

# Newsletter

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Please remember brothers, this newsletter should not be read out at congregation meetings or placed on the congregation notice board

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## EVALUATION REPORT

Looking back over the past five years that we have been publishing our evaluations, we find an improvement from 2010 at 73% to 85% in 2013. We are pleased to say we have maintained that percentage of 85% for the second year running.

Our staff have worked very hard over the last two years in training and developing their teams with much success and we are proud of their achievements.

We have also been focusing on our Ethos (see our website for more details) of caring for the spiritual needs of our residents, and we are very pleased with their appreciative comments. And as we all know, Jehovah's organisation continues to provide us with excellent tools for family worship. It's interesting to see also that many residents are now using electronic tablets to achieve this and are enjoying their new skills for communication. Please note some comments from the folks...



*"I'm so grateful to be here away from a worldly atmosphere."*

*"It's good to be with people who love Jehovah."*

*"It is definitely a Christian home—Thank you."*

*"I know the staff have genuine affection and do all they can to make my friend happy and safe."*

*"The home lives up to its name and is a happy place to be in."*

## STAFF ACHIEVEMENTS

We would like to congratulate Michaela Motley, Elisa Rodrigues and Julie Garrett who have now completed **"NVQ Level 5 Diploma in Leadership for Health & Social Care"**. Michaela tells us: "It was a challenge at times, but I have gained increased knowledge and insight into many areas. I particularly appreciated the Alzheimer's Society website and the Diabetes UK website and have used the information whilst working with staff and residents."



Julie Garrett



Michaela Motley



Elisa Rodrigues

## AWARENESS MEETINGS

This latest awareness meeting was held in Rochester, Kent and we were able to answer questions about the care that is provided, charitable giving and how to volunteer caring services.

If you have any questions about Jah-Jireh or are interested in hosting a small awareness meeting in your own home, please contact our head office.



# WHAT IS A “CHAMPION”?

A champion is someone who promotes or advocates a cause and takes on responsibility for a project. In the care industry this term is used to achieve person centred care. (Person Centred Care sees residents as equal partners in planning, developing and assessing care to make sure it is most appropriate to their needs. It involves putting residents and their families at the heart of all decisions.)

We select certain proficient members of our staff to become champions in specific areas of work to ensure residents are safeguarded and receive a standard of care that meets their needs. They then share what they learn with other members of staff to create a strong work team.

Our champions have been raised up with a particular field of focus covering areas such as, Activities, Continence, Dementia, Diet & Nutrition, Falls, Infection Prevention & Control, Information Security and Training Monitors.

We asked some of the champions at our Blackpool home how they feel about their role.

**Michael:** “Focusing on specific areas of care encourages independence and promotes dignity for the residents.”

**Chantelle:** “Being a champion means liaising with outside professionals; for my role this is Environmental Health. We receive guidance from the Department of Health and the local council and we make sure this guidance is in place and relevant training is up to date. We also invite residents to join us with in-house training so that they can be aware of various risks and how to prevent them.”

**Nick:** “Taking the lead in a specific area benefits the home, as it keeps us up to date with current legislation and CQC guidelines, therefore raises the standard within the home.”

**Adam:** “I monitor and investigate any falls in the home and look for methods to prevent or minimise falls and highlight key areas for improvement. I feel that this



role really benefits our residents quality of life as a fall can sometimes have life changing repercussions.”

**Tina:** “As a champion for diabetes and nutrition, I can do more in-depth research into the subjects and I am now much more aware of the causes, symptoms and treatments available and I feel more confident in being able to advise a resident regarding their diet.”

**Nick:** “For myself it has increased my knowledge base and appreciation for that information. My goal is to provide training within the home so that the residents not only feel safe but comfortable with manual handling procedures. Also I hope this training will keep the staff as safe as possible and reduce the risk of injuries.”

**Michael:** “This has helped me with personal development and has made me more confident in my job role and having extra responsibilities.”

These champions are invaluable to our aim in providing a quality service and give exclusive backup to our managers.

*Sanjay: “Each person will be cared for individually and given the support they need.”*