



West Heanton scoops 'Highly Commended' at the Lloyds British Business Excellence Awards!

What a night at the Lloyds BBEA! Hosted by Anita Rani & with guest speakers such as Tom Kerridge & Trinny from 'Trinny & Susannah', we had a wonderful evening. Our category was the first announced and we were delighted to be awarded Highly Commended in the Family Business of the Year Award! We were up against stiff competition and couldn't have done it without our amazing team and the support of our wonderful West Heanton family!



2024 has brought three recognition awards home to the West Heanton Community. As you may recall, we were also awarded "Best Outdoor Environment" at the Caring UK Awards earlier in the year and Erika was awarded Activity Provider of the month by NAPPA. We intend to keep pursuing new and innovative projects to improve the lives of everyone who is part of our West Heanton Community. Let's see what 2025 brings....!

There are multiple birthdays each month at West Heanton and this means a constant supply of birthday cake! We've celebrated three wonderful birthdays in November. Wishing a very Happy Birthday to you all.



CHRISTMAS AT WEST HEANTON

IS ALMOST HERE...



HERE ARE A FEW HELPFUL REMINDERS



As we focus on festivities in the home and families make plans to get together for Christmas, our Day Centre will be closed from Saturday 21st December, re-opening on Mon 6th January.

Your bookings for homecare visits and meal orders will be sent out to you this week, so that you can confirm and let us know of any changes that need to be made. Please fill these forms in and return them to a team member.

We will be celebrating with Elf Day on 4th December, any excuse to get our Elf outfits on and play games to fundraise for the Alzheimer's Society. Please keep an eye on facebook for pictures and ways to donate. For anyone visiting on 4th Dec, please feel free to dress up and join in!

Thankyou for all the lovely gifts, cards and gestures that are coming in. I hope you are all aware that there is no need to feel you need to send anything in, as supporting you all is our pleasure. Any gifts that do come in will be added to our Grand Raffle. In January we'll have our Wine & Wisdom Team Evening where we will be raffling our Grand Draw to celebrate our amazing team. We have a wide range of gifts from TVs to laptops, fire wood, chocolates, wine & even a cuddly toy, something for everyone.



Thankyou all for your custom, company and nominations so far this year. We hope you feel West Heanton has had a positive impact in supporting you this year and we look forward to a fun festive season!

Any queries, please do call us on 01409 281754

Huge Congratulations to our June, who some of you may recognise from the Homecare team. June started her NVQ Level 3 in Adult Social Care while working elsewhere and was able to finish her studies with us, when she joined our team.

This is a fantastic accomplishment, made even more special as June says it is the first academic qualification she has achieved. Look at that smile! Well done June.



Football Club!

At our last Leisure Planning a football club was requested, so we started one!

The first of five sessions was held last week and really enjoyed by all.

Becky jumped at the chance to host this as she loves all things football.





Winter Has Arrived!

We seem to have gone from mild sunny days straight into winter this month. Between the early freeze and Storm Bert we have had to battle floods, snow, icy roads, felled trees and cables down. Driving conditions were treacherous at times and we had to implement our bad weather contingency plan to focus the teams to support people they could reach and not follow our usual rounds. We thank everyone for their understanding and those who stepped in with additional cover; gritting, driving on icy roads, coordinating, making sure people were warm and had food and fluids, plus sorting ambulances. It was full on!

With the help of our team and the local community, no-one was left without support.... and doesn't it all look beautiful.

It was great to see that our improvements to the heating system in the home, made earlier this year, worked better than expected. Even on the coldest day we were toastie and warm!



Dip Diving.

Storm Bert brought with it the opportunity for Tom & Jack to pick up a favourite pastime - dip diving in flood water at Buckland Filleigh dry arch! Luckily it was just a buildup of leaves blocking the drain this time and, once removed, the water soon drained away making the road passable again. We're not sure who is missing a tractor part & maybe the dingy had been part of a earlier rescue effort?!



Did You Know...?

The National Grid has a Priority Services Register (PSR) which provides extra help and additional support during a power cut for elderly, very ill or disabled people, or those who rely on power for medical equipment. While power cuts can still happen, if you are on the register, they will do everything they can to keep you connected and informed of what is happening.

You can join the register by calling
0800 6783 105

nationalgrid

Tom's Draw

Thankyou to everyone who has taken the time to nominate a team member for Tom's Draw this month. Here are some of the wonderful nominations received...

Despite having other outside priorities at the moment she still gave up a Wednesday evening, dressed up and put in the effort for film night showing Grease.

For going above and beyond

For always being so positive and pushing through even when she didn't feel well

It doesn't matter whatever is going on, ...always has time to listen, not just for staff but residents and clients also. Thank you

Thank you for changing/increasing your hours/working pattern to help with my new job role & reception

For being really kind & supportive after I had a bad morning

One client had a fall on Tuesday morning.... kindly escorted that client to the day centre on Weds morning to ensure she arrived safely & confidently.

Most carers that come follow a similar pattern. Then one morning along came So many times I said to her God help your poor husband. I must accept that deep down she has a heart of gold. Sadly I have not seen her lately, but I do miss her greatly and she will always be welcome in my house. Best wishes to her and her poor longstanding husband he deserves a meal.

The November winner is... Caroline Crisp!

Selected in a random draw, Caroline was nominated by a team member:

"For being such a hard worker and pushing through when she wasn't very well."

Well done Caroline, you've won a £50 Marks & Spencer voucher. The draw is now open for everyone to nominate for next month.



We had a lovely day when pupils from Uffculme School visited us for a morning to look around and ended up playing board games. Their visit is part of an initiative led by DUCTU, whose mission is to champion change. Ductu is formed to enable socially responsible employers, to easily and quickly interact and influence disadvantaged and disabled students in all corners of the UK and beyond. The pupils found their visit really informative and the morning was enjoyed hugely by all involved. We do hope they'll visit again.



Our Activities Team have a jam packed schedule organised for the run up to Christmas Day, highlights include;

- **1st Dec Carol Service**
- **4th Dec ELF Day**
- **10th Dec Ruby Ringers**
- **12th Dec Christmas Jumper Day**
- **17th Dec Emma Sings Christmas**
- **18th Dec Littleham Howlers**
- **20th Dec Madewell Christmas**
- **23rd Dec Christmas Movie Day**



If you would like to join your loved ones for any activities, please do come along.



We have been on fun days out and doing various activities, here is a gallery of pictures from a super busy November. You can follow us on Facebook to see videos, comment and so much more!

www.facebook.com/WestHeanton







