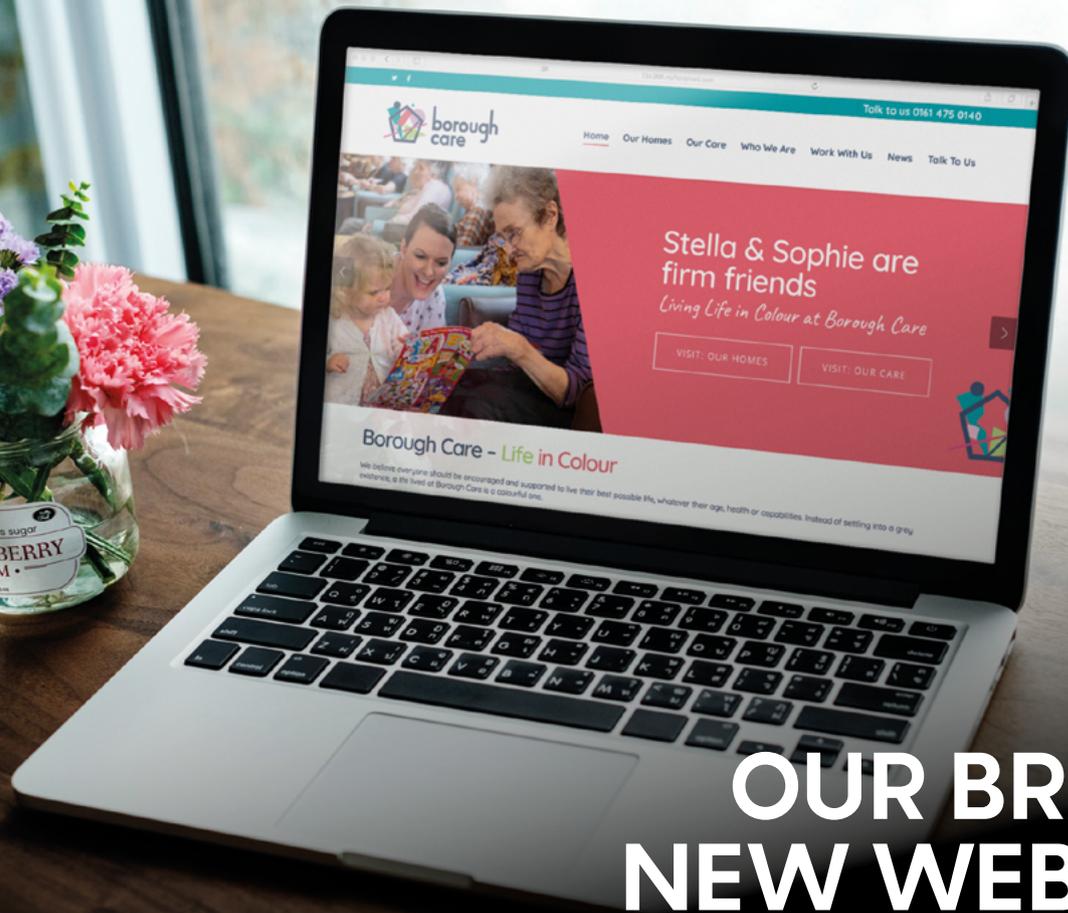


# Living Life!

The Newsletter for and about Borough Care people • Autumn 2018



## OUR BRAND NEW WEBSITE



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borough care 

Life in colour  
www.boroughcare.org.uk

# WELCOME

from Mark Ward, CEO

Welcome to the autumn edition of Living Life. As the seasons change, we continue to make great strides in improving the facilities, care and services we provide at Borough Care.

I'm very excited that our planning application for a much-needed extension at Bruce Lodge has been approved. Our next step is to appoint a contractor, who will be responsible for making our plans a reality. The extension will reflect how Borough Care is moving forward: it will be fit for the 21st Century, with a modern small household-style design and environmentally friendly details such as a grass roof to absorb rainwater, provide insulation and just create a nicer view for residents, families and staff.

