

NEWSLETTER

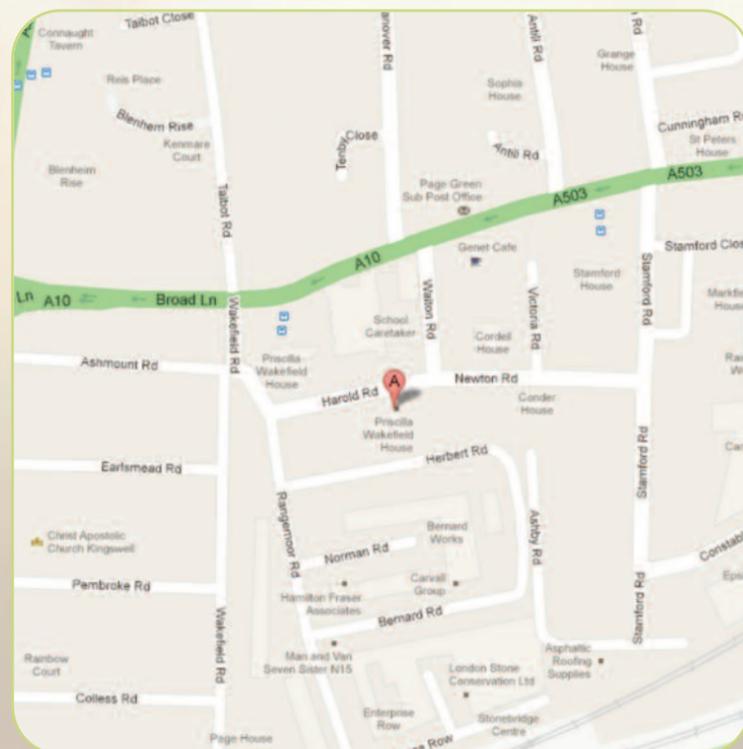
ISSUE 25 AUTUMN 2020



Priscilla
Wakefield
House

Nursing Care Home

www.pwhnursinghome.co.uk



Priscilla
Wakefield
House

Nursing Care Home

Priscilla Wakefield House
Rangemoor Road London N15 4PL

t: 020 8808 7196 f: 020 8885 2481

e: info@pwhnursinghome.co.uk w: www.pwhnursinghome.co.uk

Dear Family and Friends,

We would like to say how thankful we are to have your continued support during what is an extremely difficult time for both you and your loved ones.

We know that the visiting arrangements are not ideal for you as family members but due to the Government guidelines and local Health protection guidelines we are not able to make changes to the visiting policy due to the risk of having another outbreak in our care home so as hard as this might be for us all, it is the safer option.

We thank you for making the effort to adhere to the policy and to the PPE (protective personal equipment) procedures for donning and doffing as this makes all the difference for us when you visit.

Although you aren't here to see the celebrations, to hear the laughter and joy that your family members still experience even in your absence, we are, and we can assure you we are doing all our best to make sure that they feel loved and cared for.

We know that their mental health has been affected especially those living with dementia and we are working with Haringey IAPT team to see what support the staff can learn on how to boost mental health and wellbeing in our workplace and also to support those individuals living with Dementia to maintain virtual contact.

We have upgraded the devices and we have purchased many more devices in order to ensure that you can maintain good contact virtually using whatsapp, facebook portals and video calling. This will continue despite your visits.

We pray that some day soon we can all meet again for a lovely garden party or a big celebration when a vaccine is found.

Any updates and changes will be communicated to you via post, emails and on our website and if there is anything you feel we can do to better the communications, please feel free to send us in your ideas via reception@pwhnursinghome.co.uk

On behalf of the entire team here at Priscilla Wakefield House, we want to say "We care and we are with you".

