



Autumn Newsletter 2011

Welcome to our autumn newsletter, although unfortunately we have had very little summer but are pleased to say the sun shone for our strawberry tea.

Residents Update

We welcome four new residents to The Elms and wish them a pleasant stay with us, Miss Sheila McConnell, Miss Marjory Gibb, Mr John MacDonald and Mr Harry Wallace.



Unfortunately we have said a sad farewell to Mrs Myra Laing, Rev. William Murison, Dr Harold Swan, Mr John Kyle and Mrs Jeanette Henderson.

Customer Service Excellence Award

We are delighted to announce The Elms has been recommended for the above award. At our assessment on Wednesday 14th September we achieved 96.5% and three compliance plus grades, this is where we were seen to excel in areas. It is our intention to have a celebration at The Elms for residents, relatives, staff and friends when we receive the award (the award can take up to five weeks to arrive). Thank you to all who participated in making our achievement of this award possible especially Kelly Ireland (Senior Care Worker) for all her hard work and sleepless nights.



The Government Standard

Strawberry Tea

We hope you enjoyed the day as much as we did and are looking forward to next year's theme!! Voting has started on The Elms facebook page, if you are not on facebook any suggestions can be left in the suggestion box situated between the music and quiet lounges. Theme ideas so far are, Pirates, Titanic, Scottish, Disney, Army or Sailor, Rock Star, 50's style, Wild West and Chinese Festival.



Thank you to everyone for their support and encouragement with our 'flapper & gangster' theme, pictures are available to view on facebook or The Elms CrossReach web page. We would like to especially thank the Graham family and Sharon Scally for bringing Bailey the pony along and to the Kelly family for their help manning the stalls. Last but not least we raised £330 which will go toward our mini bus fund.

Building / decoration / furniture

New fire detectors have been fitted; this gives us individual identification when a problem occurs.

Over the past three years we have gradually replaced the divan beds with electric profiling beds which enable staff to assist residents with ease, will go to a preferred height for the resident and have adjustable back rest and knee break to aid comfort, the beds cost £500 each and we are delighted that now every room is equipped with one.

New and additional signage is now in place; our beach themed area is now complete! Toilets on the ground floor have been redecorated and the hairdresser has also been refurbished, with new lighting, mirrors and a lick of paint.

Staff Update

Congratulations to Margaret Tait (Deputy Manager) who received a long service award for 20 years service.

Congratulations also to Bukola Lawal who had her baby boy on 8th September.



We say a sad farewell to Yi Qing, Yi has worked at The Elms for four years. We also say goodbye to Favour Obinna, Catherine Shimwell, Winifred Kisitu and Hazel Barron.

Welcome to our new staff, Priscilla Samasuwo, Edyta Pastula, Ashley Reid and Uchizi Phiri.

Staff Training

Resulting from our recent survey it was identified that some were unaware of the training undertaken by staff, due to this we now display on the digital



notice board courses staff will be attending. Mandatory training and SVQ levels, 2, 3 and 4 continue to be provided; other courses undertaken by staff are infection control, continence care, liquid medication, management training, Palliative care and milestone 1.

Key Working

Due to change in staffing, some key workers have been re allocated key clients, where this has occurred the key worker or co key worker have been asked to contact you direct to introduce themselves. It was identified in a recent survey that there were still some issues with the key working system and we hope now you are starting to see an improvement with this. As always your feedback is very important to us, so please speak to a senior member of staff if you have any concerns.



Flu Vaccine



Unfortunately it is that time of year again and as always due to the number of residents at The Elms a surgery will be held with the Community Nurse Team to provide the vaccine. Margaret has been in contact with relatives regarding consent for the vaccine to be administered, if you have had no correspondence from her please contact us as soon as possible.

Social Events & Fundraising

As you are all by now aware our VW Transporter mini bus has arrived and we are thoroughly enjoying outings for coffee and ice cream to Arthur Seat, Musselburgh, North Berwick, National Museum, Dolphinton and North Queensferry.

Thank you to Christine Ogilvie for assisting Dilma with the Highland Show mural, this is situated in the corridor on the way to the activity room.

Future fundraising will be toward purchasing 'digital reminiscence therapy software' from Dementia Life. This will enable staff and relatives / visitors to interact with residents using a touch screen to look at their individual file containing photographs, games, music, film clips, painting etc. For further information the



website details are www.dementialife.com the website provides information on the software although we hope to host a presentation soon at The Elms.

