

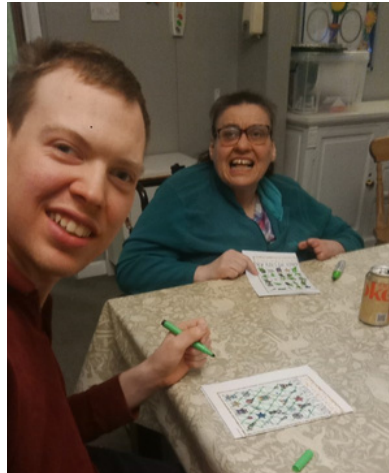
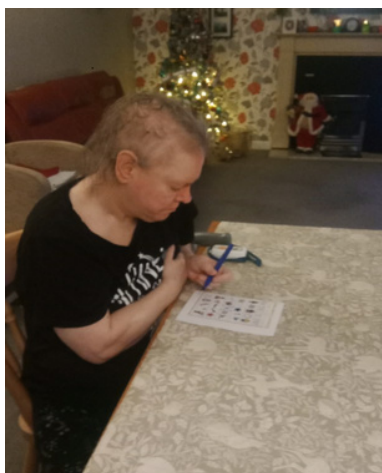
BRACKENLEY NEWS!

Winter 2024 edition!

Welcoming 2024!

We hope all our friends and families had a great Christmas and offer a big welcome to our first newsletter of 2024, grab a cuppa and enjoy 5 mins looking at what we got up to at the end of 2023.

We enjoyed a game of bingo on New Years eve.



Jan Wright

Our Home Manager says...

As you can see from the photographs in this edition we have had a busy winter.

We have made the most of every opportunity to be out and about. There have been several short breaks away for many of our clients which they have thoroughly enjoyed and it is lovely to be able to get away and enjoy holidays again. We have holiday destinations planned for the coming year including some overseas breaks. We have been lucky to make some wonderful recruitments over the last few months which have enriched the team.

We are all now very much looking forward to Spring and lighter nights and being able to pursue more outdoor activities.



WINTER HOLIDAY BY THE SEA!

We love a trip to the seaside at any time of the year but there's something quieter and more charming about a walk by the pier in the Winter.

Rosie, Laura, Paula, Pippa and Dianne all enjoyed seaside trips throughout November to Hornsea, Blackpool and Withernsea.

It was the first trip away from Brackenley for a long time and the change of scene and fresh sea air was welcomed by everyone. The accommodations were chosen specifically with each resident in mind from cosy cottages to chalets with games rooms and spa pools and wheelchair accessible, easy to navigate spaces for those that needed them.

Our trips were planned in detail to be as personalised and special as possible and the pictures below speak for themselves .



KEEPING WELL!



As we rolled into Winter with all the bugs and viruses this brings we spent some time to think about and mark "Global handwashing day".

Our creative team found ways to make this a fun activity to put the importance of handwashing at the front of everyone's minds.



STOCKELD PARK ILLUMINATIONS!

Our residents enjoy this local trip out regularly during the year but the Winter illuminations seem to just get better and better. This year surpassed all others and we had several trips out to enjoy the enchantment of night walks through beautifully lit woodlands with surprises on every corner.



MEET OUR LEAD MEMBER OF STAFF FOR FIRE SAFETY!

'I have taken on the role of Fire Lead, it is something I have experience of in previous roles, where I have been a fire Marshall and have undertaken training in this over the years. It is very important to ensure all residents, staff, and visitors at Brackenley are safe. It is important to ensure all fire safety equipment is in working order, that all staff are competent to know the procedures, should an hopefully unlikely emergency occur.

I do this on a weekly basis, and the fire alarm is tested. This can be a bit of a shock for everyone when the alarm goes off, staff and residents alike - it is a horrible loud noise! Even though I know I'm actually setting the fire alarm off, it still makes me jump!

So, it is important everyone at Brackenley understands the need for this to be done, and it is to keep everyone safe to ensure all equipment is working.

I make sure I discuss with all staff, visitors and residents about the test, shortly before it is due to happen, and I explain the difference between this being a test, and the difference between whether it is an actual emergency. Therefore it is important to keep the test at the same time every week.

I feel most residents have become used to this, and I usually say beforehand 'I will shortly be testing the fire alarm, don't worry, it's just a test, so the loud noise, on this occasion, you don't need to go out.

