

Welcome Home

Summer 2018



**Summer Issue
of Welcome Home**
News, features, updates
and more from award
winning Avery Healthcare

Acer House Care Home
relaunches their Beach Hut
at Weston-super-Mare.
Read the full article
'Seas the Day!' on page 10

Avery Wins Again!
Avery picks up four
Awards at The Care
Home Awards at the
Health+ Care Show 2018

Puzzle Pull-out
Four page, pull and keep
mini-magazine with Word
Search, Crossword and
Spot the Difference

Welcome



Welcome to the Summer 2018 edition of Welcome Home, Avery Healthcare's in-house magazine for all of our residents, staff, their families and friends and for everyone involved with our leading care homes and independent living residencies nationwide.

As always, our magazine is packed full of stories about our care and services, residents and staff, demonstrating what an active, friendly and caring life we provide. We do our very best to fit it all in and as some of the eagle-eyed amongst you may have spotted the number of pages has increased since our first issue. I'm sure you'll find this edition once again very informative and an interesting read. As ever you can find out more on many of the topics by visiting the individual web pages of the care homes or their Facebook pages. Don't forget to 'Like' the Facebook page so that you always receive the latest news!

After what seemed like a long end to the winter we are now well in to the warmer months and will be helping our residents spend more of their time outside on the gardens, reaping all the health benefits of the fresh air and exercise and the joy of the flowers, plants and wildlife. There will be plenty of summer fêtes and alfresco dining in our homes, as well as trips out in our minibuses for our residents to parks and other outdoor locations. It promises to be a great summer at Avery!

If you have an idea for an article in your magazine, then please let the Marketing Team know at marketinginternal@averyhealthcare.co.uk.

Best regards,
Mark

Mark Danis
Commercial Director

Front Cover: Patricia Eyre, Well-being and Activities Coordinator - Acer House Care Home, Weston-super-Mare.

Talkback

Welcome Home is your magazine. It's a place to share your stories, your news and a place where together, we can share the success of what we fondly know as 'The Avery Way'!

So let's get sharing, please email us at marketinginternal@averyhealthcare.co.uk

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View From The Top with Sharon Winfield – Chief Operating Officer



In my new capacity as Chief Operating Officer, I feel extremely honoured to be heading up Avery Healthcare as a sector leading, forward thinking and high-quality organisation. The most important asset in any business is its people and I consider myself really fortunate to be working with such hardworking and dedicated Avery staff.

Our Welcome Home magazine continues to be very well received, proving to be an effective way to spread news of the amazing work happening within our homes, whilst inspiring and sharing good practice amongst the home teams.

In May I was delighted to present awards to our latest cohort of City and Guilds Advanced Senior Carers. It was a fantastic opportunity to witness the delight from the successful team members; it acts as further confirmation that implementing

advanced senior care is a successful strategy to offer first class support to our residents, whilst allowing our nurses more time to focus upon their often lifesaving levels of care. At the same time, implementation of our eCare planning in pilot homes is going exceedingly well, with a further roll out phase being planned.

As this year is passing quickly, we are looking ahead to April 2019 when Avery will be recognising even more outstanding work through our very own Avery Awards. Keep an eye out for information about the categories and how to apply which will be distributed soon. I was also very pleased that Avery scooped four of the biggest awards at the 2018 Care Home Awards, including Best Large Care Home Group. Well done to all involved, proving what an outstanding provider Avery is!

Sharon Winfield
Chief Operating Officer



The Managing Director's Award

Lois Aspinall | Marketing Manager

One superstar shone brightly this Summer, being recognised with the coveted Managing Director's Award, given to acknowledge the service by members of staff to our residents that goes above and beyond the normal call of duty.

Andrew Pointon

Andrew Pointon at Horsefair Care Home in Rugeley, Staffs, is far more than a Maintenance Person. In the home he is affectionately known as "Jeeves" as he knows each resident personally, remembering their likes and dislikes with a lovely warmth towards everyone. Andy is the life and soul of the home and goes over and above his duties on a daily basis; taking residents for walks in the garden to see the birds or strolling up the corridor with residents singing their favourite songs.

Andy was nominated for the care home's own Hero Award in December and not a resident or relative meeting passes without a positive report about him, so Avery Managing Director John Strowbridge was pleased to say a big "Well done" for his dedication and efforts.



Sandra Stark | Director of Care and Quality

Technology is IT



Information Technology (IT) surrounds us and is now part of everyday life. Indeed Samsung has just announced that it's new mobile phones will come pre-loaded with an application that allows online GP consultations, demonstrating just how fast these changes are coming.

The Royal College of Nursing (RCN) has launched an initiative, "Every Nurse An E-nurse" with the aim that by 2020 all nurses will be e-nurses and fully supported by technology. While IT can never replace a kind and compassionate approach to care, it can bring many benefits including better safety, improved resident well-being and more time for hands-on care by reducing administration.

At Avery, most of our systems are supported by IT of some sort; our staff teams use the Aspire e-learning platform provided by the Virtual College as part of our blended learning approach; our integrated governance systems are online and allow immediate reporting and analysis of data to support quality improvement; we also have online groups which share best practice and some health conditions are monitored using IT.

