

ST THOMAS

St. Thomas Complex Residential Care Home



Assistant Manager
Ann Wright
with Dolly Moore

A Warm Welcome Awaits at
St. Thomas Complex Residential Care Home!

www.stthomascomplex.com

A WARM WELCOME TO ST THOMAS'S

I would like to extend a very warm welcome to you as you read the second edition of St Thomas Residential Home Magazine. Over the next few pages you will find some useful and factual information.

My name is Janet Maughan and I am the Registered Manager of St Thomas Residential Home here in South Shields. I have been in post now for just over a year.

We have been caring for older people in South Shields for over 12 years and have professional personnel, all of whom have a vested interest in ensuring the highest standards of care. We offer the most up to date facilities to make our home as comfortable as possible to all residents.



At St Thomas's we can help families make an informed decision on choosing care for their loved ones or for themselves.

We cater for old age - over 65, dementia, physical disability, sensory impairment, mental disorder. Long term and short term stays. Private and funded residents.

Our home is spread out over various floors. Our bedrooms are large and all with ensuite facilities. We have community rooms, a conservatory and a large bright dining room. We have a beautiful decking area outside for those



summer months, a hair dressing salon, our own 7 seater minibus for outings.

We have so much to offer at St Thomas Residential Home and we would invite you to visit us at any time or log on to our website at www.stthomascomplex.com

RECENT INSPECTIONS

RESULTS OF OUR CSCI INSPECTION REPORT

In February this year we had our CSCI Inspection carried out by Jim Lamb. I was delighted with the results and would like to share a few comments from our inspection with you. You can of course, check out the full report on the CSCI website at www.csci.org.uk or our own website www.stthomascomplex.com or simply read the whole report which is based in our reception area.

If you are unfamiliar with CSCI, this stands for Commission for Social Care Inspection and their responsibility is to inspect all care homes to ensure that the correct level of care is in place. This is a little of what they had to say about St Thomas's ...

“What St Thomas’s does best”

Resident health care needs are fully assessed and properly met. Residents say that staff treat them well and with respect. The staff work hard to provide a stimulating atmosphere in the home. Residents were very complimentary about the food. The home is kept clean and hygienic and free of odours. The home has enough staff to meet the needs of service users. The home is very careful as to how it recruits new staff and runs all the necessary checks on them to protect the service users.

The following is an extract from a lady who visited us with Jim Lamb our CSCI Inspector and her findings were as follows -

“I arrived at the home at 11 am., I was introduced to the deputy manager and offered a cup of tea. I was invited to have lunch and given a choice of meals. The deputy manager then showed me around the home and introduced me to many of the staff and residents.

The hairdresser was in attendance - she comes every Wednesday and Thursday. All the ladies were very chatty, enjoying being titivated. I was then taken down to the ground floor where the residents with dementia reside. I was introduced to the activities worker who works full time. Some of the ladies were playing cards and continued to do so while the activities coordinator was chatting to me.

On this floor there is a reminiscence room with old fashioned furniture, radios, and other memorabilia. There were lots of old photographs around and pieces of old music. A programme of activities is on the notice board with the week’s plans clearly seen. These included exercises, quizzes, jigsaws, cooking and bingo. Bingo is so popular that it has been increased to 3 times per week. Other events are also organised such as outings in the home’s own mini bus, concert parties and pub outings in the summer. There are also singers and fashion events put on in the home. The deputy manager showed me an album of photos of last year’s Halloween party which looked lovely, with walls and tables decorated beautifully. I then had lunch and was seated with a lady and two gentlemen. The lady had been a resident for 12 years and was very content. The dining room was very pleasant and bright with tables set with coloured place-mats. The meal I had chosen was roast lamb, the other choice was braised liver. The vegetables were served in a separate tureen - turnip, cabbage and peas. Everything was very tasty. The sweet was semolina or fruit and jelly. Breakfast is served 8.30-9.30 fruit and cereal is offered and also something cooked every day. Supper is also a small meal such as quiche or cauliflower cheese. If residents want something different it isn’t a problem, the

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chef is happy to cook alternatives. There is someone on duty in the kitchen from 8 a.m. - 8 p.m. The staff were very helpful and kind to all the residents during lunch, treating everyone with respect and dignity. A priest attends every Wednesday to see the residents who would like to speak to him. A vicar comes in on a Friday to do the same.