As ever we are looking for fundraising ideas, please email us or leave a suggestion in the 'suggestion box' or on facebook.

The Elms facebook page and web page are updated regularly with events and photographs and where possible the digital notice board will update you with information.



Dates for your diary

November (date to be confirmed) - Celebration of CSE Award

Monday 7th November 1900hrs - Relatives Meeting

Wednesday 14th December - Residents Christmas Party

Thursday 15th December - Staff Christmas Party

Friends of The Elms

We would like to share with you also people who support us at The Elms in different ways

W T Dunbar & Sons

Funeral Directors & Monumental Masons

178-182 Morningside Road, Morningside, Edinburgh EH10 4PU

Telephone: 0131 447 8675

dunbar.morningside@fairwayspartnership.co.uk



INVESTOR IN PEOPLE



As a member of Symponia we are extremely conscious that sorting out the practicalities surrounding care fees can be difficult, emotive and stressful, and as a result we aim to make the process as easy and straightforward as possible.



If you are looking into this area for yourself or on behalf of a relative or friend, you may also be coming to terms with new and unfamiliar words and phrases such as, attendance allowance, nursing care allowance, NHS continuing care, enduring powers of attorney, a continuing or lasting power of attorney, receivership orders, deputyships, property disregard, deferred payment arrangements, a care home with nursing, a residential home, immediate needs care plans and/or immediate annuities.

Our advice is don't panic, with the help of your Symponia member you can put in place a simple, yet comprehensive, methodical and stepped plan that will enable you to step back, breathe a little and concentrate on the welfare of the person needing care, with the added reassurance that the financial side of things is being taken care of by a dedicated, appropriately trained and suitably qualified professional.. Each and every family approaches the funding of care fees differently, and it goes without saying that they all deserve personal and bespoke attention.

I have worked closely with CrossReach for the past three years giving advice to relatives / advocates on ways that enable them to structure their finances in such a way that care fees can be paid indefinitely, without worry about the future or what might happen if the money runs out. If you would like to discuss this with me further, with no obligation please contact me on my mobile 07742 179 735 or email t.rosenbaum@ifswwealthmanagement.com

Tony Rosenbaum
Long Term Care Adviser

Doing things differently!

McEwan Fraser Legal is a dynamic, forward thinking Scottish estate agents and legal practice. We bring to the legal profession enthusiasm and experience in order to get our clients the results they deserve. We are passionate about our business and endeavour to provide all our clients with the very best legal advice and guidance covering all aspects of property conveyancing, including property sales and purchases

We are extremely conscious that selling a home can be difficult at the best of times let alone when you are considering long term care for a loved one. McEwan Fraser Legal aim to make the process as easy and straightforward as possible.

McEwan Fraser Legal has enjoyed rapid growth since its inception, developing into a highly respected solicitors and estate agency practice. McEwan Fraser Legal is not a typical solicitors business. Our business ethos and forward thinking philosophy ensures that all our clients obtain the very best legal advice and guidance. This includes

- National marketing coverage of your property through leading websites including ESPC, GSPC, BSPC, S1 Homes, Rightmove, Globrix, Zoopla, Prime Location and Find a Property to name but a few
- A unique Part Exchange option which means that you are not restricted to a cash buyer to sell your property
- Regular TV and radio promotion of the McEwan Fraser brand
- iPhone application to view your property on a mobile phone through Find A Property website
- Competitive easy to understand fees
- Open 7 Days a Week: 8am - 8pm Monday to Friday & 10am - 4pm Saturday & Sunday
- Client private login for immediate access to up-to-the-minute sales activity information on your particular property
- Proven creative marketing strategies that get results
- Professional Photographs, floor plans and location maps
- Advanced computer database matching of all buyers and sellers from our huge number of enquiries we receive each week from our extensive marketing campaign.

We believe our success is based on experience, expertise and our practical approach. We take time to listen and understand clients' needs and we strive to deliver the best solution quickly and cost-effectively.

I have first hand experience of CrossReach as my mother was a resident at The Elms for three years and I know therefore how difficult it can be selling a house at this time. If you would like to discuss selling your house with me further with no obligation please contact me at Graeme@McEwanFraserLegal.co.uk or on 07810 016121

Graeme B Wilson
McEwan Fraser Legal