



**WELCOME TO THE**  **EDITION OF THE**  
**HIGHBORDER LODGE NEWSLETTER!**

Well who would think we would have long hot spells of weather like this, it is of course lovely but for our longer trips we thought the extreme heat might be just a little too much so unfortunately had to cancel our Bourton-on-water trip, but have put on the schedule again for this month, here's hoping it will be good weather but not such an extreme heat, oh dear never satisfied with the weather!!

Everyone enjoyed the Burford Garden Centre trip last month there is always so much to see and is always worth a visit.

Our Portishead trip was enjoyable lovely sea views, however unfortunately the meal there was not as good as everyone had hoped.

The trip to The Royal Oak near Winchcombe was fun once we managed to find it!! Our driver Norman did say how on earth did we manage to pick this country pub, well we said we saw it from the Toddington train on several previous occasions as we chugged along and always thought it looked so nice in the middle of a field with all the beautiful countryside surrounding it, so decided it was worth a try!! Little did we know it might not be quite so easy to find!! Sorry Norman!! Never mind we like to keep him on his toes testing his ability to find all sorts of places. Well done Norman you found it!!

'The Willow Trust' boat trip was as usual a fun day by all, the Captain and volunteers are always very welcoming and our residents and staff thoroughly enjoyed the day.

This month just in-case the extreme heat continues I have put our shorter trips in the morning and not the afternoon, as for the longer trips we will have to play it by ear, if too hot we will have to do an alternative shorter trip, knowing our luck it will rain!! This is what we love about our England always full of weather surprises!!

**Avon Calling!! with Julie Cole**

Julie will be dropping off some 'Avon' books to have a browse through this month, so feel free to have a look and place an order if you are interested if not just enjoy a browse! The brochure is usually located on the table below the notice board near the front entrance. Please see Gilly if you would like to order something.

### **Aromatherapy Massage with Jackie Leake – Monday 2<sup>nd</sup>, 16<sup>th</sup>& 30<sup>th</sup> July from 10am onwards**

Jackie will continue to visit us every two weeks to do hand, foot, head or shoulder massages and of course have a chat! Everyone finds it a very relaxing and enjoyable experience. Jackie's next visit will be on Monday 2<sup>nd</sup>, 16<sup>th</sup>& 30<sup>th</sup> July from 10am onwards. Please keep up the continued support of this very valued service and remember the more residents that use this service the lower the price for all. Please see a member of staff if you are interested in this service and they will be happy to add you to Jackie's list.

### **Short Morning Shopping Trip to Sainsbury's – Monday 2<sup>nd</sup> July from 10.30am**

Come and join us for a short shopping trip to Sainsbury's on Monday 2<sup>nd</sup> July from 10.30am for a browse, then back home for lunch. Please let Lesley know if you are interested.

### **Afternoon Activity with Lesley – Monday 2<sup>nd</sup> July from 2pm in the Large Lounge**

Come and join Lesley for an afternoon Activity on Monday 2<sup>nd</sup> July from 2pm in the large lounge. All Very Welcome.

### **Village 'Coffee Pot' – (Coffee Morning) - Held at St Swithun's Church in Leonard Stanley Village on Tuesday 3<sup>rd</sup>& 17<sup>th</sup> July from 10.15am onwards with Lesley & Gilly**

Village 'Coffee Pot' (Coffee Morning) on Tuesday 3<sup>rd</sup>& 17<sup>th</sup> July from 10.15am onwards at St Swithun's church. This is another chance to meet new people from the village and enjoy a chat and coffee. Please let Gilly or Lesley know if you would like to go to the Church coffee morning so she can make arrangements to take you. (Just a small donation for Coffee / Tea and Biscuits).

All are very welcome!

### **Making Sweet Bags for Bingo Prizes – Tuesday 3<sup>rd</sup> & 17<sup>th</sup> July before Bingo in the Large Lounge**

Please come and join us making up some sweet bags for bingo prizes on Tuesday 3<sup>rd</sup> & 17<sup>th</sup> July before bingo in the large lounge. All are very Welcome!