At all times I observed staff treating the residents with kindness and respect, whether it was taking them to the toilet, or walking to the dining room. I was very impressed by the atmosphere of peace and quiet during my visit which I very much enjoyed”.

This is just a snap shot of what we offer our residents, and we would invite you to pay us a visit to see what St Thomas’s can offer you or a loved one.

RESULT OF OUR RECENT HEALTH & SAFETY INSPECTION

On the 3 June 2009 we had our unannounced Health and Safety Inspection.

The Inspector arrived and asked to be shown around the whole building. It is his job to ensure that St. Thomas’s is doing all we can to ensure the safety of our residents and staff and that all risk assessments are in place along with policies and training.

After his visit, we are delighted to announce that he has rated St Thomas Residential Home as EXCELLENT! Well done to every one.

SIMON WESTON’S STORY

I ATTENDED A BETTER CARE EVENT in September 2008 at St James Park, Newcastle.



The main speaker was Simon Weston OBE Falklands Veteran.

You will no doubt remember Simon and the horrific injuries he suffered during the Falklands, conflict.

His story is ... In June 1982 he was serving with the Welsh Guards on board the Sir Gallahad at Blough Cove, Pleasant Island. The Sir Gallahad was moored offshore and was used as storage for fuel, ammunition etc. A 500 lb bomb hit Sir Gallahad and smashed into the bulkhead which is where Simon was working at the time, with 11 of his friends and colleagues.

“I remember the bomb penetrating the bulkhead, I was 11 feet away from it when it exploded. Immediately all of us were on fire. It was like a scene from Hiroshima.

I remember trying to help one of my mates, I tried to pick him up, but he kept falling from my hands. It was then I realised that my own hands were melting off. I stood up and could feel a soft breeze of fresh air and simply headed for it at a run”.

“I don’t remember much after this, but I know I was air lifted off the ship by helicopter and flown back to the UK. My heart stopped beating twice on the journey. Later I remember lying on the trolley in the hospital and seeing my

mam and grandmother, they were looking at me and then I heard my mam say ‘look at that poor boy’. My own mam didn’t recognise me.” When I was settled in a bed, my mam came into see me and she said ‘Well Simon, where do we go from here - the world doesn’t owe you a living”. My grandmother pushed past her and said “Get out of the way Pauleen, enough of the emotional stuff. Boy, you dare die, you dare die. I’ll commit suicide and come over the other side and give you a good hiding”. Simon has undergone 86 serious operations over the past years.

His fight back to recovery was not easy. As his body healed, his mental state deteriorated. He could not cope with the face he saw in the mirror. He was not Simon Westen any more. He called himself Mr Nobody. He lost all identity, direction and hope. He lost the few remaining friends he had because no one could cope with his behaviour.

Simon told his story to thousands of listeners like myself, who work in the care industry. Simon gave thanks to the many consultants and surgeons who looked after him. He thanked the nurses and doctors and also the carers who have helped him overcome this life changing incident.

Without people who care, where would we be?

Alzheimers UPDATE

In our first edition you may recall I wrote about Alzheimers and Dementia in some depth. This time I would like to quote from the Alzheimer's Society with the 10 Signs of Alzheimers that we should all look for in our elderly relatives.

Memory loss that disrupts everyday life is not a normal part of aging. It may be a sign of Alzheimers disease that gets worse over time and causes changes in thinking,

reasoning and behaviour. Although the disease is more common in people over 65 and older, it can also strike those in their 30s, 40s and 50s.