We will share the latest news on the building programme as soon as timetables are in place.

And that's not all that's new. This month saw us launch the new Borough Care website. We think it better reflects our homes, residents and staff, as well as containing lots of useful information. Make sure you sign up to receive our monthly email too, so you get all the latest news straight in your inbox.

As ever, the rest of this edition of Living Life is packed full of stories about how our residents are living their lives in colour. I hope you enjoy reading it.



# Borough Care's Brand-New Website

We are very excited to announce that the new website is now live!

We have worked hard to create a website that really lives and breathes our 'Life in Colour' values. So, whether you're looking for a home, or are already a resident or family member, we hope to show you what we're really all about at Borough Care and provide plenty of useful information to help you along the way.

As well as simplifying the website, so it's easier to navigate and find the information you are looking for, we have invested in beautiful, new photography that not only shows off our residents and staff, but also our facilities and the welcoming environment in each of our homes.

We've created more detail about each of our homes including their amenities, their atmosphere and what makes them unique, including a gallery with plenty of pictures, inside and out.

If you're interested in a career with Borough Care, then we've streamlined the way to apply and search for vacancies, making it easier to find the role best suited to you. We are currently recruiting so please feel free to take a look and apply!

And, this isn't the end. The Borough Care website will continue to evolve as we listen to your feedback and add new features to keep making our website even better. We also have plans to introduce a Relatives' Gateway, a secure system for relatives to keep up to date on the wellbeing of their loved one at the click of a mouse. Watch this space for more information!

And don't forget, if you want to keep up to date with the very latest Borough Care news, you can sign up to our monthly e-newsletter, sent straight to your inbox. Visit: [www.boroughcare.org.uk](http://www.boroughcare.org.uk).

## FOCUS ON

### Oomph! Training



In this edition of Living Life, we're taking a closer look at the Oomph! training taking place across our homes.

Shepley House have been the first of our homes to get their blood pumping by completing their wellness training. The training, delivered by our partners Oomph!, gives Borough Care staff the tools to deliver high quality exercise, activities and days out for residents.

Fourteen members of the Shepley House team, including Nerys Carpenter, the Home Manager, completed the three-day training session, which incorporated exercise and wellbeing activities. Staff at Bamford Close were the next to get sweaty in September. We hope to introduce the exercise sessions to all our homes by Christmas.

We know that regular exercise helps improve the physical and mental health of older people, and improve their wellbeing. Initially, three exercise sessions will take place at Shepley House each week, with the sessions gradually increasing to daily. Staff who have completed the Oomph! training will lead residents through a story during exercise. Each session will have a different theme and is designed to be fun and interactive. Props and music will be used to bring stories to life.

Residents and their families can find a timetable of exercise sessions on the noticeboard and speak to their home Activities and Lifestyle Facilitator for more information.



# Make a Memory Programme

We are delighted to announce our partnership with the Totally Local Company, to combat loneliness in our society. Some of the people living in our homes sadly do not have any visitors, and our staff become their only family. This initiative will see staff from Totally Local Company volunteering to send

Christmas cards to our residents. Our residents will then have the opportunity to write back and become pen pals.

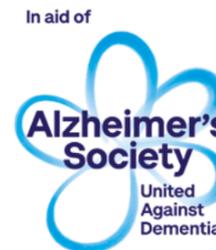
Daniel Cole, Area Manager, said: "We want every resident to lead a rich, varied and full life. Something as simple as receiving a card or a letter could have a real impact for some of our residents.

We hope it might, in some cases, lead to a visit and subsequent friendship, which will further enrich a person's life."

We'll be speaking with our residents about this joint initiative but if you'd like to get involved simply have a chat with a member of staff.



# You'll Never Walk Alone



We see the debilitating effects of dementia on our residents every day. Around 220,000 people develop dementia every year. But, thanks to the Alzheimer's Society, vital research into the causes of dementia and new treatment options, is making a huge difference to those living with this debilitating disease and their families.