I have been asked 'what happens if it actually is a fire' I explain that, in the unlikely event it is, do not to worry, we will get everyone out!

As this is a weekly occurrence, on the same day, at the same time, I have been named 'fire alarm' by one of our lovely residents.'



Lisa

THE CHRISTMAS RUN UP!

Many of our November and December activities focused on getting ready for Christmas from movies to decorations, baubles to biscuits the ideas just kept coming. Sometimes Christmas brings it's own stresses to our residents so fun preparations help our residents to acclimatise to the changes in routine that Christmas brings.

Dipping in and out of festive rituals and activities for the weeks up to Christmas helps maximise the enjoyment without putting too much expectation on one day.



GOODBYE TO A MUCH LOVED RESIDENT!

It's with great sadness that we announce the passing of our lovely and long-term resident Konrad Malseed. It's been a sad start to the year with Konrad's health rapidly deteriorating mid-January when he passed away peacefully in hospital after a short stay. Konrad never failed to keep us on our toes sharing his curiosity for people, history and places, our staff loved hearing his enthusiasm for his love of Ireland and Scotland, he was an avid reader, and would share his discoveries from all manner of literature, films and documentaries. The home has seemed strangely quiet these last few weeks as we come to terms with his loss.





HARROGATE SKILLS FOR LIVING CHRISTMAS PARTY!



This was the first year we could bring all our service users together for a festive celebration since 2019 and my did we make the most of it.

Our location changed to The Bilton Working men's club which was a perfect space to host 100 plus staff and service users for games, dancing and celebrations.

A couple of years ago it was hard to imagine being able to ever mix together like this and everyone was thoroughly grateful to enjoy the day.

These events are such a team effort from all areas of HS4L with staff from all our sites contributing to catering and activities and helping the day run smoothly.

Enjoy the smiles in the pictures here – they speak for themselves.



MEET OMOLADE!

"I'm Omolade, and I'm thrilled to be part of Brackenley's amazing and supportive team!

Having a keen interest in providing quality care and support, I find the vibrant atmosphere here truly enriching.

Living in the UK has been an exciting journey, and while I cherish the new experiences, I occasionally miss the warmth of Nigeria."



ANNUAL FAMILY SURVEY!

It can often feel like it's only 5 minutes since you completed the last one but please do support us with this. The new CQC inspection framework relies heavily on testimonies from families in its assessment of services so please take the time to tell us what's working well, if/how we have responded when things could be improved and why Brackenley remains your preferred service for the people you love.

We hope that by providing you with an SAE we are reducing the workload a tiny bit or feel free to type the survey link: www.smartsurvey.co.uk/s/8CE8RR/ into your URL and complete this online.

Either way we thoroughly appreciated your efforts which not only help us to keep improving our service but help staff feel appreciated and valued when we share your lovely comments.

HARROGATE Skills 4 Living

2024 HS4LC Brackenley ANNUAL FAMILY SURVEY

[HS4LC Annual Family & Friends Survey - Brackenley 2024](#)

We rely on our families, friends & visitors feedback to tell us where may be getting things wrong and what we need to keep doing well. Please complete your comments and if you think something is excellent or needs improvements - let us know!

1. Name (feel free to skip this if you wish to remain anonymous):

2. Clients Name:

3. How satisfied were you with the following in the last 12 months?]

	Disatisfied	Room for improvement	OK	Happy	Excellent
Communication with the homes staff & Managers through phone calls.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication with the homes staff & Managers through emails.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Confidence your relative is supported to keep safe.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Satisfaction with the care and support your relative receives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OUR QUALITY & COMPLIANCE MANAGER SAYS...

It's hard to imagine long nights and warm days at the moment, but great to feel the warmth from all the good times we've been able to bring you with this Winter newsletter. It was lovely to read Lisa's piece on her role as Fire Lead for the home. Safety is a big priority for us at Brackenley and a big part of fire prevention is making sure all out staff and clients know exactly what to do should the need arise.

We're proud to have so many committed staff willing to support us to be safe.

It was a sad start to January to loose our much loved client Konrad but we're proud of our staff team who worked so

hard to meet his changing needs and to grant his wish to remain at Brackenley, a big shout out to our night staff in particular delivering this support relentlessly and without the rest of the team around them. We say our final goodbyes at his service next week where we will remember and celebrate this integral member of the Brackenley family.



Julia Moor