



***A Retirement Home for the Elderly***  
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# NEWSLETTER

[www.welcomecarehome.co.uk](http://www.welcomecarehome.co.uk)



## HELLO DECEMBER!!!

December is the 12th month in both the Julian and Gregorian calendars, originally named for the Latin word "decem," meaning ten, as it was the tenth month in the Roman calendar before January and February were added. It has 31 days and marks the beginning of winter in the Northern Hemisphere and summer in the Southern Hemisphere.



# UPCOMING EVENTS



**RahRah**  
THEATRE COMPANY PRESENTS

## Dick Whittington

Brought to you in the comfort of your own centre, 'Dick Whittington' is an original pantomime with a twist! The show has plenty of songs, dancing, and comedy for the audience to join in with and enter into the spirit of Christmas!

WELCOME CARE HOME  
FRIDAY 12<sup>TH</sup> DECEMBER 2025 @ 3.30PM

07944868358

@RahRahTheatreCo | www.facebook.com/RahRahTheatreCompany

**Veteran Friendly CARE HOME**

**CERTIFICATE of VETERAN FRIENDLY FRAMEWORK**

Awarded to  
**The Welcome Care Home**  
**October 2025**

Your accreditation as a Veteran Friendly Care Home recognises your commitment and work in identifying and sharing best practice across the social care homes of the best standards of care for the Armed Forces Community.

Professor Tim Briggs CBE  
VCHA  
National Chair

Andy Cole OBE  
Royal Star & Garter  
CEO

Mark Atkinson  
Royal British Legion  
Director General

**Veteran Friendly Framework**  
**Status Achieved See Attached Press Release**

**Eleanor Music Therapy**  
Performing Every Other Thursday from  
2pm. For more details  
contact the care home  
Please feel free to come and join.



## RESIDENTS/RELATIVES/STAFF FORUM

We will now be holding our virtual online Forum meeting via zoom every 6 months. During our forums updates can be provided and exchange news and views

**Date: 7<sup>th</sup> March 2026 Time: 1:30pm - 3:00pm**

**Meeting ID and Passcode provide below**

We look forward  
to having you  
join us for these  
events



## SURVEYS 2026-2027

We have our survey forms located near the entrance and we send these electronically via email to our staff, service users, relatives and visiting professionals annually. Please do fill these in. They can be sent in anonymously. For details please ask a member of staff.

We would like to know what we do good, as well as areas in which we can improve.

### **WHAT YOU SAID – WHAT WE DID!!!**

Annually we publish the outcomes of our surveys in our What you Said and What We Did Report. Thank you for your support.



## VETERANS XMAS LUNCH!

Veterans Christmas Lunch on Friday 19<sup>th</sup> December 2025 @ Bromley FC Veterans Club. Free XMAS Lunch with all the trimming for all of our Veterans and Families, Please enquire within.



**Our Recent Remembrance Day Diamond Club event at St Andrew's Hall**

**Topic: WCH Service User Forum Saturday 7<sup>th</sup> March 2026 @ 1.30pm**

Time: Saturday 7<sup>th</sup> March 2026 01:30 PM London  
Join Zoom Meeting

<https://us02web.zoom.us/j/88972594413?pwd=rFbYLiKbqalE2T0SmO9JklGaltcELK.1>  
Meeting ID: 889 7259 4413  
Passcode: 2628

Agenda TBC



## **Digital Care Systems**

We appreciate everyone's efforts in supporting and evolving with us in using our new care digital management system, CareVision, which is now going to its third year of use. We continue to be very happy with the system.

<https://www.carevision.com/the-platform/>

We are currently moving toward integrating digitally, other systems such as our medication administration recording.

We are piloting our Care Vision Family Application to allow all relevant representatives to see real-time care interactions and routines. To be able view and agree Care Plans and Risk Assessment. As well as the ability to view your loved ones up to date vital statistics.

<https://www.carevisioncms.co.uk/care-home-family-app/>

<https://www.carevisioncms.co.uk/care-home-emar/>

### **Ally Care Acoustic Monitoring**

We have progressed with the introduction of acoustic monitoring system. Please see the link below. We are monitoring to ensure that response time to all alerts are within the area of 10-15 minutes. This enables non-intrusive night checks, leading to better sleep. Enabling extra frequency, reducing the risk of falls at night and attendance to any emergencies.

<https://www.allycares.com/>

## **Understanding Dementia**



The topic on Dementia is very important to us and as always we bring this same point in our concluding thoughts and thank you for your interest. The following are introductory links to the topic on dementia and while the video formats are more accessible, they can also be more emotive than an article. Please feel free to share your thoughts with us.

- The impact of diagnosis  
[https://youtu.be/Kzk4WG\\_5oQA](https://youtu.be/Kzk4WG_5oQA)
- Living with dementia  
<https://youtu.be/loksPQ7Q8tM>
- Dementia from the inside  
<https://youtu.be/Erjzl1WL8yQ>

**CQC is changing the way it regulates and inspects. Follow the link for further details:**

<https://www.cqc.org.uk/about-us/how-we-will-regulate>

# REMINDERS



## Fire exit

### Fire Evacuation Procedures

We will continue to remind you of our fire evacuation process, which you can see in the front entrance, and invite you to pre-empt, as a visitor, in the event of an evacuation, how you might contribute or otherwise hinder our joint efforts. Should you prefer, we will be happy to include the fire notice, in our next letter.



### Guess what!

You can now review us on [carehome.co.uk](https://www.carehome.co.uk). This will mean a lot to us. Kindly drop your reviews using the link below:



Please feel free to use our Suggestion box; to suggest /complain / compliment / or just share poetry or narrative with us. Your feedback is vital to us and has already allowed us to bring in fresh ideas particularly as they offer a different viewpoint. We would appreciate if you can take out time to drop your feedback.

Once again, we thank you for being a part of our community. Kind regards and best wishes

Margaret, Liz, Andrew and Team

DECEMBER 2025

<https://www.carehome.co.uk/carehome.cfm/searchazref/10001005WELB>