

# HIGHFIELD HOUSE Residential Care Home



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



## NEWSLETTER December 2019 Issue #8

Firstly, let me apologise for the delay in sending Newsletter #8. I have been waiting to receive our final CQC Inspection report so that I could inform you of the outcome. Despite challenging the report, Highfield House has now been rated as 'Good' by CQC. I must admit this has been a bit of a blow for us, but Good is still Good! We feel the rating was rather harsh, particularly in the area of 'Caring'. In this area the only concerns identified were that the staff room door was open, and that it has a window (which was the same in the previous Inspection), both of which we immediately rectified. Going forward we will be looking at introducing an electronic medication administration system as the recording sheets have admittedly become rather outdated. I have to add that we rarely have any mistakes made around medication and that people always receive their medications in a safe manner. We will also be recording monthly meetings between Vijay (the owner) and myself which will more thoroughly evidence the auditing that the report refers to. So we view the report as a platform from which to make improvements and want to thank all those people who contributed lovely feedback on the days of the Inspection. Thank you to everyone for your continued support and I hope you all have a very Merry Christmas and best wishes for the New Year! Rachel Mundy (Manager)

**John Celebrated his 100<sup>th</sup> Birthday**



**In September we went to Burnham**



**The MacMillan Coffee Morning raised £42.50. Thank you to all those who contributed to raffle prizes**



**Ken was joined by family and friends at the Wagtail for his birthday celebrations**



We have had a more efficient gas tumble drier installed and have implemented a system to prevent clothes being misplaced or damaged

**Pat's Poem - Christmas Time**  
The days are drawing near  
When we all wish each other good cheer  
Christmas will soon be here, then New Year  
Happy days with family and special friends  
Soon a new beginning – happy days  
With a New Year End (By Pat Bowman)

**Nick The Potter is a popular activity**



**Welcome To The Team!!!**

Chloe Bond, a Carer and Ellen Love who works in the laundry

**Carnival Night was rather wet but that did not stop us enjoying the show!!!**



**SAVE THE DATE**  
**Valentine's Tea Party**  
**14<sup>th</sup> February 2:30 –**

Please take a moment to write some feedback in the COMMENTS BOOK in the Entrance. We really value your comments

**Christmas Meal at The Hunter Lodge with Party Blowers**



MERRY CHRISTMAS EVERYONE AND MAY 2020 BRING YOU GOOD HEALTH, PEACE AND PROSPERITY