

Heatherdene

RESIDENTIAL CARE HOME

-NEWSLETTER-



Certificate number 2359/00

We are pleased to welcome you to the latest Heatherdene newsletter, which gives us the opportunity of updating you on our activities, services and our plans for the future.

In this section, we introduce to you Zoë, one of our Senior Carers, in a short pen-picture. Look inside for information on our ISO award which was presented to the House by Nigel Waterson earlier this year. For information on our latest Inspection Report check our web site.

As usual we are always interested to hear your views on our newsletter and our service in general.

If you have any comments or queries please send them to us at:

enquiry@heatherdene.co.uk,

or write to us at the following address:

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Further information on our range of services is available on our web site at:

www.heatherdene.co.uk.

A copy of our promotional video or CD-Rom is available on request.



INVESTOR IN PEOPLE

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A Tribute to Keith

It is with great sadness that we have to report the death of Keith Matthews, Registered Proprietor and Care Consultant to Heatherdene, on 18th May 2001 at Kings College Hospital. As people are aware Keith had been seriously ill with Leukaemia since June 1999, and sadly lost his battle. He will be greatly missed by everyone at Heatherdene.

His wife Janet, has taken over as Registered Proprietor and intends, with the able assistance of Terry Blandford, Maria Hutchins and the excellent team of staff at Heatherdene to continue the work commenced by Keith. Although not active in the care home previously Janet has been married to Keith for 15 years and feels she has been well trained by him during this time, to take over his responsibilities. Heatherdene will continue to offer residents a "haven in the community".

Janet would like to take this opportunity to thank everyone for their kindness to Keith during his illness and to herself following his death. Keith drew great strength and courage from the cards and letters received from everyone during his periods of hospitalisation and felt humbled by the affection and warmth with which he was regarded. Thank you all. Keith will be sadly missed.

The following is a tribute to Keith Matthews written by his friend and colleague John Briggs, for Care Focus magazine.

I had the privilege of knowing Keith for 15 years. He was to me a very dear friend as well as being a business partner who I worked alongside on many of his business and charitable commitments nation-wide.

Keith Matthews can only be described as a giant among men. He had a gentle manner but was always able to make his presence felt. His compassion for anyone needing help, support or advice was endless and during the 15 years I knew him, he worked tirelessly to improve the lives of mentally ill people by always championing their cause both locally and nationally.

Keith's contribution to mental health services both in East Sussex area and nationally was immense. He established a very successful Residential Care Home in Eastbourne for the mentally ill, which is recognised nation-wide as a centre of excellence by the professionals in the private and public sectors of the industry. His large training agency which provides NVQ training to students across the south of England was Keith's way of contributing towards providing better care for mentally ill people across the country. The agency is now very successful and is housed in newly adapted accommodation in Eastbourne and has excellent training facilities for its students and staff.



Keith was very active in the voluntary sector of the mental health industry. He was a founder member of the National Association for Mental Aftercare in Registered Care Homes (MARCH) and was the National Vice Chairman from 1989 to 1991 and Chairman from 1991 to 1994.

I met Keith in 1985 when we were both members of the Eastbourne Community Health Council. I had recently retired as a Director of Social Services of an inner London borough and I remember the immediate impact Keith had on me. In the space of six months my life had changed. Keith's drive, commitment and strength of personality quickly had me involved in his training agency, care home and the national scene of the mental after-care. For his help and support which led me to have a very successful Management Consultancy I shall always remain deeply grateful.

But, in spite of his many achievements, and I have mentioned only a few, it is Keith Matthews the man and friend I shall always remember. His commitment, loyalty and love for his family, friends, clients and professional colleagues was always constant and he will always be remembered and sadly missed by all those who came into contact with him.

Rest in peace.

John Briggs - Friend and former business partner.

Heatherdene and ISO 9002: 1994 Quality Assurance

Heatherdene gained its latest quality assurance standard - the BS EN ISO 9002: 1994 quality assurance accreditation for both Heatherdene Residential Care Home and Heathercrest Cottage - on 28th September 2000. The certificate was presented to the Home by Nigel Waterson MP in January this year.