Residents are increasingly technology savvy "Silver Surfers", using Skype and Face Time to communicate with families, friends and the local community. The Facebook pages at each

home are also very popular and provide updates on activities and events in the homes and communities. We also make use of technology to support the important life story work and reminiscence for residents living with dementia.

We are currently implementing two key care systems which will benefit all residents and staff; EMAR (electronic medicines) in partnership with Omnicell is midway through successful implementation in all our homes and the eCare plan with Fusion4Care is at pilot stage in six homes.

We place great importance on systems that are intuitive and user friendly, adaptable to our needs with input from staff and residents at the pilot stage and partners who are willing to work with us on this basis. With support from our in-house IT team, we are always looking at new technological advances to see what benefits they may have.

I am pleased to report that the eCare plan pilot has been a huge success with staff and residents alike. "Our residents absolutely love it", was one quote, so we are planning a further roll out across the company later in the year. I would like to thank all staff and residents for embracing these changes and particularly those in our pilot homes who have helped to make the systems better for all.

Helen Bates | Marketing Assistant

Social Media Success Fun with Facebook



Trips out bring back some incredible memories for our residents. Our homes love to share their spectacular trips out on our Facebook pages too, as it also allows friends, family and even residents who haven't visited the location to all share in their wonderful experiences.

Acer Court Care Home in Nottingham recently took resident Peter, a lifelong Nottingham Forest supporter, to the City Ground to watch the last home game of the season. The support on Acer Court's Facebook post about it was fantastic! With nearly 200 Likes, people loved seeing Peter back on the terraces, singing for the club he loves and also enjoying a pint on his trip.

Having spent the war years in the Auxiliary Territorial Service as a cook, it had been a while since Ethel had seen a kitchen that caters to the needs of serving soldiers. The brilliant staff at Acer House Care Home in Weston-super-Mare wanted to do something extra special for Ethel, so planned a tour of the facilities at the Army's West Down Camp on Salisbury Plain. It was a fabulous time for Ethel, who informed everyone about how things have changed in the last seventy years as an army cook;

our Facebook fans were also very touched by the gesture, leaving a chorus of positive comments and likes on the home's Facebook page.

The Avery trips out, whether it's visiting a museum, a zoo, a sporting event or even enjoying an ice-cream at the local park, really stand out on Facebook with the resident's enjoyment and gets our local communities talking too!

This issue's top tip is to tell a story with your photos. Capture a selfie with residents waving on the minibus, take a group photo outside the main entrance and snap a shot of everyone interacting at the venue. For those who like a challenge – try uploading one photo that captures your entire day!



Jo Crossland | Head of Dementia Care

Positive risk taking as part of living well with dementia



Every aspect of day-to-day living involves varying degrees of risk. As individuals, we generally choose to balance potential risks against the benefits of an activity and deal with any consequences if and when they arise.

When receiving a diagnosis of dementia, there is often a misguided assumption that many of the day-to-day activities and routines that would once have been an important part of a person's life must now stop, due to cognitive impairment increasing the risk of injury or harm to unacceptable levels.

It is now widely recognised that residents with dementia should be supported wherever possible to continue to live a normal, established and familiar life, including being part of the community in which they live. This is an essential element in retaining a sense of identity, occupation and well-being and is a central factor in person-centred care.

Although wide-ranging and diverse activities are offered each day as part of the well-being and activity programmes in our homes, we recognise that it is not essential for every activity

to involve groups or to require significant organisation and pre-planning. Some everyday normal activities can also provide a sense of purpose and fulfilment.

Avery care homes are equipped with domestic kitchen areas which include cooking and laundry facilities, where residents can be supported if they wish to carry out personal household tasks, including making snacks, baking or attending to personal laundry. Our outside garden spaces include laundry areas for residents wishing to use them, potting sheds, greenhouses and raised beds for keen gardeners and bird feeders for residents with an interest in wildlife.

To complement our facilities, all of our staff, regardless of their grade or job title, receive person-centred dementia training. This enables each member of the care home team to play a part in supporting residents with everyday activities.

It is very important that residents living with dementia continue to take everyday risks like walking in the rain, looking after pets or even riding a bicycle. This also helps to reduce the likelihood of antipsychotic medication being required which has its own significant risks.

Helen Bates | Marketing Assistant

A Perfect **10** for Alder House!

At the time of this edition going to press, Alder House Care Home has achieved the perfect 10/10 score from carehome.co.uk.



Carehome.co.uk is an online directory which collects reviews for over 18,000 care homes across the UK. The reviews include comments and ratings to cover all aspects about the homes, including facilities, care and support, cleanliness, dignity, food and drink, support for residents, value for money and safety and security. The reviews, which can only come from residents or their immediate family, are then totalled to rate each care home. These scores assist people looking for good quality care services in their search for their ideal care home.

Thanks to the glowing reviews from its residents and their loved ones, Alder

House in Nottingham is rated at the maximum score of 10/10 in May 2018. An incredible achievement, showcasing the support, care and dedication that the Alder House staff deliver to their residents every day.

It is very rare to get a perfect score, so a huge well done to Alder House! Many of our other care homes are close behind. A special mention must go to Birchwood Grange Care Home in Harrow, which has an impressive 9.9 rating from over 90 reviews! Close behind on 9.8 we also have four other homes (Acorn Lodge, Avalon Court, Derby Heights and Scholars Mews).

