

*"a home away from home"*

**Overseal Residential Home**

**c/o Ahavah Healthcare Ltd**

**3<sup>rd</sup> Floor, Hilldown House, 32 Hampstead High Street, London, NW3 1QD**

March 2010

**RE: OVERSEAL RESIDENTIAL HOME UPDATE/NEWSLETTER**

Dear Relatives and Friends,

We hope you had an enjoyable Xmas and New Year. It was so nice to see so many people at the Residents Xmas party in December which was a fantastic success with well over 120 people in attendance, thank you all for continuing to support the home. Our Residents were talking about it for weeks afterwards. We would also like to personally thank Doreen who put on the most amazing food.

We feel Liz Smith, our new Home Manager has settled in extremely well and is doing a fantastic job of maintaining the high standards we are all used to.

As always we are keen to keep you all posted on various things happening in and around the Home:

- Website:** *The Overseal website has now been launched and can be seen at [www.oversealcarehome.com](http://www.oversealcarehome.com)*
- Brochures:** The new Overseal brochures have now been printed – please find your personal copy enclosed. There are more copies at the front of the Home.
- Shower Room:** This week our new dedicated shower room will be complete. We have installed a brand new Mira shower as well as a specially modified shower doors. The shower room is easily accessible with a wheelchair. Please inform Liz if your relative would like to try this shower as an alternative to a bath.
- Daily Activities:** Liz has now instigated a daily activities schedule for all residents which has been extremely well received by all. This includes gardening, arts and crafts, dominies and bingo. The weekly schedule can now be found on the wall in the Home. Please inform Liz if there is anything specific you would like to see added to this.
- Resident's Fund:** We would like (on behalf of the residents) to thank everyone for their continued donations to the residents fund. The fund is in a healthy state and if you have any suggestions on how the monies could be spent please contact Ruth Poynton or Liz (our Home Manager.)

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- Upcoming Works:** Over the next few weeks we will be carrying out some works to the Home which will include updating some of the bathroom facilities, including the installation of a new and 2<sup>nd</sup> shower room downstairs. We expect minimal disruption but are excited to be providing even better and up to date services.
- New Fax Number** We now have a dedicated fax service which will ensure that the main line is not engaged unnecessarily with faxes. The number for your records is:  
**01283 260 261.** Can I also remind you that you can contact Liz or send messages to your family via email: [liz@oversealcarehome.com](mailto:liz@oversealcarehome.com)
- CCTV:** You would have now noticed that we have installed CCTV around the Home as well as additional lighting in the front and back of the Home for everyone's continued safety.

If there are any questions please don't hesitate to contact us. We will be at the Home on Monday next week and Tuesdays after that if anyone wants to come and say hello.

Alternatively we welcome direct feedback; both constructive and positive. We have tried to take all points on board and where possible we have made enhancements as per the list above. Please feel free to pick up the phone to discuss anything regarding the Home or your relatives.

Once again we thank you for your trust and support and we look forward to continuing the great levels of care and reputation Overseal now has.

May we also take this opportunity to wish you and all your families a very Happy Easter and we look forward to seeing you at Overseal soon.

Kindest Regards,

JEREMY & DAVINIA TEACHER  
Ahavah Healthcare Limited (March 2010)  
0207 472 5410;  
[davinia@oversealcarehome.com](mailto:davinia@oversealcarehome.com)