Sincerely,

Sue Ann Nnamani

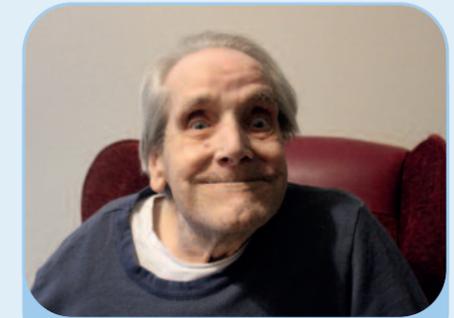
Registered Manager



Arthur Vincent - 83



Azad Mollazada - 62



Charles Murrell - 89



Conrad Samuels - 65



Grace Rook - 85



Marie Panays - 95



Maureen O'Flaherty - 90



Myrtle Henry - 84



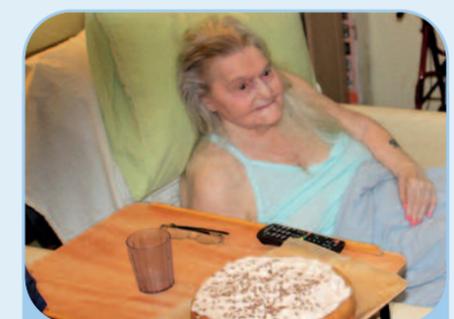
Mytenna Malcolm - 80



Sharon Wilson - 52



Sybil Johnson - 82



Yvonne Waters - 78

Bringing Sunshine to PWH

Our green fingered residents took pleasure in planting sunflower seeds. They are looking after them with tender loving care and looking forward to watching them grow. The sunflower seeds were kindly donated by The Triangle Children's Centre.



Goodies for Staff

We would like to say a big **THANK YOU** to family members of our resident Shirley on Dorrit Unit who gave an array of goodies to the staff on Dorrit as a token of their appreciation for the care their mum is receiving.



Bereavement Session for Staff

We were joined by Ryan Cabida from the CCG Palliative Care Team for an afternoon session discussing loss, bereavement and grief with members of staff. Due to the current circumstances surrounding Covid-19, we realise that it is of the upmost importance to provide support for our teams in an area that is often difficult to talk about.



International Nurses Day

Our International Nurses Day Celebration was enjoyed by all. We created a montage of videos from our residents, their family and friends and staff for our nurses. Our nurses and the whole team at PWH were touched by the messages of thanks and appreciation. Kevin and our amazing kitchen team prepared a feast for all to enjoy including an amazing layered cake which was made up of a delicious array of flavours. The nurses really appreciated taking some time out of their busy day to enjoy the celebration. A big **THANK YOU** once again to all those who shared their support.



Scrubs for Staff

Our staff are looking and feeling good in their colourful scrubs which were kindly donated. It brightens the day to see staff wearing the vibrant colours. The scrubs were donated by a group of volunteers who formed during the pandemic and are sewing scrubs for hospitals, GP surgeries and care homes that are in need.

The Facebook page for making scrubs is:

<https://www.facebook.com/groups/fortheloveofscrubsoxleas>.

The group do not receive any money from the recipients for the scrubs. If you would like to help with contributions to fabric costs, please visit the Go Fund Me page:

<https://www.gofundme.com/f/for-scrubs039-sake>



Medication Ordering Webinar for Nurses and Team Leaders

To make sure we are up-to-date and complying with all the current guidelines, our staff are attending a lot of different webinars to gain as much information as possible. This week, our nurses and team leaders joined a medication ordering webinar.



Flowerpot Fairy Donation



Our resident GP, Dr Coady recommended PWH to receive a donation of flowers from 'The Flowerpot Fairy' (Susie and her client Jenny). We felt very privileged to be given a beautiful rainbow pot with a nice array of flowers and plants inside that we will be caring for throughout the summer.



Bob & Bessie's Funeral

Bob and Bessie Poole were great friends of PWH. Our resident, Bob, and his wife, Bessie, who visited almost daily shared a funeral on the 14th of May. After Bob's passing we were shocked and saddened to hear about Bessie. Although there are such tight restrictions on attending funerals at the moment, many members of staff lined the street with the Poole's family, friends and neighbours just opposite PWH to pay our respects and offer condolences.



Rainbow Messages

As a way of both staying in contact with loved ones and keeping the creativity flowing in PWH, residents have been writing their messages and thoughts down to share with friends and family. We have printed out lots of sheets of A3 with a rainbow on for people to decorate with some words of their choosing. It turns out we have quite a few wordsmiths here at Priscilla.



Family Visits in The Green Area

With residents and relatives missing each other more with each passing day of this lockdown, we are starting to arrange meetings between them outside of the home. Following the social distancing guidelines, residents are now able to meet their loved ones in the park just opposite PWH to talk and share each other's company for a little while. It makes a huge difference to families that were used to seeing each other so frequently before the lockdown.

