

Living Life

The Newsletter for and about Borough Care people • Summer 2018



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borough care 

Life in colour

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WELCOME

from Mark Ward, CEO

Welcome to the latest edition of Living Life, our resident and family newsletter.

We've been busy celebrating this Summer. Like the rest of the nation, Borough Care has come over all patriotic over the last few months. With the Royal Wedding, the Queen's birthday and, of course, World Cup Fever taking place, our homes have had plenty to celebrate. See page 6 for more details.

And it's not just the Queen's birthday we've been celebrating. We're also saying happy birthday to our residents reaching milestone birthdays this year. Turn to page 5 to find out who is celebrating.

Our season of celebration continued during Carers Week. We know how dedicated our residents' friends and families are about caring for their loved ones. We see it every day! So it was great to see the staff and residents at Borough Care say thank you to carers through a series of activities and events in our homes. I'd also like to take this opportunity to thank Borough Care staff for the compassionate and professional way they care for all our residents.

P.S. I'm very excited to announce that Borough Care will soon be getting a new website. The website will be easier to navigate, feature new and useful information, and keep you up to date with the latest information from Borough Care. Watch this space.

Intergenerational Fun

Wellcroft has been keeping our residents stimulated through a series of play dates with local children.

Ever since previous ALF, Phillippa Haigh first approached Brookside pre-school to come along to seasonal events at Wellcroft, the home has been keen to engage with the community and bring young children and their infectious spirit into the home.

Now, local Mum of two, Jenna Westbrook and current ALF, Joanne

Sherratt have introduced a structured Mums and Tots playdate at Wellcroft. Gatley Generations is an intergenerational session where residents and local children can play together and interact in an informal setting. The idea came after Jenna saw a video on Facebook of an intergenerational care project that saw young children visiting elderly people in a care home. The video got lots of likes and it inspired Jenna, whose own Nan lives with dementia,



to see if this would be possible in her hometown of Gatley.

It is amazing to see the interaction between our residents and the children that visit. In many ways it is easier for a child to communicate with someone with dementia as there are no expectations, no social rules or awkwardness; just simple language, using clear objects of reference (toys).

We welcome any other suggestions from relatives and members of the community looking for ways to engage with our homes – we have an open-door policy!



Make it snappy

We've been out and about with our photographer again, taking some beautiful shots of our residents, the staff and our homes in preparation for our new website, currently in development. Whilst the staff were a little reluctant (!), the residents thoroughly enjoyed their modelling role and we have some stunning smiles, conversation and laughter as a result. Thanks to all involved!



If you spy a shot with your family member, feel free to email us enquiries@boroughcare.org.uk to request a copy!

What is pet therapy?

Pet therapy, also referred to as animal assisted therapy, is a kind of therapy that uses pets as a form of companionship and treatment. The aim of therapy could be to improve an elderly person's emotional, social, or cognitive abilities.



How does it work?

We work with a variety of local companies to bring animals into our homes in a safe and enjoyable way for residents, these include; Zoolab for reptiles and creepy crawly-type sessions; Encourage Activity for the softer animals including rabbits, guinea pigs and birds; and Gorton Donkey Sanctuary recently did a mini roadshow around our homes.

We also have several home pets. For example, Meadway Court have a cat, Max. Wellcroft have two Guinea Pigs, Ant and Dec. And Bamford Close have a cat called Smudge.

We would always encourage our residents to maintain a relationship with a much-loved pet, whether that's bringing the pet in to visit or even moving a pet into the home. Please speak to a Home

Manager directly to find out if this will be possible for your family member.

Why is it good for elderly people?

- Encourage and motivate residents to stay active and get more exercise
- Improved ability to reminisce
- Increased self-esteem through caring for a pet
- Increased social interaction
- Reduces depression
- Reduces anxiety
- Reduces loneliness

How can my loved one take part?

Just speak to the Activities and Lifestyle Facilitator in your home to find out if your friend or family member is suitable to take part and when the next session is taking place.

My Story Catherine Tracey

In each edition of Living Life, we get to know one of our residents a little better. Our homes are full of colourful characters with incredible stories that should be remembered and celebrated.

Catherine Tracey, or Cath to her friends, has lived at Reinbek in Davenport since February 2017. She's a lady of contradictions; always immaculately turned out, Catherine enjoys having her nails painted and make-up done just as much as she does watching football and catching up on her team Manchester United.

Always found with a cheeky smile on her face, she loves reminiscing about the time she used to sew men's underwear

together as part of her role with the Sunbeam Factory in Wolsey in Ireland. During this time, she picked up an Irish ditty or two, and brings great pleasure to other residents and staff when she treats everyone to an impromptu sing-a-long.

Now a sprightly 88, Cath came to the UK to create a better life for her family. As well as looking after her husband and son, Cath also had a job working with children with special needs. Sadly, Cath's son died when he was just 37, however, Cath has a very close bond with her son's wife who she says is 'the best daughter-in-law in the world' and her two grandsons.



Round! Round! We get around...



Our residents have been making the most of the wonderful weather and getting out and about to enjoy new experiences outside of their homes.

