

Welcome to  
*Catherine House Care Home's*  
Edition 5 2026 Newsletter



EXCELLENCE \* PEOPLE-DRIVEN \* INTEGRITY \* COMPASSION

*newsletter*

EDITION 5 2026

EDITION 5

## This Quarters Features

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# HELLO FROM OUR CARE HOME MANAGER

Welcome to the fifth edition of our newsletter, and thank you for taking the time to read and share in our journey.

Since our last edition, it has been an incredibly busy and exciting time. We have completed a number of refurbishments throughout the home, all designed to create an even more comfortable, welcoming, and homely environment for everyone. This is just the beginning, and we have many more plans in place over the coming months.

Alongside this, we continue to work closely with the team to expand their knowledge and skills through ongoing training, ensuring we provide the highest possible standard of care for our family members. Their dedication and willingness to grow and learn truly makes a difference, and we are incredibly grateful to have such a wonderful team.

It has also been a busy period full of amazing trips, activities, and events. Since our last newsletter, we've shared many memorable moments together, whether heading out into the community, celebrating special occasions, or simply enjoying time together at home. These experiences bring so much joy, connection, and laughter, and we are delighted to reflect on them in this edition.

Thank you, as always, to our family members, families, visitors, volunteers and team for your ongoing support. We hope you enjoy reading this newsletter, and look forward to everything still to come.

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# RECENT EVENTS

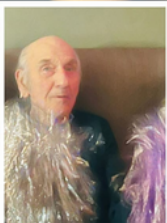


We enjoyed a wonderful afternoon coming together to mark Burns Night, and the atmosphere couldn't have been better! The dining room was beautifully decorated with Scottish flags, and it was lovely to see family members getting involved and waving flags alongside everyone else. We sat down to a traditional Burns Night lunch featuring haggis, with a delicious vegetarian option available to ensure everyone could take part in the celebration. After the main course, we tucked into raspberries and cream, a simple but perfect nod to Scottish flavours. It was a day filled with good food, shared moments, and a wonderful sense of community as we honoured the life and poetry of Robert Burns. We're already looking forward to next year's celebration!

Recently we enjoyed a wonderful outing to Southwick Country Park, spending time in nature and sharing plenty of smiles along the way. The trip began with hot drinks and treats at the park café before everyone headed out to meet the animals. There were lots of memorable moments, Barbara was delighted by the pigs, Ruby joked about their "perfect bacon sandwich size," and another was amazed to find a wallaby braving the English weather. Malcolm enjoyed exploring the grounds independently in his electric wheelchair, while Alan added extra cheer by singing *Just One Cornetto*, even attracting a curious sheep. Ruby also loved calling the goats over for cuddles.



We were delighted to welcome back Tina for another uplifting seated pom-pom session. Tina's classes are always a highlight. Her sessions bring a wonderful blend of gentle movement, vibrant colours, and infectious energy that gets everyone smiling. Pom-pom activities are not only fun, but they also support coordination, circulation, and confidence in a light and enjoyable way. The rhythm, colour, and simplicity of the movements help encourage engagement, making exercise feel natural, soothing, and inclusive for everyone taking part. We're already looking forward to her next visit and more moments of pom-pom fun!





A few times each week, family members enjoy a simple outing across the road to Coffee#1, whether it's a quiet coffee outside or carrot cake and a chat indoors, just as they've always done. One highlight from this week came from a family member who returned delighted after enjoying a cappuccino and a very large teacake before happily chatting with people in the community about their past work and experiences

Bingo night was a big success, with plenty of fun, laughter, and a payout that surprised everyone. Guests were delighted with the atmosphere, enjoying everything from the fresh Americanos to the excitement of the big screen. Many told us how much they loved the evening and that they'll definitely be coming back for the next one. Some even promised to spread the word so we'll be getting more flyers ready soon! Here's to more great bingo nights ahead!



While enjoying a hotdog at the Mini Market, one family member had an unexpected guest - a cheeky donkey who seemed very interested in their lunch! For a moment, it looked like the hotdog might vanish entirely. The day was filled with fun stalls, tasty food, friendly animals, and plenty of laughter. A big thank you to Twinnies Petting Farm for bringing so much joy (and one very hungry donkey!) to the event.

World Book Day brought a burst of colour and nostalgia as familiar literary characters appeared around the home. Little Red Riding Hood and Mary Poppins led the way, joined by others dressed in outfits inspired by stories and cultures from across the globe. The day sparked plenty of smiles and even more conversations about favourite childhood books and the stories that have stayed with us. A simple reminder of how powerful, joyful, and unifying reading can be.



# REFURBISHMENTS

You may have noticed a few lovely changes in Reception recently, and we hope you enjoy them! Please help yourselves to tea, coffee, and cake, available on the counter (milk can be found in the fridge underneath). For those with a sweet tooth like Kim there's a tempting selection of treats on the sweet cart. We've also introduced a book swap station. Feel free to take a book, relax, and enjoy some reading time. We hope these additions make your visit to Reception a little more welcoming and enjoyable!



We're excited to share that several areas in Harmony House have recently been refurbished, bringing new life, colour, and meaningful engagement opportunities to the space. The flower shop and post office have been upgraded to create brighter, more inviting environments that support connection and reminiscence, while a cosy nursery area and a dedicated music station have been added to encourage calming moments, creativity, and interaction. We've also introduced a charming 1950s-style shop to spark conversation and completed the transformation with a brand new bus stop area.



