy and try to make each workshop more fun and more tailored to our residents than the last. We've been branching out and trying different themes, everything from Bob Marley and the Wailers to Elton John, and our residents have come to really look forward to our weekly music-making adventures. Most recently we had Movie Musicals Week, where we delved into the librettos of some true classics – My Fair Lady, the Sound of Music and Mary Poppins – and sang our hearts out to all our favourites. One of our residents on the Dorrit unit, Ronnie, truly wowed us with his wonderful voice and loved being able to perform for all of us. Our music workshops remain a highlight of our week here at Priscilla, and we hope to continue this weekly tradition for years to come – our only worry now is running out of new songs to sing!



New at PWH

Inspirational Artwork at Dickens Cafe

We were delighted to receive a vibrant piece of artwork from Emmy Ann, the daughter of our General Manager Sue Ann and her friends at the Triangle Children's Centre. We are proudly displaying the rainbow at reception where it brightens everyone's day. Residents, staff and families were invited to colour images celebrating social care. We are proud to display the completed artwork which radiates positivity at reception. We would like to say a heartfelt **THANK YOU** to everyone who unleashed their creativity and shared their artwork. Special thanks to Emmy Ann and friends from the Triangle Children's Centre we hope that we will meet you soon!



CARE Badge Has Arrived

Staff were delighted to receive their **CARE** badges. Everyone appreciates the acknowledgement of the value and contribution of Social Care Staff which has been highlighted due to the coronavirus pandemic.



Facebook Portal



We were delighted to receive Portals from the NHS funded by Facebook to help residents keep in touch with their friends and loved ones. This generous donation has increased our capacity to facilitate electronic communication which is invaluable in the current climate. The screen size and audio quality are undoubtedly beneficial to our residents. We would like to say a big **THANK YOU** to Facebook and the NHS for sharing this resource with us.

Out & About with PWH

Haringey International Women's Day Celebration



On the 11th of March, a few of us took a leisurely stroll in the afternoon sun to the Marcus Garvey Library in Tottenham, to take part in an International Women's Day celebration and community get-together. It was a great opportunity to mingle with the wider community, and we were lucky to spend the first sunny day of 2020 having a lovely stroll through Tottenham. The event was great, with a really diverse line-up of activities and talks to get involved in – we listened to some guest speakers, watched some informational videos and got stuck in to the arts and crafts table, where we made birthday cards for our loved ones. There were even some volunteers from the nearby college who came and offered manicures and makeup demonstrations. Teresa, one of our residents from Pickwick unit, got a mini makeover and was delighted with the positive comments she received after.

Bowling at Rowan's



On a sunny Friday morning in March, we travelled to Finsbury Park with some residents to visit the famous Rowan's Ten Pin Bowling alley. We descended onto the lanes with one goal in mind... winning. A lot of the residents (and staff) were very vocal about this aim. After 10 frames and a lot of trash talk later, Gori was crowned the winner with a very respectable score. Although Teresa vowed to get revenge in the rematch. It was a great morning, and everyone really enjoyed themselves. We will certainly be visiting again before long.

Birthdays

Alfred Smith - 73
Catherine Endicott - 79
Frosa Hajidavid - 84
George Clayton - 90
Gilberte Nordell - 103
Hazel Stewart - 96

Ida Rosen - 78
John Edwards - 85
Mary Cunningham - 85
Michael Brick - 77
Michael Smith - 72
Mrs Ali - 81

Naomi Sinclair - 93
Pamela Smith - 82
Patrick McLoughlin - 73
Rose Bekederoma - 82
Sursimon Jerimiah Grant - 91
Teresa Halpin - 61



Life at PWH

Valentine's 80s Disco



PWH went back to the 80s to celebrate Valentine's Day with a disco in the Multi-Function Room on February 14th. The room was transformed into a glam nightspot with lighting and decorations. It was great to see residents, staff and family letting their hair down and having a fun evening together. We would like to say a big thank you to our kitchen team who provided a buffet which everyone enjoyed.

Staying Connected @ PWH

We are supporting our residents to stay in touch with their loved ones through Skype and WhatsApp video calling. Being able to see one another and have a chat is providing comfort at this time. Many of our residents have never used these means of communication previously and are amazed by the technology available. Both residents and staff are developing new skills!



St. Patrick's Day



We celebrated St. Patrick's Day by sharing limericks and jokes and taking fun photos which brought smiles to everyone's faces. On Nickleby Unit we played Irish Carpet Bowls which had everyone laughing as our bowls (potatoes) had a mind of their own. Our champion was Mary who was delighted to receive her prize, nothing other than a potato! There was music and dancing where everyone was encouraged to do an Irish jig. We are keeping in good spirits despite the current difficult circumstances. Everyone sends their best wishes to all. Keep well & keep smiling!