### **Bingo Session – Tuesday 3<sup>rd</sup>, 10<sup>th</sup>, 17<sup>th</sup>, 24<sup>th</sup>& 31<sup>st</sup> July from 2pm in the Top Lounge**

Come and join us for our Bingo Session on Tuesday 3<sup>rd</sup>, 10<sup>th</sup>, 17<sup>th</sup>, 24<sup>th</sup>& 31<sup>st</sup> July from 2pm in the top lounge with Lesley & Gilly. Do come along if you would like to take part and enjoy lots of laughs, a bit of singing along the way and of course win a prize! All are very welcome.

### **Shop Trolley with Lesley / Gilly – Wednesday 4<sup>th</sup>, Tuesday 10<sup>th</sup>, Wednesday 18<sup>th</sup>, Monday 23<sup>rd</sup>, Monday 30<sup>th</sup> July from 10am / 11am**

The shopping trolley is still scheduled to visit your bedroom and the lounges every week, please ask a member of staff if you need to purchase anything at any other time and they will be happy to help. For those residents that are new, our shop sells confectionary, crisps and bathroom items. We also have a selection of greeting cards available for purchase in the front entrance; please see a member of staff if you are interested in having a look.

**Hand and Nail Pamper Session with Lesley Wednesday 4<sup>th</sup>, Wednesday 18<sup>th</sup>, Wednesday 25<sup>th</sup> & Tuesday 31<sup>st</sup> July from 10am / 11am**

Enjoy a hand and nail pamper session with Lesley on Wednesday 4<sup>th</sup>, Wednesday 18<sup>th</sup>, Wednesday 25<sup>th</sup> & Tuesday 31<sup>st</sup> July from 10am / 11am, these sessions consist of your hands being gently soaked & then having some hand lotion gently rubbed in and then filing and painting your nails. This is proving to be popular with the ladies at Highborder Lodge. Please let Lesley know if you are interested and she will be happy to add you to her list!

**Craft Session with Gilly & Lesley – Wednesday 4<sup>th</sup> July from 2pm**

Come and join in with our Craft Session with Gilly & Lesley on Wednesday 4<sup>th</sup> July from 2pm, go on have a go we will have lots of laughs!! We might even break open the sherry bottle then our crafts will look a lot better than reality!! All very Welcome.

**Minibus Trip – ‘Highfield Garden Centre’ on Thursday 5<sup>th</sup> July from 11am**

Come and join us for a trip to ‘Highfield Garden Centre’ on Thursday 5<sup>th</sup> July from 11am, and enjoy lunch and a browse around the centre. Please let Jacky or Gilly know if you are interested.

**One to One’s with Gilly – Thursday 5<sup>th</sup> July from 11am**

Gilly will be doing some one to one’s with residents on Thursday 5<sup>th</sup> July from 11am, so if you fancy a chat, playing a game or a wheelchair outing (weather permitting) Gilly will be around to see you.

**Afternoon Activity with Gilly – from Thursday 5<sup>th</sup> July at 2pm in the Large Lounge**

Come and join Gilly for an afternoon Activity on Thursday 5<sup>th</sup> July from 2pm in the large lounge. All very Welcome

**Chat with Julia Visit on Friday 6<sup>th</sup> & 20<sup>th</sup> July from 11am**

We look forward to welcoming Julia to Highborder Lodge on Friday 6<sup>th</sup> & 20<sup>th</sup> July from 11am onwards for a Chat & Cuppa, so if you are in need of a good old chat Julia will be pleased to see you!

**Colour & Chat Afternoon with Gilly on Friday 6<sup>th</sup> July from 2pm in the Dining Room**

Come and join Gilly for a ‘Colour and Chat’ afternoon on Friday 6<sup>th</sup> July from 2pm in the dining room, go on it can be very relaxing. All very Welcome!