Ratings are subject to change depending on reviews received but were accurate at the time of going to press.

Camilla Raca | Marketing Assistant

NACC CARE CHEF OF THE YEAR

Talented Avery chefs across our portfolio of homes are always creating tasty treats and mouth-watering, nutritious meals for our residents. It comes as no surprise then that we had two of our outstanding chefs in the National Final of the National Association of Care Catering (NACC) Care Chef of the Year competition, each coming away with two fantastic awards!

Our two national finalists were Martin McKee (from Hawthorns Care Home, Aldridge), who came an outstanding 2nd place overall and pipped to first by just a single point in the scoring, and David Oswin (from Loxley Park, Sheffield) who won 'Best Dessert'. Together they created some truly scrumptious dishes worthy of their awards in a national final!

This was Martin's third success representing Avery at the National Finals and he certainly didn't disappoint. He prepared a tender blade of Staffordshire beef, broad bean mash, braised red cabbage and honey glazed carrot puree, with poached asparagus and Yorkshire pudding for his main dish. For his show-stopping dessert, Martin crafted a Buckinghamshire cherry and Belgian chocolate Bakewell mousse with almond joconde.

David Oswin also cooked up a delicious meal which showcased his culinary talent. He prepared a pan-fried mackerel with beetroot, horseradish & garlic puree, braised

celery, roast new potatoes and chargrilled cauliflower with a yoghurt & olive oil dressing. For his award-winning dessert, David created a raspberry jelly with custard mousse, accompanied by a sweet cheese & basil mascarpone, with honeycomb.

Simon Lawrence, Group Culinary Manager for Avery, was justifiably proud of finalists Martin and David. "Both chefs are very talented and deserved to be at the National Finals, it was spectacular to walk away with 2nd place overall and Best Dessert! The NACC Care Chef of the Year is the key competition for the care catering sector. As well as celebrating the specific culinary knowledge, skills creativity and dedication to excellence displayed by the chefs, it also fulfils the important role of raising the profile of the sector and highlights the talent that exists within this field."



Mark Danis | Commercial Director

AVERY WINS AGAIN!

Yet again the hard work and dedication by staff throughout the Avery group has been recognised at a prestigious national award ceremony run by Care Home Management.

The Care Home Awards for 2018 were held at the Health+ Care Show at London's ExCel centre on 27th June as this magazine was going to press.

A wide range of the care sector's leading providers gathered at an exclusive luncheon to celebrate all the best in the UK care sector. It really was Avery's day, as they came away winners in four important categories.

Against worthy competition in all the categories, Avery scooped up arguably the most significant award of Best Large Care Home Group. We also took the awards for Best Sporting, Social and Leisure Activities, based upon our innovative Well-being Programme, Best Nutrition, Food and Dining Experience, and finally Best for Training.

The combination of these awards clearly demonstrates the consistent, sector leading best practice that Avery maintains in its standards-based approach to quality of care, residents' services and continual staff development. All of these ensure that our residents lifestyle and quality of life is the very best and that our staff are supported to deliver first-class care.

Present to collect the fine crop of awards for Avery were Chief Operating Officer Sharon Winfield, Director of Care and Quality Sandra Stark, Commercial Director Mark Danis, Head of Training and Development Shelley Parker-Wain, Deputy Director of Care and Quality Julie Spencer, Group Culinary Manager Simon Lawrence and Well-being and Activity Manager Keir Pedley.



Top: Avery Team accepting the award for Best Larger Care Home Group. **Middle left:** Keir collecting the award for Best Sporting, Social & Leisure Activities. **Middle right:** Simon proudly holding the award for Best Nutrition, Food & Dining. **Bottom left:** Shelley accepting the award for Best Training Initiative. **Bottom right:** Our Managing Director John Strowbridge presenting the Avery sponsored award for Best for Garden or Outdoor Spaces to the deserving winners. The Awards were presented by the voice of the National Lottery and Strictly Come Dancing, Alan Dedicoat.

Simon Lawrence | Group Culinary Manager

LOVE YOUR VEGGIES

THE WARMER MONTHS ARE NOW UPON US AND WITH THE SEASON COMES EXUBERANT COLOUR, A DIVERSE CHOICE OF VEGETABLES AND A STUNNING VARIETY OF HERBS.

In the summer, Chefs are spoilt for choice with an abundance of colourful beetroots, rainbow carrots, bell peppers, spinach, spring baby lettuce and swiss chard but to name a few. At Avery Healthcare, we insist our culinary teams utilise this fantastic opportunity and source ingredients from local suppliers, so that residents can truly benefit from the freshest produce with consistently high quality.

Why try vegetarian food?

It is a sad fact, that an estimated 70% of all diseases in the UK, including one third of all cancers, are said to be related to diet. Most of us know that vegetables are good for our health as they are low in calories and high in vitamins, minerals and fibre. This probably explains why it is estimated that 2% of the UK population is now vegetarian which is more than 1.2 million people.

Vegetarian dishes are a great way of reducing fat and cholesterol intake and instead consuming increased fibre and more antioxidants - another reason to eat your veggies!

Culinary vegetable skills

Incorporating fresh, beautiful vegetables into a mouth-watering dish takes time, great craft skills, effort and a thoughtful approach, so, as a rule, in most kitchens the vegetarian options are not usually a main focus. In Avery kitchens, however, this is not the case!



