

# Quebec News

The Quebec Hall Christian Care Home Newsletter

Summer 2011

## Dear friends

*'Give thanks to the Lord for He is good; His mercy endures for ever.'*

Psalms 107 v 1

We are thankful for the goodness of our God in supplying our needs and enabling us to provide care to some of His people in later years when life throws up more difficulties. Yes, God is good!

Thank you to everyone who has contributed to our summer events program. We are pleased that an increasing number of residents and friends have joined in the fun, fellowship and good food.

Frequent training courses take place for our staff and we congratulate three staff members on successfully completing another one.

Outside both hall gardens and residents' own flower beds and borders look good. Well done all you green fingered folk. The bungalows are now getting new fascias as part of our continuing improvement and maintenance scheme. We welcome all newly arrived residents and hope they will enjoy life at Quebec.

Stephen Read

## Hearing dogs



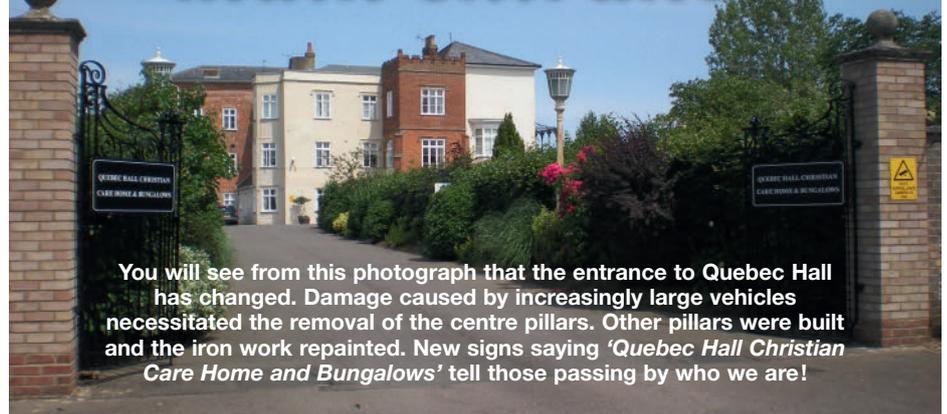
At the end of April, we were able to host an afternoon led by one of our bungalow residents, Anne Holmes and her 'hearing dog', Odell.

Many hall and bungalow residents met in the lounge to listen to Anne talk about the process of

training hearing dogs and what it is like to both own and look after one. Anne has given many talks across the county about her experiences with Odell and the significant impact she has made to her quality of life.

But Odell doesn't just act as Anne's ears. Anne is diabetic and Odell woke her one morning recently as she was about to suffer a hypoglycaemic shock caused by low sugar levels. Odell's training enabled her to detect Anne's condition before it became a danger and alert her. For her part, Odell has won many prizes over the past couple of years, not to mention the hearts of us all at Quebec Hall.

## A new look for the main entrance



You will see from this photograph that the entrance to Quebec Hall has changed. Damage caused by increasingly large vehicles necessitated the removal of the centre pillars. Other pillars were built and the iron work repainted. New signs saying 'Quebec Hall Christian Care Home and Bungalows' tell those passing by who we are!

## Race for Life

On July 19th, care managers Karen Vertigan and Lynn Kelly supported by Karen's daughter Hannah and Liz Davey, joined 2,300 others in the 'Race for Life' in aid of Cancer Research.

It was held in the lovely grounds of Houghton Hall near Fakenham. The weather stayed favourable for our ladies, in spite of some heavy rain all around the area. Our photo shows Lynn, Karen and Hannah with their 'completion' medals – *Well done all!*



## The other wedding of the year!

Member of staff Alison Giles was married to trustee Martin Boyce at Dereham Baptist Church on Saturday 25th June.

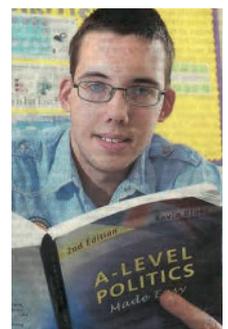
We all wish them God's richest blessing for their future life together and their joint service for Him.



## A new district councillor

*'One of the youngest district councillors in the country is relishing the challenges ahead and looking forward to serving his community.'*

This was the opening paragraph of an article in the EDP, a local newspaper in May. It referred to Stuart Green, who had recently been elected to serve as councillor for Breckland District Council's Dereham Humbletoft ward. He is just 18 years old and has helped us at the hall in various ways during his holidays and at weekends. Stuart has recently completed his 'A' levels. We wish him well in his future career and trust that he will find great satisfaction in his new role as councillor – *Congratulations on your success, Stuart!*



## WHAT'S BEEN HAPPENING AT THE HALL...

### Entertainments evening

On June 24th we were, once again, entertained by a group of young people from the Dereham Baptist Church.

