



**HELLO EVERYONE**



**WELCOME TO THE**



**EDITION OF THE**

## **HIGHBORDER LODGE NEWSLETTER!**

Well sadly the month got off to a bit of a bad start we unfortunately didn't have a minibus driver available to take us to the cinema to see the film 'Mamma Mia', but we did have a bit of an ABBA fun afternoon singing and dancing at home instead, not quite the same but we did have fun and laughs!!

Then in the same week we were due to have a Jive dance demonstration which everyone was looking forward to with Jim and his wife but sadly Jim's wife was unwell so that didn't happen. I tried to reschedule but they were then going on holiday so they will give me a call on their return, well hopefully!

On a more positive note everyone enjoyed the M & S Shopping trip, they all enjoyed a pub lunch on the way and then the shopper-holics went about buying some goodies, we should of got them to model their new clothes on their return!! (not undies obviously).

The residents that went to Clevedon also had a nice time, they enjoyed their coastal view pub lunch, it's always good to get some sea air, and I bet they all slept well that night!!

Everyone that went on the 'Slimbridge Wildfowl Trust' trip said they had a nice time, unfortunately (staff member Lesley) didn't have her glasses on and thought that two of the birds there were rather big and strange looking but oh yes they turned out to be made of 'Lego', shame you just can't get the staff these days!!

Our trip to Bristol Zoo was very nice, there is more of the water based animals there plus gorillas, who are so human like you wonder who's looking at who through the reinforced glass and a Lion thrown in etc., everyone also enjoyed the picnic lunch our Chef's prepared, so thank you to our Chef's.

### **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.

### **Highborder Lodge Hosting Social Day – Tuesday 18<sup>th</sup> September – Morning, Lunch Time & Afternoon**

Please join us for the Morning 'Village Coffee Pot' on Tuesday 18<sup>th</sup> September (Donations for Guest Refreshments) including 'The Light' Mobile Gift Shop from 10am until 12.30pm to have a browse around

Or join us for Buffet Lunch (£7.50 each) at 12.45pm

Or join us for afternoon Entertainment with 'Bert Lush' from 2.30pm with donation for refreshments.

OR why not stay for all three Morning, Lunch & Afternoon all on Tuesday 18<sup>th</sup> September

Highborder Lodge Social Day - Any Monies Raised will be for our 'Residents Activity Fund'.

### **Afternoon Quiz with Gilly – Saturday 1<sup>st</sup>, 8<sup>th</sup>, 15<sup>th</sup> & 22<sup>nd</sup> September from 2pm in the Large Lounge**

Come and join in with an afternoon Quiz with Gilly on Saturday 1<sup>st</sup>, 8<sup>th</sup>, 15<sup>th</sup> & 22<sup>nd</sup> 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.

### **Aromatherapy Massage with Jackie Leake – Every Monday from 10am onwards**

Jackie will continue to visit us every Monday from 10am to do hand, foot, head or shoulder massages and of course have a chat! Everyone finds it a very relaxing and enjoyable experience. 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.

### **Shop Trolley with Lesley – Every Monday this month from 10am**

**Please Note Except Monday 10<sup>th</sup> & 24<sup>th</sup> September Shop Trolley will be on Tuesday 11<sup>th</sup> & 25<sup>th</sup> September instead from 10am**

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.

### **Afternoon Board Games with Lesley on Monday 3<sup>rd</sup> September at 2pm in the Dining Room**

Come and join in with afternoon board games with Lesley on Monday 3<sup>rd</sup> September from 2pm in the dining room, go on have a go it will be fun!! All very Welcome

### **Village 'Coffee Pot' – (Coffee Morning) - Held at St Swithun's Church in Leonard Stanley Village on Tuesday 4<sup>th</sup> September from 10.15am onwards with Lesley & Gilly**

Village 'Coffee Pot' (Coffee Morning) on Tuesday 4<sup>th</sup> September 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 4<sup>th</sup> & Friday 21<sup>st</sup> September before Bingo in the Large Lounge**

Please come and join us making up some sweet bags for bingo prizes on Tuesday 4<sup>th</sup> & Friday 21<sup>st</sup> September before bingo in the large lounge. All are very Welcome!