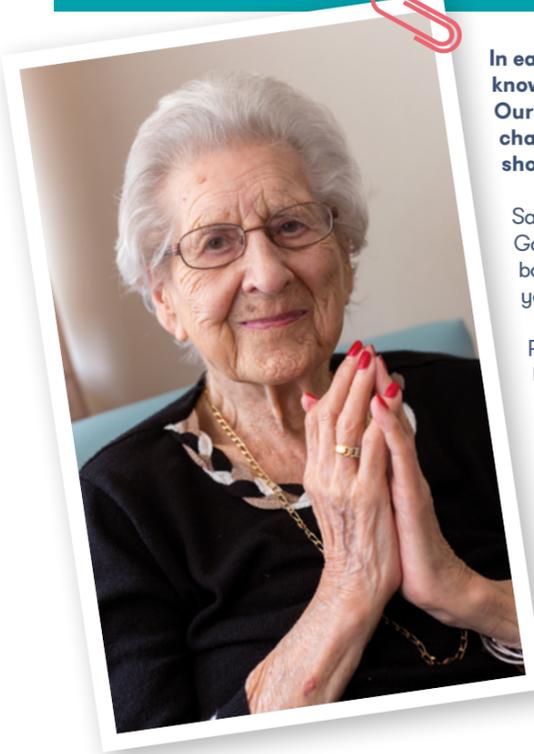
September was World Alzheimer's Month and we once again took part in the annual Memory Walk to raise funds for Alzheimer's Society. On 29 September, our intrepid team travelled to Heaton Park to walk the 7km circuit, raising an incredible £500. Just £100 funds the equipment and resources needed for three days of a dementia researcher's vital investigations, so we know our contribution made a real difference.

Amongst the excitement, our team had a quiet moment to reflect on why we were walking and left a message on the Memory Tree. It was incredibly moving to see how the tree blossomed with messages throughout the day.



For more information about Dementia visit [www.alzheimers.org.uk](http://www.alzheimers.org.uk).

## My Story Erika Sanders



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.

We'd like to introduce you to Erika Sanders who lives at Wellcroft in Gatley. Erika is a fierce and loyal Leo, born on 5 August 1920, making her 98 years young.

Erika is originally from the Czech Republic and can speak three different languages, Czech, German and English – although since she began living with dementia, Erika has forgotten how to speak English and now only converses in German. She was also one of the very last children to be taken out of Germany during World War II for a new life in the UK.

A vision of elegance, Erika loves costume jewellery and dressing up. She was always very house-proud and loved to cook, bake, garden and was known to iron

everything in sight! But don't be deceived by her reserved appearance, this lady championed for equal pay (and won!) and at the age of 22, became the first female aircraft inspector for the Lancashire Bombers!

Erika enjoys spending time with her three children; Peter, Erika and Christine, as well as her grandchildren; Natalie, Christian, Marcus and Carina.



## Tell us what you think!

We're always looking to improve and part of that relies on knowing what our residents think about their home, their care and the activities and facilities we provide. To capture these views, we have created a confidential survey that covers all aspects of what it is like to live at Borough Care.

To make sure the survey is relevant, accessible and easy to complete, we formed a task group consisting of residents, family members and volunteers. We looked at previous survey questions and talked about areas they felt were important to cover in our 2018 survey. This included asking questions about:

- Staff
- Safety
- Where they were living
- Respect and dignity
- Food
- Activities
- Laundry
- Having visitors
- Personal belongings

We are encouraging all residents who are fit and able, to fill in the survey. If they need assistance, then our Deputy Home Managers are on hand to help.

Sophie Gardiner, Area Manager said: "The views of residents are paramount to everything we do at Borough Care. We want to create a safe and comforting space for our residents to call home and to do this

we need to know what makes them happy. Following the survey, we'll be creating action plans to make sure we address the feedback from our residents and make changes, however big or small."

The survey deadline is 26 November 2018. We hope to share the results and a 'You Said/We Did' action plan in February 2019.





