

# WATERLOO CARE HOME



## FAMILY & FRIENDS NEWSLETTER



### January Activities

- Various Activities
- Blue Light Card Holders
- Ray Giles
- Training
- Fitness

### February Activities

- Valentines Day
- CQC
- Dog Day
- Employee of the Month
- Paulo Pinto
- Pancake Day

### March Activities

- Staff Training
- Musical Moments
- Mothers Day
- Employee of Month
- Clare Birthday

Waterloo Care Home  
Waterloo Road,  
Bidford-on-Avon,  
Alcester,  
Warwickshire  
B50 4JH  
Phone: 01789 773359

## Welcome Quarter One 2026

As we step out of the winter months and begin to acknowledge the first signs of summer, there's a wonderful sense of renewal throughout the home. Brighter days are ahead, and we are already looking forward to the events and activities planned for the coming season. From garden gatherings to summer celebrations, there is much to be excited about, and we can't wait to share these moments with our residents and families.

This quarter also brought us a proud milestone. In February, we received a well-deserved 'Good' rating following an unannounced CQC inspection. Our dedicated team works tirelessly to provide safe, compassionate, and high-quality care, and it is fantastic to see their hard work formally recognised.

We want to thank our residents, families, and friends for their ongoing support. For those who wish to read the full report, it is available online on the CQC website. We look forward to the months ahead and to creating a joyful, engaging, and sunny season together.

### Sara Ridgman - Home Manager

Want to Chat?  
Call Me 01789 773359



**PANCAKE DAY**  
Tuesday 17<sup>th</sup> February 2026

**A GREAT DAY OF FUN!**

- Special Lunch 12:30
- Pancake Desert
- Pancake Tossing

**2.30 Paulo Pinto Sings**  
With An Extensive Repertoire:  
**Louis Armstrong** - Wonderful World  
**Andy Williams** - Can't Take My Eyes Off You  
**Dionne Warwick** - I'm A Fool For You  
**Sinatra** - Fly Me To The Moon  
**Bubble** - Come Fly With Me  
**Bobby Darin** - Mack The Knife  
And More!

**Paulo Pinto**  
Singer & Songwriter

Friends & Family Welcome Call  
Waterloo Care Home to  
Reserve your seat 01789 773359

**Care Quality Commission**

**Waterloo Care Home**  
16 January 2026 Assessment Report

- Overall Good
- Safe Good
- Effective Good
- Caring Good
- Responsive Good
- Well-led Good

**Specialisms / Services**

- Accommodation for persons who require nursing or personal care
- Caring for adults over 16 yrs
- Dementia

**Who Runs This Service?**

- Waterloo Home is run by Waterloo Care Limited
- Miss Sara Anne Ridgman - Registered Manager
- Miss Sarah Anne Ridgman - Registered in Director

**Musical Moments**

**Tuning into Happiness**  
One Note at a Time

Where every note brings a smile  
& every beat creates lasting joy!

**INTERACTIVE MUSIC SESSION AT  
WATERLOO CARE HOME  
THURSDAY 19<sup>th</sup> MARCH 2:30PM**

Come and enjoy some valuable time with your loved ones -  
just let us know if you're coming along!

01789 773359 info.waterloocare@gmail.com

Sunday 15<sup>th</sup> March 2026

**HAPPY MOTHER'S DAY**

Join us for a fun afternoon of  
games, followed by a delightful  
Afternoon Tea at 5pm ☺

Let's make it a day full of smiles,  
laughter, and special moments!

Please arrive as if you intend to sing, bring  
out to 01789 773359 for an extra singing song

WATERLOO CARE HOME, WATERLOO ROAD,  
BIDFORD-ON-AVON, WARWICKSHIRE, B50 4JH



## Ray Giles Smiles & Songs

What an absolutely brilliant time we had at Waterloo Care Home! ❤️

The room was full of singing, dancing, clapping, laughing and lots of happy faces 😊👏🎉

A huge thank you to the wonderful Raymond Giles, who did a fantastic job getting everyone involved 🎵☀️

From toe-tapping tunes to big sing-along moments, it was pure joy from start to finish 🎶❤️

Residents and staff joined in together – voices raised, smiles everywhere, and plenty of laughs along the way 😊🎶

Moments like these really lift the spirits and bring everyone together 😊🌟



## Fitness Day

### ☀️ Fun, Fitness & Smiles at Waterloo Care Home ☀️

Our residents had a wonderful time taking part in our latest **fun and fitness activities**, enjoying a variety of **chair-based exercises** designed to keep everyone active, comfortable, and smiling 😊

From gentle movement and mobility sessions to engaging wellness activities, it was fantastic to see so much enthusiasm, laughter, and participation from everyone involved.

