

WINTER NEWS



WHAT A YEAR!

This year has been eventful and evolving for High Oaks and for the industry in general, particularly with the introduction of the new 'Health and Social Care Act 2008'.

The new act will ensure that quality health care is delivered across the board, and rightly so. We're working hard to meet and exceed these regulatory objectives and with our dedicated staff team, residents continue to enjoy the ongoing improvements we are making to both our services and the building.

Developing life skills/activities of daily living is a central part of High Oaks philosophy. By using the recovery model, we help our residents build their confidence for the wider world by taking more responsibility for their lives including taking risks. For some residents, this has included the provision of building towards self-medication, which is monitored by the nursing team.



HIGH OAKS HAS A WEALTH OF EXPERIENCED AND DEDICATED STAFF & WE ARE PROUD TO INTRODUCE OUR NEW MANAGEMENT TEAM.

Claire Caswell
CLINICAL MANAGER

manager@high-oaks.co.uk

Claire's main area of responsibility is leading the delivery of care and support including all clinical aspects.

Claire has worked within mental health since 1993, initially as a support worker and later as a Registered Mental Nurse (RMN), before joining High Oaks in 2008.

Having developed her knowledge and skills base, she has now progressed to Clinical Manager. It enables her to develop her interest and passion around promoting the well-being and social inclusion of High Oaks' residents, helping them to optimise their individual goals and aspirations.

Anthea Pryce
OPERATIONS MANAGER

operationsmanager@high-oaks.co.uk

Anthea's areas of responsibility include leading and overseeing the general running of the home, organising staff training, personnel and administrative duties.

With over 30 years of experience in administration, 15 of them in the public sector including the NHS, Social Services and the Home Office and 15 in the private sector including banking and recruitment, Anthea is well placed to manage the smooth running of the home.

Tony Gowers
SUPPORT TEAM MANAGER

supportmanager@high-oaks.co.uk

Tony's main areas of responsibility include leading the support workers' team, counselling, delivering and overseeing in-house staff training.

Tony joined High Oaks in 2005 and before long his skills as a qualified counsellor were being utilised. Previously, Tony successfully ran a mental health supported housing unit, living with the residents as a family, until a change in personal circumstances meant he reluctantly sold the business.

Our team is looking forward to seeing High Oaks progress and flourish into the future. Remember, you can contact the team on 01379 674456 at any time or email them direct at the addresses shown above.



SUMMER TIME

We held our first ever summer fete this year on our spacious grounds. The residents played a key role in the organisation of this wonderful, successful event.

- Face painting and tarot cards, carried out by residents
- Bric and brac stalls
- Home-made cakes baked by nurse Janine's aunt which sold out almost straight away
- Barbeque including nurse Delcine's Caribbean chicken
- Line dancing by local group 'The Stompers'

- Bowling for the Pig with equipment made by resident Jason in woodwork

We raised a total of £304 which was donated between Red Wings Horse Sanctuary and Guide Dogs for the Blind. Owner Bernadine Pritchett matched the amount raised, which was then used by the residents to organise special day trips. They choose a boat tour on Wroxham Broads and a day out in Great Yarmouth complete with fish and chip supper!

NEW TEAM CONTINUED...

Tracey Mitchell ACTIVITIES CO-ORDINATOR

Activities play a central role at High Oaks and one of our support workers, Tracey Mitchell, does a magnificent job as our activities co-ordinator. Tracey has worked at High Oaks since 2005 and has achieved a NVQ level 3. In the near future she is looking to train as a RMN and will continue to work at High Oaks but with a change in role to a nursing one.

Tracey plans the activities, leisure events and trips each week and tailors them to the residents' needs and requests. We have personalised activities including college adult education classes and three residents recently completed a food hygiene course.

In addition to our on-going weekly activities, we have cooking with support worker Mark, DVD popcorn nights and craft sessions (where the residents are currently busy making Christmas cards). The Theatre Royal in Norwich is a popular venue and there have been five trips there so far this year.

Clare Kirkman MANAGEMENT CONSULTANT

Having a management consultant provides us with specialist expertise and an extra resource to tap into for guidance and trouble shooting. We have found this invaluable since Clare began working with High Oaks in August 2009, in particular with guiding us through the new Health and Social Care act.

Clare has worked in the Health & Social Care Sector for 26 years across a range of services including management and ownership of care homes, domiciliary services and supported living schemes.

Her primary focus at High Oaks is to assist in building a clear model of service, translating into a high standard of safety and quality of service. The ultimate aim is a positive outcome for the people living in the home and the model we are working with is the 'recovery model' with clear objectives and targets being set. Exciting times indeed!

NEW CQC INSPECTOR

The Care Quality Commission (CQC) has recently appointed us with a new inspector, Linda Wells who we look forward to working with.

Although CQC is discontinuing the star rating system, each home's latest rating will remain until a new system is in place so we were delighted to be awarded two stars/good at our most recent inspection.

HERE'S TO THE FUTURE

We are excited by the developments at High Oaks and within the industry and want our stakeholders to know that no matter what the challenge, we are ready to meet them.

We are celebrating Christmas with a party where we'll have entertainers coming in to sing and perform panto. There will also be home-made Christmas cards and a jewellery stall. Everybody's invited so do get in touch if you'd like to come along. So until next year, have a happy festive season!