**Afternoon Quiz with Gilly – Saturday 7<sup>th</sup> & 21<sup>st</sup> July from 2pm in the Large Lounge**

Come and join in with an afternoon Quiz with Gilly on Saturday 7<sup>th</sup> & 21<sup>st</sup> July from 2pm in the large lounge, go on have a go and remember it’s not a test it’s just for fun!! All very Welcome

**Minibus Trip – ‘The Stables Café’ at Saul Junction on Monday 9<sup>th</sup> July from 10.30am**

Come and enjoy a nice morning cuppa & chat whilst watching the canal boats, and if the weather is nice a wheelchair stroll along the canal taking in the lovely peaceful countryside along the way and watching the ducks & swans on Monday 9<sup>th</sup> July from 10.30am. Please let Gilly know if you are interested.

### **Afternoon TV with Carer on Monday 9<sup>th</sup> July from 2pm in the Large Lounge**

Come and join us for an afternoon TV with Carer on Monday 9<sup>th</sup> July from 2pm in the large lounge. All very Welcome.

### **Holy Communion (Every Fortnight) – Wednesday 11<sup>th</sup>& 25<sup>th</sup> July from 11am in the Small Lounge**

Come and join Pat from our local Church for 'Holy Communion' and a chat on Wednesday 11<sup>th</sup>& 25<sup>th</sup> July (usually every fortnight) at 11am in the small lounge. All very Welcome!

### **'Signs of the Zodiac' with Gilly – Wednesday 11<sup>th</sup> July from 2pm in the Large Lounge**

Come and join in for an afternoon activity about the 'Signs of the Zodiac' with Gilly on Wednesday 11<sup>th</sup> July from 2pm in the large lounge. All very Welcome!!

### **Minibus Trip – Lunch Out at 'The Black Shed' Café at Slimbridge Canal on Thursday 12<sup>th</sup> July from 11am**

Come and enjoy a nice lunch out at 'The Black Shed' Café at Slimbridge Canal on Thursday 12<sup>th</sup> July from 11am. Please let Jacky or Gilly know if you are interested.

### **One to One's with Gilly – Thursday 12<sup>th</sup> July from 11am**

Gilly will be doing some one to one's with residents on Thursday 12<sup>th</sup> July from 11am, so if you fancy a chat, playing a game or a wheelchair outing (weather permitting) Gilly will be around to see you.

### **Afternoon Quiz with Gilly – Thursday 12<sup>th</sup> July at 2pm in the Large Lounge**

Come and join in with an afternoon Quiz with Gilly on Thursday 12<sup>th</sup> July from 2pm in the large lounge, go on have a go and remember it's not a test it's just for fun!! All very Welcome

### **Pets for Therapy Dog Visit on Friday 13<sup>th</sup> & 27<sup>th</sup> July from 11am with Mary & 'Jet'**

We look forward to welcoming 'Jet' the black Labrador and her servant Mary to Highborder Lodge on Friday 13<sup>th</sup> & 27<sup>th</sup> July from 11am onwards so if you are in need of a cuddle from 'Jet' and a chat with Mary they will be around to see you.

### **On This Day in History – with Gilly – Friday 13<sup>th</sup> July from 2pm in the Large Lounge**

Come and join in with this activity 'On This Day in History' with Gilly on Friday 13<sup>th</sup> July from 2pm in the large lounge. All Very Welcome!

### **Musical Entertainment with 'Bert Lush' on Saturday 14<sup>th</sup> July from 2pm in the Large Lounge**

Come and join us for an afternoon's musical entertainment with 'Bert Lush' on Saturday 14<sup>th</sup> July from 2pm in the large lounge.

All Very Welcome!!

### **Short Morning Shopping Trip to Sainsbury's – Monday 16<sup>th</sup> July from 10.30am**

Come and join us for a short shopping trip to Sainsbury's on Monday 16<sup>th</sup> July from 10.30am for a browse & cuppa, then back home for lunch. Please let Lesley know if you are interested.

