

General Manager Focus



Coming Soon

We're pleased to announce the Tell Barchester Annual Survey is coming soon!

This will be the 5th year for our annual customer satisfaction survey which will be live from 8th of September. The survey gives you and our residents the opportunity to tell us how you feel about the experience here in our home and helps us learn and improve as well as celebrate positive feedback with the team.

The survey will be sent to you via email and be open for five weeks giving plenty of opportunity to complete, it's quick and simple and there's space to add further comments on your experience to give us more detailed feedback if you wish.

If we don't have your email address and you would like to take part, please give it in at reception, or you'll be able to complete the survey when you visit if it is easier as posters will be displayed in homes with the details – just ask at reception and the team can help you.

But if in the meantime you have feedback you would like to share you can come and talk to me at any point, my door is always open.

John Cunningham
General Manager

Dates for your Diary

We have some exciting events coming up over the next few months.

September

5th Live Entertainment-
Sing-a-long with Laura

10th Barchester's Virtual
Music Quiz

17th Live Play/ Mary
Midwife

26th World's Biggest
Coffee Morning

27th Monthly Residents
Birthday Party



Welcome to our new manager.

We also welcome our new general manager John Cunningham to Four Hills. John has transferred to us from Pittsmead Grange- a newly built Barchester home in Bromley, Kent. John is a qualified general and mental health nurse and has been managing care homes since 1992. John said 'I am delighted and proud to take on the management of Four Hills Care Home. I look forward to getting to know all our residents and relatives more over the coming months. I operate an open-door policy so please feel free to pop in for a chat.

SPOTLIGHT ON...

We are in the middle of a huge garden makeover, the residents are loving the transformation and have been playing a huge part in planning and development of the garden, choosing plants and making decorations.



What we've been up to...



Birthday Parties.

Over the past few month's, we have had a great new addition to our activity planner, by each month hosting a birthday party for all residents who have celebrated a birthday that month, were we invite family members to join us to celebrate those special moments, with live entertainment.

Summertime Fun

We have been loving all the sunshine and spending as much time in our gardens as we can, there has also been some lovely days out to Largs and Portobello.

We have also had lots of days out to our local Botanic gardens, residents love seeing all the exotic plants, sitting eating ice-creams while we chat and reminisce.



LET'S TALK *facebook*

Don't forgot to follow us at
Four Hills Care Home

Our best story this month
had 46 likes

Residents had a fabulous
day trip out to Edinburgh's
Portobello beach.

We set off early in the
morning, sang songs on the
bus to get us into the
seaside spirit.

The ladies and gents on the
trip loved strolling along the
promenade, reminiscing
about family days at the
beach, while eating the
traditional fish, chips and
no trip to the seaside is
complete without an ice-
cream by the water.

NEWS FROM IN AND AROUND Four Hills

ENABLE- ENABLING LIFE- ENRICHING CARE

Same Great Care. Moving from paper to digital
support plans.

Person-centred, digital support plans. Intuitive, user-
friendly system. Whole home, point of care
recording. Notes accessible anytime, anywhere.
Instant recording and securely backed- up.
Enhancing reporting.

You may see teams using mobile devices, but rest
assured this is helping us to deliver the highest
quality individual care and life enrichment to our
residents.

Thank You

From all the team at **Four Hills** we'd like to say a big
thank you to you all for all your support and
understanding over the last few months.

CELEBRATING SUCCESS

At Barchester we like to reward our staff for their hard work and
dedication through our Employee of the Month award, this is voted for
by residents, relatives and staff to a member of staff they feel has
gone above and beyond to deliver the highest levels of care and
support to our residents.

This month's award goes to carer Susan Anderson, we thank you for
always giving your best to our residents.



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BARCHESTER
Celebrating life