These sessions support both physical wellbeing and social connection – and most importantly, they're great fun!

We're proud to offer a wide range of activities at Waterloo Care Home, including exercise & mobility sessions, wellness-focused activities, entertainment and creative experiences that suit all abilities 💙

A big thank you to everyone who took part – it was lovely to see how much our residents enjoyed it!





## Paulo Pinto to Waterloo Care

🎤 ✨ Music, Smiles & Magical Moments at Waterloo Care Home! ✨ 🎤

We were absolutely delighted to welcome the fantastic Paulo Pinto to Waterloo Care Home — and what an afternoon it was! 🎵 🎉

From the very first note, the room was filled with toe-tapping, hand-clapping, sing-along joy.



Our residents were smiling, swaying, and even dancing along to some much-loved classics. It was a truly uplifting performance that brought everyone together through the power of music. ❤️

The highlights of the afternoon included:

- 🎵 Beautiful live vocals from Paulo
- 👏 Residents singing along to their favourite songs
- 🎉 A few dance moves and plenty of laughter
- 😊 Lots of happy faces and wonderful memories made

Live music always creates something special here at Waterloo, and this was no exception — a perfect mix of nostalgia, fun, and feel-good moments. A huge thank you to Paulo Pinto for such a heart-warming performance. We can't wait to have you back! 🌟

## Training & Development

Training & Development – Safeguarding 🛡️

📖 Today our team took part in a safeguarding quiz — a fun and interactive way to reinforce the knowledge gained from our recent in-house training.

🎯 It was great to see such strong understanding across the team, showing just how seriously safeguarding is taken at Waterloo Care Home.

🏆 A big congratulations to Anita, who came out on top — well done!

👏 That said, everyone performed brilliantly and should be proud of their efforts.

💬 Ongoing training like this helps ensure we continue to provide a safe, supportive, and high-quality environment for all our residents.





## CQC Report

🇬🇧 We're Proud to Share Some Fantastic News!

Waterloo Care Home recently received a surprise inspection from the Care Quality Commission (CQC) – and we're absolutely delighted to announce that we have been awarded a GOOD rating across all areas! ❤️

This means we were rated Good for:

- ✅ Safe
- ✅ Effective
- ✅ Caring
- ✅ Responsive
- ✅ Well-led

...and Good Overall too!

This wonderful result reflects the hard work, kindness, and dedication of our amazing team, who go above and beyond every single day to support our residents with dignity, compassion, and respect. To our residents, families, and staff – thank you for being part of the Waterloo family. This achievement belongs to all of us. ❤️

📄 You can read the full CQC report here: 👉 <https://www.cqc.org.uk/location/1-801035113>

We will continue striving for excellence and making Waterloo Care Home a place where people feel safe, happy, and truly at home.

## Employee of the month

A huge congratulations to Pete, who has been nominated for our January Employee of the Month! 🙌

Pete was nominated by a visiting relative who shared some lovely feedback about the difference he made during their visit.

His kind, warm and humorous approach helped their dad feel relaxed and engaged, and they really appreciated how Pete took the time to learn about him as a person – not just his diagnosis.

