

Living Life

The Newsletter for and about Borough Care people • Winter 2019



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HAPPY NEW YEAR

2019 is set to be an exciting year for our residents and for Borough Care. As usual, we have some very grand plans, including further refurbishments, renovations and even more investment in our homes (read about the 20-bed extension to Bruce Lodge on Page 3). We will continue to integrate technology to make life easier for our residents and more efficient for our staff (Page 4 updates you on our Person-Centred Care System) and we'll be refreshing and growing our care teams across all our homes, to make sure we have the best people in place (find out more on Page 5). There's lots more to read about in this edition of Living Life, as we look back at some of the highlights, as well as focus on what's to come, for everyone living and working at Borough Care.

Mark Ward, CEO



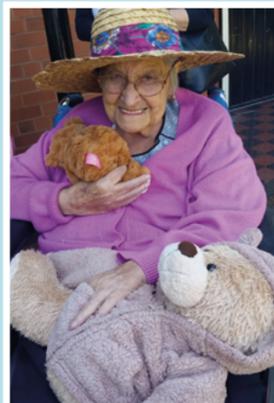
Lots more Oomph!

Last year many of our residents loved getting out and about with our Oomph! programme of fully managed excursions. These trips help keep our residents connected to the people and places that matter to them most. It's an incredible scheme that really shows our commitment to ensuring our residents live a 'life in colour' and can participate in everything they wish.

Since April 2018:

- Our residents have enjoyed over 1,000 'Out and About' trips
- 11 Oomph! exercise trained instructors have built up a sweat with residents, with an average of nine exercise sessions per month happening at Shepley House
- We've introduced new exercise and activity workshops for staff to provide greater depth and variety to the activities we offer residents
- Residents have scored our Oomph! trips an average of 4.8 out of 5, with their top trips being Knowsley Safari Park, Blackpool Pleasure Beach, Southport Beach and The Imperial War Museum

As we begin 2019, things can only get better, with exciting new locations for trips being agreed, kicking off with a trip to Liverpool and Botany Bay in January, and new workshops rolling out to all homes, so more members of staff can deliver more activities.



EMPLOYEE AWARDS 2018

Our Employee Awards took place at the end of last year and 'oh, what a night' it was! With more nominations, guests and awards given out than ever before. This was our chance to really recognise those who go the extra mile to make our homes and the life of our residents the very best it can be. The standard of our shortlisted nominees was incredibly high. With so many great examples of excellent care, the judging panel had a really tough job singling out our winners.

Thank you so much to all our residents, and their friends and families, who took the time to nominate. As ever, we are incredibly grateful for your continued support.

AND THE WINNERS ARE...

ABOVE AND BEYOND Amanda Harrison Bamford Close	ASPIRATION AWARD Robin Bowden Lisburne Court	BEST NEWCOMER Judith Burgess Meadway Court	MAKING A DIFFERENCE Georgia Dawson Bamford Close Caroline Hegarty Cawood House Carol Stavordale Meadway Court Judy Knowles Shepley House Linda Hamnett Bruce Lodge Maxine Haughton Marbury House Sarah Robinson Meadway Court Lindsay Hadfield Silverdale Michelle Gallimore Bryn Haven Donna Allwood Lisburne Court Lisa Jewsbury Reinbek Kerry Bramley Wellcroft			
BEST TEAM Laundry Team Reinbek	ENGAGED Jessica Hallworth Cawood House	UNSUNG HERO Denise Lyons Marbury House	HOME OF THE YEAR – MARBURY HOUSE 			
INSPIRING LEADER Nerys Carpenter Shepley House	THINKING DIFFERENTLY Mei Lloyd Shepley House	WORKING TOGETHER Lisa and Adam Entertainment				

LONG SERVICE MEMBERS OF STAFF WHO HAVE COMPLETED 30 YEARS SERVICE

Christine Millett Wellcroft 	Sandra Sutherland Silverdale 	Pat Nugent Silverdale
Julie Carter Meadway Court who unfortunately could not attend the awards.		



Family Support Meetings

As part of our ongoing commitment to supporting the families and loved ones of our residents, we have created a monthly Family Support Meeting.