In March, Avery launched a culinary competition to showcase some of the fabulous dishes created on a daily basis by our chefs, in which all competitors had to create a vegetarian main course.

The finalists gave a master-class in how to take simple, fresh produce and create some stunning dishes, proving



that healthy eating doesn't have to be flavourless or boring and that vegetarian cooking can be a real joy.

Inspired recipes

With a little creativity dishes like Sticky Sesame Cauliflower, Wild Mushroom Risotto, Sage Leek and Mushroom Pie, Roasted Roots with Courgette Tangles, Roasted Baby Pumpkins and a plethora of other dishes can be created, so we would encourage you to take some inspiration and experiment with more vegetarian meals.

Herbs

Fresh herbs are a wonderful accompaniment to a variety of dishes and can take a dish from good to great by simply pulling a recipe together and infusing the dish with unparalleled aromas and flavours. They can also provide much pleasure watching them grow in the garden.

Basil, a close relative to mint, has a floral anise and clove-like flavour and aroma and its faint liquorice flavour brightens up any lemon sorbet. Rosemary's piney zing is a match made in heaven with thyme and slow roasted lamb.

Parsley is one of the most common and versatile herbs used in western cooking and has a light peppery flavour that

complements other seasonings like rosemary, thyme and sage.

Allergens and intolerances, do you know the difference?

When it comes to food, allergens and intolerances are usually linked together, however, their affects are quite different.

When someone has a food allergy, their immune system wrongly sees the food as hostile and the body's defence mechanism springs into action. This usually happens immediately after eating and produces a range of symptoms which can vary from mild itching, to severe breathing difficulties or even anaphylactic shock.

When someone has a food intolerance, their immune system reacts more slowly over time and symptoms take much longer to develop, so are generally not life threatening. However, a food intolerance can adversely affect long term health.

It is now law that allergenic ingredients must be indicated in a list of ingredients with clear reference to the name of the substance, recipe or product. At Avery, our team of dedicated chefs ensure that allergenic ingredients used are recorded on a daily basis with information readily available for residents, visitors and any inspecting authorities.

Seas the Day!

"Oh, we do like to be beside the seaside!" Truer words have never been spoken! At Avery, our residents love to get out and about, particularly with visits to the seaside. One care home, Acer House, even went the extra mile and rented it's very own beach hut on Weston-super-Mare beach front, which has gone down a storm with residents, family and staff alike.

There are many reasons why we love the seaside; we can all enjoy an ice-cream or traditional fish and chips on the promenade, have fun building sandcastles, go crabbing, playing bat and ball, or just take in the fabulous views. Residents at Acer House now have the opportunity to go to the beach and enjoy these activities. They love watching the seagulls, the boats going past and families playing a spot of beach cricket in the breeze. They can get out to their own cosy hut right on the beach front, which they have enjoyed decorating in a nautical theme, and read a good novel in their deckchairs.

While there are all the fun elements, there are also many health and well-being elements to getting out by the coast. Numerous studies have revealed that nostalgic trips to the seaside can support reminiscence, a form of therapy which supports health and well-being, especially with those living with dementia. Our residents have recalled fond memories of their youth and past trips they enjoyed while visiting the beach, promoting improved happiness, positivity and general well-being.

Another beneficial aspect of being by the seaside is breathing in the fresh sea air. The clean sea air is charged with healthy negative ions that accelerate our ability to absorb oxygen. They also balance levels of serotonin,

a body chemical linked with mood and stress which helps us sleep better and also makes us feel more alert, relaxed and energised when awake. The blue colour of the sea is also known to be associated with relaxation, peace and calm, supporting the mind, body and soul. Even the sound of the waves can help relaxation and slowing down our heart rate to enhance the sense of calm, which is important in everyone's life.

All Avery care homes and retirement communities understand the importance of keeping fit and active, and Acer House has found that trips to the beach hut have created many more opportunities for exercise, especially scenic walks in the fresh air. Walking has abundant health benefits, including helping weight control and lowering blood pressure, decreasing the risk of heart related illnesses. Most importantly, the fun elements of the seaside create a sense of happiness and a love of life.

Acer House is encouraging residents to feel the sand between their toes this summer and utilise the beautiful beach hut. The team also welcomes family and friends to join residents and spend time together to build memories that will last a lifetime.

"You can shake the sand from your shoes but not from your heart".



« MOVERS 'N' SHAKERS »

As we look forward to the warmer summer weather, our homes continue to look for and recruit the best talent the sector has to offer, ensuring that our staff and homes reflect our values and enable Avery to put residents at the heart of everything we do.

Over the past quarter, we have seen more new faces join the Avery team, alongside some significant internal promotions. We are pleased to welcome new colleagues and to celebrate the achievements of existing staff as they move through their Avery journeys.

Welcome to:

- **Linda Patel** joined us as Head of Well-being and Activity in April
- **Susan Curtis** joined us as Clinical Nurse Manager in April
- **Juliet Gallop** joined us as Home Manager for Astbury Manor in April
- **Joanne Elliott** joined us as Operations Manager - North in May
- **Jacqui Harris** joined us as Home Manager for Aran Court in May
- **Ann Njorge** joined us as Clinical Nurse Trainer in May



Julie Spencer



Shelley Parker-Wain

Congratulations to:

- **Julie Spencer** was promoted to Assistant Director of Care & Quality in April
- **Shelley Parker-Wain** was promoted to Director of the Advanced Senior Carer Programme in April
- **Jillian Whiting** was promoted to Home Manager for Lavender Lodge in April

If you or someone you know would be interested in becoming part of Avery's growing team and have a real passion for enhancing the quality of people's lives, we would like to hear from you.