Life at PWH

Keeping Friendships Alive

In these strange times, we realise that it is of the utmost importance that we stay connected with relatives, friends and loved ones. This includes friendships that have formed within the home. Unfortunately, due to lockdown, residents can no longer travel between floors meaning that they have not seen people for weeks that they once saw daily. Two good friends here (Teresa and Kathleen) are separated by 3 floors but that was not going to stop them having a catchup. We used Skype in each of their rooms to enable them to have a nice chat and check how each other were doing. They were really excited to see each other and assured one another that they will share a drink together at Dickens' café once this has all blown over.



Teresa is Part of the Team



At the beginning of March, we decided to award one of our most active residents, Teresa Halpin, a staff name badge to acknowledge her as part of the team here at Priscilla. Seeing as she has been running the PWH shop each Tuesday for the past 3 years, we thought it only right that she now has the appropriate accessory on her lanyard. She can be seen each day wearing it with pride and is very quick to point it out to anyone that may not have noticed it yet. Teresa is always quick to lend a helping hand whenever one is needed and the PWH shop is a huge part of life here at Priscilla. This badge is to recognize how much work she has put into it as well as how much we appreciate her help and generally love having her around. Well done Teresa!

We Care About Your Loved Ones



We understand it's an especially difficult when you are not able to visit your loved ones. Rest assured your loved ones are well looked after at PWH. We are proud of our fantastic team who always go above and beyond to ensure exceptional care and support to our residents.

Life at PWH

Staying Upbeat and Keeping in Touch at PWH

Our residents are keeping in good spirits and wanted to share some messages with their loved ones.

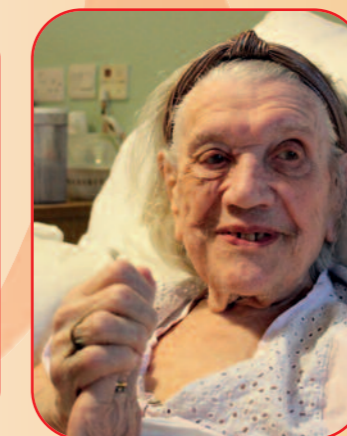
Some of our residents have also been busy writing to residents in other Haringey Care Homes embracing an opportunity to make new friends.

Our residents would love to receive drawings and messages from any children who are at home and would like to get in touch.

We have a Skype Account and would be happy to facilitate communication between you and your loved one. Our skype name is reception one and the icon is our logo.



Gilberte's Birthday



On the 16th of April we had a very special celebration here at PWH. It was a happy day on our Havisham unit as Gilberte Nordell and Michael Smith shared a birthday. Although they were unable to celebrate together, they each had a lovely day. Gilberte turned 103 this day! And if you thought the lockdown was going to prevent her from seeing her loved ones for this momentous occasion... you'd be wrong. Although they could not join us in person, her son Eric and daughter-in-law Claire attended the party via Skype. It was so nice to see as they had a chat and virtually shared Gilberte's cake.

Keeping Our Staff's Hands Hydrated

With hand washing so essential at this time it is important to also remember to cream your hands after every wash to ensure your hands stay hydrated and healthy. That is why your donation will be so appreciated by all of our hardworking care staff.

So, from all the staff at Priscilla Wakefield House we send a massive thank you to Operation No Chap's for your kind donation and for recognising the amazing work all care staff are doing at this difficult and trying time.



Easter Treats from Morrisons

Although the current circumstances are not ideal, people (and companies) seem to be going the extra mile to put smiles on faces. We would like to extend a huge 'thank you' to Morrisons for providing every resident and member of staff here at PWH with an Easter egg. It's gestures like this that keep us going in times like these.



Donation of Visors from Gladesmore Community School



PWH was very grateful to receive a large donation of visors assembled by pupils from Gladesmore Community School. Our staff truly appreciate this heart-warming support and the effort made to keep us safe. **THANK YOU** from all of us at PWH!



Looking After Our Staff

The staff here at PWH are invaluable. We cannot thank them enough for everything they do here, particularly in these uncertain, trying times. We really do appreciate the hard work and dedication that everyone has shown in the last few weeks. Life is very strange at the moment and so, as a gesture of thanks, we are providing each member of staff with a weekly food package to take home as well as free meals (cooked by our amazing kitchen staff) here whilst on shift. We hope that it is one less thing to worry about at the moment.



Local Community Looking After Care Staff



Our local community have rallied together to make laundry bags for staff on the frontline battling COVID – 19. The laundry bags can be used by staff to put their uniform in straight after work and then can be put in the washing machine to avoid possibly contaminating anything at home. The donation was received by North Middlesex Hospital NHS Trust who kindly shared what they received with us as they had surplus. The bags are beautifully decorated and were gratefully received. We truly appreciate the efforts being made by local communities to make life a little easier during these challenging times. A big **THANK YOU** from all of us at PWH!