Residents at Wellcroft swapped sunny Gatley for the bright lights of Blackpool on a five-day mini break. They took a sunny stroll down the beach, feeling the sand between their toes, before enjoying a relaxing time at the sea front and cooling down with an ice cream. They visited many attractions, from celebrity spotting at

Madame Tussauds, to discovering the underwater world at Sealife. The trip was a great success!

While over at Silverdale, the residents took the Oomph! Out and About bus for a fun day out at Knowsley Safari Park. After exploring the safari park by bus, everybody got off to enjoy their picnic in the glorious sunshine and have an ice cream. They then continued their adventure on foot meeting beautiful birds of prey and watching the sea lions splashing around.



Introducing Apetito

We're very pleased to announce the introduction of Apetito catering to our homes. Apetito is an award winning, global organisation that provides delicious food and catering solutions to Care Homes, Local Authorities and Hospitals. The nutritionally balanced and varied menu, delivered directly to our homes, will mean carers can spend less time in the kitchen and more time interacting and caring for our residents.

Apetito offer a huge selection of over 200 meals and desserts cooked by their expert chefs under stringent food safety conditions and have created a menu planning service for us so we can provide varied and nutritious menus on a daily basis.

Our National Care Forum Rising Stars and Mentors were recently welcomed at Apetito HQ in Trowbridge to discuss policy developments, best practice innovations and challenges facing the strategic thinkers within the care sector. Following the meeting, a delicious Apetito lunch was served and a tour of Marshfield Farm Ice Cream, one of Apetito's local suppliers, to follow the product from 'cow to cone'.



Many happy returns

To be specific, 102 happy returns, as Gladys Wood recently celebrated this incredible birthday. Gladys, who lives at Bamford Close, celebrated with her two daughters Margaret and Sheila, her sister Joyce, fellow residents and staff with a tea party, a beautiful cake and a glass of her favourite tipple...rosé wine.

Gladys isn't the only one with a big birthday this year. In preparation for their big days we'd like to wish the following residents a very happy birthday!

- Gladys Mason, who lives at Silverdale, will turn 99 years old this year
- Norman Bill, who lives at Shepley House, recently turned 96 in July

- May Dale, who lives at Meadway, will be celebrating in August as she turns an amazing 100 years old
- Rose Hannon, at Lisburne Court, will turn 95 years young this December

And we have a bumper crop of big birthdays at Bryn Haven with;

- Ivy turning 103 in June
- Annie turning 95 in June
- Olive will be 99 in September
- Alice turns 95 in December
- And finally, Edna will be 90 also in December



Bubble fun

Over at Cawood House, our residents are enjoying some well-deserved R&R thanks to a top of the range spa bath.

The Reval Transcare is a highly versatile bathing system and is designed for people with reduced posture and mobility. The vertical-raise side door allows easy access and the high-low function prevents the risk of our staff getting back strain. The Transcare system also has a unique tilting function, which allows our less mobile residents to semi-recline while fully immersed neck deep in water.

The spa bath also has HydroSpa, AromaSpa, ColourSpa and AudioSpa sensory treatment options, enabling residents to benefit from massage, colour, music and aromatherapy while enjoying a warm, relaxing bath.

One resident, Margaret Fox, who suffers from Aphasia



and finds it difficult to speak, enjoyed her bubble bath so much, when staff came to turn it off she shocked everyone around her when she said, "switch it back on".

Heart-warming stories like this are the reason we keep looking to invest in technology and new ways to make lives easier (and clearly enjoyable!) for our residents.

Bamford Close opens the doors to its new pub

The Bamford Close pub has officially opened.

The purpose-built summerhouse overlooked by the main lounge has been completely transformed to a lively pub. This provides a friendly and light space for the residents of Bamford Close, looking for a change of scenery, or some peace and quiet to complete a crossword, or enjoy a quiet pint.

Vice Chair of the Borough Care Board, Jean Walker, came along to perform the role of official ribbon cutter and the sun certainly came

out to greet everyone as Joanne Morris - Bamford Close's ALF and chief orchestrator of the project - welcomed residents, guests and visitors alike with a glass of fizz or half a lager.

After the official photo call, there was singing and dancing as everyone was entertained by Terry Halliday before tucking into a buffet picnic.

We know the new pub will be well loved and used by our residents and visitors and we anticipate plenty of fun over the summer months with our very own beer garden!



Aspire Recruits

Our internal training programme, Aspire, officially launched in April, inducting 10 members of staff into each of our two Aspire programmes:

- 'Aspire' follows the Lead to Succeed programme, endorsed by Skills for Care, and aims to develop Senior Carers with some of the skills and knowledge to progress into a Deputy Manager role in the future.
- 'Aspire to Be' focuses on giving our Carers the skills and knowledge they need to become Seniors in future.

We are committed to nurturing home-grown talent at Borough Care and our Aspire programmes help us do that. It gives us the chance to talent spot staff with the potential to progress, and for the first time, 2018 gave staff the opportunity to put themselves forward for Aspire. We make it a priority to invest in staff training as an important way to retain talented and dedicated members of staff, which in return means our residents receive the very highest standards of care.

