

# Hale Place Care Solutions

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Dear Friends of Hale Place

What a monumental 18 months we have enjoyed at Hale Place and we are all looking forward to another exciting chapter in 2023.

In this quarterly newsletter, we will reflect on all the wonderful improvements and achievements that we have enjoyed, as well as looking at exciting developments planned for 2023.

Kevin Hewlett, Director.

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## Achievements

Hale Place further cemented its position as one of the most celebrated dementia care providers in England, winning a further 5 national awards within the past 12 months:

- Care Home of the Year
- Management Team of the Year
- Dementia Care Manager of the Year
- Lifetime Achievement in Care
- Commitment to Training and Development

Hale Place has amassed 18 national awards since its company formation in 2004, which equates to one per year of its existence. I think it is safe to assume that Hale Place is the most decorated care provider in England.

Hale Place remains the only care home to receive the Quality Care award at the NHS sponsored HSJ Patient Safety Awards, one of the most prestigious awards in our industry.

What next? Something really exciting; watch this space.

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## Upcoming Events

### April 10<sup>th</sup>

Easter Monday Party

### May 6<sup>th</sup>

King Charles III's Coronation – Residents Garden Party

### November 18<sup>th</sup>

Hale Place 35 Anniversary Party

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## Announcement

I am delighted to announce that Hewletts Homes Ltd has recently acquired 73 Old Road, East Peckham.

The bungalow is being renovated to a similar standard of 75 Old Road.

People will be renting from the second week of February and receive our home care service.

Hale Place, in partnership with Hewletts Homes, continues to provide homely, safe environments that are inviting, offering alternatives to the large 'institutionalised' care homes which can have a destabilising effect on people living with dementia.

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## Testimonials

The reviews and testimonials, which have been posted over the past year on Google, Facebook, carehome.co.uk and published on our website have been glowing in their praise for everything we do for the people we support.

All reviews are exemplary / 5-star ratings, which is the norm over the past 35 years. With your help and support, we will strive hard to maintain our incredibly high standards.

Thank you to all our motivated employees who strive to be the best of the best and genuinely care about those entrusted into our care. What special people you are!

## CQC Inspection

CQC are due to reinspect Hale Place and we are looking forward to showcasing what quality, sensitive and uplifting care looks like.

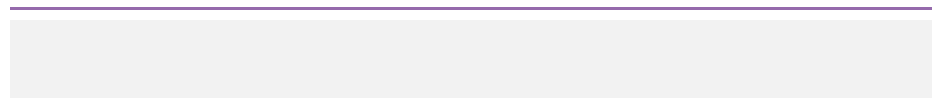
Since 1988, Hale place has been recognised as a premier provider of dementia care by regulators, always awarding the home with 'outstanding' ratings and before that, Excellent three-star (Highest) ratings under CSCI.

We intend to improve upon past ratings by achieving 'outstanding' in all areas of the inspection. This is our goal and focus because it will confirm that we are continuously improving the services that we provide and thereby giving vulnerable people an even better quality of life.

## Food Hygiene Inspection

A five-star food hygiene rating was received during the year which maintains our 100% record of receiving the highest rating since the rating system was introduced. The report, once again, did not suggest any recommendations to improve!

Congratulations to Judith for overseeing and maintaining high standards within the confines of her small kitchen and the 'shop'.



## Testimonials Extracts

♥♥♥ Thank you so much for your continuous love and support ♥♥♥

The main reason for writing is to thank all of you for the love you gave to Mum during the year that she lived with you. She was happy and contented every time we saw or spoke to her - a real testament to the quality of care you demonstrated every day, an

## Blogs

### December 2022

Christmas Cheer!

### November 2022

Legalising Visitation

### October 2022

Your loved one, your rights, your choices?