Open to anyone who helps to care for a Borough Care resident, our monthly meetings are held at Gatley House towards the end of each month. Our January meeting will take place on Wednesday 23rd January 2019 at 6.30pm. There is no need to book in advance; just simply come along if you are free and would like to attend.

Each meeting brings families together with experts in issues that affect residents and their carers. It is a chance to listen to an informative presentation and then ask questions that are relevant to you and your loved one. At our last meeting, we heard from The Meadows - Stockport's Memory Assessment Service - talk about Vascular Dementia; an umbrella term for a group of conditions caused by problems with blood circulation to the brain. The presentation helped the group understand the condition and offered support for those caring for people with this disease.

The January meeting will have a presentation from Elaine Watson, an End of Life Care Facilitator from Stockport NHS as well as a representative from SignPost, a charity that supports carers in Stockport. This is an amazing opportunity to access support and information in a friendly environment surrounded by people who are going through some of the same issues as you.

After the presentations, there will be coffee and cake, and an opportunity to talk to other group members so you can share experiences and socialise with people who understand what carers go through. We hope these meetings will open up a brand-new support network for you, to help you deal with some of the challenges caring brings.

Our Family Support Meetings will take place on a rolling monthly basis, you can find the date of future meetings by checking the noticeboard of the home where your loved one lives, or by speaking to the Home Manager.

We hope to see you at our January meeting.

Bruce Lodge Extension News

The exciting extension to Bruce Lodge is beginning to pick up momentum. Following the planning permission secured in 2018 for the two-storey extension, which will provide 20 new bedrooms and social areas. We hope to begin building work in February with a completion date of December 2019.

We've planned the work to ensure there is the least amount of disruption to residents and staff during the build. However, with construction vehicles and machinery being moved around, it's likely to be busy in the car park and there will be some movement restrictions at times, so please bear with us if you're coming to visit. For those with family members living at Bruce Lodge you will have received information in the post from us earlier this month. Any questions please speak with Home Manager, Rosaleen Charles. For everyone else, we'll be sharing more about plans for Bruce Lodge over the coming months, so watch this space or sign up to our email newsletter, via the website, to find out the latest news.



My Story David Mills

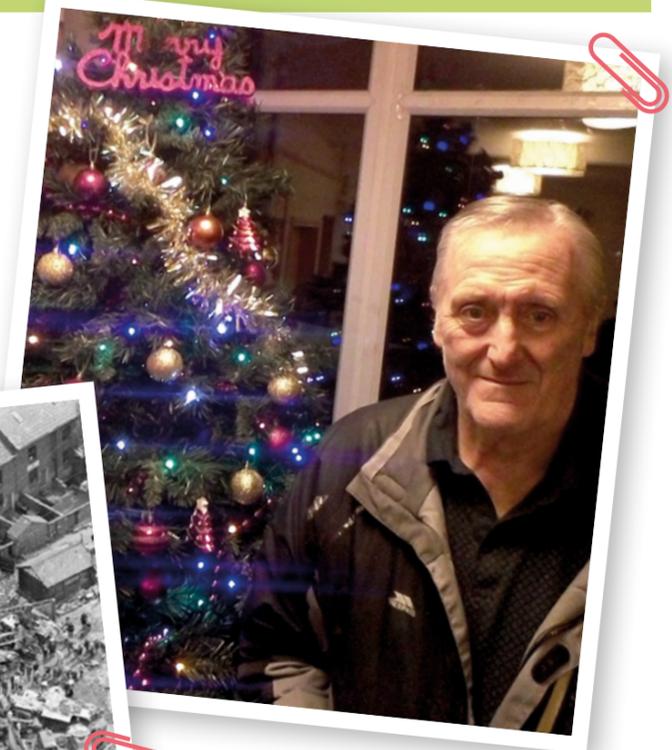
In each edition of Living Life, we get to know one of our residents a little better. Our homes are full of colourful characters with incredible stories that should be remembered and celebrated.

In this edition, we'd like to introduce you to David Mills who has lived at Cawood House for the last two years.

David was a firefighter all his life and played an important role in the Stockport Air Disaster of 1967. An extremely difficult memory for David he recalls, on the morning of the air disaster, he had just completed a night shift and returned home. The police knocked on his door and asked that he get in the car immediately. En route, he was told a plane had come down and asked if he'd come back on duty; it was all hands on deck.

