



WEST HEANTON

NEWSLETTER DEC 2025

We're starting to feel very festive at West Heanton as the decorations are coming out of storage and our plans for the party season get underway.

Elf Day 2025! On 3rd December Erika is hosting our annual Elf Day. This is a fundraiser for The Alzheimer's Society and is a fun packed day across the Home and Day Centre - full of games, dressing up & laughter. Feel free to wear your best Elf Outfit if you're visiting on the 3rd. Everyone is welcome to join in. Raffle tickets are £1/strip and can be purchased from reception.

If you wish to donate to the cause (and help us smash our target) then you can donate at Reception or via our Just Giving link:

<https://www.justgiving.com/.../ElfDay2025-West-Heanton-2025>

ELF DAY 2025

WED 3RD DEC

FUN, GAMES & ELF SHENANIGANS AT WEST HEANTON

Dress up, join in & any donations to our raffle, or the cause, are very welcome

On Wednesday 3 December, people across the UK will dress up as elves to raise money and awareness for Alzheimer's Society

www.justgiving.com/fundraising/ElfDay2025-West-Heanton-2025

Alzheimer's Society
It will take a society to beat dementia

WEST HEANTON
ONE IN THE HEART OF OUR COMMUNITY



WEST HEANTON DAY CENTRE WILL BE CLOSED FROM
SAT 20th DEC, RE-OPENING ON MON 5th JAN



Don't forget, our Day Centre is closed from Sat 20th Dec, re-opening on Mon 5th Jan. If you require extra homecare visits or meals while the Day Centre is closed then please do let us know.

As always, homecare visits and meals deliveries will continue as normal throughout Christmas. If you wish to change your visits or meals over Christmas we're happy to make changes, please look out for a letter coming to you shortly where you can see what is scheduled and let us know of any changes.

PLEASE JOIN US
FOR OUR
CAROL SERVICE

WEST HEANTON
Care in the Heart of Our Community

7TH
DECEMBER
FROM 3PM

At West Heanton Activities Hall
FAMILY & FRIENDS WELCOME

Tea & Cakes served afterwards
Please let us know if you can attend 01409 281754

The festivities start on 2nd December with the St Mary's Ruby Handbell Ringers visiting in the afternoon. The next day is Elf Day, then on Sunday 7th December at 3pm we have our Carol Service. This will be held in our Activities Hall, giving us more space to welcome you all to join us. Everyone welcome.

Please see overleaf for the full list of Christmas activities.

Visitors are always welcome to join us for activities with their loved ones.

West Heanton Festive Activities!

Event	Time	Date	Where
Ruby Ringers	2.30pm	2 nd Dec	Day Centre
Elf Day	All day	3 rd Dec	House & Day Centre
Carol Service	3pm	7 th Dec	Activities Hall
Langtree School Carol Singing	11am	9 th Dec	House & Day Centre
A Christmas Carol	6pm	9 th Dec	Lounge
Shebbear College Carol Singing	morning	12 th Dec	House & Day Centre
Wealden Brass Band (livestream)	2.30pm	13 th Dec	Lounge
Emma Sings Christmas (live singer)	2.30pm	16 th Dec	Day Centre
Holy Communion	11am	17 th Dec	Lounge
Sleeping beauty Ballet	6pm	18 th Dec	Lounge
Mille Therapy Dog Christmas Visit	tbc	22 nd Dec	House & Day Centre
Mike & his Saxwitches (live music)	2.30pm	23 rd Dec	Day Centre

Christmas Thankyou's for the West Heanton Team. Did you know that West Heanton is supported by a team of more than 130 dedicated people. Some of our colleagues you know and recognise, while others work diligently behind the scenes - all working together to ensure care is delivered throughout the year. Every role is vital, and we are immensely proud of our team.

At this time of year, many of you kindly choose to send thank-you gifts. Please don't feel under any pressure to do so, but if you would like to, we will be adding them (alongside our own) into our **Grand Team Raffle**.

This tradition ensures that every member of our team receives a gift, selected at random and it has become a highlight of the season. The raffle is a wonderful way to celebrate the collective effort of our team and to make sure everyone feels appreciated.

The next newsletter will be out at the end of December so we would like to take this opportunity to wish you all a very Merry Christmas from everyone at West Heanton! If you, or anyone you know, needs extra support over Christmas please do call us on 01409 281754 and we will do our best to help.



Spotlight Interview with... Jenna!

This month we are shining the Spotlight on Jenna who has been at West Heanton for 8 years. Jenna works in the home as a Carer and Shift Leader and can easily be found by following the sound of laughter! Jenna looks after weighing clients and has a pivotal role in ensuring diet & nutrition trends are monitored.



How long have you worked in care? I first started working in care when I was 17. Over the years I've tried a few different jobs, but none of them ever felt right and I always found myself coming back to care.

Why did you go into care? At first, it was simply because I needed work and I didn't know what I wanted to do. but over the years realised that I just love the older generation and my heart is and always will be in care (get on better with them than my peers) I was bought up a lot by my nan so I just gravitate to the older ones even when out and about I love chatting to them,

What brought you to West Heanton? I joined West Heanton as I already knew a few people on the team. That really helped me to settle in.

What does your typical day at West Heanton look like? My role is quite varied, which I really enjoy. I work in the home and at Em's mainly. I've been known to help out in the kitchen too! One of my regular responsibilities is weighing clients each month. Although some people dread seeing me coming with the scales! We're soon laughing and joking and it's a great chance to have some one to one time with the clients. I love this time and hopefully they do too!