### **Afternoon Word Game / Hang Man with Lesley – Monday 16<sup>th</sup> & 30<sup>th</sup> July from 2pm in the Large Lounge**

Come and join in with an afternoon of Word Games / Hang Man with Lesley on Monday 16<sup>th</sup> & 30<sup>th</sup> July from 2pm in the large lounge. All very Welcome!

### **Games & Music Afternoon with Lesley & Gilly on Wednesday 18<sup>th</sup> July from 2pm in the Large Lounge**

Come and join in with a games and music afternoon on Wednesday 18<sup>th</sup> July from 2pm in the large lounge, go on we will have fun!! All very Welcome!

### **Minibus Trip – Weston-Super-Mare on Thursday 19<sup>th</sup> July from 11am (Of Course Weather Permitting!!)**

Come and join us for a trip to Weston-Super-Mud on Thursday 19<sup>th</sup> July from 11am, it will be lovely to get some sea air and have some traditional fish & chips!!

Please let Lesley or Gilly know if you are interested.

### **One to One's with Gilly – Thursday 19<sup>th</sup> July from 11am**

Gilly will be doing some one to one's with residents on Thursday 19<sup>th</sup> July from 11am, so if you fancy a chat, playing a game or a wheelchair outing (weather permitting) Gilly will be around to see you.

### **Afternoon Quiz with Gilly – Thursday 19<sup>th</sup> July from 2pm in the Large Lounge**

Come and join in with an afternoon Quiz with Gilly on Thursday 19<sup>th</sup> July from 2pm in the large lounge, go on have a go and remember it's not a test it's just for fun!! All very Welcome

### **Potting Plants / Garden Chat with our Gardener Sid & Gilly (Non Gardener) – Friday 20<sup>th</sup> July from 2pm in the Conservatory / Outside or Small Lounge**

Here we go with a potting plants / garden chat session with Sid our gardener & Gilly (non gardener) on Friday 20<sup>th</sup> July from 2pm in the conservatory, court yard or small lounge depending on how hot the weather is, so garden tools at the ready!! All very Welcome!

### **Classical Concert Afternoon – Monday 23<sup>rd</sup> July from 2pm in the Large Lounge**

Come and join us for a Classical Concert afternoon on Monday 23<sup>rd</sup> July from 2pm in the large lounge. Lesley will be ready with the concert tuck!!

All very Welcome!

### **Minibus Trip – ‘The Stables Café’ at Saul Junction Canal on Tuesday 24<sup>th</sup> July from 10.30am**

Come and enjoy a nice morning cuppa & chat whilst watching the canal boats, and if the weather is nice a wheelchair stroll along the canal taking in the lovely peaceful countryside along the way and watching the ducks & swans on Tuesday 24<sup>th</sup> July from 10.30am.

Please let Lesley know if you are interested.

### **Matthew Harris (G-Fitness) - Exercise Fun Session – Tuesday 24<sup>th</sup> July from 3.30pm – 4.30pm in the large Lounge**

If you like a bit of fun and laughs this exercise activity is the one for you when we welcome Matthew Harris (G-Fitness) Exercise Fun Session on Tuesday 24<sup>th</sup> July from 3.30pm – 4.30pm usually following our bingo session in the large lounge. Go on you know you want to join in!!

All very Welcome!

### **Family Children Games & Singing Afternoon with Residents, Lesley & Gilly – Wednesday 25<sup>th</sup> July from 2pm in our Large Lounge**

Come and join us for a family children games & singing afternoon with residents on Wednesday 25<sup>th</sup> July in the large lounge. Please let Lesley / Gilly know if your family will be bringing children for an idea on numbers. For all the young at heart!! See you soon!!

### **Minibus Trip – Bourton-on-the-Water on Thursday 26<sup>th</sup> July from 11am**

Come and join us for a trip to Bourton-on-the-Water on Thursday 26<sup>th</sup> July from 11am and enjoy having a look around this very quaint village plus enjoying a lovely pub lunch beside the river at our favourite pub. Please let Gilly or Jacky know if you are interested.