There were a lot of difficult decisions to be made but David's bravery helped to save many people's lives. Whilst being extremely proud of the part he played, it is with sadness that David recalls the events of that day.

Thank you David for your incredible courage.



21st Century Care

We are very pleased that our Mobile Care Monitoring system, Person Centred Software, has been successfully rolled out to all Borough Care Homes.

This technology enables our staff to evidence care in real time and allows them to spend as much time as possible caring for residents, rather than filling in paperwork.

Training has taken place and care staff are using the mobile handheld devices that take only a moment to capture a record of the care we deliver and ensure we have consistent, secure and completely up to date records for everyone we care for.

One of the additional benefits of this software is the

ability to share the information we record with families through a secure electronic portal called the Relatives Gateway. This is something we hope to offer later this year, so that you can find out what activities your loved one has been taking part in, how they are feeling, as well as being able to keep up to date on any health or medication issues.

We want to reassure relatives and loved ones, that if you see a member of staff with a handheld device (a mobile phone), this is an integral part of the high standard of care your relative is receiving and is not a personal communication device of the staff member.



Dates for your Diary



FRIDAY 18TH JANUARY

It's bingo afternoon at Reinbek

WEDNESDAY 23RD JANUARY AT 2PM

There's a SMUG ukulele performance at Cawood House

WEDNESDAY 23RD JANUARY

Shepley and Lisburne Court will be taking the Oomph! bus to Liverpool

THURSDAY 24TH JANUARY

Meadway Court are off to Botany Bay on the Oomph! bus

FRIDAY 25TH JANUARY

Bruce Lodge celebrate Burns Night with Haggis and Whiskey

FRIDAY 25TH JANUARY

Bryn Haven and Silverdale are off to Liverpool and Botany Bay on the Oomph! bus

MONDAY 28TH JANUARY

Cake decorating at Silverdale

MONDAY 28TH JANUARY

Our gents from Wellcroft will be off to Manchester Airport for lunch

TUESDAY 29TH JANUARY

Shaun Sloane performs at Bamford Close at 2pm

Borough Care Needs YOU!



We believe everyone should live their best possible life, and our residents need the support of people who love what they do to achieve that.

We're always looking for the right types of people to join our talented teams, whether as an employee, or a volunteer.

If you have a friendly, caring and patient nature then you could be just the person we're looking for.

Make 2019 the year that you find a role that is rewarding, full of possibilities and changes the lives of people for the better.

See our full range of employment opportunities at www.boroughcare.org.uk/work-with-us or contact your Home Manager to have a chat about volunteering.

'Twas' the Season to be Jolly

Just before Christmas we hosted our Annual Christmas Tea Dance which was a roaring success. Incredibly well attended by residents across our 11 homes, as well as their friends and family (thank you for taking the time to come along!), and our staff, it was a fabulous way to kick off our festive season.

Guests enjoyed turkey sandwiches with stuffing and salad, as well as two types of cheesecake! And, with performances from Stockport Grammar School, a Gospel Choir, the Intergenerational Choir, Shaun Sloane and Richard Hazelwood, the dancefloor was rocking!

You can see lots more photos in our Latest News item on the website.



Welcome to our New Home Managers

The New Year is an excellent chance to try something new and refresh the way things are done. This is why, we've moved some of our Managers to different homes within the Borough Care family. Their fresh approach and different skills have been perfectly matched to the homes they've been assigned.

WHO'S WHO



Fran Riley
NEW Home Manager at Reinbek



Lisa Murphy
NEW Home Manager at Cawood House



Kelly Beech
NEW Home Manager at Bryn Haven



Selina Taylor promoted from Deputy Manager to NEW Manager at Bamford Close

Our Managers' doors are always open, so if you ever want a chat during your visit or would like to arrange a meeting, just visit the office or give them a call. All contact details are on our new website.

Area Manager Highlights

As we say goodbye to our two Area Managers, Dan Cole and Sophie Gardiner, we've asked them to look back over their time and tell us about their proudest moments.



Sophie said: "Overseeing the Activity Lifestyle Facilitators and working on so many fun projects with them was a real highlight. Each year we delivered more activities and even better outings. By 2018 we completed over 1,000 trips for our residents!"