## Shepley House put their best foot forward

**Shepley House are piloting a new scheme to help prevent trips and falls.**

Anyone can have a fall, but older people are more vulnerable and likely to fall, especially if they have a long-term health condition. Most falls do not result in serious injury. But there's always a risk, and it can cause the person to lose confidence, become withdrawn, and feel as if they have lost their independence.

Shepley's Home Manager, Nerys Carpenter, said: "When a resident has a fall it can be very distressing. Not only does it impact the resident, it also impacts a resident's family members, especially if the fall results in a hospital admission. Whilst we always assess risk and do our best, we wanted to see if there was anything further we could do."

Nerys spoke with residents, their families and staff at a Family Meeting in April 2018. It soon became clear that many residents were wearing slippers during the day as they were more

comfortable. However, slippers are not as sturdy as shoes and can contribute to slips or falls. The group agreed to begin a trial period where staff would encourage residents to wear shoes during the day, much like they would if they were still living in their own home.

They also decided to install hydration stations in all the communal areas of the home to encourage fluid intake and prevent de-hydration.

The trial started on the 1 May this year and has been an instant success. Nerys said: "In the first month alone our falls have decreased by 20% and I'm confident this will continue. Both residents and staff are seeing the benefits already. Residents are walking more independently around the home and staff have been freed up to help those residents who require a little extra support. Our next plan is to look at the slippers residents wear. We want to ensure slippers are safe and fit for purpose."

## Red Bag Scheme

**Seven of our homes (Reinbek, Bruce Lodge, Silverdale, Meadway Court, Cawood House, Bryn Haven and Shepley House) have all signed up to an NHS Stockport Red Bag pilot scheme. The scheme is being trailed to help Stockport care home residents if they go into hospital in an emergency.**

The Red Bag holds standardised information about the resident's general health and any existing medical conditions, medication they are taking and any current health concerns.

This means that ambulance and hospital staff can determine treatment quickly.

The Red Bag also clearly identifies a patient as being a care home resident, which means it may be possible for the patient to be discharged sooner, because the care home is able to support the resident with their recovery.

Valerie Egan, Head of Care said: "Being admitted to hospital is a stressful experience, however, for many of our residents it can be even more distressing if they're living with Dementia and feel confused and disoriented by the whole experience. We hope our participation in the NHS Red Bag Scheme will make these hospital visits less upsetting for residents and their families, and that our residents will be discharged much sooner so they can get back to the comfort of their Borough Care home quicker."



## And the winner is... EMPLOYEE AWARDS 2018

We're gearing up to celebrate the hard work and dedication of the wonderful staff at Borough Care in this year's Annual Employee Awards.

The ceremony will take place in October, at Edgeley Park, where the deserving winners will be crowned.

We have been inundated with excellent entries this year and picking the winner will be a difficult task indeed for the judging panel. Thank you to all the residents, and their families and friends, who nominated this year. Look out for the next edition of Living Life where we will reveal all the winners.



## Nighty-night

**We all know how great we feel after a good night's sleep. And our homes are going the extra mile to make sure residents can wind down in a relaxing and calm way before they head off to bed.**

It is very common for those living with Dementia sufferers to struggle with poor sleep patterns, and a bad night's sleep can affect their overall wellbeing, their enjoyment and participation in day time activities or add to confusion and disorientation. To tackle this, we introduced 'Night Clubs' for the first time this summer. Each home has a club called either 'Night Owls', or 'PJ Night Club', and

includes a box made up by their Activities and Lifestyle Facilitator, with lots of relaxing and peaceful activities and treats to promote sleep.

At Wellcroft's PJ Night Club, their box contains Ovaltine, games, DVD'S, colouring books, puzzles and cards. Silverdale's Night Owl Club offers books, knitting, magazines, parcels of soothing lavender for pillows and the comfort of a delicious hot chocolate.