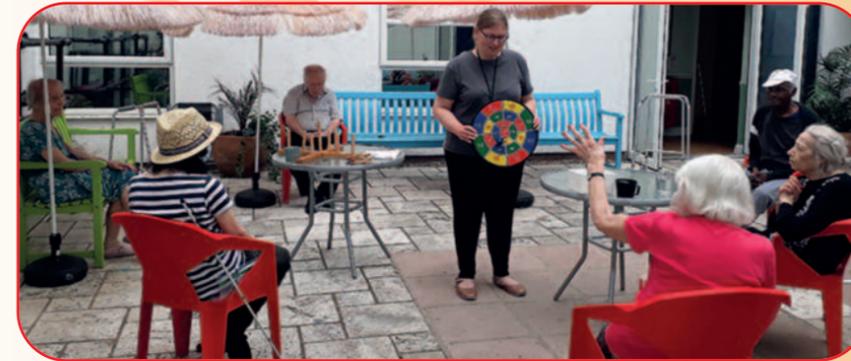


Remembrance & Thank You Party

On the 22nd of May we thought it would be nice to host a small party for our amazing team here at PWH. Everybody has worked so tirelessly over the past few months despite everything that has been going on. We fired up the BBQ and got together to show our appreciation for one another. We had some really nice speeches from Sue Ann and Ana whilst the sun shone down on a beautiful afternoon. We also thought it would be a great way of remembering those residents that we have loved and lost this year, setting free a balloon for each person into the summer sky. They are greatly missed.



Drinks and Games in the Courtyard



When the weather is as nice as it has been, the courtyard is the place to be. Unfortunately, due to current circumstances, we are not able to have our usual full-blown summer parties. However, we can still host a handful of residents. On this day we had several people from Nickleby down to enjoy the sunshine over a hot drink and a few games of hoopla. It was so nice to see people back outside again as we slowly make our way back towards normality. We're a long way off our big parties but it's a good start.



Spending Time in the Courtyard

We've been blessed with an abundance of good weather recently. Under normal circumstances we would be out gallivanting to Southend or Alexandra Palace but unfortunately, we are not currently able to do that. This means spending our time on home turf. And where better to relax than our courtyard. On a warm Friday morning we invited a few residents down to put their feet up, enjoy a hot drink and soak up the sunshine.



PPE Donation & Outdoor Concert from MTO Shahmaghsoudi

We are lucky enough to have received some incredible donations from the community during these strange times. On the 25th of May, we were delighted to receive a whole host of essential PPE items from MTO Shahmaghsoudi London, School of Islamic Sufism. As if that wasn't enough, they gave us several boxes of cupcakes alongside a performance of some traditional Moroccan music played on a Dulcimer just outside the home. We gathered a few residents at reception to watch the mini-concert and others looked from their windows at this incredible musician. What a lovely gesture that we cannot thank them enough for.



Ice Cream Time

It's beginning to feel a lot like summer. And it wouldn't be summer without Ice-Cream! On a hazy Tuesday afternoon, we heard the bells of the van in the distance and flagged it down to stop outside PWH. We gathered a few ice-cream aficionados together and headed down to reception to greet the van. It was 99 flakes all round. We then made our way to the courtyard to enjoy them in the sun with some music and conversation. A lovely afternoon was had by all.



Home Concert Club - Home Family Concert

On the 9th of June, our residents on Nickleby had quite the treat. It came in the form of an online concert from cellist, Francesca ter Berg and Home Concert Club via Zoom. She played us a wide range of Jewish and Gypsy folk songs on an instrument that was over 200 years old, including a few interactive numbers that had our residents singing along and clapping. At a time where it is not possible to have our usual array of in-house concerts, these innovative ways of providing performances are perfect.



Letter From House of Commons

It's nice to know that our community are behind us. We feel very valued after reading this letter from Rt Hon David Lammy MP – Member of Parliament for Tottenham – from the House of Commons. Seeing our staff getting due recognition is always welcome.



Who is Who?

In the current climate, we recognize the importance of our staff having downtime. Work can sometimes be stressful so, to lighten the load, our management team brought in pictures of themselves as children for a game of Guess Who.



Chef Garfield Donation

We've been amazed by the generosity of both the community and our own team of staff during this time. This donation comes from our own Chef Garfield. He has kindly given us a huge amount of baked beans which will undoubtedly help the kitchen out and provide our residents with a breakfast favourite.



Donation from The Iglesia Ni Cristo



We really cannot give enough thanks to everyone who has donated something in the last few months. The kindness that has been shown towards us is very humbling. Our in-house maintenance man extraordinaire, Roy, arranged for his church to visit us bearing plenty of gifts to make our life easier. Iglesia Ni Cristo came with bags of masks and other PPE items that will be used every day. We are so grateful to be surrounded by such generous people.

