



## ***Welcome to the first edition of our newsletter***

I'm delighted to share some positive developments within our home this quarter. We now have an additional 4 bedrooms and 4 quiet homes fully operational.

These new spaces are already making a meaningful difference to our residents' comfort & overall environment.

In line with our commitment to continuous improvement, we've introduced additional audits both during the day and night. I'm pleased to report that these have reflected a

marked improvement in the quality of staff performance across all departments. This is a testament to your hard work, dedication, and professionalism.

Feedback from our residents & commissioners has been overwhelmingly positive, with many expressing their appreciation for the continued high standard of person-centred care.

I personally wish to express my gratitude to Theresa, our Deputy for overseeing Care Plans and documentation. The RQIA has stressed Management is not responsible for completing documentation.

If any member of staff would like to seek assistance or have any queries on record keeping please ensure you connect with Theresa within the next four weeks.

Our new residents are settling in well and it's clear that the compassionate and welcoming atmosphere you all help create is making a difference.

Looking ahead we are excited to announce a new Smart TV will soon be installed in the Day Centre. This will enhance interactive games and activities for our residents as well as support staff development by providing an engaging platform for training sessions and educational content.

As this is our first quarterly newsletter, we'd love to hear from you for upcoming Summer edition, due for publication in July. We welcome recipe submissions, interesting articles or anything you think your colleagues would enjoy or benefit from. This is our way of keeping everyone connected, informed and involved—regardless of shift patterns or departments. Thank you for stepping up, covering shifts colleagues cannot fulfil and upholding the high standards set by RQIA. Your efforts are truly valued and deeply appreciated.

Let's continue working together to ensure our home remains a place of warmth, safety and exceptional care.

*Warm regards, Patricia*

## Bridgeview Ambassadors Acknowledged



Congratulations to two outstanding staff members who have been named Bridgeview Ambassadors and presented with £100 vouchers.

**Lekha Cherian**, presented with her gift by Santosh Vincent, shines in her role for her confident approach to resident care and daily home activities. She fulfils her role and responsibilities exceptionally. **Binu Chacko**, presented his gift by Oliver McCoy, engages with his residents and builds a relationship of trust. Binu is patient, tolerant and listens.

## Private Healthcare Awards Win

We are thrilled to announce that Bridgeview has been named the winner of 'Nursing Home Of The Year' in the 2025 All Ireland Private Healthcare Awards. This is a huge honour and fantastic recognition of the hard work of team puts in ever day. We are so proud of our team and look forward to celebrating with residents & families at our BBQ Event on 13<sup>th</sup> June.

## RQIA Update



An announced RQIA inspection took place 19<sup>th</sup> December 2024, the quality improvement plan/outcome was 2 regulations for improvement and 6 standards, these included ensuring staff supervised patients when eating and drinking as per their care plans, to ensure deficits are audited and addressed when auditing care records, to ensure care plans reflect the needs and requirements of patients, and to ensure patient information is stored in accordance with GDPR.

