

COURT HOUSE NEWSLETTER - JULY

CARE HOME OPEN WEEK

Head over to our Facebook page to see some photo's of everything we did during Care Home Open Week. We had a fun filled week celebrating the home. A big thank you to our wonderful activity team for everything they planned.

THREE COUNTIES SHOW

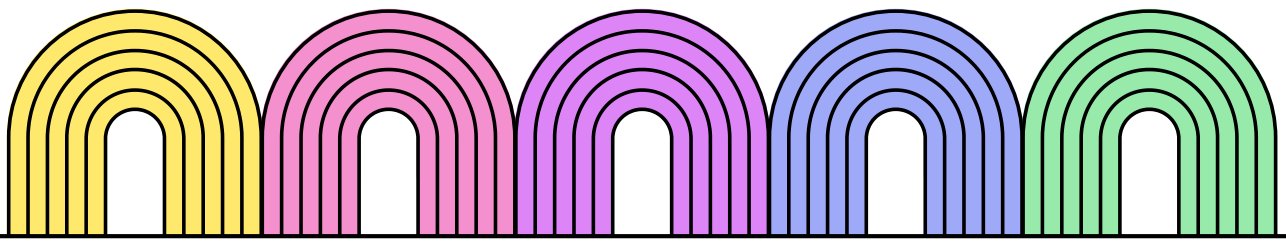
A couple of our residents had a fabulous fun packed day out with some of our staff last month to the three counties show. A hot, but enjoyable day out



RAFFLE TICKETS

Raffle Tickets are now available from the office or activity team. We have some wonderful hampers up for winning and vouchers from the Barnards Green Butcher, Barnards Green Cafe and a family ticket for Malvern Cinema!

£1 a ticket or 6 for £5
Raffle will be drawn
Monday 13th



SUMMER FETE - 11TH JULY

We've been preparing for months and we're now on the final stretch before our Summer Fete!

A reminder that every penny raised goes straight back into our residents fund so if you can spare some time to pop down and have some fun then please do!

It's going to be a warm one so we'll be set up an hour earlier from 10am. Please note we may close earlier than planned depending on the weather so please come down early in the day! 10am - 2/3pm

Please tell your friends and Family!

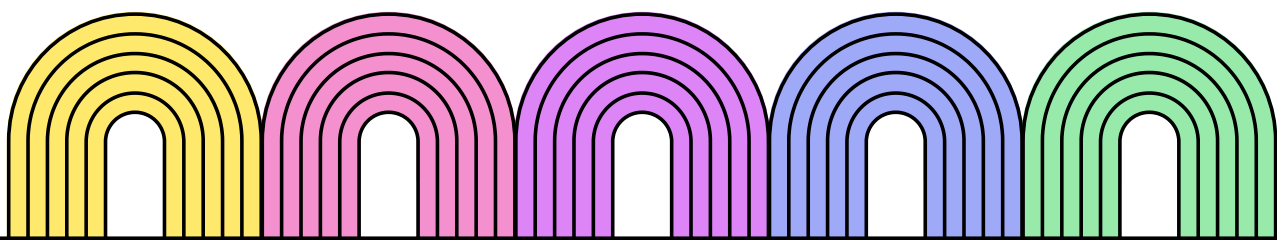


We've got:

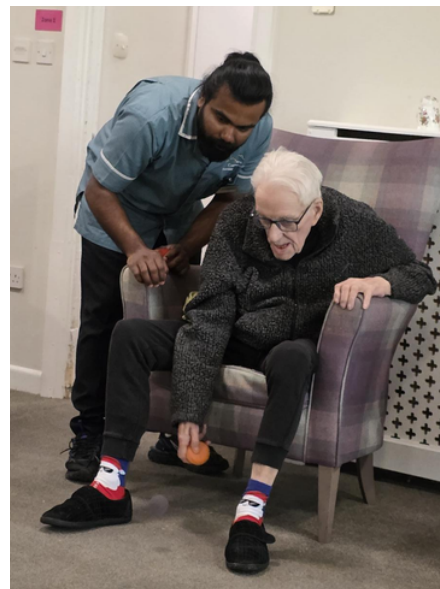
- Mocktails and Ice Cream to keep you cool
- Hot Dogs
- Kids Corner
- Tombola
- Raffle
- Bottle Stall
- Sofia May Art
- Hair Braiding
- Sand and Water Pit