Dan said: "I'm so proud to have been involved in the environmental improvements around the homes, from the reintroduction of 'households' upstairs at Bruce Lodge, to implementing this same model at Cawood House, and the cinema at Silverdale – well, that

was simply brilliant! All of these projects have had a significant benefit on the wellbeing of the residents, helping them to settle in their new home and enjoy the concept of small group living."

Both Sophie and Dan went on to say they were equally proud to have helped their care homes improve their CQC rating. We're sad to see them go but I'm sure you'll join us in wishing them all the best in their new careers.

We'll be introducing our new Area Managers very soon, so keep an eye on the website for the announcement!

HILDA TURNS 100!

Bamford Close held a very special birthday party in January for resident Hilda Farnworth. She turned an incredible 100 years old and Hilda's friends and family, as well as residents and staff couldn't wait to celebrate. With entertainment from Lawrence White's band "Willy & The Poor Boys", guests had a grand old time enjoying the flowing drinks and endless supply of cake.

Joanne Morris, Activities and Lifestyle Facilitator at Bamford Close said: "Hilda had a wonderful afternoon celebrating her milestone birthday. The residents, staff and Hilda's family, including her grandchildren, really got into the party spirit to make her day extra special. Hilda's grandson said that the party warmed his heart."



We Need Your Reviews



Carehome.co.uk is the leading UK care home review website with 18,187 Care Homes, 16 million+ visits per year and 111,092 care home reviews. A review from a resident, or a resident's friend or family member, is an incredibly reassuring piece of information for someone looking to choose a new residential home.

We would be very grateful if you could take the time to write a review and post it on the website. It is very simple to do, visit www.carehome.co.uk, select 'submit a review' from the tabs at the top of the homepage, and enter the name of the home you wish to review. If you struggle to submit the review online, then visit the office of the home you wish to review, where a member of staff will ask you to fill in a short form which we will input into the website on your behalf.

Thank you!



a DAY in the LIFE

of Reinbek Laundry Team



Following their fantastic win for Best Team at the 2018 Borough Care Employee Awards, we wanted to know more about what makes this team so special.

Who are the Reinbek Laundry Team?
Mary Burns and Carol Tyrrell

Have you always worked in the Reinbek Laundry Team?

Mary – “No, I began my career at Borough Care 20 years ago at Vernon House in the kitchens, I then moved to Meadway Court, where I worked in housekeeping and laundry, before moving to the Reinbek laundry team four years ago.

Carol – “I started at Reinbek as a casual housekeeping assistant but came to the laundry room six years ago to work with Mary.”

How do you share your workload?

Carol – “We each work three days on, and then three days off, to ensure that

the laundry room is always covered. Although we don't see each other every day, we keep a notebook that we write in at the end of each day, so nothing gets missed. Sometimes I'll take on extra housekeeping shifts, which is nice, as it means I get to see Mary face to face.”

How do you kick start your day?

Mary – “I try to beat the traffic and am usually in work for around 8.15am. We don't start until 9am so I like to read a book. I'm reading a great family drama at the moment. I find this puts me in a calm frame of mind to start what is usually a very busy shift!”

Carol – “I'm like Mary, I like to get in early as you never know what the day will bring, and I like to be completely organised by the time I finish my shift at 3pm.”

What is your favourite part of the day?

Mary – “I love saying good morning to

all of the residents, I like to check that they are all happy and it gives them a chance to ask me for any specific laundry requests.”

What do you find the most challenging?

Carol – “Definitely technical issues – if something happens to a machine we can get behind very quickly.”

You recently won Best Team at the Employee Awards, how was that?

Mary – “Well, we were very surprised to win, especially because we were up against whole Home Teams, so when they said our names, we were shocked! But very happy! I think we won because we are a great team, even though we don't work in the same place at the same time, we are in constant contact, we always look out for each other, and we both take real pride in our jobs and are determined to do the best we can every single day.”

Carol – “We had such a brilliant night at the awards. Mary picked me up and dropped me back home, and it was wonderful to actually spend some time together, as well as being recognised for the good work we do.”

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

Mary – “Be patient and understanding. It can be very difficult for residents to say what they mean, they often get confused or forget, so you need to be able to understand what they really want you to do, so you can make sure they are happy and well cared for.”

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

For the latest Borough Care news follow us on

