

"a home away from home"

Overseal Residential Home

c/o Ahavah Healthcare Ltd

3rd Floor, Hillside House, 32 Hampstead High Street, London, NW3 1QD

November 2009

RE: OVERSEAL RESIDENTIAL HOME UPDATE/NEWSLETTER

Dear Relatives and Friends,

Firstly, it was lovely to see everyone at the recent Resident's meeting and overall we were delighted to receive such positive feedback from everyone as well as seeing such a good turnout.

Our priorities remain providing the best levels of care and comfort available and ensuring all residents are happy at Overseal.

We have now received written confirmation from CQC of our 2 Star (good) rating which we are extremely proud of. This is testament to the fantastic efforts of our staff – please congratulate them when you next see them. As always a full copy of the inspection will be in the Home shortly.

There are a few updates which we wanted to bring to your attention following the meeting:

New Aerial: Following a series of suggestions we will be shortly be updating the main Aerial system to ensure that **ALL** residents have access to both terrestrial and Freeview television. Please contact the office if you wish to upgrade to Freeview for a small charge to the supplier.

New thermostats on radiators:

Before Winter we have just completed a major piece of upgrading to half the building. All radiators can now be altered manually to the desired temperature. We see this as an important addition for both ecological purposes and of course comfort to our residents. Similar maintenance on the storage heaters will commence shortly.

New Dishwasher/Dryer:

We have recently purchased a brand new dishwasher for the kitchen to complement the new dryer which was fitted a couple of months ago.

CCTV: We are in the process of adding a CCTV system to the Home which will give additional security and comfort to all.

Security Lights: If you have visited the Home recently in the evening you will notice that we have added a series of Security lights in the Car Park and entrance area.

Trees: On visiting the Home you will notice we have just completed a large exercise of trimming the trees surrounding the Home. This should allow plenty more light into the building as requested by numerous family members.

We promised to update everyone on the **Home Manager** situation. We can now confirm that Beverly is no longer working with us and we are delighted to announce that we are at the final stages of selecting a new Home Manager.

Whilst we wait for final references and POVA checks to be completed we believe we have selected an excellent candidate who has a wealth of experience in Home Management.

During this exciting transition period we want to assure you that the levels of care and commitment will not waiver and both myself and Davinia will continue to be at the Home on a regular basis.

As we discussed at the recent meeting the current staff are doing a fantastic job and standards have remained high throughout. **We hope our new Manager will be in post very soon and will of course keep you posted. We will of course be holding a welcome evening in the first week of work.**

If there are any questions please don't hesitate to contact us. As always we will be at the Home on Tuesday if anyone wants to come and say hello.

2009 Final Statements & Invoices

Please find enclosed final statements and invoices for 2009 – our accounting year ends on 3rd January 2010 so please can you settle your accounts in line with this. New invoices will be raised from 4th January 2010. **Those on Direct Debit do not need to do anything as things will roll over into 2010.**

Finally, we wanted to personally thank those people who gave us direct feedback recently; 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 Merry Xmas and New Year and we look forward to seeing you at the Home soon.

Kindest Regards,

JEREMY & DAVINIA TEACHER

Ahavah Healthcare Limited (November 2009)

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