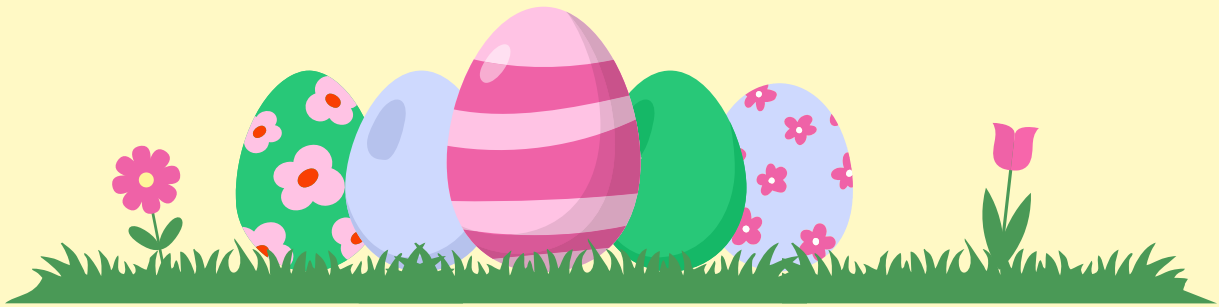


Court House Newsletter

April



Smoking

Court House is a non-smoking site with the exception of residents who are assisted by staff. Please can we ask that all visitors and relatives to the home please go to the bottom of the car park when smoking.

Easter Raffle

Thank you to everyone who bought tickets for our easter raffle. We raised just over £200 for our residents fund.

Dogs

We love to welcome everyone's pets to the home to visit, however we have recently been finding bags of dog mess left in our gardens. There are several bins onsite, please ask our staff to direct you to the nearest one or please take it with you. We don't want to stop animals being on site however it is not acceptable for our staff to be picking up after them.

Activities

Please can we ask relatives and any visitors to the home to respect any activities going on within the home and to not disturb the sessions. If you do not wish to join in on the activity then please ask staff to show you where you can visit with our residents.



Court House Newsletter

April



Summer Fete

It's approaching that time again where we start planning our Summer Fete and it isn't far away!!

Last year was a huge success and we hope to see you all again this year.

Please put the date in your calendars and in the calendar of all your friends and families and help us raise money for our residents fund. Everybody is welcome

11th July 2026

11am – 3pm

Main Car Park

- **Stalls**
- **Food and Drinks**
- **Kids Games**
- **Face Painting**

Donations Needed:

- **Bottles – soft/ alcoholic drinks, shampoos/body wash**
- **Raffle Prizes**
- **Tombola**

Court House Newsletter

April

BIRTHDAYS THIS MONTH...

- On the 4th Maryanne will be 77
- On the 8th Jayne will be 77
- On the 16th Mary will be 72



We are happy to accommodate all residents with celebrating their birthdays with family and friends. Please speak to our activity staff who will be able to assist wherever possible. Our kitchen will make residents a birthday cake unless you would like to arrange something else, please just let us know.

Personal Allowance Accounts

We are able to hold an account for residents' personal allowance at Court House. This can be used for:

- Hairdressing
- Chiropody
- Taxis
- Toiletries
- Newspapers
- Small items from shops

If you wish to leave some money for your relative, please speak to Sarah who is able to take cash, cheque or bank transfer.



RECIPE OF THE MONTH

LIZ'S MUMS EASTER TRIFLE

Ingredients

Orange Jelly
Tinned Tangerines
Custard
Whipping Cream
Sponge Fingers
Chocolate Sprinkles or
Crushed Mini Eggs for the top




1. Prepare your jelly, as per the pack instructions.
2. Pour your jelly mixture into your trifle bowl. Add your trifle sponges/sponge fingers, The sponges may try to float at first but they should stay in place once they start to soak up the jelly mixture. Drain the juice from your fruit, before adding to the jelly mixture also.
3. Refrigerate your jelly base as per the jelly packs instructions. Once the jelly has set, prepare the custard as per the pack instructions. If using a powdered custard, add a little extra powder to allow your custard to be a little thicker.
4. Let the custard cool a little before pouring it over your jelly base. spread the custard to the edges of the bowl and allow to cool completely in the fridge.
5. Once your custard has cooled and set slightly, prepare your cream. In a large bowl, whip your cream until you have stiff peaks.
6. Spread the cream on top of the custard layer, bringing it right to the edges. Alternatively you can pipe your cream on, if you are feeling creative. Finish your trifle with some sprinkles or crushed mini eggs for Easter Sunday.



