

Quebec News

The Quebec Hall Christian Eventide Home Newsletter

Summer 2009

Dear Friends

Welcome to our Summer edition of Quebec News.

Here in Norfolk we have recently experienced thunder storms with impressive lightning. They serve as a reminder that, when the storms of life come upon us, Christians have a shelter and a refuge from the storm – Isaiah 25 v4. Quebec Hall is 250 years old this year and has, no doubt, experienced many such storms during its long history.

We have also been blessed with sunny days and residents have been able to enjoy going out into the gardens and patio area. We have been able to slightly increase staffing levels to provide extra help where required and this gives carers additional time to 'care.'

Upgrades and refurbishments continue with new carpets to the stairs and landings in the hall and more bungalows getting kitchen and bathroom improvements.

Stephen Read, Trustee

250 years old

This year is the 250th anniversary of Quebec Hall itself. It was built in 1759 by local magistrate, Samuel Rash, who gave it its name as a compliment to Lord Townshend, who was second in command at the siege of Quebec.



Quebec Hall in 1779

Down through the years it has been the home of various distinguished Norfolk families before becoming a private school following the Second World War. It fell into decay during the 1950's. It was finally bought by Mr David Potter, a local builder who had a vision to provide

Christian Homes for the Lord's elderly people. Following restoration, Quebec Hall was officially opened in 1960.

His widow, Mrs Bertha Potter, has recently completed a small book on her husband's vision.

Copies can be obtained from Quebec Hall (cost, £2 inc. P&P).

In May we welcomed the visit of Mr George Stimpson and his daughter Hazel to the Hall. George was billeted in the Hall in the early 1940's as part of a group charged with guarding a storage depot near to Quebec Lodge. He married Elsie the assistant cook in October 1941 before serving in Burma. His memories include the weekly 'bath parade' and a clever cat that was able to open the heavy back door by jumping up to the latch and allowing the door to swing open.

Our pictures show him on duty in 1941 at the Lodge and outside the front door which he tells us he was never allowed to use all those years ago!

Remarkably, Hazel's husband was apprenticed to Mr David Potter and helped with the carpentry when some of the bungalows were built.



Quality system

Quebec Hall prides itself on giving the best of care to all of our residents.

We were pleased to receive a batch of our Quality system feedback forms recently. All were very complimentary particularly with regard to such areas as personal support, catering and food, the premises and the staff. We welcome all feedback since our aim is to provide the best care that we can. As part of this process, trustees carry out monthly 'Regulation 26' inspections in which they chat to residents and staff as well as inspect the premises and procedures.

This all helps to ensure that we continue to look after those entrusted to our care with love, dignity and respect.

Care Quality Commission (CQC) Inspection

We received an unannounced visit by a member of the CQC Inspection team in April. We maintained our 2 star 'good' rating. Some of the comments made in the draft report were :

- The Home has a relaxed and welcoming atmosphere
- Quebec Hall is a wonderful place to live
- Visitors are made to feel welcome.
- People who use this service experience good quality outcomes.

When the final report is issued a copy can be seen in the office.



PAST EVENTS...

We celebrated Easter with a Reflection Service on Saturday 11th April. The Service was very well attended and was led by Martin Boyce, John Coe and Edward Shepherd who are all bungalow residents of Quebec Hall.

In March we had the first of this year's Quiz nights. As always, the

dining room was packed. It is claimed that eating fish improves brain power so, in normal fashion, everyone tucked into the fish & chips before embarking on the Quiz. Seven teams battled it out to win some 'great' prizes, with the ultimate triumph going to team 'Wallabies.' It was great fun and the food was good too!



Cream Tea

Cream teas have become something of a feature at Quebec Hall.

The weather was unfortunately a little chilly in early May, so once again the dining room was put to good use. The scones, strawberries – not to mention the cream – were so popular that we had to send out for additional supplies!!

Make sure you get your name down in good time for the next one in July!

We say hello to...

NEW RESIDENTS...

We have pleasure in welcoming five new residents into the Hall: **Lewis Morgan, Mary Frayer, Horace Harley, Mary and Bernard Cavanagh.** We trust that they will know much of the Lord's peace and joy.



and goodbye to...



Maureen Hale has (finally) retired after working at the Hall for over five years.

The trustees, management, staff and residents wish her well in her retirement and thank her for all she has done during her time at Quebec Hall.



Games evening

It seems that a combination of hot weather, residents away enjoying their summer holidays and Andy Murray playing on the Centre Court at Wimbledon affected our usually well attended Games Evening. However the small number managed to achieve a high volume of laughter while winning and losing their snakes and ladders etc.

Have you ever played the game of Guess Who? After a good hour and a half two of our residents are now experts! You really should try it.

NEW STAFF...



We welcome two new members of staff – **Claire Biggie** and **Sandra Gammon.** We wish them both a very successful career with us at Quebec Hall.



...and a further addition... this pigeon made this rather precarious nest and laid an egg all within five days!! (the nest is on the fire escape.)

FUTURE EVENTS...

Events planned for the coming months include:

- ★ Sept 5th Summer Barbecue
- ★ Sept 26th Biggest ever Coffee Morning
- ★ Oct 16th Quiz Night with Fish & Chips
- ★ Nov 6th Fireworks with Soup and Hot Dogs
- ★ Dec 7th Salvation Army Junior Band
- ★ Dec 17th Carol Service

Committed staff

We are truly grateful to have such a committed staff at Quebec Hall. This commitment is reflected in the amazing numbers who wish to further their training to NVQ levels 2 & 3. This will enhance the already very high standard of care that is given to our residents.



TRUSTEES:

Phil Davey (Chairman) · Colin Wooden
Stephen Read · Trevor Handel

SENIOR MANAGEMENT:

Mark Woodgett (General Manager)
Karen Vertigan (Head of Care and Registered House Manager)
Lynn Kelly (Deputy Head of Care)