**Bingo Session – Tuesday 4<sup>th</sup> 11<sup>th</sup> Friday 21<sup>st</sup> & Tuesday 25<sup>th</sup> September from 2pm in the Large Lounge**

Come and join us for our Bingo Session on Tuesday 4<sup>th</sup> 11<sup>th</sup> Friday 21<sup>st</sup> & Tuesday 25<sup>th</sup> September from 2pm in the large lounge. 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.

**Holy Communion (Every Fortnight) – Wednesday 5<sup>th</sup> & 19<sup>th</sup> September from 11am in the Small Lounge**

Come and join Pat from our local Church for 'Holy Communion' and a chat on Wednesday 5<sup>th</sup> & 19<sup>th</sup> September (usually every fortnight) at 11am in the small lounge. All very Welcome!

**Hand and Nail Pamper Session with Lesley Wednesday 5<sup>th</sup> 19<sup>th</sup> & 26<sup>th</sup> September from 10am**

Enjoy a hand and nail pamper session with Lesley on Wednesday 5<sup>th</sup> 19<sup>th</sup> & 26<sup>th</sup> September from 10am, 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!

**Village 'Women's Fellowship' held at the Village Hall on Wednesday 5<sup>th</sup> September from 2.30 - 4pm**

**Note - Please let Gilly / Lesley know if you are interested in going to the 'Women's Fellowship' so she can make arrangements for staff to accompany you**

Please let Gilly or Lesley know if you are interested in going to the 'Village Women's Fellowship' held at our village hall on Wednesday 5<sup>th</sup> September from 2.30pm – 4pm, this will be another chance to meet people living in the village. (£1 entry charge and .50p for refreshments). Go on be brave and give it a go!! (Staff will accompany residents). All very Welcome.

**Minibus Trip – 'Symonds Yat Village' on Thursday 6<sup>th</sup> September from 11am**

Come and join us for a trip to 'Symonds Yat Village' on Thursday 6<sup>th</sup> September from 11am, it will be lovely to have a look around this village and of course enjoy a pub lunch! Please let Jackie, Lesley or Gilly know if you are interested.

**One to One's with Gilly – Thursday 6<sup>th</sup> September from 11am**

Gilly will be doing some one to one's with residents on Thursday 6<sup>th</sup> September 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 6<sup>th</sup> September at 2pm in the Dining Room**

Come and join Gilly for an afternoon Activity on Thursday 6<sup>th</sup> September from 2pm in the dining room.

All very Welcome

### **Pets for Therapy Dog Visit on Friday 7<sup>th</sup> & 21<sup>st</sup> September from 11am with Mary & 'Jet'**

We look forward to welcoming 'Jet' the black Labrador and her servant Mary to Highborder Lodge on Friday 7<sup>th</sup> & 21<sup>st</sup> September 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.

### **Memory Game with Gilly (Well I think that's her name if I can remember!!) – on Friday 7<sup>th</sup> September at 2pm in the Dining Room**

Come and join Gilly for the 'Memory Game' on Friday 7<sup>th</sup> September from 2pm in the large lounge. I don't know how this will go as Gilly's memory is not good, she needs all the help she can get!!  
All very Welcome

### **Afternoon TV with Carer on Monday 10<sup>th</sup> September from 2pm in the Large Lounge**

Come and join us for an afternoon TV with Carer on Monday 10<sup>th</sup> September from 2pm in the large lounge. All very Welcome.

### **Morning Minibus Trip – 'Nailsworth Garden Centre' on Tuesday 11<sup>th</sup> September from 10.30am**

Come and join us for a morning trip to 'Nailsworth Garden Centre' on Tuesday 11<sup>th</sup> September from 10.30am, and enjoy a cuppa and browse around the centre.