One of our regular speakers and leader of the youth church, Mark Ulanowski, hosted the evening. There were choir pieces and solos, interspersed with readings and poems. After an interval, during which refreshments were served, one young lady, Gabi Pritchard sang to us unaccompanied. Two weeks later Gabi was baptised in the sea off the Norfolk coast, witnessed by 150 from the Baptist Church plus many intrigued onlookers. Isn't it great to know that God is at work within our youth! Our thanks to Mark and his team for a lovely evening.



### Cream teas

Summer is the time for Strawberry Cream teas. They have always proved popular at Quebec Hall, so, as another first, two were held just a month apart!

The weather was beautiful in June and we were able to enjoy delicious scones (prepared by our cooks) and strawberries outside in the grounds. July's tea, unfortunately, had to be held in doors, but it didn't spoil the occasion. Our thanks go to all the cooks and staff for all their hard work. Everyone enjoyed themselves, especially our General Manager Mark Woodgett – but then he does have a sweet tooth!



### The Royal Wedding

On April 29th, the Hall lounge was decorated with bunting and Union Jacks as we joined in the celebrations for the wedding of the Duke and Duchess of Cambridge. The pageantry of the day was watched on TV and followed by a special 'royal' high tea.



### An Italian evening

We held our first 'themed evening' on May 8th. Like so many of our special events at Quebec Hall, it was centred on food!!

However for the first time we were able to savour Italian cuisine. 24 residents and guests enjoyed a wonderfully prepared four course meal, beginning with drinks and antipasti in the lounge.

Diners were then escorted, by table, into the dining room, which was lit with candles and decorated with Italian bunting and flags. These helped set the scene for a delicious meal created by Johanne Fletcher, one of Quebec Hall's top chefs, ably assisted by her mother and son. Serving at table were Karen, Lynn and Clare, with everything being kept under the watchful eye of our Maitre d', General Manager Mark.

Diners commented that they thoroughly enjoyed the evening and are looking forward to our next 'themed evening'.



### Summer Bar-B-Q

We decided to have our annual Bar-B-Q a little earlier this year to try and capitalise on the warmer summer weather.

This proved to be a good decision with it being sufficiently kind for many to eat al fresco. A record 66 had a great time, with the Bar-B-Q itself being cooked this year by the top chef of Darby's (a local restaurant) John Kelly, husband of our deputy care manager Lynn. The sausages, chicken and kebabs were cooked to perfection. These were complimented by side dishes of rice salad, a speciality of care manager Karen's husband Terry. To finish a perfect occasion we enjoyed a choice of strawberry and raspberry flans, made by general manager Mark's wife, Clare, and Karen.

Events such as this and the cream teas have grown organically over the years. They help to build a community spirit within the complex and to develop relationships between residents, their families and friends and staff. Needless to say these events involve a lot of additional work and we are very grateful to all who support the home in this way.

### Food hygiene training

During April, three of our staff, Johanne Fletcher, Suzanne Hitchman and Mark Byrne passed a food hygiene course run by Breckland District Council.

All have helped us to maintain the high standard we have set in this area – a standard which resulted in Quebec Hall being awarded the maximum five stars for Food Hygiene earlier in the year.

### New fire doors

Last year a Fire Officer inspected Quebec Hall. His report informed us that, as a result of changing regulations, all the fire doors in the Hall would need to be upgraded.

Since the hall is 250 years old and all its doors non standard, 50 new fire doors had to be individually manufactured to precise measurements. A local Christian company, Fox Joinery, undertook this work and we are pleased to say that the work is almost complete. In addition to the new doors, different closure devices were also required. The doors look good and are in keeping with a Georgian building. We are grateful to the tradesmen for their work. We are also grateful to God for the provision of almost £30,000 to cover the cost.

### CQC visit

On the 7th July we had an unannounced visit from an inspector with the Care Quality Commission (CQC).

Our previous inspection was just over two years ago. The inspector visited residents, talked to staff and management and had a good look around the Hall and 'behind the scenes'. We believe the visit went very well and look forward to receiving the official report in about three month's time.

### FUTURE EVENTS...

We warmly invite all family friends to join us for the events we hold. Specials coming up include :

- ★ September 24th 11am – Biggest ever coffee morning in aid of MacMillan Cancer Care
- ★ October 14th 6.30pm – Quiz night with Fish & Chip Supper
- ★ November 4th 6.30pm – Fireworks with Soup & Hot Dogs
- ★ December 5th 2.30pm – Salvation Army band
- ★ December 12th 7pm – Cub pack visit
- ★ December 15th 7pm – Carol Service

Quebec Hall

#### TRUSTEES:

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

#### SENIOR MANAGEMENT:

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