I'm over the hill

*We're over the hill but don't feel sad,
this side of the hill ain't all that bad.
So give us "five" and then a smile to
us who have been here for awhile.*

*With by-pass pain and mended hip
and plumbing fixtures prone
to drip; we all may seem a sorry
lot, but we rejoice for what
we've got.*

*We have each day and what it
brings, and on our pensions live like
kings. For the press that accuses
what we take, to coin a phrase,
"Let them eat cake."*

*We've paid our share for unused
knowledge as the kids are now
all done with college. We complain
to them about our health as
they worry about our dwindling
wealth.*

*And though our wardrobes may
be plain we'll suffer no more labor or
pain. Now it's with cane we do our
strut and if we can't drive -
we still can putt.*

*We're mean and tough, meet all
demands, why, M&M's melt in our
hands. Yes, we're still here, and it
does delight us that you join our
fight against arthritis.*

*But we ask you make a pledge
today that you'll be careful what you
say. We have to spread
"Over the Hill" fear or we'll have
those young folks over here.*

10 SIGNS TO LOOK FOR

MEMORY LOSS

Forgetting recently learned information is one of the most common early signs of dementia. A person begins to forget more often and is unable to recall the information later. (What's classed as normal? Forgetting names or appointments occasionally)

DIFFICULTY PEFORMING FAMILIER TASKS

People with dementia often find it hard to plan or complete everyday tasks i.e. fastening a button or doing up a tie. Individuals may lose track of the steps to prepare a meal, place a telephone call or play a game. (What's classed as normal? Occasionally forgetting why you came into a room or what you planned to say)

LANGUAGE PROBLEMS

People with Alzheimers disease often forget simple words or substitute unusual words, making their speech or writing hard to understand. They may be unable to find their toothbrush for example, and instead ask for "that thing for my mouth". (What's normal? Sometimes having trouble finding the right word)

DISORIENTED TO TIME & PLACE

People with Alzheimers disease can become lost in their own neighbourhoods, forget where they are and how they got there, and not know how to get back home. (What's normal? Forgetting the day of the week or where you were going)

POOR OR DECREASED JUDGEMENT

Those with Alzheimer's may dress inappropriately, wearing several layers on a warm day or little clothing in the cold. They may show poor judgement about money, like giving away large sums to telesales or door to door salesmen. (What's normal? Making a questionable or debatable decision from time to time).

PROBLEMS WITH ABSTRACT THINKING

Someone with Alzheimer's disease may have unusual difficulty performing complex mental tasks, like forgetting what numbers are and how they should be used. (What's normal? Finding it challenging to balance a checkbook).

MISPLACING THINGS

A person with Alzheimer's disease may put things in unusual places: an iron in the freezer or a wristwatch in the sugar bowl. (What's normal? Misplacing keys or a wallet temporarily).

CHANGE IN MOOD OR BEHAVIOUR

Someone with Alzheimer's disease may show rapid mood swings - from calm to tears to anger - for no apparent reason. (What's normal? Occasionally feeling sad or moody).

CHANGES IN PERSONALITY

The personalities of people with dementia can change dramatically. They may become extremely confused, suspicious, fearful or dependent on a family member. (What's normal? People's personalities do change somewhat with age)

LOSS OF INITIATIVE

A person with Alzheimer's disease may become very passive, sitting in front of the TV for hours, sleeping more than usual or not wanting to do usual activities. (What's normal? Sometimes feeling weary of work or social obligations.)

Telling the difference between simple age related memory changes and Alzheimer's disease symptoms can be very difficult.

The following is a simple guide -

Someone with Alzheimers disease symptoms	Someone with normal age-related memory changes
Forgets entire experiences Rarely remembers later Is gradually unable to follow written! spoken directions Is gradually unable to use notes as reminders Is gradually unable to care for self	Forgets part of an experience Often remembers later Is able to follow written/spoken directions Is usually able to use notes as reminders Is usually able to care for self

NEVER SAY ... "I'M JUST A CARER"

As the Registered Manager of St Thomas's, I recognise the importance of training, training and more training. The better we are the better care we can give our residents. At this point I am working closely with Tyne and Wear Care Alliance, who can arrange funded and partially funded courses for all staff. All staff at St Thomas's are currently on NVQ II, NVQ III and NVQ 4 in Social Care Adults.