This is exactly the compassionate, person-centred care we are so proud of at Waterloo Care Home. ❤️

Well done, Pete – and thank you for making such a positive impact on our residents and their families! 😊 ]



**Care Quality Commission**

**Waterloo Care Home**  
16 January 2026 Assessment Report

• Overall	Good	●
• Safe	Good	●
• Effective	Good	●
• Caring	Good	●
• Responsive	Good	●
• Well-led	Good	●

**Specialisms / Services**

- Accommodation for persons who require nursing or personal care
- Caring for adults over 65 yrs
- Dementia

**Who Runs This Service?**

- Waterloo House is run by Waterloo Care Limited
- Miss Sara Anne Ridgman – Registered Manager
- Miss Sara Anne Ridgman – Nominated Individual





## Dog Petting Day



Paws, Smiles & Gentle Moments at Waterloo Care Home 🐾

There's something truly special about the comfort a friendly dog can bring ❤️

This week, our residents enjoyed a lovely visit from some very well-behaved dogs, giving everyone the chance to gently stroke them, share quiet moments, and simply enjoy their calming presence.

Animal visits like these can bring joy, peace and reassurance, helping residents feel relaxed, connected and uplifted. From soft fur to wagging tails, the smiles said it all 🐾 ✨

We love creating meaningful moments that support wellbeing and happiness here at Waterloo Care Home – and our four-legged visitors are always welcome 🐾 ❤️



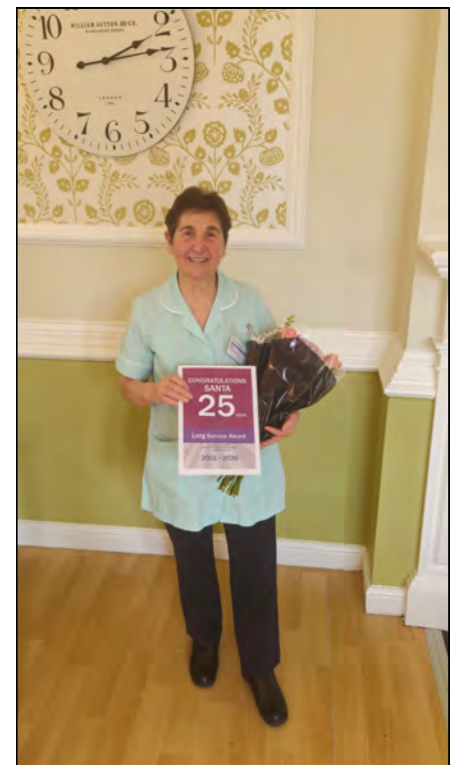
## Our Wonderful "Santa"

This week we say a very special goodbye to our lovely Elly, who is retiring after an incredible 25 years of dedicated service at Waterloo Care Home.

Elly has been at the heart of our home for so many years – bringing kindness, laughter, comfort and of course her famous Santa visits, which have created magical memories for residents, families and staff alike. 🌲 ✨

Her commitment, compassion and warm smile have touched the lives of countless people, and Waterloo simply won't be the same without her.

Elly, thank you for everything you have given to our residents and our team. You will be deeply missed, but we wish you a retirement filled with relaxation, happiness, and all the time in





## Happy Mother's Day

Today we celebrate the love, strength, kindness, and care of all the amazing mothers, grandmothers, and mother figures who have touched our lives so deeply. ❤️

Mother's Day is a beautiful opportunity to reflect on treasured memories, share special moments, and show appreciation for the incredible women who have given so much love over the years.

At Waterloo Care Home, we are honoured to make this day special for our lovely ladies, surrounded by warmth, smiles, flowers, and the love they truly deserve. 🌸

Wishing all mums and families a wonderful Mother's Day filled with love, joy, and precious moments together. 🌺



## Flipping Fantastic Fun

What a batter-filled afternoon we had celebrating Pancake Day at Waterloo Care Home! 😊

There was laughter in the air, plenty of friendly competition, and more pancake flipping than you could shake a spatula at! From impressive mid-air flips to the occasional "oops" moment, everyone joined in the fun – and the smiles said it all.

Our residents enjoyed:

- 🌟 Delicious freshly made pancakes
- 🌟 Tasty toppings galore
- 🌟 Lots of laughter and cheering
- 🌟 A wonderful sense of togetherness

It wasn't just about the pancakes – it was about the joy, the memories, and sharing special moments with friends and our amazing care team. ❤️

A big well done to our champion pancake flippers (you know who you are! 🥳) and thank you to everyone who made the day so special. Here's to more fun, more laughter, and many more happy days at Waterloo! 🏠





## Happy Birthday Clare!



Today we're celebrating someone very special at Waterloo Care Home – our wonderful admin Clare!