For details of our current vacancies, visit jobs.averyhealthcare.co.uk

NEW HOMES ON THE HORIZON

Avery continues to develop more high-quality services with the support of our key investor Welltower Inc., demonstrating a combined confidence in the care sector in the UK and the demand for premium care services.

Avery has four new developments in various stages of build for completion in 2019 and 2020, in Bristol, Clevedon (Somerset), Droitwich (West Midlands) and Edenbridge (Kent). All are purpose-built care homes of between 70 to 85 beds and will be offering the best in both Residential and Dementia Care, with interior design and use of space reflects the latest in research into those care categories. In addition, Avery also has a land bank of other locations where it will be developing further services for 2020 and beyond.

Adrian Doyle, Director of Property and Developments at Avery explains of these new services: "As befits the quality of design and services of an Avery home, all these new locations will have spacious light and airy bedrooms with luxury en-suites, cafés, state-of-the-art cinema, therapy and treatment rooms, hair salon and barbers, private dining rooms where residents can entertain family and friends for special occasions, and thoughtfully landscaped and accessible gardens for residents to enjoy gardening, and life outside. Small individual lounges and a range of dining rooms provide a cosier home-from-home feel".

You can keep up-to-date with progress on all of these developments via the Avery website or the locations individual Facebook pages.



A Right Royal Wedding

Residents and staff enjoyed a fantastic time on Saturday 19th May, when we celebrated the Royal Wedding between Prince Harry and Meghan Markle. There were plenty of exciting events happening in all Avery homes, from cutting our homemade, freshly baked cakes to raising a glass of champagne - we all enjoyed ourselves toasting the happy couple!

Our Royal Tea Parties provided all the essentials and more, including delicious food and refreshing summer themed drinks fit for a royal, all lovingly prepared by our talented chefs.

Our homes got into the party spirit with staff and residents decorating their lounges and cinema rooms days beforehand. On the day there was a lot of dressing up with crowns, tiaras and plenty of hats; some ladies were even adorned in red, white and blue to match the Union Flags. Astbury Manor's residents prepared some beautiful, handmade bunting which was sent off to the castle and displayed around the procession route in Windsor on the day.

Everyone was doing double takes

at Derby Heights, where Patricia, their Queen Elizabeth II look-a-like was so convincing; meeting, greeting and surprising our staff and residents and taking lots of selfies!

Residents at Seagrave House all sat down for a formal luncheon after spending the morning celebrating in the garden, enjoying the sunshine and watching the ceremony being beamed live from St Georges Chapel. Their photo even got featured in the local newspaper!

Aire View's and Rowan Court's residents enjoyed lunching alfresco and watching the wedding surrounded by fabulous garden decorations and followed by traditional games such as Dominoes and Snakes and Ladders.

Avery Wedding Cake Competition

For such a special occasion, we decided to invite all our homes to enter a Royal Wedding Cake Competition.

Leading up to the Saturday, our chefs and culinary teams worked with residents to design, bake or decorate a wedding cake. The eager participants donned their aprons and headed for the rolling



pins and icing sugar. Residents spent their baking sessions discussing their knowledge and experience of baking and decorating accompanied by a great deal of fun and laughter.

Most of the entries were English or American themed, with residents cleverly including the traditional colours of red, white and blue. The wedding cakes were judged on originality, creativity, visual appeal and evidence that residents took part. We saw lots of amazing entries and after much deliberation we are glad to announce the winning three cakes!

We would like to say massive congratulations to everyone who took part as everyone's cakes looked delicious and there was clearly lots of fun, love and creativity in the designs.



Editorial credit: Emma Tovey/Shutterstock.com



1st Place
Acacia Lodge Care Home
Hatfield

Whose cake was based on Harry and Meghan's union. The residents halved the cake with two flags and joined them together with the romantic joining of hands.



2nd Place
Highcliffe Care Home
Sunderland

Who used traditional wedding colours of white, cream and gold placed on a modern cake design. The middle and bottom tiers were cupcakes while the top tier was a full-size cake.



3rd Place
Milton Court Care Home
Milton Keynes

Where the staff at the home actively ensured that residents from all floors participated and all thoroughly enjoyed themselves.

Julie Spencer | Assistant Director Of Care & Quality

International Nurses' Day



Did you know that the 12th of May was International Nurses' Day, celebrated around the world? It is the anniversary of Florence Nightingale's birth and a perfect time to recognise the amazing contributions that nurses make to our society.

To celebrate the great work of our own Avery nurses and as a small token of our thanks for their valued contribution to the high-quality care of our residents, we arranged for a selection box of Belgian chocolates to be delivered to each of our nurses and nurse Home Managers at our homes.

We really enjoyed looking at some of the photographs that appeared on the individual homes' Facebook pages and wanted to share with you some of the lovely celebrations that took place taken on the day.



