

# FAMILY NEWSLETTER

## JANUARY 2018

### Welcome Note

What a great Christmas we've had at White Leaf! A combination of events such as; Christmas Jumper Day, a visit to Winter Wonderland, pantomime and parties. Not to mention the New Year party at Butlers Night Club. We had a nice day on Christmas Day at 8 Priors where family members, staff and residents had a feast and enjoyed some music and mince pies. Back to reality now as February approaches and we start to plan for the

### NICKY IS STAR OF THE MONTH!

We loved this story so much that we thought Nicky should feature on this month's front page. Nicky is someone who likes routine and doesn't like change that much. So the news that she's planned a bedroom make over was fantastic. Off she went with staff to Dreams to choose her new bed – we LOVE this photo. Here she is testing out a new bed, she is looking pretty comfy on this one! Well done Nicky and to all the staff supporting her.



---

*Do you have news that you would like included? Email [trudi@whiteleafsupport.com](mailto:trudi@whiteleafsupport.com)*

---

---

## CHRISTMAS DECORATING AT WHITE LEAF

---



---

## WINTER WONDERLAND & OTHER CHRISTMAS DELIGHTS

---



---

*All at 10 Priory enjoy a tasty  
breakfast out, supported by  
Darryl.*

*Smiles all round!*

---



---

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

---

## **KIERAN HAS A NEW VOLUNTARY JOB!!**

Great news that Kieran, resident living at Priory has recently been successful in finding a job, he's working 2 days a week in Oxfam, it is voluntary work but it gives him great pride and really good experience that we hope he'll be able to use to gain paid employment in the future.



## **TEAM UPDATES FROM ALL HOMES**

This month we say not quite goodbye to Maria and Ladan who work at 215. Because of other commitments they are going to join our bank staff team, so won't be regular team members but will step in when we are short. Huge thanks to both of them for their brilliant work.

Tapiwa will return to us soon after her maternity leave, we are all looking forward to her return.

We've got some new starters joining us at Priory – I'm sure you will meet them over the next few weeks.

## **UPDATE FROM OUR QUALITY & COMPLIANCE OFFICER – SARAH HARRISON**

Audits carried across all three services continue to identify areas in which we are improving, recognizing the hard work and effort given from our fantastic staff teams. The audits have seen a huge development in how paperwork is completed within the services, and I am now working closely with our teams to bring our documentation to a higher standard. We are currently looking at bringing more detail into our support plans by obtaining feedback from all staff, and where possible, families. So please, if you have any input or ideas, get involved!

We have also noticed an increase in complimentary feedback received from families. We would like to thank you for your feedback, myself and our teams love to hear where we are improving! Your kind words remind us why we do what we do.

Sarah

## **OTHER UPDATES**

- Family Forum for both Hughenden Road and Priory now in the diary.
- Commercial Laundry machines are now operational at No 8.
- We have installed a brand new boiler at Priory following some failings with the old one.
- We are now looking to fill our vacancy at 10 Priory and we have had one referral who we are considering.

## **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/>