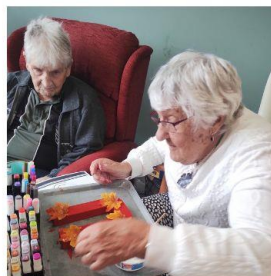




We've been celebrating the changing season with plenty of autumn-themed arts and crafts here at West Heanton. It's a lovely time of year - cosy woolly jumpers, golden leaves and that festive feeling in the air as we welcome the start of spooky season. Preparations for Halloween are underway and this is time for our Halloween Queen George to shine! You can find out more about George in our latest Spotlights Interview where she shares her love of all things spooky and spectacular.



Covid & Flu Vaccinations. Holsworthy Medical Centre and Blake House Surgery are kindly visiting in mid October to give Covid and Flu vaccinations to all their patients who want them. Mindy & Georgie will be in touch with consent forms in the next week.

Quality Assurance Survey

And the results are in! Many thanks to everyone for taking the time to complete the Quality Assurance Survey earlier in the year. We've taken time to read them all and have taken on board all feedback. We are delighted to read how positive the comments are and to see that you're very satisfied with all of the services we provide through the different departments.

100% of you were VERY SATISFIED or SATISFIED with your care

95% of you were VERY SATISFIED or SATISFIED with your meals

100% of you were VERY SATISFIED or SATISFIED with your living spaces

100% of you were VERY SATISFIED or SATISFIED with activities

*100% of you were VERY SATISFIED or SATISFIED with our admin,
management & accounts*

Not one person felt VERY DISAPPOINTED in any of our services. These really are incredible results and I'm proud to share them with you and our team. It really is a testament to everyone's hard work and dedication.

It is so important that, as our clients and community, you can give us honest feedback and we listen, as this is how we learn and improve. If there is anything you feel is missing from the survey, please let us know, so we can make changes ready for the next one.

You don't need to wait for the surveys either, we are always ready to hear your views. You can call us on 01409281754, email to office@westheanton.co.uk, write to us or ask someone to pass a message on.

CONGRATULATIONS

KAI HAS PASSED HIS
LEVEL 3 DIPLOMA IN
ADULT CARE

WELL DONE KAI!



*Well done to Erika, our Activities Queen who has won
Tom's Draw for September!*

CONGRATULATIONS

ERIKA

Selected in a random draw, Erika was nominated **11 times** in the QA Survey by clients & team members!!

This is in recognition of the wonderful activities Erika creates for clients in the Home & Day Centre, the fun days out & for being a great colleague.

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

TOM'S DRAW SEPT 2025

Spotlight Interview with..... George!



So, George, what first drew you into care work? I was 14 when I started in care, I was cleaning in a care home at the weekends. By 16, I was on the floor as a carer. It wasn't a grand plan, it was just something I fell into and enjoyed doing. Over the years I've drifted in and out of care roles, but I always came back to care. It's never been about ticking boxes or impressing your boss for me. It's about the people. The residents. Their families. That's what keeps me in care.

What other jobs have you done? Loads! I've run a pub. I worked as a butcher for seven years. I used to run an electrical shop, selling appliances, I ran their deliveries for electricals across the South West!

What does a typical day look like for you? Every day's different. That's the beauty of it. Mornings are always busy with tea rounds, breakfast, helping people to get up and dressed. If someone doesn't want to get up right away I can always come back. I spend 1-1 time with people, especially those who don't like the bigger groups. Afternoons are slower paced. I go round with creams, offer massages, sit and chat, or just sit quietly if that's what someone needs. Sometimes it's about noticing what's bugging someone and getting to the bottom of it. It's about being present.

What's the most unpredictable part of your day? You can't predict anything! You never know how someone will be feeling. That's why flexibility is key. You have to learn to read people, especially when they can't tell you directly. One of my ladies is non-verbal. But I know when she's happy. You just have to listen, however it's communicated.

What's your personal strength when it comes to caring? I notice things, I'm tuned in. I've got people I spend 1-1 time with and I know them inside out. I'm quite protective of them. I want them to feel seen because they are. We used to have a system where each carer had a group that they got to know well, you'd make sure they had everything they needed and oversaw their wellbeing. I loved that. It made things more personal.



But I always try to make time for the little things, even when it's busy. I love pampering the gents as they can be overlooked. I'll help with shaves, manicures, soaking feet and trims for ears & noses! It really matters. One resident's wife always notices when she visits and will say "I know when you've been in!" That makes me smile.

Is there anything you don't like about your role? Everything to do with the clients is great. I'm not a fan of office politics, gossip or cliques. I'm here for the clients and don't have the time for listening to moaning, gossip or trying to impress anyone.



You're our Halloween Queen, how did that come about? I love Halloween. It began at home, we lived in a complex and the kids wanted to go round town, so I said, "I'll dress the house up." It just got bigger and bigger every year! The house was fully decorated and I made themed sweet bags, slime challenges and trick-or-treat games. I'd make over 100 bags. The older kids had to work for theirs, we'd be firing water pistols from upstairs, the lot! Now my kids are past that stage I decided to bring Halloween to West Heanton. Last year was the first one where we were let loose decorating the home. It looked great. One lady loved

the skeletons and there was a chap reciting spooky poems. One resident even took her teeth out for the photo booth, it was absolutely hilarious. I adapt it so everyone can join in, we have jelly sweets, gentle costumes and lots of laughter. It breaks up routine and brings a little chaos to the home. It seems to bring out everyone's silly side.

How long does it take to decorate West Heanton for Halloween? I start planning in September. Preparation goes on throughout September and October and the dressing the home can take a couple of days. If I get a good day I stay on finish it in one go!