Please join us in wishing all our new recruits the best of luck. We'll keep you updated on their progress and successes throughout the year.



Gerry Sommerville at Bryn Haven

A huge thank you

We're so lucky at Borough Care to have the support of our residents' family and friends.

We're often blown away by your generosity. And, while we've got the opportunity, we want to thank just some of the lovely people who have made such a huge difference to the wellbeing of our residents:

- Bill Parry, the husband of Helen Parry who is the Manager at Lisburne Court, is a fabulous baker and regularly donates his delicious cakes and pastries when we have events. He recently supplied all the pies for our Pie and Pint night. Thank you Bill!
- Lorraine McCann, daughter of Lillian Simpkin, who lives at Wellcroft, donated a plasma TV and Dyson air conditioning fans to Wellcroft. Thank you Lorraine, the fans have been appreciated by everyone during this hot weather!
- Maureen Davies, wife of Beverley, visits Cawood House most days, helping with the drinks trolley and chatting to all the residents. Thanks Maureen, it makes such a difference!
- Gerry Sommerville, son of Bryn Haven resident Margaret Sommerville, has practically become the home's resident handyman, painting benches and transforming the summerhouse at Bryn Haven. Thank you Gerry!
- Derrick Almy, the son-in-law of Bamford Close resident Ruth Marsland, sourced much of the replica fixtures and fittings for the new Bamford Close pub. Thank you Derrick for your amazing support!
- And it's not just the residents' family members. Barry Cole, father of Area Lead Dan Cole, created all the beautiful hanging baskets currently brightening up Reinbek where Dan's Mother and Barry's wife lives. Thank you Barry!

God save the Queen



We've come over all patriotic over the last couple of months as our residents have celebrated one exciting national event after another.

In May, the wedding of Meghan Markle and Prince Harry had our residents glued to the TV, as we caught the first glimpses of her beautiful dress and flowers, and that magical kiss outside St. George's Chapel. Our homes celebrated with tea, cake and plenty of 'oohs' and 'aahs'.

Next up was the Queen's birthday. This fell on a beautiful sunny day, and our homes went all out to celebrate this special milestone, decorating with Union Jacks and celebrating with a tea party fit for royalty.

And finally, we have all been engrossed in England's journey through the World Cup. Donning England shirts, hats and flags, residents have been cheering on our young and plucky side and making the most of the beautiful weather by watching the matches outside.



a DAY in the LIFE of **Joanne Morris**



How did you first get into Care?

When I was younger my mum worked at Cheadle Royal Hospital. From the age of 14, I used to go in during the holidays to help in Occupational Therapy, or help on the ward my mum was working on. This usually involved making lots of cups of tea and talking with the patients. At the age of 15, having enjoyed helping out at the hospital, I went to a residential care home for my school work experience. It was an amazing experience and I even ended up getting paid for most of it! I never looked back, and the rest, as they say, is history.

When did you start working for Borough Care?

Back in March 2004, I joined Reinbek as a Care Supervisor although now we call the role Senior Care Assistant.

What has been your career progression with Borough Care?

I went from a Senior Care Assistant to an Activities and Lifestyle Facilitator. I've always loved getting involved in the activity side of care and when the position became available, I knew it would be the perfect job for me.

How do you kick start your day?

My alarm goes off at 7am, I then have to wake my son followed by a very strong coffee, before getting ready for work.

What is the first thing you do when you arrive at work?

Say hello and good morning to all the residents and staff; find out if there's been any changes with any of the residents overnight; make another strong coffee (I'm not addicted.. I promise); check my emails.

What is the favourite part of your day?

Bedtime with a hot chocolate and a good book. It has to be a crime thriller!

What are you most proud of in your home?

We recently opened The Bamford Inn, Bamford's very own pub! It was such a team effort to get it open and looking as good as it does. Our residents and their guests are already getting plenty of use out of it.

What do you find most challenging?

It can be difficult to get residents to take part in activities, although it's funny, once they're taking part or after

we've got back from a trip, they always say what a good time they had. Juggling a family and busy job, like every working mum out there, I always wish there were more hours in the day.

Do you have a story or anecdote to share with us?

I could probably write a book if I'm honest! We recently took some of our male residents to the pub at Manchester Airport for lunch and to watch the planes. We had a wonderful day and got to see the Emirates A380 take off over us. The following day, John, one of the residents who came along, said: "Here's my girl. I had the most amazing day yesterday and I can't stop thinking about it." To me it was a simple trip but to him it meant a whole lot more. What can be more rewarding than that!

What's the last thing you do before leaving work?

Tidy up; check my emails; and say goodbye to residents and staff.

What are you looking forward to in your career?

After 27 years working in care, I can honestly say, I am the happiest in my work I have ever been.

What piece of advice would you give to someone coming into the care profession?

Treat the residents you look after in the same way you would care for your mum or dad. Also "if in doubt, ask!" It's never failed me!

We're always keen to hear your thoughts and suggestions so please email us at enquiries@boroughcare.org.uk or telephone us on **0161 475 0140**

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