

## Message From The Owners

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Qualitas Care Limited

This issue we bring you an update on our latest building project at the rear of Whitelow House.

We also introduce Winny, our new poodle and give you some tips on how to get past the front door!

Please tell us if you have any suggestions for future newsletter topics.

## New Extension



Figure 1 View from the bottom of the garden

We have restarted work on the new extension. When complete it will more than double the size of the Garden Floor Lounge and add two new single bedrooms to the Ground Floor. There will also be a new fire escape route at the far end of the Ground Floor.



The work is expected to take around six months to complete and unfortunately there will be some

unavoidable disruption during that time:

- The Garden Floor Lounge will need to close for two to three weeks – we have a workaround planned for this!
- Three of the existing bedrooms will need to be vacated for a period during the build as some of the work will affect them. We have already discussed this with the families of those affected.
- The garden itself will have reduced access at times depending upon the stage of the work.

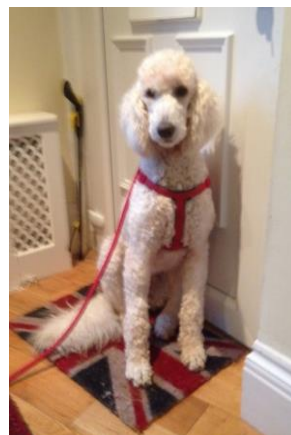
We will make a more detailed announcement nearer to the time when the Garden Lounge is going to become unavailable.



Figure 2 Side view - existing lounge on left

More updates and pictures will be available on our Facebook page.

## Introducing Winny



Welcome to Winny – our new poodle. It took a while to find her but it was worth the wait!

Winnie suffers from Addison's Disease which means she has to take medication every day for the rest of her life. Apart from that, it does not prevent her from having a normal happy life.

She is a bit shy at the moment but loves people and affection. She is getting on very well with Marlowe!

## St. Patrick's Irish Dancers



Thanks to the St. Patrick's Irish Dancers who put on another fantastic show for us in March. We hope to see them again soon!

## Easter Decorations



To help get ready for Easter, Daisy's daughter Janet organised an activity making Easter decorations. The results were displayed in the lounge. Thanks to Janet for arranging this!

## Residents and Relatives Meeting

The next Residents and Relatives Meeting will be held on **Friday 16<sup>th</sup> May at 2.30pm** in the Whitelow House Dining Room.

We will give you an update on the latest news at Whitelow House including the new extension.

There will be an opportunity to ask questions and also some light refreshments!

## Getting In – The Front Door

In response to a number of queries about getting in through the front door, here are a few short tips to make sure that you do not wait too long outside!



There are four doorbells on the intercom system.

The first one – "Office" – is your best bet for Monday to Friday, 8.00 to 9.00. Outside of these times there may be no-one in the office to hear the bell!

The second bell – "Staff Room" rings a bell on the lower ground floor. Anyone in the staff room or kitchen should hear it. There may be times e.g. between 5.30pm and 7.30pm when no-one is around this area, so your best option is the third bell.

The third bell – "Ground Floor" is audible from the lounge and dining room so someone should hear this at meal times and in the early evening.

Please press and hold these bells for at least a second to make sure the ring is heard.

In the unlikely event that no-one responds to any of these first three bells then try the fourth one – "Nurse Call". Once pressed, this one keeps ringing until someone comes to the door!

## That's All For Now

Next newsletter in the second half of the year. Meanwhile, please follow us on Facebook.