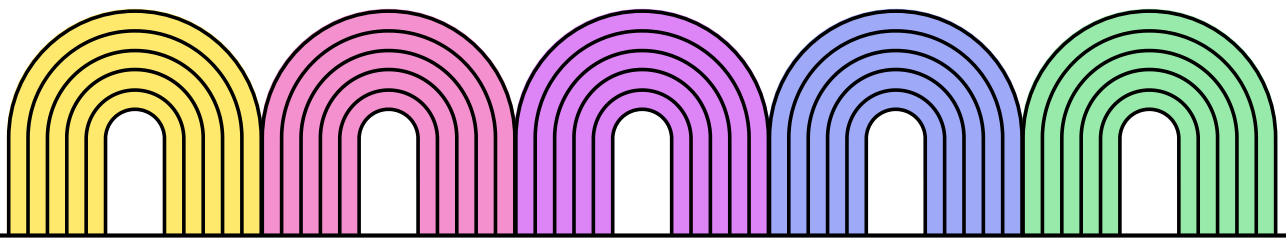
Activity Schedule

1st	2nd	3rd	4th	5th	6th	7th
Fete Prep	1:1's and Skittles	Choose a picture to colour	Mad Hatters Tea Party	Church Visits	1:1's and Birthday Celebrations	1:1's and Birthday Celebrations
8th	9th	10th	11th	12th	13th	14th
1:1's Afternoon Games	Trips Out	1:1's and Birthday Celebrations	Summer Fete	Church Visits	Music Therapy	1:1's and Birthday Celebrations
15th	16th	17th	18th	19th	20th	21st
1:1s Afternoon Hot Dogs and Quiz	Trips Out	1:1's and Board Games	Tropical Fruit Day	Church Visits	Chill Out Day	1:1's and Birthday Celebrations
22nd	23rd	24th	25th	26th	27th	28th
Movie Day	1:1s and Afternoon Mocktails	Summer Quiz	National Day of the Cowboy	Church Visits	Birthday Celebrations	1:1's, Bingo and Bagels
29th	30th	31st				
Cheese and Wine Tasting	1:1's and Birthday Celebrations	Trips Out				



~ OUR JUNE ~





COURT HOUSE NEWSLETTER

Managers surgery

Every Thursday between 2pm-3pm

You can now book a 15- minute slot with the home manager Jane 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.

Facebook

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

Please have a look and give us a follow!



SIGNING IN

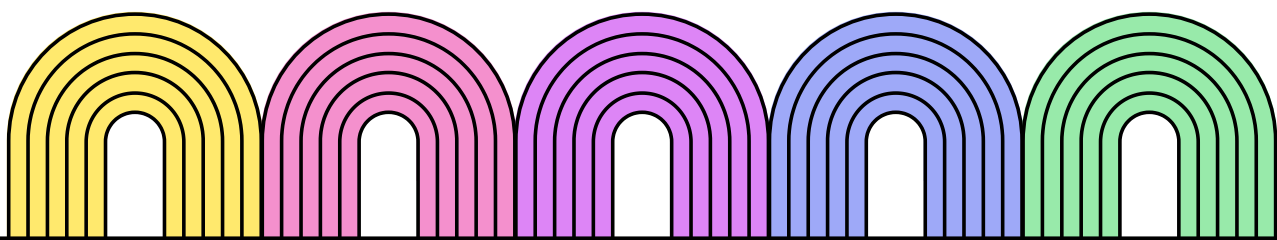
Please can we ask that all visitors to the home please sign in and out when coming to Court House. This is an essential part of our fire safety policy. If you have any questions please speak to the manager

MEETINGS

Residents Meeting - 24th
July at 2pm

Relatives Meeting - 4th
September at 2pm.

If you require a Teams invite please let the office know



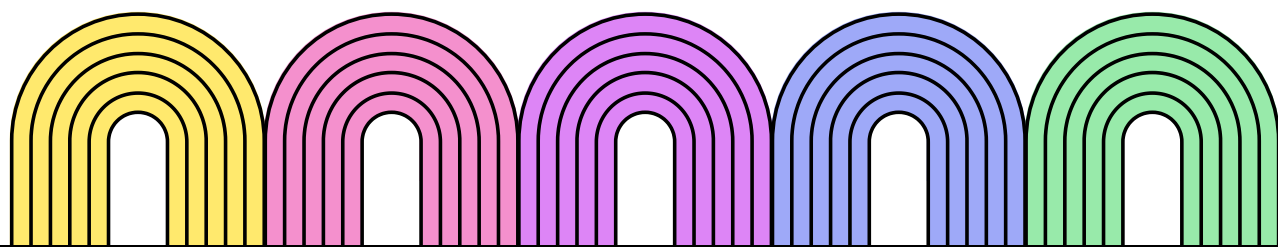
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BIRTHDAYS THIS MONTH.....

- On the 3rd Joan will be 90
- On the 6th Eunice will be 81
- On the 7th Maurice will be 74
- On the 10th Barbara will be 98
- On the 14th Stella will be 61
- On the 21st Eileen will be 92
- On the 25th Vicky will be 50
- On the 27th John B will be 84
- On the 30th Sujon will be 45
- On the 30th Dorothy will be 90



If you wish to discuss your relative's birthday please speak to the Well-Being Team who will be happy to help!



COURT HOUSE

Court House

Comments, Concerns and Complaints

The staff at Court House do their utmost best to ensure that the care, service, attention, and courtesy 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 Jane Brown, who will discuss your concern with you and advise how they will be addressed.

Ms Jane Brown
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 (three working days), and a full response within 28 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 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