Donation from The Church of Pentecost

Priscilla Wakefield House staff were very grateful to receive a large donation of toiletries from The Church of Pentecost. Our staff truly appreciate this gesture and the effort made to keep us going and feel appreciated and supported. **THANK YOU from all of us at PWH!**



Safe Visits at PWH



Lockdown has taken its toll on everybody. It has been difficult for our residents and of course their family and friends going so long without seeing their loved one's bar on a video call, so we have taken the first step to opening our home again for visits. We have created a system whereby each resident will be able to receive a visit once a week at an allotted time. 1 week in and it has been so nice to see the residents sharing the company of those they love the most. We are striving to put in place innovative measures to ensure everyone stays safe and gets the most out of their visits. We are keeping up to date with government advice and guidelines and will keep everyone up to date with any changes.

Thank You Party for Staff

On the 15 June 2020, the management team decided to Thank all the staff at Priscilla Wakefield House for their dedication and commitment by serving a free lunch in the courtyard. We took a moment to reflect on why working at PWH makes us happy. We would like to say a big **THANK YOU** to our fantastic team in the kitchen who provided an array of mouth-watering food for all to enjoy.



Mary Cunningham's Funeral

Priscilla Wakefield House was very honoured that Mary Cunningham's family chose PWH to be the place from where Mary would make her last journey. Mary Cunningham was our resident on Dorrit unit. Everybody knew Mary and her family very well especially her daughters who visited Mary on a regular basis and both became part of our PWH family. Family, friends, and staff members lined on the street to pay respects and offer condolences.



WHZAN

WHZAN is a project initiated by the NHS which was shared with us by Louise Keane, Professional Education and Development Nurse, North London Partners (Barnet, Camden, Enfield, Haringey and Islington) based at Whittington Hospital and across the 5 Boroughs. We are very excited to be utilising this technology to improve our delivery of care.

The Whzan Blue Box is WHZAN's all-in-one tele-health case. It measures vital signs, records photos, performs multiple assessments and questionnaires including NEWS2 to check health. Early signs of decline are flagged before an illness worsens and provides an immediate response for higher quality of care. <https://www.whzan.uk>

One of the benefits is that all data (residents' information) is stored on one system which care professionals (GPs, pharmacies, clinics) have direct real time access to. In this way we will reduce the number of calls to GPs and ambulance services as the readings are always available. It is very simple to use.

BLUE BOX

The Blue Box is WHZAN's all-in-one tele-health case. It measures vital signs, records photos, performs multiple assessments and questionnaires including the Royal College of Physicians' National Early Warning Score - NEWS2 to check health. Early signs of decline are flagged before an illness worsens and provides an immediate response for higher quality of care.

PREVENTIVE TECHNOLOGY

Whzan automatically calculates a National Early Warning Score (NEWS2), in use throughout the UK supporting analysis of illness, nutrition, hydration and frailty and other conditions. Includes health and activity pattern recognition.

MAKES THE DIFFERENCE

The BLUE BOX supports the lives of people with long term conditions such as COPD, asthma, diabetes and heart health, as well as monitoring people with short term needs, post-op & during pregnancy.

PORTABLE & WIRELESS

The BLUE BOX is portable with wireless instruments. Authorised carers & doctors can get access to patient results and analysis in real-time through WHZAN's own secure cloud-based portal



Training Update

Staff have been trained in Infection Control and use of PPE according to the government guidelines. We have received a great deal of support from the community and Haringey council who provided us with a wealth of webinars, virtual training and psychological support for staff who were feeling overwhelmed due to the difficult circumstances we have been facing. We have been able to carry out FFP3 respirators FIT TESTING for all our nurses who would eventually carry out Aerosol Generating Procedures (AGP). Nadia Peruffo, training coordinator and Omoji Mapumba, Head of Care, went to North Middlesex Hospital to receive training on how to fit test staff for FFP3 respirators to enable us to carry this out internally.

Staff and Residents Covid Testing

All our staff are tested weekly for COVID 19 and residents are tested monthly (every 28 days) using test kits ordered from the [Gov.co.uk](https://www.gov.uk) platform.

CQC Inspection

We are delighted to share the findings of the visit on 14th August 2020 from the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. The visit was very positive and encouraging.