It's great being able to work together with the Care Alliance, as they can advise and offer plenty of training for staff.

It can be a little daunting for new recruits coming into care, as the amount of training can be staggering.

TRAINING ... THE KEY TO A SUCCESSFUL BUSINESS

Why do I insist on as much training as possible for our staff?

When staff have the right skills to do the best job, productivity and competitiveness improves.

Trained staff improve their contribution in the workplace, have more confidence in their abilities and more pride in their skills.

This leads to a better quality of service to our residents.

It's a fact, a well-trained workforce can have a measurable impact on performance which in turn will have a measurable impact on the care we provide.

In an ever changing world where we are living longer, businesses must keep changing their work practices to stay ahead. Ensuring that their employees have the specific skills they need to cope. And that means ensuring staff training and development is high on the agenda.

Employees may be lacking a skill or knowledge which in turn may increase the time they take to complete a task or even stop them undertaking it in the first place. Offering skills development increases an employees confidence in their ability.

Training has been shown to increase staff retention, motivation and loyalty in many ways. Staff who benefit from training feel more empowered, feel valued by their employer and are also more likely to be satisfied by their work. I firmly believe that training staff can reduce the probability of employees leaving their jobs, as they do feel valued and indeed are valued by their employers.

To become a carer is not as easy as you may think - when interviewing I always advise the person sitting before me that being a carer "is not just making a nice cup of tea and holding someone's hand if

they are distressed". Sometimes the look I get back is comical, and says "It's not?" and sometimes the look says "I realise that".

We all have the ability to care, but being a carer these days requires more. Being a carer means taking on board the fact that you will have to undergo extensive training in many subjects. But not just any training. Training must be accredited training. Listed below is a list of just some of the training the staff at St Thomas's have done or are currently doing -

Induction Standards, Moving and Handling, First Aid, Infection Control, Falls Control, Equality and Diversity, Mental Capacity, Health & Safety, Medication, Fire Safety ... and the list goes on.

Then there is of course, the important NVQ's. All staff at St Thomas's are either doing their NVQII or their NVQ III and our Deputy Manager Jaquie Minchell has just started her NVQ 4 in Social Care Adults.

I am always on the look out for training and recently have been supported by Tyne and Wear Care Alliance. Care Alliance have taken up the majority of NVQ's.

It's a nice comfort blanket to know we have the full support of Care Alliance as if things go wrong with training providers, Care Alliance step right in and sort any problem out.

The majority of work carried out on an NVQ has to be done in the staff's own time, and an NVQ can be very time consuming. But such is the commitment of our staff. Our night shift staff are also at various stages on their NVQ's and again, fully supported by Care Alliance, who arrange for training providers to come out after 8 p.m. at night.

Pictured opposite are two of our carers, Allyson Pinnock who works day shift and Shakila Yeasmin who works night shift. I am very pleased to announce that they have both been promoted to senior carers. Allyson is currently working towards her NVQ III and Shakila has nearly finished her NVQ II with a view to starting her NVQ III and both have completed their medication training. I am so pleased with their commitment to the Residents and wish them well in their new roles.

Well done Girls!



Shakila Yeasmin

Allyson Pinnock

IS OLD AGE THE END??

Is old age the time to collect your bus pass, curl up with your horlicks and serenely await your impending exit from life?

Many people see old age in a negative way. They see their declining physical abilities as a reason to draw back and retire from many activities they used to enjoy. However, does old age have to be the embarrassing left overs of life? There is no reason why old age cannot give as much inspiration, enjoyment and newness as our formative years. It is true that in old age our faculties will not be as good. Our hearing, eyesight, memory etc will be diminished, but this is no reason why we cannot enjoy our last remaining years.

Old age is as much a state of mind as it is a physical deterioration. In our attitude we can feel old age at the age of 40, by the same token a 90 year old can feel young at heart.

