

Residents' corner

This newsletter Graham, Mary's husband, has kindly written a little about Mary's life. I hope you all enjoy learning a little more about another one of our residents.

Mary Wright



Mary was born in 1940 and raised in and around Oxford, she attended Headingly School and started her nursing training at John Radcliffe Hospital and Stoke Mandeville. She got married and had 3 sons, so she gave up her nursing and devoted her life to bringing up her family. In 1981, her father passed away and her first marriage came to an end so her life took a bit of a turn and she started working with the elderly around Oxford. Needing to establish herself in the profession again she worked as a Matron in an EBD School, which is where she met her current husband (Graham). In 1986 Mary and Graham moved to Devon where Mary continued working with the elderly as a deputy warden in sheltered accommodation as well as in the community visiting them in their own homes. During this time Mary also studied Open University Courses and through this developed an interest in spiritual healing, she trained in this and worked as a volunteer with people who had visual impairments. She has been an 'amateur' artist for most of her life specialising in watercolours and was also a life model for a local professional artist.

Mary's only sister died in 1993 at the age of 50, after a very short period of an aggressive cancer she was 2 years younger than Mary. Mary also supported her mother, in her later years as her health deteriorated, she eventually passed away in 1999 in a residential home close to us.

Sensitivity and compassion has been central to my life—with my family, friends and colleagues. Mary's husband's interests not only challenged her and her own beliefs but helped to broaden her outlook and look beneath the surface of people. Getting to know Grahams' family also helped her realise that not all families are the same and although complex can also be extremely supportive. This does not mean that she tolerated fools gladly.

Mary and Graham have travelled widely and walking has been a central part of all of their holidays together - immersing themselves in the landscape and culture.



Firstly we would like to welcome all new residents and staff to Pinewood and hope that they enjoy living / working here as much as the rest of us. We would also like to extend our welcome to the relatives and friends of our new residents.

Autumn 2014

Newsletter

Since our last newsletter the residents have been enjoying a bit of cooking with Lisa, our activities lady. Here are a few of the photos of them cutting veg ready for the soup, making cakes and also





This is Gina Awad who comes to give our residents reflexology once a month. Earlier this year she trained as a 'Dementia Friend' so we thought it would be nice to ask her to write a little something for our newsletter. Hope you enjoy reading about her.



"My name is Gina Awad and I am a Holistic Therapist offering Reflexology, Reiki and Counselling. I trained as a Counsellor in 2003 and have always had an avid interest in the human mind; both its capacity and it's decline. I am midway through a health and social care degree and recently completed a module in Dementia Care. My dementia knowledge and research led me to train as a Dementia Friends Champion in January this year. This initiative is government-led and is aspiring to obtain one million Dementia Friends by 2015. To date there are over 400,000. The information sessions I offer are free, interactive and most importantly will ensure everyone that attends leaves with more awareness and a better understanding of dementia. Dementia still holds a stigma and a lot of misconceptions. From my role as a champion I have discovered that there are still so many people that feel isolated and excluded and often struggle to obtain the support they need as a carer or an individual with dementia.

I have been inspired to set up a group in Exeter which I have decided to Project Lead. The group will consist of a variety of professionals that work in the field and together we will set up an action plan to work towards a dementia-friendly city. Whilst this is a large project, with passionate and driven individuals in the field as well as carers and those with dementia we will aspire towards this essential piece of work for the community.

We would like to congratulate Nicoleta, one of our nurses. In September she went on holiday and came back a married woman! She kept this very quiet and none of us had been aware of her plans. So congratulations to Nicoleta and her husband Florin best wishes for a lifetime of happiness together, from all at Pinewood.



Pinewood Home Care Service Users' Christmas Party



Once again we will be holding our Christmas meal at the Half Moon Inn Clyst St Mary on Monday 8th December 2014. Watch this space for more information.

Doggy Fish Tale

It appears that Pinewood management have gone dog mad. Both Sally (our home care manager) and Philip (the director of the home) have decided to purchase a dog. Sally has purchased a girl husky who she has named Sadie. Philip on the other



Sadie

hand has purchased a Collie cross Golden Retriever/ Old English Sheepdog named by his children Ziggy. Both Philip and Sally hope to have their dogs visit the home.



Ziggy

Additionally, the home will be trialling a new fish tank in the day

room shortly.



If anyone is cynophobic (fear of dogs) or ichthyophobic (fear of fish) or alternatively if you would prefer not to have dogs or fish near you for any other reason, please would you let us know as soon as possible and we shall do our best to ensure that your wishes are adhered to.

This is a very exciting piece of work that , although ambitious, is very achievable. I believe with ongoing and reflective aims and with carers and those with dementia at the heart of our plans, this will lead to a supportive city, working towards collaboration, and inclusivity.

When I'm not trying to save the world I love to read, write, travel, visit the cinema and theatre as well as meet new people, spend time with my friends and family. I recently took up learning to ballroom dance too! I have a teenage son and live in central Exeter.

In April 2015 I will be trekking The Great Wall of China and raising money for Alzheimer's Research UK".



**Pinewood Firework
Display Saturday
November 8th**



Please come and join us at Pinewood for our firework display and BBQ on 8th November 2014. Gates open at 6pm the display will start 7.00 pm sharp.

Residents', family and visitors' meeting

November 17th 2014

19.00

As some of you will recall, a couple months ago, we sent out a survey form from Howard Wrights Associates. We had asked them to conduct a survey on our behalf about the service that we provide. We have now had the results from them and would like to invite you all to our residents', family and visitors' meeting which is being held at Pinewood Nursing Home on November 17th at 19.00. At the meeting, amongst other matters we would like to discuss, with you, our plans for the future and how we can improve our services.



Generally speaking the results of our survey were good and we highlight some of those results below;

Overall

- The percentage of respondents rating the overall service they have received as 'Good or better' was **100%**
- the percentage of respondents who say they would be likely or extremely likely to recommend us is **82%**

Accommodation and Services

Key ratings for accommodation and services are as follows (all % 'Good or better'):

- Room facilities **82%**
- Housekeeping **100%**
- Cleanliness of public areas **100%**
- Food choice, quality and presentation **90%**
- Helpfulness of staff **91%**
- Communication **100%**

Privacy and Dignity

We asked residents 'Do we respect your privacy?' The percentage who answered 'Always' was:

91%

A similar question: 'Do we respect your dignity?' achieved:

82%

Activities

We asked our residents 'Do we provide sufficient activities to keep you occupied?' and the percentage who said 'Definitely' or 'Generally' was:

75%

We are extremely grateful for your input and would like to do better. We would really love to discuss our plans for the future and how we can improve with you. For that reason we would really enjoy your company at the residents and visitors meeting and would be grateful if you would join us for the same.