Please let Gilly or Jackie know if you are interested.

### **One to One's with Gilly – Tuesday 11<sup>th</sup> September from 11am**

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

### **Games & Music Afternoon with Gilly on Wednesday 12<sup>th</sup> September from 2pm in the Large Lounge**

Come and join in with games and music afternoon on Wednesday 12<sup>th</sup> September from 2pm in the large lounge, go on we will have fun!! All very Welcome!

### **Minibus Trip – Pub Lunch Out at 'The Ship Inn' at Brimscombe on Thursday 13<sup>th</sup> September from 11am**

Come and enjoy a nice pub lunch out at 'The Ship Inn' at Brimscombe on Thursday 13<sup>th</sup> September from 11am. Please let Jacky or Gilly know if you are interested.

### **Afternoon Quiz with Gilly – Thursday 13<sup>th</sup> September from 3pm in the Large Lounge**

Come and join in with an afternoon Quiz with Gilly on Thursday 13<sup>th</sup> September from 3pm in the large lounge, go on have a go and remember it's not a test it's just for fun!! All very Welcome.

### **Chat with Julia Visit on Friday 14<sup>th</sup> & 28<sup>th</sup> September from 11am**

We look forward to welcoming Julia to Highborder Lodge on Friday 14<sup>th</sup> & 28<sup>th</sup> September 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!

**'Our Own Autumn Poem' with Gilly on Friday 14<sup>th</sup> September at 2pm in the Dining Room**

Come and join Gilly for 'Our Own Autumn Poem' on Friday 14<sup>th</sup> September from 2pm in the dining room. All very Welcome!

**Afternoon Word Game / Hang Man with Lesley on Monday 17<sup>th</sup> September from 2pm in the Large Lounge**

Come and join in with an afternoon of Word Games / Hang Man with Lesley on Monday 17<sup>th</sup> September from 2pm in the large lounge. All very Welcome!

**Highborder Lodge Hosting Social Day – Tuesday 18<sup>th</sup> September – Morning, Lunch Time & Afternoon**

Please join us for the Morning 'Village Coffee Pot' on Tuesday 18<sup>th</sup> September (Donations for Guest Refreshments) including 'The Light' Mobile Gift Shop from 10am until 12.30pm to have a browse around

Or join us for Buffet Lunch (£7.50 each) at 12.45pm

Or join us for afternoon Entertainment with 'Bert Lush' from 2.30pm with donation for refreshments.

OR why not stay for all three Morning, Lunch & Afternoon all on Tuesday 18<sup>th</sup> September Highborder Lodge Social Day - Any Monies Raised will be for our 'Residents Activity Fund'.

**Craft Session with Gilly & Lesley – Wednesday 19<sup>th</sup> September from 2pm**

Come and join in with our Craft Session with Gilly & Lesley on Wednesday 19<sup>th</sup> September 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 – 'Cotswold Farm Park' on Thursday 20<sup>th</sup> September from 11am**

Come and enjoy a trip to the 'Cotswold Farm Park' on Thursday 20<sup>th</sup> September from 11am. Please let Jacky, Lesley or Gilly know if you are interested.

**One to One's with Gilly – Thursday 20<sup>th</sup> September from 11am**

Gilly will be doing some one to one's with residents on Thursday 20<sup>th</sup> September 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 on Thursday 20<sup>th</sup> September from 2pm in the Large Lounge**

Come and join Silly Gilly for an afternoon quiz on Thursday 20<sup>th</sup> September from 2pm in the large lounge. Go on we'll have some fun! All very Welcome!

**'Knit & Natter' Group at Leonard Stanley Village Hall (Social Club) on Monday 24<sup>th</sup> September from 10am – 12 Noon**

Come and join us at the Village Hall (Social Club) for the village 'Knit & Natter' group on Monday 24<sup>th</sup> September from 10am – 12 Noon, £2.50 each for entry and refreshments.