Court House Newsletter

April

ACTIVITY SCHEDULE

1st	2nd	3rd	4th	5th	6th	7th
April Fools Day - Jokes, Games and 1:1's	Outings	Chill Day	Easter Egg Hunt - All Welcome	Outings	Easter Bonnet Making	Who Am I?
8th	9th	10th	11th	12th	13th	14th
Musical Bingo	Skittles Match	Help with Chores	Balloon Fun	Nail Care and Designs	Name 5	Floor Games
15th	16th	17th	18th	19th	20th	21st
Music Therapy	General Knowledge Quiz	Resident Choice	Coffee and Cake Morning	Morning Walks	Earth Day Quiz	National Tea Day with Biscuit Tasting
22nd	23rd	24th	25th	26th	27th	28th
Bingo	Outings	One to One's	Button Arts and Crafts	Button Arts and Crafts	TV Games	Book Reading
29th	30th					
General Knowledge Quiz	Outings					

Court House Newsletter

April

Resident & Relative Meetings

Residents – 26th May at 3pm

Relatives – 28th May at 3pm

If you would like to attend via Teams,
please let Sarah know so she can
send the link.

Managers surgery

Every Thursday between 2pm-3pm

You can now book a 15- minute slot
with the home manager Anamaria
for a 1-1 if you have any queries or
concerns.

Please note these meetings will
need to be booked through
reception, these can be face to face
or via telephone.

Nail Care

Due to infection control
every resident must have
their own nail kit in the
bedroom in order for staff
to cut/trim fingernails.
Please can all relatives
ensure they have provided
one or let us know and we
can purchase one if they
have money in their PA
account.

Please note staff are not
able to do toenails and
residents must be seen by
the chiropodist

Facebook

We regularly post on our Facebook page through the week with extra
pictures and information.

Please have a look and give us a follow 😊



Court House Newsletter

April

Court House

Comments, Concerns and Complaints

The staff at Court House do their utmost best to ensure that the care, service, attention, and courtesies provided to residents, their family and friends, meet the highest standards all the time. We invite feedback on our care and service, please let our staff know and comments you may wish to make.

We recognise that concerns do occasionally arise and welcome them being brought to our attention at the earliest possible opportunity. Please discuss any concerns you may have with a member of staff as soon as possible. If the member of staff is unable to address your concerns immediately, he/she will bring the concerns to a more senior member of staff who can take necessary action.

If you feel the concerns require addressing as a complaint, please ask to see the senior care on duty or contact the manager, Ms Anamaria Driment, who will discuss your concern with you and advise how they will be addressed.

Ms Anamaria Driment
Court House Care Home, 3-5 Court Road, Malvern, Worcester, WR14
3BU
TEL- 01684 572271

If you are not satisfied with the responses of the manager and staff or do not feel you are able to approach them for any reason, please write to: -

Mrs Amrit Sumal, Responsible Person, Superior Care (Midlands) Ltd
Newbury Manor, Newbury Lane, Oldbury, West Midlands, B69 1HF
TEL- 0121 532 1632

Please rest assured that all concerns and complaints brought to our attention will be treated with the highest degree of confidentiality and respect and will be addressed and responded to as soon as possible. You will receive a written acknowledgement by return (two working days), and a full response within 21 days.

Should these lines of action not prove satisfactory to you, or you do not feel able to approach us directly, you will have the right to make a formal complaint to the statutory regulatory body as follows:

Care Quality Commission
Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA
TEL- 03000616161

You may also wish to bring any concerns to the attention of social services as follows

Worcester Adult Social Care
Online Referral - <https://www.worcestershire.gov.uk/council-services/adult-social-care>
TEL - 01905 768053
