

# Tennyson Wharf

## NEWSLETTER



### *General Manager Focus*



## We will finish the year strong!

2025 has been an incredible year with so many positive. I am so proud of Tennyson Wharf, our fabulous teams that continually go above and beyond to create a warm and loving home and of course our residents who make each day of work worthwhile. We could not do our jobs without your support so a huge thank you to you all.

Just to high light some of our achievements this year; we have implemented the most up to date accounts and ordering system which has streamlined our admin processes. We have retained our blue outstanding status in our internal QIR inspections within the Maintenance and Activities departments and green good status across the board. Our Head of Care, Nicola Hodson was the winner throughout the North East and Scottish division for excellence in her work. We are so proud of her when there were over 9000 nominations across all categories. We celebrated our 10-year anniversary in April with a tremendous party and have continued to celebrate and give back with over £1000 being raised for Therapy Dogs Nationwide, Alzheimer's' Awareness, MacMillan, Breast Cancer Awareness and our Residents' Fund.

We go into 2026 with hopes for continued strength and development with our residents at the heart of this goal.

**Best wishes, Sarah Noutch General Manager**

## Dates for your Diary

Please join us for any of the activities. See the weekly email for more info.

### **NOVEMBER**

Saturday 22<sup>nd</sup>  
2.30pm.  
Christmas Fayre

Tuesday 25<sup>th</sup>  
12.30pm  
Professionals Business Lunch. Contact reception to secure your place on this networking opportunity

Saturday 29<sup>th</sup>  
3.30pm  
North East Productions  
Pantomime. Alice in Wonderland.

### **DECEMBER**

Monday 1<sup>st</sup>  
2.00pm  
Alison Jay sings

Wednesday 3<sup>rd</sup>  
11.00am  
Elf Day with Eleanor singing.

Saturday 6<sup>th</sup>  
3.00pm  
Emma Jane School of Dance

# Aging does not make our residents invisible

In 1997 Rebecca, our Head of Activities, had a conversation with an older woman she admired. Sadly, the lady said 'Growing old is horrible, you become invisible'. We can assure you that no resident at Tennyson Wharf is invisible. We strive to engage, motivate and develop the talents and hobbies of our residents in a whole home approach.

Activities are provided under categories of mind, body and soul. Weekly activities are carefully planned to ensure there is a wide variety of activities fulfilling this criteria. We include weekly trips, faith groups, baking, entertainers, crafting, therapy animal visits, beauty and pampering in our salon, speakers, intellectual pursuits, virtual games and quizzes, community groups, exercise classes, the list goes on! Residents who do not wish to participate in group activities are visited in their rooms, our carers also carry out activities and provide excellent one to one uplift. Our chefs take the time to provide favourite meals for residents and offer three course lunches and dinners with multiple choices.

One of the biggest factors in age related decline is unmet needs, especially emotional discomfort. We hope that all of our residents feel valued and part of our community.

## SPOTLIGHT ON...

Employee of the Month. We love to celebrate our teams. Did you know you can nominate any of our staff that you feel has provided exceptional care, service and help for your loved one? Forms are available at the front desk.



## *What we've been up to...*



## Tell Barchester Survey

Our residents and families have taken part in the Tell Barchester Survey. We were pleased with our scores but it is important to keep improving. Residents requested longer time frames to be able to carry out activities, especially when crafting. It is such a positive outcome that residents wish to spend more time in activities and we will make this happen!

We have a weekly email from the Activities Team with updates and publication of the weekly activities sheet. We post almost every day on Face Book; this is a fabulous way of following your loved one and the daily goings on in our home. We have our quarterly newsletter with important dates and our quarterly families' meetings. Our Management is always available by phone or email. In addition to this Sarah Noutch, will commence a monthly 'surgery' with a specific open office for families, residents and visitors. Dates will be published in our weekly emails.





## LET'S TALK *facebook*

Don't forget to follow us at  
**@Tennyson Wharf Care  
home- Barchester  
Healthcare**

**Our best story this month  
had 2631 views!**

It was the beautiful photo of our Head of Housekeeping, Michelle Williams' marriage. She was a radiant Bride and we wish her and Nathan all the very best. We love to celebrate 'our people'. We love to show case our home. But most importantly we love to show our talented, caring, funny and thoughtful residents and all that they do and achieve. Be part of this by following us with all the latest adventures.

## NEWS FROM IN AND AROUND Tennyson Wharf

### Making wishes come true

#### **It is never too late to have a bucket list!**

When residents arrive, we complete a Getting to Know Me book so that we may personalise their stay with us. It really is a lovely way to break the ice and just as it says, get to know our residents. Recently a respite resident said that when he was younger, he had made his own guitar and played it, he would love to play again.

Within 48 hours we had arranged for one of our regular entertainers to come and give Derek guitar lessons. Derek was only with us for two weeks but in this time, he had four lessons and even ended up buying a guitar to continue his practice! He said it was a wonderful experience and brought back so many great memories.

We would love to make a wish for every one of our residents. The Activities Team would like to work with you to make a dream come

## Thank You

From all the team at **Tennyson Wharf** we'd like to say a big thank you to you all for all your support and understanding over the last few months. We'd love you to leave us a review if you haven't already at Google [click the link here](#) or CAREHOME.CO.UK

## Celebrations in our home

Congratulations to Nicola Hodson, Head of Care on becoming the North East and Scottish regional winner in the Barchester Cares Awards.

Congratulations to Sarah Nutch, Karen Holmes, Aimee Hill and Rebecca Harrowing for your recent nominations in the Lincolnshire Cares Awards, results are in March 2026.



**Tennyson Wharf**

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**BARCHESTER**

*Celebrating life*