Do not think of age as a barrier, and do not let it influence your mind. If we do not place too much importance on age we can look on the world with the eyes of a younger person. To be able to do this we should live in the heart and not in the critical mind. The nature of the mind is to welcome negative and restricting thoughts. It is the mind which will over-exaggerate the importance of physical age. If we live in the heart we remain at the source of spontaneity and newness.

Many old people get stuck in a groove following the same routine. This routine can become constricting and limit our potential for discovering new activities. Just because we are old we should not feel the necessity of doing the same thing every day.

When you approach your more mature years, do not despair and give up, seek to enjoy life to the full, remain young at heart and see in how many ways you can try to do new inspiring activities.

Let us ENTERTAIN you

When I become old

When I'm a little old lady, then I'll live with my children and bring them great joy.

To repay all I've had from each girl and boy I shall draw on the walls and scuff up the floor; run in and out without closing the door.

I'll hide frogs in the pantry, socks under my bed. And whenever they scold me, I'll hang my head.

I'll run and I'll romp, always fritter away the time to be spent doing chores every day.

I'll pester my children when they are on the phone. As long as they're busy I won't leave them alone.

Hide candy in closets, rocks in a drawer ... and never pick up what I drop on the floor.

Dash off to the movies and not wash a dish. I'll plead for allowance whenever I wish.

I'll stuff up the plumbing and deluge the floor. As soon as they've mopped it, I'll flood it some more.

When they correct me, I'll lie down and cry, kicking and screaming, not a tear in my eye.

I'll take all their pencils and flashlights, and then... when they buy new ones, I'll take them again.

I'll spill glasses of milk to complete every meal ... Eat my banana and just drop the peel.

Put toys on the table, spill jam on the floor. I'll break lots of dishes as though I were four.

What fun I shall have, what joy it will be to Live with my children ... just the way that they lived with me!

ACTIVITIES AND ENTERTAINMENT is top of the agenda at St Thomas's.

We have our own full time activities co-ordinator, Emma Smith, who arranges activities and outings every week. I would like to share with you a few moments taken from the past few months of some of the things we get up to at St Thomas's.

Every day a schedule of events takes place for example - dominoes, card games, indoor skittles, indoor football, games with balloons to encourage exercise, bingo several times per week, question time, reminiscence looking at old photographs and books, knitting, painting, magnetic darts, sing a long afternoons, dancing, movies ... to name but a few.

You can be as busy as you like or as some residents prefer to sit and read newspapers, books or simply watch TV.

We had a great June / July with daily activities, and were well entertained by local artists - We have had the GQ Men entertain us for a full afternoon playing live music which the residents loved dancing to, the songs were things like White Cliffs of Dover to Simply the Best by Tina Turner! It was a great afternoon.





In June we invited Alan Cutler to perform for our residents, he does balloons, jokes, impersonations, songs and dances. He really entertained us. The picture (left) is one of our residents Margaret Armstrong dressed up, singing and dancing with Alan, and Joyce Harrison (right) who was very happy with her balloon hat!



Joyce Harrison

In June also, we paid a visit to the The Sun Hotel in Warkworth which was a lovely drive out and then a three course meal followed by live entertainment. The residents loved the day out.

For the rest of the year our entertainments diary is quite full, we have live acts booked every month and trips out in our own mini bus as often as we can.

It is so important that our Residents have as much entertainment and stimulation as possible and days like

these are vital and play a very important role in their daily lives.

