

FAMILY NEWSLETTER



December 2017

Hot off the Press!

BUTLERS NIGHT CLUB! We held our 3rd club night at Butlers on 6th December. A brilliant Christmas special. Another fantastic night where our residents and other people with learning disabilities across Buckinghamshire let their hair down and had a great time. We've once again had superb feedback from people who attended and their families and carers. Looking forward to 2018 club nights!



The dance floor getting busy!

MURAL FOR 8 PRIORY AVENUE

Following discussions with Wycombe High School, we are very pleased that a small group of their 6th form A level art students will be helping to decorate the lounge at 8 Priory Avenue.

Trudi Scrivener our MD met with the Head of Art in November, to discuss a project that would be a great opportunity for the students and will brighten up the lounge area at 8 Priory Avenue. The project will start early next year when 3 students will meet with the staff and residents to put together some ideas for a mural for the wall. We know that Marvin loves 'pink seahorses' and Vinnie loves music and mechanical machinery – so who knows what we could end up with!!

We will keep everyone updated as things progress.

JULIA DONOVAN – RESIDENT AT HUGHENDEN ROAD



Trudi our MD went for a cup of tea to Hughenden Road this week. She met with Julia Donovan. Julia was extremely proud to tell her about her weight loss programme. When Trudi asked Julia how much weight she'd lost, she said "oh about 5 stone", absolutely flabbergasted Trudi congratulated her. Later that day Charlie Ives, Manager at Hughenden confirmed that in fact Julia had lost close to 7 stone!!! This is an incredible achievement and all credit must go to Julia of course, but also to the staff who have supported her through this. This amount of weight loss will

definitely put Julia in a good position to live a happy and healthy life, which is exactly what White Leaf Support is all about. A huge thank you to the staff and a MASSIVE well done to Julia.

*Do you have news that you would like included? Email
trudi@whiteleafsupport.com*

CELEBRITY RAPPER NELLY MEETS HIS BIGGEST FAN!!

This is an amazing story, such a great memory for Yassar Ali our resident at Priory who celebrated his birthday last month. Yassar went to a Nelly concert, for those of you who are not familiar with Nelly he is a rapper with huge celebrity fame.



The persuasion skills of our support staff never cease to amaze us! Darryl our support worker managed to have a word with Nelly's doormen who agree to let Yassar meet him. Here is photographic evidence. Life is for living and this was AMAZING – best birthday present ever – here's photographic evidence.

We think he's looking fairly cool about standing next to this big time celeb!



TEAM UPDATE AT 8 & 10 PRIORY

Welcome to the team at 8 Priory Avenue Michelle Octave who is our new team leader, Lizzy Gingall who has joined us part time as one of our dedicated support workers.

At 10 Priory we welcome Neil Price as one of our full time Night Workers and Harriet Fitzmaurice who has joined us full time as a Specialist Support Worker after transferring from 8 Priory Avenue.

We wish them great success in their new roles and welcome them to White Leaf.

HEAD OFFICE STAFF

Vanessa Phipps joins us at the Head Office, assisting Trudi and Dorota with administrative tasks – welcome Vanessa!!

UPDATE FROM OUR QUALITY & COMPLIANCE OFFICER – SARAH HARRISON

I have carried out the first of my internal monthly audits within all three services in November. The audits identified that all in house audits are being complete on time, a huge improvement! These audits cover areas like infection control, so how we make sure that germs don't spread, medication, so making sure that our staff are administering medication correctly, health and safety so making sure that there are no safety concerns and that house improvements are up to date. Many staff are well underway with their E Learning online training, and on their way to achieving the care certificate. The audits saw many highlights, and special occasions celebrated throughout the period of October such as Halloween, birthdays and trips out. These highlights recognise the enthusiasm of the staff across the services getting involved, and making these occasions memorable. I will be heading back out shortly to see what has improved since the last visit!

Side note, we have listened to feedback given at the family forum meeting regarding our in house induction, and will be implementing the recommendations within our new upcoming induction packs! For those of you that were not there family members raised issues about housekeeping e.g. Making sure voice messages are passed on, and that the answer machine isn't full preventing people from leaving a message.

Sarah.



CQC OVERALL RATING
Requires Improvement

CQC VISIT

We are looking forward to a visit from CQC early next year. These inspection visits are always unannounced so we don't know when they are coming but we suspect it will be soon. We have done so much since we had our last inspection and the work of Sarah Harrison our Quality and Compliance Officer along with the dedication from the Managers and the staff teams we feel that we are in a much stronger position. Many of the changes we have implemented have involved our CQC inspector who has been consulted as well as the support and advice from our funding authorities, advocates and families.

OTHER UPDATES

- Another family forum meeting will be arranged for the New Year for all homes.
- Our contract manager from Bucks County Council visited us for inspection and reported that she was very happy with the improvements we had made on how we record information. Also impressed with some of the improvements in how we encourage our residents to get involved.
- Our new commercial laundry machines are being installed in December – there were delays to installing these due to some 'technical / building / drainage' problems.



CHRISTMAS INVITATION

Most of our residents are going away for Christmas, however we are pleased that there will be some who will be celebrating together. Staff will be making Christmas lunch at 8 Priory Avenue for all the residents at home and Trudi our MD will be joining staff, residents and any family members on Christmas day at 8 Priory Avenue for drinks and mince pies after lunch at 2pm – might not be quite ready for a mince pie by then but definitely a glass of something! All welcome. Please let us know if you will be coming so that we can cater appropriately.

AND

Don't forget to follow us on Facebook for lots of updates on what's been going on at White Leaf!

<https://www.facebook.com/whiteleafsupport/>