

# HIGHFIELD HOUSE Residential Care Home



**RESIDENTIAL CARE HOME OF THE YEAR 2018  
SPECIALIST CARE AWARD 2018  
– END OF LIFE CARE & DEMENTIA**



## NEWSLETTER

August 2019 Issue #7

Welcome to Highfield House Newsletter No7. It has been a busy and hot summer so far. The highlight has been our Garden Party where we raised close to £140 which will go towards resident's activities and trips out. Thank you everyone who joined us and to the staff, Castle Cary Primary School and Chris the 'Balloon Man' who all made the day really special. If you missed the article in the press, there is a copy of the Western Gazette in our office. Our trips out since our last newsletter have included The American Diner, Lytes Cary, Willows and Wetlands, The Donkey Sanctuary, The Stags Head, North Cadbury Village Hall & Church, McDonald's to name but a few.

**We have a weekly visit from Maisie the Pat Dog**



**CONGRATULATIONS to Sarah Blackwell** who has worked really hard and has achieved the position of Acting Senior Carer. Well Done!!



**Macmillan Coffee Morning**

Friday 27<sup>th</sup> September from 10:30 – 12  
Please join us for coffee and cakes!!



**SECRET WORLD WILDLIFE CENTRE WILL BE VISITING US ON 9<sup>TH</sup> AUGUST at 11am**



**Your Feedback can be written in the Comments Book in the Entrance Hall**

**The Garden Party was a huge success even if some of us did get a soaking!!**

On our trip to Sidmouth Donkey Sanctuary, Highfield House has adopted Zena the Donkey. We will soon be able to view what Zena is doing each day on a WebCam




**CARE MANAGER'S CORNER**  
Following the results from the Questionnaires completed we have scored over 85% in all areas. Our four Care Manager's will be focussing on improving our service in the areas which scored between 85 and 90%. These are :  
**Sarah** : Improving Communication between the Team  
**Laura** : Improving Resident Involvement in Decisions  
**Lorraine** : Improvement of the In House Activities and Community Involvement  
**Kelly** : Improving a more responsive Home Environment and Decoration  
Suggestions from you are welcome

Please let us know if there are any family members or distant friends who our residents con contact by video calls and we will be happy to support them to do so. We really value maintaining these relationships with people

**Wedding Photos Sharing – Please bring in named Residents Wedding Photos. Congratulations Mrs Mandy Coleman**



**Ellie has now started her maternity leave – we wish her well and are looking forward to a visit from her new bundle of joy.**  
We have welcomed Samantha Page to our Care Team. Tim Reed has joined us as a Waking Night Carer and Tina Sellars is our new Laundry Assistant

  
To the world you may be one person, but to one person you may be the world 