### September 2022

Longevity and costs

## In the Community

### St Georges Concert

22<sup>nd</sup> April

### Dementia Action Week

15<sup>th</sup> May

### EP Primary School Children

Date TBA for the return of the children for another arts and crafts day with the residents

### Dementia Showcase at Detling

9<sup>th</sup> of May

## Technology

Having four management team members who all bring differing expertise to the table, enables me to hand the reins of responsibility over with great confidence. To this end, Dudley has worked tirelessly, and with great dedication, to improve all aspects of our services technology over the past 18 months.

Upgrades and improvements have included the following:

- Pressure mats and movement sensors
- Care Planning
- eMar
- Website
- Outdoor Lighting
- Wi-Fi connections
- CCTV
- Electric charging

Security, safety and transparency is the foundation upon which we develop our technology improvements.

## The Year Ahead

Over the past year, I have expressed my opinions concerning the social care sector, staffing and the care bill, in my monthly blog, which you can access [here](#). Hale Place will focus considerable resources on staff recruitment and retention.

The management team has made great strides over the past 6 months with regards to recruitment of qualified, competent and caring team members. We are now enjoying the highest staffing ratio ever and it is one of the highest within dementia care in England, but we want to go further and put in place an experienced Deputy Manager and another senior member. Dudley is to be commended on his tireless energy to achieve staffing ratios of the calibre required at Hale Place.

Environmental improvements will continue throughout the year and a feasibility study is scheduled to look at creating two ensuite bedrooms within no. 79.

Costings for a new driveway at 79 are being obtained; there has been a sucken area for some time now which needs to be remedied in 2023, to ensure the safety of people.



## Farewell

We never forget those who give us so much to remember:

**Joan** – We will always look back and smile at the larger-than-life character she was, coming to join us in the office as we put the world to rights! Great memories of Joan dancing in the Orangery, shouting the answers to the quiz! A small lady that has left a huge mark on Hale Place.

**Gerry** – The smile this beautiful lady had warmed the hearts of everyone. Gerry was the happiest, bubbliest, giggliest person you would meet. She was a very special lady at Hale Place, who is missed daily.

**Sadie** – My 'fearsome' teacher, 48 years ago, at Hugh Christie school. You always behaved in Sadie's classroom and when we had the pleasure of supporting Sadie, her wonderful character shone through until her final days. Many fond memories which will last forever  
xxx

## The Year Ahead (continued)

We will be opening the garden of no. 73 before the spring, so people can enjoy additional outdoor space and another 'witches' hut will be purchased for 73 or 75 garden; to be confirmed.

Again, the primary focus throughout the year will be on providing a quality of life for people, ensuring a wide variety of inhouse/outhouse activities and events are organised. The activities planner will continue to inform everyone of what is going on and when.

Any suggestions or observations are always welcome. Email [dudley@haleplace.co.uk](mailto:dudley@haleplace.co.uk).

## Feedback and Transparency

Hale Place informs others through:

- Newsletters
- Activities planner – On the website
- Customer Zone (Where you access policies/ procedures)
- Formal and informal Events (Directors Dinners, BBQs, garden parties)
- Directors' updates
- Care Plan System
- Blogs
- Staff meetings
- Relative meetings
- Review meetings

We are looking forward to resuming our weekly BBQs in April, to give family's an opportunity to enjoy quality time and talk informally to staff and management.

Due to other commitments, the Directors dinner this year will be held in November, before our 35<sup>th</sup> anniversary party. We hope to fill the venue with as many relatives and staff as possible, to enjoy this incredible milestone and the unprecedented achievements of Hale Place since 1988.

The journey has been exhilarating and humbling, the realisation that our actions, values and standards impact so many people, keeps us grounded and focused. Health and happiness to all!



### Farewell To Friends

#### Stanley

Our French buldo, who was a friend to everyone, including the silkies and rabbits.

Struck down by paraplegia at such an early age.

Missed by everyone x

#### Hewie

Our beautiful, much loved, cat, who was born in a shed at the care home, lived to the ripe age of 16.

His home, for the past 10 years, was at the Freehold with his brother Frankie.

The neighbourhood wanderer, known and loved by all around the village x