Jon's Great Cycle Adventure >>>>>>>>

Jon Saunders has been the gardener at The Hawthorns Clevedon for over 12 years and visits the community every week, no matter the weather, to take care of the grounds and create a beautiful outdoor space for the enjoyment of the residents.

In his spare time, Jon is a keen marathon runner but had never tackled a cycling challenge. Early this year, having learnt about a local charity in Bristol, he decided to take part in an organised bike ride and cycle the length of Britain to help them raise funds.

Having braved the bleak winter training, in May, Jon joined 12 colleagues, friends and family of the Life Skills charity for a gruelling 950 miles ride from Lands' End to John O'Groats. It took over 12 days, with the only stops being each night to sleep.

Lifeskills Learning for Living is charitable organisation that runs specialist training centre in the South West providing safety training

for over 16,000 children, older people and those with special needs to learn independent living skills and keep themselves safe in everyday situations.

Through the challenge the team raised a whopping £18,612 which will go towards the continuation of the training programmes at the centre.

Said Jon, "A cycle challenge had been on my bucket list for some time and when the opportunity came up to help raise money for a good cause I couldn't refuse".

When asked how it went, Jon said, "It was tough and I'm glad we had a support vehicle to take the luggage – I would definitely do something similar again, maybe a different route next time".



David Seward – General Manager



The Hawthorns Northampton Welcomes Resident Reviews

After all our preparation and eagerness to open our brand-new Hawthorns in Northampton, we were delighted to welcome 11 residents from our sister Hawthorns residencies in Braintree, Clevedon and Eastbourne, who all kindly agreed to come and stay for several weeks and put our new service to the test.

All the residents were wowed with our impressive building, gardens and facilities. They immediately got involved in an array of activities and excursions such as our Sunday Cinema Club and a visit to the local Northampton Town football ground where they watched a Celebrity Charity football match in aid of NNS Fighting Childhood Cancer. There were tours out exploring the picturesque villages and countryside of Northamptonshire with our very knowledgeable and informative driver, Ian.

The residents helped to test our systems and support the staff team to apply their training in practice. The feedback was detailed and covered all aspects of the service – from the apartments, menu choices and food, to the customer service, gardens, well-being and activities. It was all extremely useful and the comments have supported us to make some adaptations to

improve the service further.

The Team at Northampton were sad to see our new friends leave but were overjoyed to receive some wonderful comments and cards about our friendliness, spacious new apartments and the top-quality food in our restaurant. A comment taken from the restaurant feedback book put us on a par with the 5* Grand Hotel in Eastbourne! Their numerous Thank You Cards were much appreciated and quoting from one sums up their sentiments: "Thank you for your kindness and attention during my stay with you in Northampton, very best wishes to you all for the future and I will try and visit again very soon".

Our grateful thanks go to Mr and Mrs Hennessy and Mr Willet from Braintree, Dr Yates and Mrs West from Clevedon and Mr and Mrs Reid, Mr and Mrs Russell and Mr and Mrs Kane from Eastbourne.



It is well known that being outdoors in the fresh air and sunlight among plants and trees is hugely beneficial. On a summer's day, a beautiful English country garden is a special place to be, with a lush, green lawn surrounded by borders filled with highly-scented roses, abuzz with bees and butterflies and a haven for small birds.

The English garden is one of the most established of institutions and half of the adult population in England report being involved in gardening, so it is an important activity throughout our lives, reaching a peak just after retirement.

The mental health benefits of gardening are wide and diverse. Studies have shown significant reduction in depression, anxiety and improved socialisation. Surveys suggest that as we get older gardens become much more important for our personal identity, independence and for reducing loneliness. There is even emerging

evidence that gardening may also be important in falls and dementia prevention with examples such as Horatio's Garden certainly known to support recovery from illness.

Growing your own flowers and plants has many benefits. It's an activity that reduces stress and fosters happiness and the very act of gardening is a pleasant activity for people whether or not a plant eventually grows. Some residents at Avery homes are involved in the planting and growing of herbs, which are then used by our chefs in their

from restaurants, lounges and cafes, to encourage residents to eat and socialise together. Winding garden paths around

Growing your own flowers and plants has many benefits. It's an activity that reduces stress and fosters happiness and the very act of gardening is a pleasant activity for people

cooking at the homes - a real "grow-to-plate" story where they can enjoy the fruits (no pun intended!) of their efforts.

It takes the skill of the very best garden designer to create or develop a setting which achieves that perfect extension from the house into the garden and Avery works very closely with Urban Designer and Chartered Landscape Architect Christopher Dykes, to produce beautiful yet practical outdoor spaces specifically beneficial for older people.

Avery plans specific features in its gardens that combine personal patios or garden benches in quiet reflective areas, alongside wider, social spaces such as larger patios with doors opening out

the properties offer a relaxing way to take some gentle exercise, while potting sheds and raised beds offer residents the opportunity of planting their own bulbs, flowers and herbs without having to crouch down to the floor. We even use mobile flower beds and trugs so we can locate them outside the bedroom windows of residents who cannot always get outside or use them in smaller garden spaces.

Each Avery home has careful planning of its landscape at early stages. We aim to maintain existing trees and mature hedgerows and where possible, opting for southerly aspects to extend the time that residents can sit outside, whilst making sure we provide attractive shelter from the midday sun.

