



LRH-Homes

Care • Comfort • Compassion

Bourne House News

The News Letter of London Residential Healthcare.

WHO'S WHO

Directors	Pam & Jag Grewal
Operations Manager	Ron
Manager	Paula
Social Activities	Ann
Nurses include	Nuala, Marie, Annama, Lisy-Anna, Flemy, Shinnimol and Amberli
Healthcare Assistants	Bester, Edla, Joyce, Victoria, Margaret, Vikash..... to name a few!!!
Catering	Uriel, Chris & Seamus are our chefs assisted by Xavier & Neelan
Housekeeping	John assisted by Mumtaz, Ricky, Peter and Joshy.
Laundry	Ravathy and Irani
Hairdressing	Ann
Maintenance	Kamal
Gardening	Noel & Richard

These are just a few of our valued members of staff who will work together to make Bourne House a *home!*

Welcome

Firstly I would like to extend a warm welcome to all our old and new residents, who have joined us since the last publication of Bourne House News. We hope all the new residents and staff enjoy their time in our home.

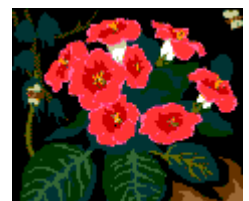
The summer season has arrived and thankfully the sun has been shining bright. We will be continuing to have a joyful summer season and looking at the diary, we have got many events organised.

I would like to remind everyone that the main purpose of Bourne House News is to keep you informed of what's going on at Bourne House and at the same time giving you the opportunity to air your views and any suggestions you may have for improving the service that we deliver. So please send in your ideas.

As always, I will now leave you with something to think about:

Believe in what you do- Do what you believe in.

Pam Grewal



August 2007

Investor in People Award

We are pleased to announce that LRH-Homes, which includes Bourne House Nursing Home, has once again been accredited with IIP status. Well done to everyone for all your hard work when the assessment took place. It is a nationally recognised status and has benefits to every employee and the company as a whole.



Customer Satisfaction Survey



Thank you to everyone who completed a customer satisfaction survey form. Your comments and suggestion have been noted and where appropriate action has been taken. Overall, 67% of our customers have indicated that our services at Bourne House Nursing Home is either very good or excellent.



Residents Birthdays

Mary Coligan	2 August
Margaret	14 August
Ivy Young	20 September

We wish all these residents a very happy birthday. Please remember if there is anything that the staff here at Bourne House can do to make the residents birthday that extra bit special, just ask and we will do our best to oblige!

Support Group

Paula and Nuala had a pilot support group at Bourne House that turned out to be a much needed addition to our work here in supporting relatives. There was a good response and it was agreed that we would run the group every 6–8 weeks. Next meeting will be in September date to be confirmed.

Social Activities



Our outings have been a success which have so far included trips to Morden Hall Park, Garson's Farm, and a PUB lunch at the Shy Horse Pub. Upcoming trips include Wisely Gardens, The Bentalls Shopping Centre, Harts Boat Yard, The Isabella Plantation and The Plough and Harrow Pub. The full list and dates can be found on the notice boards

Garden Party

We had our summer party on the 14th July the

weather was beautiful and we had a great turn out of relatives and friends. The Bouncy Castle was a great treat for the children and the canopies went down really well. We also managed to raise £136 towards our Amenity fund.



Entertainment



Entertainers Hedley Kaye and Brian Short continue to perform on a regular basis.



We also said good-bye to Shirley our church of England Minister. She has gone to be prison chaplain. We wished her well in her new venture and presented her with some flowers as appreciation to her commitment with us at Bourne House. We now have a vacancy for a Minister to visit us for our church of England residents.

If any relatives or friends have any suggestions for activities please free to discuss these with Ann.

Manager's thoughts

Paula and the team would like to remind everyone that her door is always open for support, advise or just to listen to any of your views or comments. We hope we continue to make Bourne House a happy and homely environment for you and your loved ones.

Friends Meeting



We will be holding the next meeting on 17/09/2007 at 6.30 pm, I do hope you can come along. Residents, relatives and friends are invited to come and discuss ways to improve the home. It is a good opportunity to meet other friends of the home.

Views and Ideas



Thank you all for your continuing support and we hope you enjoyed reading our copy of Bourne House News. We at Bourne House look forward to the next edition, which will be equally enjoyable but with more articles from our readers, so please write in, so until we meet again do take care.

Scent of Summer

*Smell of hot concrete, metal and tar
hint of fresh mowed grass
perfume of rain, sunshine and roses
- is the scent of summer.*

*Steeping one foot within each square
of narrow hand poured walks
leaving wet barefoot impressions
-is the image of summer.*

*Warbles and chirps, twitters and caws
wafting from leafy boughs
the barking of squirrels at prowling cats
-is the music of summer.*

*Warm sudden wind of approaching thunder
electricity charging the air
caress of cool rain refreshing the earth
-is the touch of summer.*

*Through all my senses run a thread of time tinged
with the memory
of summer*



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