

Resident & Relative Newsletter



Our Senior Management Team



Pam Crawley
Registered Manager



Cheryl Kennedy
Home Manager



Sam Willis
Deputy Manager

Pam Crawley continues to be registered with the CQC as Registered Manager. Pam is responsible for our operational activities including implementing and reviewing policies and processes, overseeing compliance and quality plus reporting to the board of trustees.

Cheryl Kennedy is our Home Manager: Cheryl's role includes management of all aspects of the home's operations, in order to deliver high quality care to residents, in accordance with organisational standards and in compliance with all regulatory and statutory bodies.

Sam Willis is Deputy Manager. Her role includes responsibility for supporting the Home Manager in the overall management of the home. Sam will work with the team to monitor and develop care practices, manage rostering alongside audit responsibilities. Sam's role will also include an element of time worked on the floor, in support of and with the team.

Message from Pam Crawley, Registered General Manager

We would like to welcome you all to the first resident and relative newsletter, here at Charlotte Straker Project. This newsletter is to supplement the information that we endeavour to share with you all through our website and social media sites, as well as through word of mouth within the service. As we move forward, we recognise there is a need to widen our reach and, as one method of doing so, I now invite you to read and digest our first bi-monthly update. If this raises any queries or questions, please contact a member of the Charlotte Straker Senior team, who will be very willing to answer these for you.

Manager Surgeries

Home Manager, Cheryl Kennedy and Deputy Manager, Samantha Willis will be available on site to meet with residents and relatives to discuss care, welfare and to discuss any other queries or concerns on a regular basis, in our scheduled 'Manager surgeries'. Please come along and meet with Cheryl and Sam if you wish to. Dates and times of meetings are shown in the poster attached. If you can't make the scheduled dates and times, both Cheryl and Sam would be happy to hear from you and to meet at any time which would be more suitable. Pam Crawley, our Registered General Manager would also be delighted to meet with you at a convenient time for you, for a one-to-one chat if you would prefer.

MONTHLY MANAGER MEETINGS

Are you a resident or a family member?
You're invited to meet our managers
every fourth Sunday to discuss any
issues or concerns.


Charlotte Straker
Care according to need



THE NEXT MEETING DATE:

 **SUNDAY 2 JULY 2023**

 **12.30 PM TO 1.30 PM**
6.00 PM TO 7.00 PM

Cheryl Kennedy, our Home Manager, and Sam Willis, our Deputy Manager will be available to discuss any issues or concerns.

Pam Crawley, our Registered General Manager would still be delighted to meet you for a one-to-one chat if necessary. Please contact Pam on 01434 633 999

Weekly Multi-Disciplinary Meetings

There is currently a weekly GP and Community Matron review, held virtually, for residents at Charlotte Straker. This happens every Friday morning. If you have any requests or queries for the GP, please let Home Manager Cheryl Kennedy know and Cheryl can then relay these back and seek feedback for

Charlotte Straker Project – a good employer?

In an era where the quality of an organisation can make a significant difference in an individual's professional and personal well-being, The Charlotte Straker Project stands out as an example of a truly exceptional employer. Known for its commitment to care, compassion, and community, we have garnered a well-deserved reputation for being an outstanding workplace. We aim to achieve the reputation of quality by being a great employer.

Our organisation is committed to providing the following:

- Competitive hourly rates, well above the minimum wage.
- Supportive work environment, with full induction and training for the role.
- Protected time for learning and well-structured career path.
- Overtime rates and enhancements for bank holiday working.
- Long service and Christmas bonuses.
- Employee Health assistance to help with bills for everyday health essentials, such as dental, optical or physio assistance to help staff access treatment privately and quickly rather than through the NHS.
- For nurses, remuneration package includes support with CPD, revalidation and paid PIN



Please follow us on www.charlottestraker.org.uk for the latest news, resident photos and fundraising events. Sign up to our newsletter by emailing office@charlottestraker.org.uk. Follow us on Facebook @Charlottestrakerproject and Twitter on @charlottestrake



Our most recent thank you cards!

Thank you Cards

In an era where email and online messaging dominates, there's something truly special about receiving a handwritten thank you card. This photo shows a selection of our most recent thank you cards from family members.

Our staff members work tirelessly to provide the best in compassionate care for our residents and receiving thank you cards is a huge boost to morale. We're grateful that our families recognize the dedication and hard work of our staff teams, and would like to thank everyone who has sent a message and card to us over the past few months.

Employee of the Month

We are fortunate at Charlotte Straker to have an excellent staff team and within that team, every individual person brings to our service unique attributes. To formally recognise staff for their hard work and compassion, we have started an 'Employee of the Month' initiative. Please support us to celebrate our staff efforts by completing a voting slip and letting us know who you wish to celebrate.

Details and voting slips are located at the reception area. The most voted for person is given a thank you card and a small gift, personalised to their likes and preferences. In its first month, Care Assistant, Jodie MacDonald was our employee of the month. Comments made about Jodie praised her for her 'joyful' approach and the therapies she provides for residents.



Jodie - Employee of the Month



Issues with our lift!

As you will know, we have experienced several issues with our passenger lift over the last few months. We are pleased to note that, after much dialogue with Homegroup (the housing group who are responsible for the building), the lift is now in working order. We wish to offer our most sincere apologies for any inconvenience caused as a result of the lift breakdown.

Work on Stairs - 4 July

We are having some work done to the nosings on the stairs linking the ground and first floor. This is taking place on the 4th of July. Movement during the time of the replacement will be via the lift. Thank you for your patience.



We send out a lively newsletter every quarter packed full of photos, articles and news from Charlotte Straker House.

Would you like to receive a copy?

Please email our Marketing Manager
sally.urwin@charlottestraker.org.uk

Staff Champions

Staff champions are employees at the Charlotte Straker Project that are focussed on a certain area within the company. They're appointed Champions as they're dedicated and have the ability to pass on their expertise and enthusiasm onto others.

Gold Standard End of Life Champions



Cheryl Kennedy, Cheryl Smith and Carole Eglin are our new End of Life Champions. This enables them to provide a gold standard of care for all people nearing the end of their lives, including psychosocial, spiritual and clinical needs.

Activities Champion

Louise Borthwick is our Activities Champion and will be responsible for coordinating activities for our residents during the weekend, when our Activities Coordinator is not at work. Louise will organise and manage any activities that happen during Saturday and Sunday.



Nutrition Champion



Angela Chisholm is our new Nutrition Champion. She has the experience and knowledge on good nutrition to be able to support those residents with different or restrictive dietary needs. Angela will act as focal point to encourage good nutritional practices.

Resident and Relative Meeting

You are all invited to our Resident and Relative Meeting at Charlotte Straker House on Friday 28th July at 11 am onwards.

These meetings will be held every second month at 11 am. They are an opportunity to meet with our management team to hear about the latest developments, discuss any issues or problems and give us any feedback on any aspect of care and living at Charlotte Straker House.



We would like to seek your support in joining our

RESIDENT & RELATIVE MEETING

AT CHARLOTTE STRAKER HOUSE

FRIDAY
28 JULY 2023

START AT
11:00 AM

Meet with our management team to hear about the latest developments, discuss issues and give your feedback.

Meetings will take place on the last Friday of every second month at 11 am.

For more information contact us on
01434 633 999