Easter Event

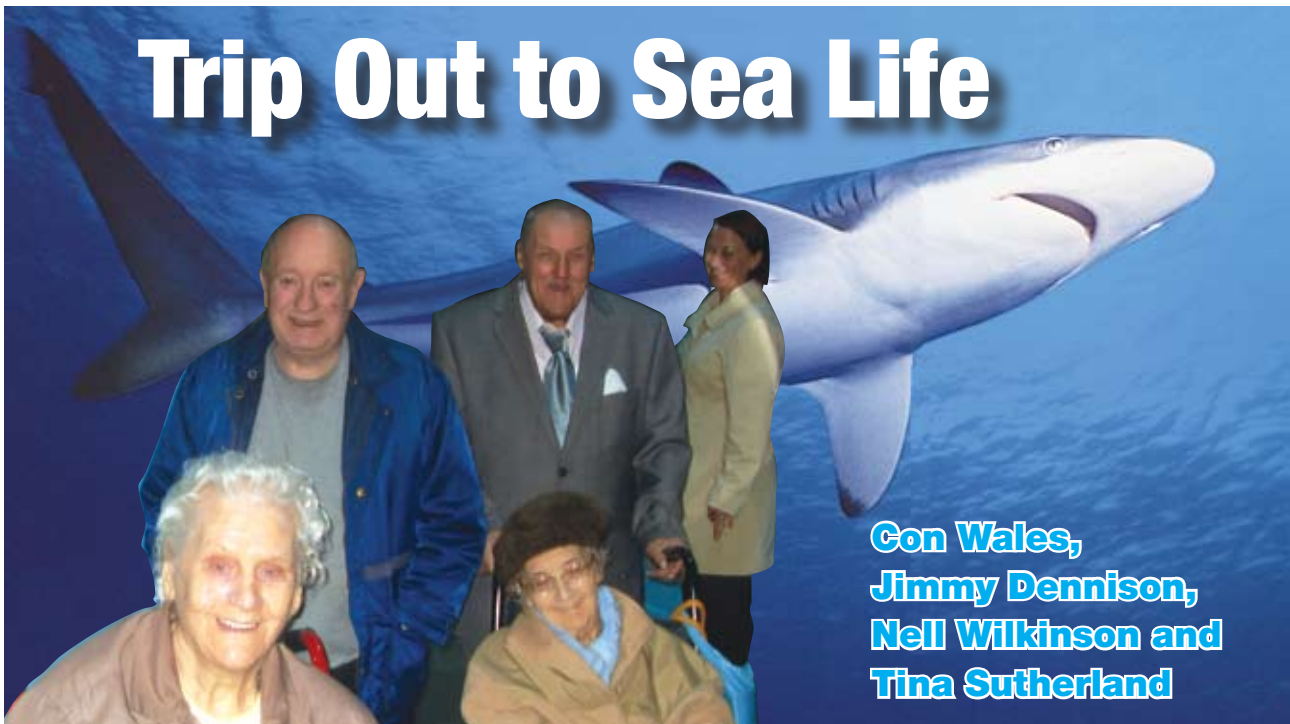


Irene



Tina

At Easter we had our Easter Bonnet competition and painted eggs. The winners were Irene Atkinson and Tina Sutherland.



**Con Wales,
Jimmy Dennison,
Nell Wilkinson and
Tina Sutherland**

We like to take our residents out as often as possible as we have our own 7 seater especially adapted mini bus. In March on a very sunny but cold day, we visited Sea Life Centre in Tynemouth. The residents and carers thoroughly enjoyed the day and thought it fascinating watching the penguins and sharks.

MEET THE MANAGEMENT TEAM

Mr Khalid Hamodi B.Sc.

Has ran this family business for the past 12 years

Mrs Janet Maughan

Registered Manager - Holds an H N C in Business Management from Newcastle College, Degree in Business Studies, NVQ 4 in Social Care (Adults) and the Registered Managers Award from Newcastle College/EdExcel, UKHCA Medication Train the Trainer, Alzheimers/Dementia Training Program, Age Concern Palliative Care.

Ms Jackie Minchell

Deputy Manager – NVQ 3 in Social Care (Adults) and working towards her NVQ 4 in Social Care (Adults).

Mrs Ann Wright

Assistant Manager –
Currently holds an NVQ 4 in Social Care (Adults)



JOB OPPORTUNITIES

If you are looking for work within the Care industry, give me a call on 0191-4546662.





St Thomas Complex Residential Care Home
Belgrave Terrace South Shields Tyne & Wear NE33 2RX
Tel :0191 454 6662
Fax : 0191 497 5811
W : www.stthomascomplex.co.uk
E : enquiries@stthomascomplex.co.uk

www.stthomascomplex.com