Boxes are kept in the communal areas for residents to enjoy before they go to bed. If they are up during the night or struggling to sleep, staff will try to engage a resident with some of the activities to help them drift back off.



## Christmas Dates for Diary

It won't be long until the festive period is upon us, so we wanted to give our residents, friends and families plenty of notice before our Christmas celebrations begin. We hope you can join us!



Marbury House **5th December**  
Debra performing Christmas hits

Silverdale **5th December**  
Singers Lisa and Adam perform their Christmas set

Lisburne Court **8th December**  
Jack & the Beanstalk Pantomime

Marbury House **8th December**  
Denton brass band regale the home with Christmas classics

Bamford Close **9th December**  
Music performance from Willy & the Poor Boys

Silverdale **9th December**  
Christmas party for all residents and their friends and family

Silverdale **10th December**  
Mince pies and carols sung by the local Beavers group

Offerton Community Centre  
**10th December**  
December Christmas Tea Dance for all homes

Bamford Close **13th December**  
Christmas Family Day with live music, buffet, tombola and raffle

Marbury House **14th December**  
Residents Christmas Buffet with festive themed entertainment from Jan the Hula Man and Zaharan the Urban Gypsy Princess

Lisburne Court **15th December**  
Christmas Party

Bamford Close **16th December**  
Flo Wyche 90th birthday party, with live music from Lucy Hope

Cawood House **17th December**  
Christmas Carol Service

Shepley House **19th December**  
Winter Wonderland party and performance from SMUG choir

Lisburne Court **20th December**  
Christmas Show

Cawood House **20th December**  
Karl Benedict's Christmas Show

Cawood House **21st December**  
Zoolab bring some furry friends for a special Christmas animal visit

Silverdale **25th December**  
Merry Christmas and happy birthday to Elsie Jones & Sarah Dawson!

Marbury House **28th December**  
Singers Lisa and Adam perform Christmas classics live

For more detail speak to your home's ALF, keep an eye on the noticeboards or check out our events on Facebook.



# a DAY in the LIFE of Lisa Jewsbury

Administrative Assistant at Reinbek

## How did you first get into Care?

My mum was diagnosed with mixed dementia and went to live at Bryn Haven in 2011. Up until that point I'd looked after her and had been unable to work. When I returned to work I wanted to work for a not for profit organisation and preferably one that helped the elderly. I joined Borough Care in 2014.

## How do you kick start your day?

I get up at 5.30 every morning because my son leaves the house at 6.15 and I can't trust him to get up on time! I then relax with a cup of tea, reading the news until it's time to drive to work.

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

Check my Admin Book for messages and hope they are nice! Then I feed the fish in Reinbek's pond and have a chat with the residents out in the garden.

## What is the favourite part of your day?

I love to walk around the home delivering the post and catching up with the residents.

## What are you most proud of in your home?

I am proud of the great CQC report Reinbek got in its last inspection. This is due to the hard work and dedication of all the staff.

## What do you find most challenging?

Losing one of our residents is always very upsetting, and seeing their relatives grieve can be very difficult.

It can also be challenging when someone is struggling to come to terms with their parent or relative coming to live with us. I remember how I felt when my mum went to live at Bryn Haven. I felt a terrible sense of guilt, but the

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

I make sure I've given all my messages out and everyone is up to date before I say my goodbyes for the day.



staff there are lovely and I soon realised that my mum would be very happy there.

## Do you have a fun story to share with us?

A childhood friend of one of our male residents rings every couple of weeks to see how he is and often tells me funny stories about their youth together. She told me how, as a young man, he was in the RAF and one day he arranged for a pilot friend of his to fly low over her back garden in Heaton Moor. Apparently, her mother was absolutely furious because the washing she had just put out got ruined!

## What are you looking forward to in your career?

I am looking forward to seeing Borough Care go from strength to strength and all the exciting new developments that are going to take place here in the future.

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

It can be challenging and exhausting work at times, but it is a very rewarding and satisfying career. You can really make a difference whatever your role in the care sector.

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

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