What advice would you give your younger self on their first day in care? Emigrate like you were going to, I nearly went to Australia... But honestly? If an opportunity comes up, take it. You never know where it'll lead. And don't be afraid to tweak your role as you go. I'm not as young as I was, I couldn't keep going at the same pace as I was in care. But I've been supported to adapt my role and that's made all the difference.



What's one moment that reminded you why you love this job? When someone with dementia suddenly recognises you. Their eyes sparkle, they smile or they laugh and you know you've made a difference. It's a chink of their old self breaking through. That's what keeps me going.

If you had a badge that summed up your approach to care, what would it say?
I care - because someday I'll be there.

Thank you, George, Australia's loss is our gain! We're very glad you did not emigrate when you left school. Your personal touch and genuine connection with our clients is truly appreciated.

September was Arts in Care Homes Month, where we strive to bring the arts into our daily lives to improve physical, mental and spiritual wellbeing. We certainly achieved this with reading a simplified and abridged version of Shakespeare's Henry V, followed by some silly dressing up and some very amateur acting. Lots of giggles had.

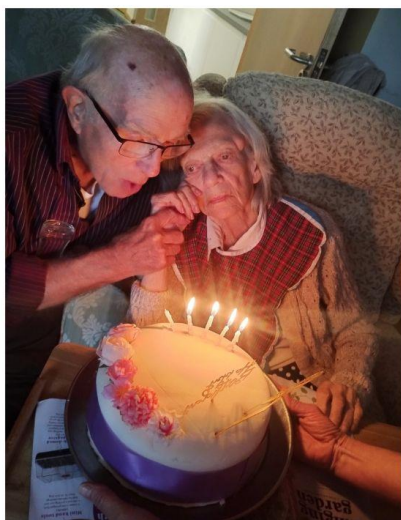
Enjoying Henry V... in true West Heanton style!



Wishing many happy returns to everyone we celebrated with in September, there were a lot of beautiful cakes!

HAPPY

BIRTHDAY



Music with Arjun Magee

For Arts In Care Homes week, we welcomed Arjun Magee, an instrumentalist, with some weird and wonderful instruments designed to soothe our mind and soul.

Arjun, who has experienced and been influenced by many cultures around the world, played the Kora, Bansuri, Box Xylophone, Celtic Whistle and Handpan.



Music with Arjun Magee



Arjun talked us through where each instrument originated from and once he started to play there was no more talking, just soothing sounds, tunes and frequencies that washed over us. Many of our residents and clients thanked Arjun personally and we were certainly in awe. You can watch some videos from our session with Arjun on our Facebook page.

In the morning before Arjun joined us we explored our own percussion instruments and made a few using some recycled materials

The best things come to those who wait..... Earlier in the year we spent time in the garden picking some of the early flowers and pressed them. Four months later we took them from the press and made some beautiful bookmarks. The colours and detail had been preserved really well and they looked wonderful



Here is a round up of the rest of our September Adventures!



Trishaw Rides ~ Cycling Without Age

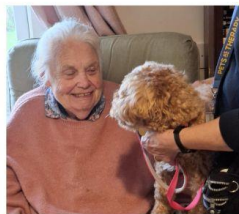
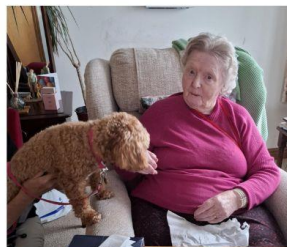
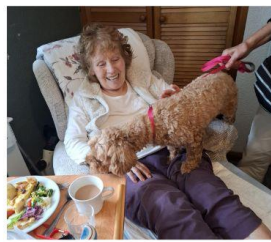


Trishaw Rides ~ Cycling Without Age



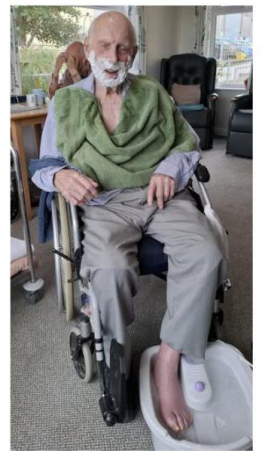


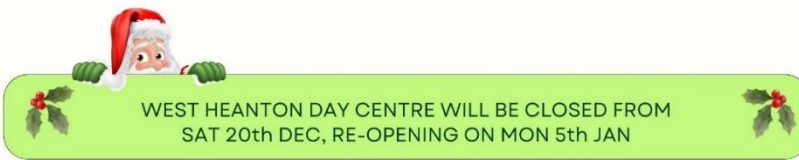
Sing Up! Bude





Before... and After! Gents Pamper Day





We don't want to mention Christmas too early but we know some of you like to get organised early, for information: our Day Centre will be closed from Sat 20th Dec this year and will re-open on Mon 5th Jan in the New Year.

WEST HEANTON DAY CENTRE



Join us for fun filled days & make new friends at West Heanton Day Centre, Buckland Filleigh, Devon

Our Day Centre sits in the beautiful grounds of our rural care home and offers tranquil views over the surrounding countryside. We are a real community hub where our trained staff provide a full range of activities, care & support for elderly people in Devon



We are open Monday to Friday from 9.30am - 5pm and can support people with many differing abilities
Our booking system is flexible, to suit your lifestyle

Please call us on 01409 281754 to find out more

WEST HEANTON

Care in the Heart of Our Community



Don't forget to follow us on Facebook for live news, events, updates & many more pictures, stories & videos
facebook.com/WestHeanton

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