What's the best part of your job? Without a doubt, it's the clients. They make me laugh, they share incredible stories and they remind me why I love this work. Every day is different and each person has their own quirks. It's not just about the big things like meals or medication - it's the little things that make them happy that make me happy. Simple things, like knowing someone prefers their shirt put on with their left arm first, or remembering how they like their tea. Those small details show people they're listened to and cared for and that's what makes care so rewarding.

What are the more challenging parts of your role? There can be tough days. Sometimes it can be emotionally challenging, especially when clients are unwell or struggling. But even then, I remind myself that the team being there for them is what matters most.

Do you have any advice for people starting out in care? Leave your worries at the door! Even if you're having a bad day personally, the clients come first and they deserve you to be your best self. Great teammates will always help on tough shifts.

Do you have a favourite memory? One of my favourite memories was when Erika and I went around the home, visiting all the clients in a makeshift ice cream van! We were handing out ice creams. It was such a laugh and the clients loved it. Oh, and I was lucky enough to go to London with Em one year. Four of us went and we had the best time! We saw some amazing shows and just had the best time!! I also celebrated the Big 4-0 at work recently (my 40th birthday!)

What's the best time of year at West Heanton? I love Christmas and the house is always so festive. Everyone knows I like a good Christmas song. I'll start singing and clients usually join in with me. It's so lovely.

And what's your favourite Christmas song? *Wish It Could Be Christmas Everyday*. It always puts me in a festive mood.

What's one thing people might be surprised to learn about you? My surname, Busuttil, is actually Maltese. My grandad came over from Malta in the 1940s so we have strong family roots in Malta. People often ask about my surname and always have trouble trying to pronounce it!

Have you ever been to Malta? Just once, on a Mediterranean cruise. It was strange seeing my surname everywhere - over there it's like being called Smith or Jones!

It sounds like family ties are very special to you? Family is super important to me, they are my absolute world!! I'm a mum of 3 girls, aged 20, 17, 14 and even though they keep me on my toes I couldn't be prouder of them all. I've been with my partner Steve for 22 years - we're not married yet - I always joke I'm not ready!

What do you like to do in your spare time? Ohhh I love a spa day!! And crafting too when I get time. I love painting, drawing and building things.

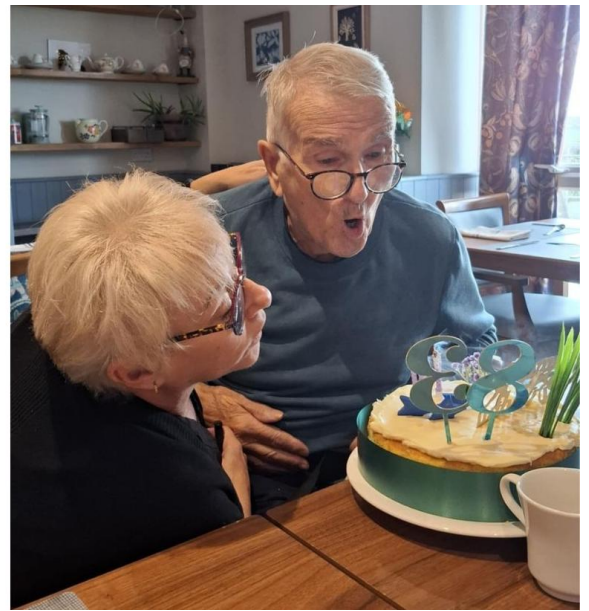
If you won the lottery, what's the first thing you'd do? I'd probably do something Robbie Williams related - I'm a huge fan! I'd love to meet him. My favourite Robbie song is *Angels*.

Thank you, Jenna, for eight wonderful years at West Heanton! We look forward to many more memories, laughter, singing and ice-cream van adventures ahead!





November
birthdays!



Keeping Warm, Staying Green: Our Heating Upgrade

For over a decade now, our home has been kept snug and cosy thanks to our biomass boiler. This clever system uses *miscanthus grass that we grow ourselves* to provide heating and hot water. Not only does it keep us warm, but it also helps us care for the planet – something we can all be proud of!

When we first installed the biomass boiler, we added two old oil boilers as a backup. They gave us peace of mind, but they weren't quite strong enough to keep everyone truly toasty on the chilliest winter nights if the main boiler was offline.

That's why we're excited to share some good news! As part of our ongoing improvements, we've now upgraded our backup system. With the help of BRC Heating, we've installed two brand-new, efficient oil boilers. These modern boilers mean that, even if our biomass boiler ever needs a rest, we'll still have plenty of heating and hot water to keep everyone safe, warm, and comfortable - no matter how frosty it gets outside.

This upgrade is another step in making sure our home is always a place of warmth, care, and security. A big thank you to BRC Heating for their excellent work, and to all our residents and staff for supporting us as we continue to make improvements.

Here's to many more cosy winters together!



Congratulations to Lou, who has won Tom's Draw for November!

CONGRATULATIONS

LOUISE

Selected in a random draw, Lou was nominated by a manager for:

"Thank you, quick thinking and taking action saved a lot of expense and disruption. Many Thanks"

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

TOM'S DRAW NOV 2025

Please do keep your nominations coming in! They are always warmly received by the team we love to see the many and varied ways our team makes a difference every day. You can nominate at our reception or by calling us on 01409 281754

Here is a round up of our activities from November. Don't forget you can see many more pictures, stories and videos on our facebook page:
www.facebook.com/WestHeanton

CELEBRATING BONFIRE NIGHT!



SHIMMERING LED SPARKLERS



REMEMBRANCE DAY

