



NEWSLETTER

**FEB
2025**

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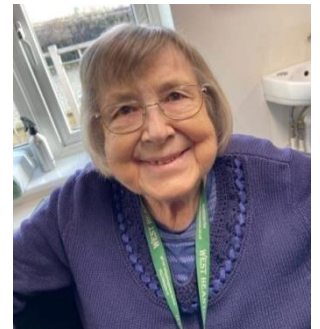


New Year, New You!

At West Heanton we recognise that feeling good often starts with looking good. That's why we have our own salon on site offering hair styling and manicures. People can book in with our two professional stylists, Katrina and Jackie, who provide a range of services including; cuts, colours, perms and blow dry's. Together with our activities team they also regularly offer manicures.



Due to the popularity of the salon, we have increased our offering and can now book appointments for people attending the Day Centre too. Please contact us for more details and prices.



Celebrating Our Team's Achievements. Our team has hit the ground running in 2025 with more people passing their NVQ qualifications recently.

We take immense pride in the dedication and commitment of our team. Their NVQ achievements are a testament to their hard work, skill and passion for providing the highest standard of care.

The NVQ in Adult Social Care equips our carers with comprehensive knowledge and practical skills necessary to excel in their roles. From advanced health and safety protocols to effective communication techniques, our carers have demonstrated their ability to deliver compassionate, competent and person-centred care.

Congratulations to Tegan, Shona & Emma! We have nine team members currently studying and the door is always open for more.

We are incredibly proud of these achievements and look forward to seeing them flourish further in their careers.

Thankyou to you all! We held our annual Team Wine & Wisdom evening, including the Thankyou Draw, in January. It was a brilliant night, with the Wine & Wisdom quiz hosted by Erika and the draw made by Tom.

We included all of your generous Christmas gifts and added plenty of surprise gifts to the mix. Every team member received a prize, drawn at random and it was a lovely way to say thankyou to each person in our ever growing team.



Our Admin Team took the Quiz Trophy for 2025!



Keep an eye out for the **Client Quality Assurance Survey** which will be coming your way soon. As many of you access multiple services from West Heanton we send the survey out as one booklet, split into the different services. Please just fill out the pages that apply to your experience with West Heanton. If there is anything you would like to be consulted on in the survey, please do let us know.

Tom's Draw

Congratulations!

To our January winner... Sophie Skinner!!

Selected in a random draw, Sophie was nominated by District Nurse, Alice:

"Sophie was kind and patient with a client who was confused and kept repeating herself, Sophie was very caring and helped calm the client."

Well done! A £50 Marks & Spencer voucher is on it's way to you.

Other nominations in this draw...

"For being there when needed. Always stepping in always being there for everyone and always getting involved to help others out. Even in the worst situations she will always be there. Also always staying calm and professional. Being strong and brave in such situations. Should be proud of the person and carer she is!"

"... always puts a smile on my face even though shes having a rough time of late."

"...smiling, very positive and a great support to the care home."

"...happy to help, goes above to do anything for everyone. So kind & caring. Great cleaner too"

"... thanks for a lovely day in the day centre.... He loved making cakes and was very happy to be able to take some home for his daughter... thank you very much!"

"For always working so hard and being such a lovely person to work with."

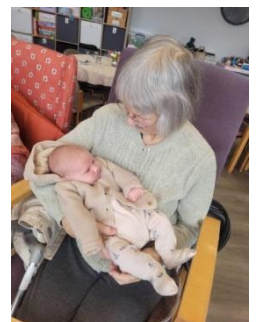
Thankyou to everyone who has taken the time to nominate a team member for Tom's Draw this month. The draw is now open again for nominations.

Happy Birthday!

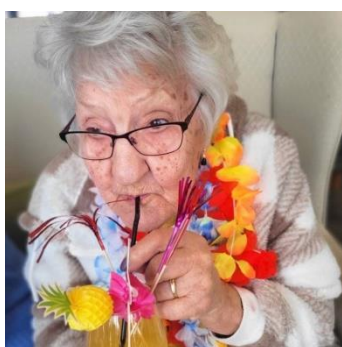
We celebrated five special birthday celebrations in January.



We also had a wonderful visit from our Home Carer Emma and her beautiful new baby boy, Jaxson. He was very content to have cuddles from everyone!



Shaking off the Christmas season and embracing sunny days we began to reminisce about our childhood days on the beach. Naming our favourite beaches in the UK and laughing at memories of sandcastles and donkey rides. We created mocktails to celebrate National Mocktail Week and enjoyed a delicious ice cream.



There are many more photo's and videos of everyone on our facebook page, please do follow to keep up with everything. Here are some of the highlights from January 2025, including; making sugar scrubs for our faces, joining in with RSPB Birdwatch, making bird houses, baking, celebrating the Chinese New Year, going on days out and messing around with Kazoo's!



