

Parkside News

Spring 2020



A happy new year and welcome to our first newsletter of 2020.

We shared a wonderful Christmas with our carol service followed by mince pies and visits to the local schools to join in their festive fun. The reindeer also stopped by!

On Christmas Day, it was wonderful that many family members joined the residents for Christmas dinner. As one of our values is that of hospitality, it was a privilege to share this special day with so many people.

As part of the celebrations we were also visited by the Archangel Gabriel and Father Christmas!



Inside this issue

Our new coffee area	2
Staff and resident changes	2
Meet the staff	3
Employee of the month	3
Food!	4
49 years not out ..	4
Garden	4
Activities	5
Building update ...	5
Chaplaincy	6
Celebrating faith .	6
Meet the trustees.	7
Meetings	8
Who's who	8



Our new coffee machine

We are delighted that the new coffee machine was installed in the dining area just before Christmas.

The residents are now able to offer a drink to their visitors at any time in their home.

There is a range of hot drinks to choose from- tea, coffee and hot chocolate are all available at any time for our residents, their visitors and the staff.

Please do help yourself when you're next able to visit.

A new cold water dispenser will be installed later this year as well.

Staffing changes

Over the past few months, we have reviewed our staff structure.

The new structure has enabled us to have more staff as carers. This will ensure that there is more contact time between them and the residents.

Staff are also receiving extra training to continue to provide the best possible care for our residents.

Resident update

Over the past few months, we have been really pleased to welcome Charlotte, Sheila, Patsy, Frances, Doreen and Jill to Parkside.

With sadness, we have also had to say goodbye to George, Patricia and Peter during this time.

Wi-Fi and the internet



Please remember that every resident and relative has access to the internet. We are keen to help residents to keep in contact with their families across the world, and some residents use this facility to Skype relatives who otherwise they would lose contact with.

We are happy to give support to residents for whom this technology is a challenge. Please speak with us if we can help.

What people have said

"My mother has been a resident at Parkside since last August 2019. The home was recommended to us by two separate people.

I cannot praise the home highly enough. The staff are so caring and it feels like home not an institution.

If there are any issues, they are taken seriously and dealt with speedily.

I am so happy my mum is there. We both know she is safe and well looked after."

Meet the staff— Sharon Ivory Our employee of the year for 2020



How long have you worked at Parkside?

I have worked at Parkside since April 2016, so almost 4 years.

What is your role at Parkside?

I am one of the Carers at Parkside.

What do you enjoy most about your work here?

I enjoy working with the residents for all their different personalities and what they say as some of what they say makes me laugh. I love being able to build wonderful relationships with them all.

I love working at Parkside as it's a nice place to work!

What do you like to do in your spare time?

I like going to the gym and running and I also go and visit my grandson on a regular basis. When I am at home, I love spending time with my cat called Nina.

Did you know?...

That we are able to offer respite and day care.
For more details please contact us on 01708 743110 or via email at mail@parksidehome.co.uk.



Employees of the month 2019

Every month we select an employee of the month who has gone above and beyond what we expect of them in their day-to-day role.

The 2019 winners were:

January: Claudiu

February: Sharon I

March: Clare

April: Brian

May: Georgia and Joanne

July: Sharon D

September: Jenny

October: Karen

November: John

December: Helen

Is there somebody that you'd like to nominate for going the extra mile for you? If so, forms are available at reception.

49 years and not out

Parkside opened in 1971 and we will be 50 years' old next year.

We are planning a number of events to celebrate together all that the home has been and will be.

We hope you will be able to join us for these events.

Maybe you have some ideas how we can further celebrate? If you so, we look forward to hearing from you.



Food!

Congratulations to the kitchen team on achieving the top 5 stars award from the local health inspector recently.



This is the highest possible score and we are very thankful to the team for continuing to manage the kitchen, preparing quality food on a daily basis for the residents to enjoy and also ensuring that all their needs are met.

The team will be happy to receive requests from residents or their family and friends for favourite dishes and will try where possible to ensure that treats are given.

Gardens

The residents continue to love the haven of the garden, especially during the summer, and whether there is a barbeque or just a picnic, there are many places to sit and spend time.

Many residents also take regular walks during the day.

Our resident squirrel also continues to enjoy his daily feast on the nuts which we leave out for the different variety of birds that visit!

We hope to make further improvements to the raised beds during the next few months and to clean the paths.



Person Centred Care

Person-centred care can be a jargon statement, but to us at Parkside, it is far more than that.

We are keen to ensure every resident is in control of their care and their choices, and preferences are respected and catered for.

This means they get up when they want to and not when it is convenient for the staff. They can have breakfast at a time they choose.

These preferences go for everything around the activities they take part in to the care they receive.

Parkside is our residents' home and not an institution. Everything we do at Parkside is for the residents .

Please chat with us if you feel we're getting it wrong. If you have any ideas on how we can get it better, just say, as we would love to hear from you.

Activities

We have been reviewing our activities and part of this has been to ask what the residents would like to be involved in.