Clare works incredibly hard behind the scenes and is a truly valued member of our team. Her dedication, organisation, and friendly nature help keep everything running smoothly for residents, families, and staff alike.

We're so grateful for everything she does every single day.

Please join us in wishing Clare a very Happy Birthday – we hope your day is filled with smiles, celebrations, and maybe a little cake too! 🎈 🍰 🎁

💖 From all your friends and colleagues at Waterloo Care Home.

## Employee of the Month – March

A huge congratulations to Ken, our Employee of the Month for March at Waterloo Care Home. 🎉

Ken was nominated by relatives for being an exceptional carer and for the kindness, compassion, and dedication he shows every day. His caring nature, hard work, and support for both residents and families make a real difference, and this recognition is very well deserved.

Thank you, Ken, for everything you do. We are very proud to have you as part of the Waterloo Care Home team. 💖



## Musical Moments

What a fantastic time we had at Waterloo Care Home! 🎤 💖

Everyone had a great time enjoying loads of songs, laughter and happy moments together 😊 🎵

It was wonderful to see so many smiles, singing along and sharing in the fun 🎶 🙌

A lovely day full of music, joy and great company – we are already looking forward to the next one! 🎉 🧑🏻 🌟



## Training & Staff Development

The team made the most of the dry weather and headed out into the garden for around 15 minutes of Easter fun. 🐣 🐣

We took part in a small Easter-themed egg race, which brought plenty of smiles, laughter, and a little healthy competition too. These fun activities are a great way to support the team by:

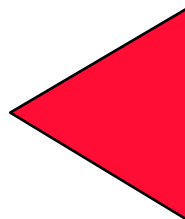
- encouraging teamwork
- creating a relaxed and friendly atmosphere
- helping everyone refresh and recharge
- boosting team morale
- reducing stress
- supporting team building
- helping colleagues get to know each other better

The highlight of the race was Ken taking first place and being crowned our winner. 🏆 🟡 There was also one disqualification along the way, which added to the laughter, but we are pleased to report there were no injuries. 😊

A lovely bit of fun, learning, and team spirit all rolled into one – and who knows, perhaps the Easter Bunny 🐰 left a little prize for the winner too. 🐣



## Egg & Spoon Race



**The Winner!!!!**



As a home, we specialise in dementia care.

## Our Approach to Delivering Outstanding Dementia Care

We're proud to follow best practice when it comes to supporting people living with dementia.

Our approach is rooted in kindness, understanding, and treating each person as the unique individual they are.

Here's how we do it:

- **Involving residents and families:** We believe in making decisions *with* our residents, not *for* them. Whether it's day-to-day choices or long-term planning, we involve residents and their loved ones wherever possible.
- **Freedom of choice:** No matter what stage of dementia someone is living with, we do all we can to make sure they feel they still have a say in their care and daily life.
- **Understanding behaviour:** Every action has a meaning. Instead of focusing on the behaviour itself, we look at what might be behind it—always with patience and empathy.
- **Learning from life stories:** Getting to know each resident's history helps our team connect on a deeper level. It means we can hold more meaningful conversations and tailor activities that feel relevant and familiar.
- **Person-centred care:** We focus on what *can* be done, not what can't. By supporting each person's abilities and interests, we help them live with purpose and dignity.
- **Expertly trained staff:** All our team members are trained in dementia care and share our passion for providing compassionate, professional support every single day.

We believe that everyone living with dementia deserves care that is respectful, enriching, and truly outstanding—and that's exactly what we strive to provide.



We'd love to meet you!

If you'd like to find out more about life at Waterloo Care Home, why not pop in for a chat?

Come and see our home, meet the team, and discover what makes Waterloo such a warm and welcoming place.



Call us on 01789 773359



Email [info.waterloocare@gmail.com](mailto:info.waterloocare@gmail.com)

to arrange a visit – we'd be delighted to show you around!