### **One to One's with Lesley – Thursday 26<sup>th</sup> July from 2pm**

Lesley will be doing some one to one's with residents on Thursday 26<sup>th</sup> July from 2pm, so if you fancy a chat, having your nails done, playing a game or a wheelchair outing (weather permitting) Lesley will be around to see you.

### **Afternoon Quiz with Lesley on Thursday 26<sup>th</sup> July at 2pm in the Large Lounge**

Come and join in with an afternoon Quiz with Lesley on Thursday 26<sup>th</sup> July from 2pm in the large lounge, go on have a go and remember it's not a test it's just for fun!!

All very Welcome

### **Musical Memories with Gilly on Friday 27<sup>th</sup> July from 2pm in the Large Lounge**

Come and join in with a Musical Memories Session with Gilly on Friday 27<sup>th</sup> July from 2pm.  
All Very Welcome!

## **Musical Entertainment with ‘Music Maestro’ on Saturday 28<sup>th</sup> July from 2pm in the Large Lounge**

Come and join us for a musical afternoon with the ‘Music Maestro’ on Saturday 28<sup>th</sup> July from 2pm in the large lounge. All Very Welcome!!

## **Visitors Reminder regarding ‘Fire Evacuation Procedure’**

Just to remind visitors if you hear the fire alarm please proceed to the nearest fire exit and assemble outside at the designated ‘Fire Assembly Point’. Please do not return into the building until it is announced safe to do so. Thank you

## **Family / Friends reminder regarding taking residents out**

Just to remind Family & Friends please remember to let a member of staff know if you are taking one of our residents off site and also remember to sign out, it would also be helpful to know whether they will be back for meal time so we can keep our kitchen updated. Thank you for your assistance in this matter.

## **Monthly Library Visits – Next Visit to be advised**

Please join us for a visit to the Stonehouse Library once a month. The next visit to be advised, Gilly will put a poster up as soon as she is informed of a date, so if you would like to go along to the library to browse and pick your own books please let a member of staff know so they can put you on the library outing list.

## **General Data Protection Regulation**

The General Data Protection Regulation (GDPR) comes into force on 25<sup>th</sup> May.

The GDPR differs from the Data Protection Act – here’s how:

- make it easier for people to withdraw their consent for their personal data to be used
- enshrine the “right to be forgotten” into UK national law, allowing people to ask for their data to be deleted
- require companies to obtain explicit consent when they process sensitive personal data
- expand the definition of personal data to include IP addresses, biometric data and cookies
- allow people to obtain the information organisations hold on them much more freely, via subject access requests
- provide data subjects with broader rights to claim compensation for breaches where “other adverse effects” are suffered. Currently, compensation can only be claimed for breaches that cause financial loss or distress.

At Highborder Lodge, we only collect information instrumental to the care your relative needs. Our client files are stored in a key-coded cupboard and private files are stored in the general office, which is locked when not in use. All personal information stored on computer is only accessible by the Manager and Administration staff – all of our computers are all password protected. Staff at Highborder Lodge do not pass out personal information about residents and their relatives to third parties.

Our files are archived in accordance with Care Quality Commission Legislation for five years, after which time they are destroyed either by shredder or incinerator and deleted from our computer(s). If you have any questions regarding the new GDPR, please do not hesitate to speak with Neil.

### **Door Code**

Apologies for regularly changing the door code but this is part of our regulations and in the interest of all who reside and are employed by Highborder Lodge please do not give out the key code to the front door to anyone you do not know.

### **Comments, Concerns or Complaints**

If you have any Worries, Concerns or Complaints please address to the Manager, all complaints will be treated seriously and in confidence. Please refer to your resident's handbook or the information for clients, visitors & staff book found in the front entrance.

### **Comments Book – (How well did we do or not?)**

For any new residents and families / friends just to make you aware we have a 'Comments Book' situated in the front entrance next to the signing in book, please feel free to make use of this book, as this supports improvements to the service delivered.

### **Lost and Found Items**

Please contact the office if you have lost any items and we will do our best to help.