Planting is diligently considered - pear and cherry trees with their cheering early blossom extend colour throughout the seasons. Fragrant plants such as roses and lavender, textured maples and alliums and gently moving grasses all create enjoyment through their stimulation of the senses.

Avery has some fabulous garden spaces so if you are passing by one of our homes, pop in for a cuppa and take a look for yourself.



IN AN ENGLISH AVERY GARDEN

Camilla Raca | Marketing Assistant



Spotlight on a Resident: Robert Richardson

“At 92, I can look back on a wonderful, fulfilled life, enjoyed with my late wife” **Robert Richardson – Resident of Hanford Court**

Listen to this and other resident's life stories in our Avery Archive please visit averyhealthcare.co.uk/residents-life-stories

Camilla Raca | Marketing Assistant

After reading Grace Hughes' fascinating life story in the Spring issue of our Welcome Home magazine, Robert Richardson wanted to share his unique and fulfilled journey through life with us. Below, Robert describes how he came to be an established author writing captivating novels and shares an inspirational message with our readers.

Robert's Life Story

Born in a seaside village in the North East of England, Robert had an idyllic start to life. Living within 200 yards of the sea and with views of the Yorkshire coast close by, Robert's local school sat on the cliff tops and he often enjoyed lessons on the local beach. Robert worked hard from a young age, and at only 13, he was offered a place as a trainee naval architect, although was dissuaded from going by his parents. Instead he started work as a trainee wages clerk at the local colliery, but after refusing to accept exemption from service in 1944, he joined the RAF. Robert spent over four years in India, Singapore, Malaya and Java as a trained administrator, sorting out poor management techniques on air bases.

On return to the newly formed National Coal Industry, Robert was invited to join a planning team who were designing a new coal mine to extract reserves from up to 5 miles under the North Sea. He was appointed as Deputy Manager in Administration and became responsible for recruiting 3,000 miners and technicians. He served for 25 years in the industry before leaving in 1968 to join the Wedgwood Fine China Group, based in Staffordshire. This career move was essential to protect the future of his 2 sons from serious unemployment prospects in the North East.

At Wedgwood, Robert was appointed to Personnel Manager and given a target to significantly increase the local labour force as quickly as possible, which he achieved in under three years. With his mining experience and clear aptitude for the job, Robert's role at Wedgwood quickly transformed with the additionally responsibility of looking after the Visitor Centre and the security of VIP's, which included celebrities and members of royalty. He even had the opportunity to meet the Queen and Royal Family, visiting Buckingham Palace and Mansion House.

With rapid acquisitions, Wedgwood soon had an increasing number of factories and a labour force of 11,000, so Robert was promoted to Senior Executive with responsibilities for all the factories. This included the management of 300 company houses on the main Estate at Barlaston, before he was transferred to the Earthenware Division of the Company to their Management Board.

What Happened Next?

Robert retired from his highly successful work life at 65, but remained exceptionally active, taking up golf, sailing, mountain walking and, gardening. But perhaps most interestingly Robert's greatest talent lies in writing novels. He loves to write and has had 16 novels published by Barnes & Noble and Lulu.com, the majority being fiction drawn from real past experiences. A thrilling read and a favourite of his own work is *The Second Girl in Grey*, a novel set at Lake Windermere in

the Lake District, which was a place Robert and his wife loved to visit and once had a flat. Some of his other titles include *Private Trimble*, *Neptune's Parlour*, *Storm Clouds over Malaya*, although all 16 are worth a read.

Not only does Robert have the skill of writing, but also of building model tall ships. The ships require a lot of patience, as one has taken Robert a little over a year to build! Robert used to love sailing with his wife and is an avid supporter of the Tall Ships Adventures; a sailing charity who provide a unique, physically and mentally challenging residential setting in which young people can explore their true potential. He has kindly loaned two of his tall boat creations to Hanford Court due to his fondness for the home.



Robert Richardson (second left) meeting HRH Prince Philip (second from right)

Robert originally came to Hanford Court on respite whilst his late wife was battling cancer. He was overwhelmed how the staff truly cared for their residents and took an interest in him, so much so that he didn't want to leave. As soon as he could, he joined Hanford Court as a permanent resident and is continually impressed with the attention to detail, care and kindness the staff give.

What Advice Does Robert Have?

“My attitude to life is give it all you've got, apply yourself and realise that people are paying you to do a job of work. If you're going to do it, do it well, make sure you make a contribution because it's not what they're wanting you to do, it's what you are doing. It's what you think you can do better than they're currently doing, so that you can use your own brain, develop it to help and guide people. That's all I've done all my life.”

“Don't wait to be sent to a home when you're ill, because then you have no choice.”



Shelley Parker-Wain | Head of Training & Development & Director of the Advanced Senior Carer Programme

Advanced Senior Carers



We are proud to announce that another cohort of Senior Carers has completed our City and Guilds Accredited Advanced Senior Carer Programme.

All the students worked very hard to ensure they were successful and were rewarded with their certificates and enamel uniform badges by Chief Operating Officer Sharon Winfield. The May awards presentation took place at a sunny, celebratory lunch at the Kettering Spa Hotel. Once again, the results were outstanding and everyone who took part in the programme should be very proud of their achievement.

We have had a high number of applicants for our new programme which commenced in June.