The whole care team demonstrates a huge commitment to quality assurance and the Investor in People programme has been of tremendous benefit to the direct care side of our operation. However, we recognise that successful businesses also have to have excellence in their administration and the ISO standard assists businesses in standardising their records and procedures. ISO is recognised worldwide as the business quality assurance standard.

Maintaining the Quality Standard: Quality

Heatherdene's certification is valid for a period of three years and it monitored by a Registered

Assessor at regular intervals. We shall be reassessed at the end of the three years. In order to maintain the standards internal audits are undertaken every month. The purpose of these audits is to:

- Check whether the quality system is working properly (and highlight any defects)
- Identify possible improvements
- Discover potential problems
- Check that previously identified problems have been corrected

We have made a commitment to quality through the continual improvement to our services. Our clients will benefit as a result of our improvements in the management of the quality through an effective operating system.



Certificate number 2359/00

Introducing Zoë — Senior Carer Zoë



I began my working life in Luton, Bedfordshire. After spells of office work for a firm of solicitors and a sign company I tired of the 9-5 hours and got a job in "The Dog and Duck" (notorious for jelly beans!). I endured one too many late nights and football debates for a girl of 19 and looking for broader horizons, found myself entering the tourist trade, running a hotel bar in Eastbourne for two seasons before deciding to travel for a while. After visiting Spain, Tunisia and Greece I settled in Ireland for some time, enjoying the warmth and strength of the Irish folk. I then returned to England and embarked on what was to be a career lasting

the next six years of my life. During these years I have continued to train in different areas of health care but the most mentally stimulating position must go to my present employers at Heatherdene. The dedicated care team here have put me through my paces with no less than eight courses in two years and I am currently working on my Level 3 NVQ in Care.

The last two years have been invaluable in stretching my mind and my beliefs and will always be memorable to me.

Introducing Paul — Carer Paul

Working at Heatherdene is working with a special community. The job can be very challenging but has its rewards, however small. Dealing with different people with their different characteristics is also challenging but interesting and has enriched my life. I am proud to be a member of the staff, working together as a team, which is an important aspect of the job.

Day trips to France *Trips to France*

This year most of the staff have enjoyed the opportunity of taking part in day trips to France. We travelled on the Channel Tunnel, which was a new experience for many of us. The highlight of the day was a tasty lunch in a lovely restaurant - a couple of the more adventurous staff even sampled frogs legs! The weather was kind to us and the rest of the day was spent shopping and taking in the sights of Boulogne.

On the journey home we were accompanied by the smell of French cheese ripening in the warmth of the coach! A thoroughly good time was had by all.



Our Short Break *Short Break*

The most recent resident's holiday consisted of a short break with a small group to Hayling Island in Hampshire. Three of the younger clients took part with two members of staff.

We travelled to Hampshire in the Home's minibus. The accommodation was a small guesthouse situated in a quiet country lane surrounded by ample gardens. We booked in for a bed and breakfast and ate out at lunchtime and for our evening meal every day. Bar meals were

sampled and enjoyed. On the last evening we opted for a Chinese meal which went down very well.

The weather was unsettled but nevertheless we put the minibus to good use by visiting garden centres, touring the island, several visits to the funfair and a day out in Havant.

All returned relaxed and well, having enjoyed the break, the staff included. Another short break to a different venue is planned for later in the year.

Terry Blandford

Heatherbay Caraven *Heatherbay Caravan*

It was with a sense of anticipation and excitement that the residents waited for the Caravan Park at Norman's Bay to open for the summer. The first thing to be done was to freshen the caravan, replace supplies and linen, and have a good spring clean in readiness for all our visits. This was done by Sharon, helped by Lesley, and although the weather was still cool and variable, it wasn't long before the first sleepover was arranged. During the summer there have been several overnight visits and a number of day trips. Many of the residents enjoy going there on a one-to-one basis, using the caravan

to try out their budding cooking skills, making tea and spending valuable time with their key worker without the constant interruptions which are inevitable at Heatherdene. Norman's Bay is very quiet, with none of the attractions of a Butlins or similar holiday venue. What it offers is peace and quiet, the undivided attention of a member of staff, an opportunity to practice varied skills in an uncritical environment, and an opportunity to get out into a close to nature country environment. There is a slowly growing number of residents wanting to make a first time trip to the caravan, and we "oldies" look forward to introducing them to the joys of "Heatherbay".