### **Sunday Lunch invitation - for families to join their Highborder Lodge relative for a Private Lunch.**

Relatives will be made very welcome to join their resident family member for a private Sunday Lunch or any day in the week. There will obviously be a reasonable small charge for each relative.

Please remember to let the office know in advance if you have guests staying for meals so our chef can get extra supplies in! Thank you.

### **Personal Flower arrangement for your own room**

If you would like to do your own flower arrangement to have in your own room please see Gilly and she can get some flowers and an oasis for you, obviously there will be a small cost for the flowers and oasis but it won't be very much. Please let Gilly know if you are interested and she will be happy to help you!

### **Minibus Trips Every Thursday**

If you fancy a trip out for a pleasant drive around our wonderful countryside and a stop off for refreshments please let Gilly know so she can book your seat on the bus. Also please let Gilly know if you have any other ideas for small trips out and she will do her best to arrange this for you.

### **Activities**

Activities could be anything from Flower arranging, coffee mornings at the village Church, to walks out or wheels out in the wheelchair for some fresh air (weather permitting), a chat and a cup of tea, craft activities or various minibus trips some including lunch out. If you have any other suggestions or ideas I



will be only too pleased to hear from you. Gilly and other members of staff will also try to fit in some unscheduled one to one's when possible.

### **Reminder for Trips Out**

Please remember to let Gilly or Jacky know if you would like to go on a trip so you can be added to the list in the diary to save any disappointment, on some occasions we have spaces available on the day where someone has decided not to go but on the whole it is better to book your place.

### **Personal Expenditure Accounts**

We would welcome anyone wishing to check their personal account when visiting residents as this would help greatly with keeping our administration costs to a minimum. Thank you for your assistance in this matter.

### **Personal Appointments**

Just to inform any new residents & families that our minibus will only be made available for emergency appointments as it is primarily used for our residents outings. We would like to emphasise that it is the responsibility of families to provide an escort for their relative but in extenuating circumstances, we will endeavour to provide an escort, the cost of which will be incurred by the family / relative. This can be deducted from residents personal expenditure if required. Please see the office if you have any concerns regarding appointments / hospital transport and we will do our best to help.

### **Additional Information helping with transport for medical appointments**

Sometimes Heather (our carer) is available to help with some of the various medical appointments by car the cost will be £7.50 for Escort / Driver and .50p per mile fuel charge. Please see the office if you require assistance with arranging transport and we will do our best to help.

### **Hospital Transport – Arriva Transport Solutions**

Please see the office if you would like the phone number for Arriva Transport or if you require assistance arranging hospital transport and we will do our best to help.

### **Polite Notice – Car Parking near the Garden Borders**

Please do not park too near the garden borders as our gardener needs to be able to have enough space to tend them, also you may damage the plants. Thank you for your kind attention in this matter.

### **New Residents – Laundry labelling**

Just a little reminder to our new respite and permanent residents to please remember to label all clothing on admission to Highborder Lodge. Thank you for your kind assistance in this matter.

### **Visitors Reminder - Smoking**

Just a kind reminder to our visitors we have a strict non-smoking policy within our home and gardens. Thank you for your kind co-operation.

## Residents

We would like to extend a very warm welcome to our new permanent and respite residents and hope their stay will be very happy here at Highborder Lodge.

***Thank you for taking the time to read this. If you would like to make any comments or contributions then do please let our Manager Neil Ward or any of the office staff know!***

### **July Birth Flower: Delphinium & Water Lily**

**Delphinium-** These tall bountiful blooms symbolise feelings of an open heart and ardent attachment. The name delphinium is derived from the flowers dolphin shaped blossoms. These fragrant and stunning flowers each have their own meaning based on colour. Pink means **“Fickleness”**, white means **“Joyful, Happy-Go-Lucky”**, and the traditional purple means **“You have such a sweet disposition”**.

**Water Lily -** The water lily has long been a symbol of life and love. Throughout Eastern culture the water lily has been a symbol used to convey emotions, ideas and experiences ranging from beauty to enlightenment. Not only is it a symbol of life and love but is also seen as a symbol of unity.