All our residents have different interests and passions and we try and cater for everybody. We hope our changes will reflect this.

Recent activities have included visits from the animals and singers and craft-time and keep-fit.

Regular visits to coffee shops and the local garden centre have also taken place recently. Several of our residents also recently took part in the Holiday at Home themed day at the church.



Building update

As you will see, the improvements at Parkside continue. The new bathroom and medicine room are being well used. The next big projects include:

- A new kitchen
- Improvements to the Garden Lounge to include new doors between the Dining Room and the Garden Lounge
- The small kitchenette becoming an additional toilet

Less exciting, but equally important, we also need to replace the flat roofs and the fire alarm. We continue to invest in the home to ensure that the residents have the best possible home in which to live.

We will try and keep noise and disruption to a minimum while the works continue.

Chaplaincy

As you will be aware, Parkside is owned by Romford Baptist Church.

Vikki, who is the minister for the older generation at the church, is a regular visitor to Parkside. Often referred to as “the lady in pink” because she nearly always wears a pink clerical shirt and hat when she is at Parkside. She visits the residents and spends time talking with them on a wide range of topics. If a resident wants it, she will also read a passage from the Bible and pray with them. She meets with people of any faith or none at all.

The work she does as a chaplain is also available to the families of the residents and if you would like to talk with her at any time, in confidence, please either email her at vbunce@romfordbaptist.org.uk or call her on 01708 743382 (option 3 followed by option 2).



Celebrating our residents' faith

We regularly celebrate our residents' faith and we have two services a week at the home:

- Mondays at 10.30am in the Piano Lounge
- Thursdays at 6.45pm in the Garden Lounge

Residents are also able to attend the services at Romford Baptist Church on a Sunday morning at 10.30am. If your relative would like to attend, please speak to your relative's carer and they will be able to arrange the transport.

Alternatively, the services are also broadcast from the church and are shown on the televisions in the Garden Lounge at the home.



How we run

The day-to-day running and leadership of the home undertaken by the senior leadership team and more details can be found overleaf.

The governance of the home is by a board of trustees who meet every other month to ensure that the home is running well and working within the ethos of its foundation.

The trustees are:

John Stannard
(Chair)



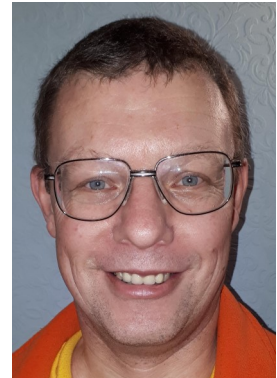
Samuel Tunde
(Treasurer)



Ian Bunce
(Team Leader)



Bernd Schulte



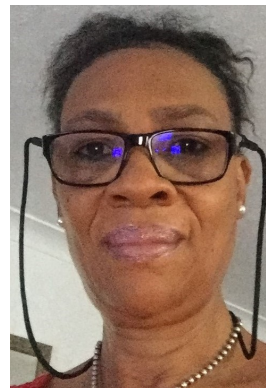
Sue Sharp
(Safeguarding)



John Stewart



Carmen Thomas-Reid



Rebecca Waigwa



Residents' and Relatives' Meetings

Meetings. Oh, don't we just love that word! But at Parkside they are very important.

About every 8 weeks we have a meeting which all of the residents are invited to come and attend.

It is an opportunity to share ideas and shape decisions in the home.

There is always a lot of laughter and each meeting has a theme. There are also opportunities in every meeting for residents to have the chance to raise any matters of concern for them.

Another important meeting we hold a couple of times a year is that for relatives. We enjoy spending time with you and hearing your ideas and sharing about the future for Parkside.

The next relatives' meeting is on 27 May. Please make a note of this date in your diary and try and join us.

We are very grateful to all those who responded to the recent survey. Your feedback has been taken on board and we will look to put in place some of the ideas that have been shared. Please [view](#) the results of the most recent survey on our website.

Who's who

We are keen for you to know who is who at Parkside. Please do feel free to contact us at the home at any time.



Team Leader: Revd. Ian Bunce

Telephone number: 01708 743382 (option 3, option 1)

email: ian@parksidehome.co.uk

Ian is the leader of all of the team at Parkside and oversees all the different aspects of the home



Registered Manager: Diana Mfunne

Telephone number: 01708 743110 (ext 656)

email: diana@parksidehome.co.uk

Diana heads up the all the care of the residents from personal care to feeding and the housekeeping team. She is responsible for the day-to-day running of the home.



Operations Manager: Steve Street

Telephone number: 01708 743110 (ext 650)

email: steve@parksidehome.co.uk

Steve leads the home on all aspects relating to the property, business-side and HR.

65 Main Road, Gidea Park RM2 5EH

T: **01708 743110** | E: mail@parksidehome.co.uk

www.parksidehome.co.uk

 Facebook: **Parkside-Residential-Home**



Parkside is operated by
**Romford Baptist Church
Housing Association Ltd.**