

NEWSLETTER FOR FAMILIES

HAPPY NEW YEAR!

It was lovely to see residents, staff and visitors getting into the Christmas spirit during December. The home looked very festive with the new giant Christmas Tree all the decorations that Lorraine put up this year and her homemade mince pies went down a treat too! The residents seemed to really enjoy all the entertainment that took place, especially the Choirs singing carols. Both Edward Bryant School and the Salvation Army choirs offer the Christmas carols for free, so we sent them a donation as a thank you and hope to see them again in December 2026.

A big thank you to our Chef Fernand for making a lovely Christmas lunch and thanks also to his kitchen assistant and the staff who made sure that everybody had an enjoyable, festive day. We would also like to say thank you to our visitors who were very generous sending in gifts, biscuits, chocolates etc for the staff to share, it was very much appreciated by all.

Activities

The Jiggy Wrigglers (babies and toddlers) have proved to be a big hit and will visit each month. Scruffy the dog and the Hedgehogs will continue to make an appearance throughout the year. Some new acts have also been added i.e., Musical Bingo with Keith, we hope the residents enjoy the variety. A copy of the activities poster can be found in the lobby, residents' notice board and in the lounge. It is always lovely to see family/friends enjoying the entertainment with our residents. Please let the office know if you would like a copy of the entertainment poster sent to you.

Reminder to All Visitors

When visiting Aronel Cottage, could you please ring the doorbell before entering the premises and sign the visitors' book. For your safety and the safety/dignity of our residents, please wait in the foyer for a member of staff to escort you, this is especially important if you arrive before 11am, as some residents may still be in the process of having their personal care or the hoists may be an obstruction, in the lounge. Please remember to sign out when leaving.

Fire Alarm and Testing

Our fire alarm test is carried out each Friday. Before the alarm is sounded the Housekeeper will send out a message via the Intercall system, this is to make staff, residents and visitors aware that it is purely a test and everyone can carry on as normal. If you hear the fire alarm at any other time, we ask that all visitors remain calm and leave the building at the nearest exit and assemble in the car park to await further instruction.

Feedback / Social Media

Your feedback is important to us and potential new customers. You are welcome to read and/or leave feedback on Facebook. We have a dedicated page called Testimonials Aronel Cottage. Alternatively, feedback can be left on Google or Working Feedback, where your comments are co-ordinated independently, there is an option to choose to remain anonymous if you wish.
(<https://api.workingfeedback.co.uk/create-review/3112938>)

Our Facebook page (Julian Hitchcock) is a private site, not public. only requests from residents' family members/close friends can be accepted - be sure to select the correct one as shown below. If you experience problems, please contact Nikki in the office.



Julian Hitchcock