We're delighted to share some exciting updates taking place in Nightingale House, where we're currently in the process of decorating the hallways to include photo walls showcasing memories from our recent outings, along with beautiful artwork created by our family members. These additions are bringing colour and personality to the space, making every walk feel more uplifting. We've also upgraded the pub and games room with a brand new pool table, several new features, and a fresh layout that makes the room easier for everyone to access. These improvements are helping us create more inviting communal spaces for everyone to enjoy.



# RECENT BIRTHDAYS

## January

Dianne  
Noel  
Carole  
Sunil  
Jay  
Julia

## February

Sabrina  
Ana  
Penpa  
Ditto  
Margo

## March

Jackson  
Carina  
Shiwani  
Madison  
Jessica  
Manasa  
Kim

# FEEDBACK

“All staff are very friendly and exceptional. My relative has settled just in a couple of days and absolutely loves it at Catherine House. He loves the food and made so many friends already in the home. We couldn't of wished for a better home for him.”

“We love the team , they are so lovely and delightful.”

“I honestly can't praise the home enough. The staff have been absolutely amazing in the way they look after my great uncle, every single person is kind, attentive and genuinely cares. The level of person-centred care is outstanding, they really take the time to understand each resident as a individual and nothing feels like to much trouble.”

“The staff are very friendly & helpful to both myself & my wife & that includes the management. The whole place is kept nice & clean as is my wife. Although my wife has only been in Catherine House for just over 1 month, it is obvious that from the way that other occupants in the rooms are treated with great care as well.”



# ENHANCED NOTES

Good care records tell the story of a person's day, not just what happened, but how someone was, how they felt, and what the team noticed along the way.

Enhanced Notes are detailed progress notes that give a fuller picture of how a family member has been over the course of a day or night. They sit alongside standard progress notes and are written by the team when a richer level of observation is needed.

Enhanced Notes may capture:

- How a family member presented throughout the day - their mood, emotional state, engagement and interactions with others
- Any changes in wellbeing that may signal a risk or need such as withdrawal, confusion or signs of distress
- Physical care and presentation including mobility, personal care, medication and how support was received
- How the team responded, the approaches used, the length of interactions, and the number of team members involved

The detail in Enhanced Notes matters. It helps the team build a clearer picture of a family member's wellbeing over time, spot changes early, and make sure the support being provided continues to be the right support at the right time.

If you would like any further guidance on this, please speak with your line manager.

# CARE PLANS

As Registered Manager, one of the things that matters most to me is making sure every person who lives with us is truly known, understood, and valued for who they are. We can only do this well when we work in genuine partnership with you, the people who know them best.

I warmly invite you to spend time with us, to read and talk through care plans, to meet with the team, and to share your loved one's life story, memories, routines, and what really matters to them. We also hold relatives and friends meetings every quarter, which we will always share with you in advance, and these can be another opportunity to come together, ask questions, or simply have a catch-up afterwards if that feels right for you.

We truly appreciate that this level of involvement isn't for everybody, and that is absolutely okay; there is no expectation and no judgement. What matters most is that you feel comfortable, supported, and confident that your loved one is cared for with dignity, compassion, and respect. Our door is always open, in whatever way works best for you, and we would love you to feel part of our home, our team, and our extended family.

If you would like to be involved in your loved ones care plans, please speak with Sherin.

# SOMETHING WORTH SHARING

TopCashback is one of those things you come across and think “why didn’t I know about this sooner?” – some of us that are using it have earned over £100 last year, it’s such a simple way to get money back on things you’re already buying online.

To use it, you just sign up to TopCashback either on the App Store, Google Play or go to their website [www.topcashback.co.uk](http://www.topcashback.co.uk). You simply search for the shop you want and click through to their website from the app before you buy anything.

It works by going through the app or website before you shop. For example if you were buying something from Argos, you might get around 5% back on what you spend. The money builds up in your account and you can withdraw it whenever you want.

It’s not a huge amount each time, but it soon amounts up over the months.

Happy shopping!



## UPCOMING EVENTS

2026 dates for your diaries

### Outings

### April

- 7<sup>th</sup> April - Coffee shop
- 9<sup>th</sup> April - Spring waters cafe concert in Bradford on Avon
- 11<sup>th</sup> April - Farmyard & Friends Steam Train Experience
- 17<sup>th</sup> April - Coffee Shop
- 23<sup>rd</sup> April - Fleet Air Museum
- 29<sup>th</sup> April - Somerset Rural Life Museum in Glastonbury

### Entertainers

- 7<sup>th</sup> April - Singer Chantelle
- 15<sup>th</sup> April - Violinist Sue Lords
- 30<sup>th</sup> April - Danny Jukebox

### Outings

### May

- 8<sup>th</sup> May - Whiterow Farm Shop for Fish and Chips
- 12<sup>th</sup> May - Ten pin Bowling
- 15<sup>th</sup> May - Coffee Shop
- 19<sup>th</sup> May - Dobbies Garden Center
- 26<sup>th</sup> May - Cheddar Gorge

### Entertainers

- 6<sup>th</sup> May - Singer Chris Auburn
- 13<sup>th</sup> May - Violinist Sue Lord
- 18<sup>th</sup> May - Singer Chris Auburn
- 22<sup>nd</sup> - Singer Danny Jukebox

### Outings

### June

- 4<sup>th</sup> June - Picnic in Warminster Park
- 11<sup>th</sup> June - Coffee Shop
- 18<sup>th</sup> June - Longleat
- 24<sup>th</sup> June - Western Super Mare

### Entertainers

- 2<sup>nd</sup> June - Singer Chantelle
- 10<sup>th</sup> June - Violinist Sue Lords
- 17<sup>th</sup> June - Singer Chris Auburn
- 22<sup>nd</sup> June - Singer Danny Jukebox

Thank you for reading!