Please let Lesley or Gilly know if you are interested.

### **Classical Concert Afternoon – Monday 24<sup>th</sup> September from 2pm in the Large Lounge**

Come and join us for a Classical Concert afternoon on Monday 24<sup>th</sup> September from 2pm in the large lounge. Lesley will be ready with the concert tuck!! All very Welcome!

### **Wheelchair Outings (Weather Permitting) Tuesday 25<sup>th</sup> September from 11am with Gilly/Lesley**

Come and join us for some short wheelchair outings on Tuesday 25<sup>th</sup> September from 11am with Gilly/Lesley, so if you are in need of a bit of cheering up this should do the trick enjoying a wheel out in our lovely village!

Please let Lesley or Gilly know if you are interested

### **Residents & Children Games & Singing Afternoon with Lesley & Gilly – Wednesday 26<sup>th</sup> September from 2pm in our Large Lounge**

Come and join us for a 'Residents & Children' games & singing afternoon on Wednesday 26<sup>th</sup> September from 2pm in the large lounge. Please let Lesley / Gilly know if you will be bringing children for an idea on numbers. For all the young at heart!! See you soon!!

### **Minibus Trip – Toddington Steam Train - Thursday 27<sup>th</sup> September from 11am**

Come and enjoy a trip to Toddington Steam Train on Thursday 27<sup>th</sup> September from 11am, so if you are interested in steam train's or just love the nostalgic experience this is the trip for you.

Please let Jacky or Gilly know if you are interested.

### **One to One's with Lesley – Thursday 27<sup>th</sup> September from 11am**

Lesley will be doing some one to one's with residents on Thursday 27<sup>th</sup> September from 11am, so if you fancy a chat, playing a game or a wheelchair outing (weather permitting) Lesley will be around to see you.

### **Afternoon Quiz – Thursday 27<sup>th</sup> September from 2pm in the Large Lounge**

Come and join in with an afternoon Quiz on Thursday 27<sup>th</sup> September 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 – 'Highfield Garden Centre' on Friday 28<sup>th</sup> September from 1.30pm**

Come and enjoy a trip out to 'Highfield Garden Centre' for a cuppa, cake & browse around the centre on Friday 28<sup>th</sup> September from 1.30pm. Please let Jackie, Gilly or Lesley know if you are interested.

### **Musical Entertainment with 'Music Maestro' on Saturday 29<sup>th</sup> September from 2pm in the Large Lounge**

Come and join us for a musical afternoon with the 'Music Maestro' on Saturday 29<sup>th</sup> September from 2pm in the large lounge. All very Welcome!!

## **Other Activities available in our Village – Families maybe interested to take their resident relative**

Knit & Natter Group - Monday's from 10am – 12 Noon - At Leonard Stanley Village Hall  
Entry & Refreshments £2.50

Short Mat Bowls - Wednesday's from 9.30am – 12 Noon at Leonard Stanley Scout Hut

Women's Fellowship – (Fortnightly) Wednesday afternoon from 2.30pm – 4pm  
At Leonard Stanley Village Hall  
Refreshments & Entry together £1.50

Saturday's from 9.45am onwards until finish of film – Leonard Stanley Film Club  
At Leonard Stanley Village Hall (Social Club)  
Refreshments £1 Coffee & Biscuits – (£12 per Year Membership)

### **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. Visitors Lunches are £7.50 for a two course meal each relative.**

Relatives will be made very welcome to join their resident family member for a private Sunday Lunch on any day in the week. There will obviously be a reasonable small charge of £7.50 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.

### **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!***

### September Flower - [Aster](#)/[Myosotis](#)

Patience, daintiness and remembrance. This flower conveys deep emotional love and affection.

September Birthstone is Sapphire