Good luck to all enrolled on this cohort!



Shelley Parker-Wain | Head of Training & Development & Director of the Advanced Senior Carer Programme

LEADERSHIP & MANAGEMENT

Leaders and managers in health and social care are not only responsible for providing high quality, personalised care and support, but for taking good care of their staff and managing resources effectively.

Avery Healthcare understands that high quality care and skilled, qualified and confident leaders go hand in hand, which is why we have invested in supporting managers at all levels with personal development to ensure they feel well equipped and supported in their roles.

Avery already recruits highly qualified and experienced leaders but also pro-actively encourages managers to gain additional management qualifications such as Team Leading at Level 2 and Management and Leadership at Levels 3, 4 & 5

Level 5 Management Studies

One of the most popular programmes is the Higher Level 5 - Apprenticeship in Management which uses the skills and knowledge gained through work to provide learners with a recognised qualification. It can be focused along one of two pathways; Care Management for Home Managers & Deputies, or General Management, both designed for middle and senior business managers.

The qualification is aimed at experienced managers who are responsible for the overall running and management of their teams and the course aims to improve people and resource management skills and support the development of managerial processes, with the opportunity of tailoring the content to suit the care sector.

Each candidate is assigned a suitably qualified skills tutor, who works alongside them to develop their knowledge and

enhance skills that already exist. The programme duration is flexible, generally taking between 12-18 months with all training and skills tutor visits completed within the work place.

Subjects covered include planning, leadership direction, planning and implementing change, risk management, promoting the use of technology, customer focus, managing quality, managing budgets and optional units related to care and general management, dependant on the management pathway chosen.

The Higher Level 5 Apprenticeship requires strong commitment and hard work and we presently have fifteen people studying towards this qualification, including Home Managers and Deputy Managers. In the last 12 months we have been delighted to see some of our functional leads also complete the course including Simon Lawrence, Group Culinary Manager, Davesh Kumar, Head of Hotel Services and Lindsey Scott-Walker, Group Customer Engagement Manager.

"I was thrilled to be offered the opportunity of gaining a management qualification and the course did prove challenging, as it requires commitment and real focus. It was very enjoyable all thanks to my tutor as the vast amount of knowledge he shared made each session interesting and very relevant. I would strongly recommend this course, it has really helped give me a deeper understanding of all aspects required within my role."

Simon Lawrence, Group Culinary Manager

Lois Aspinall | Marketing Manager

Avery Healthcare Directors



Keith Crockett

Keith Crockett is the Strategy and Development Director for Avery, joining the company in 2016. He is responsible for company growth and is focused on potential acquisitions, new build opportunities and dealing with new potential investors in the company.

Keith has over 18 years of experience working in corporate finance and the healthcare sector. Prior to joining Avery in 2016, Keith worked for Welltower Inc., the US based healthcare REIT, as VP Investments – UK, where he was responsible for managing the performance of the company's portfolio in the United Kingdom and identifying new growth opportunities through acquisitions and partnerships. In this role, he worked closely with Avery in expanding Welltower's portfolio of Avery operated homes from 13 to 48 and was a representative on Avery's Board.

Prior to Welltower Keith was a partner and Investment Director for Lydian Capital, a healthcare focused, private equity fund. He holds an MBA from Columbia Business School and an MSc. from the London School of Economics.

Keith lives in London with his wife and daughter and is a keen supporter of Arsenal Football Club.



Michael Sheehan

Mick Sheehan is the Director of IT and has over 18 years in the IT sector, 15 of which have been within the Healthcare industry. Mick has been working with Avery Healthcare since 2007 and joined as Director of IT in 2015, to support the groups' expansion and further develop the core infrastructure in each home.

Being responsible for the design, security and implementation of all things IT within the company, Mick created the Avery Intranet System in 2010, a service that he continues to develop today. Along with managing the internal IT team, Mick is also responsible for the day to day upkeep of the internet, shared files, emails, anti-virus, and driving innovation.

Mick has a young daughter who he enjoys spending time with, and when he is not hard at work, enjoys skiing holidays and taking long rides out on his motorbike.





Home of the Quarter

Aire View gain 5* quality rating

Aire View Care Home in Kirkstall, Leeds is celebrating after it's outstanding achievement of a 5* rating with the RDB for the fourth consecutive year. The RDB "star rating" is a quality assurance assessment, designed to evaluate the best value home for caring standards.

Paula Pearson, Home Manager was thrilled: "I am absolutely delighted that we have again been awarded the highest 5* rating for our home. The Aire View team always enjoys the inspection and to achieve this for the fourth consecutive time is a credit to them all".

What is RDB Rating?

The RDB rating was established in 1997 to develop an independent assessment system specifically for the Care Sector. It is recognised by UKAS (The United Kingdom Accreditation Service) and identifies, rewards and promotes quality providers. With the focus firmly placed on the resident throughout the assessment, RDB enables care home providers to demonstrate how they provide safe, effective, responsive, compassionate, high-quality care. Ultimately, this offers an improved 'quality of life' for all those living in a care environment.

Within a rigorous inspection, the home is measured against more than 200 RDB care standards, collecting 10 to 16 items of evidence for each. The assessor also speaks with staff, residents and families to gain their feedback alongside the wealth of information gathered from the home.

How are standards measured?

The care standards are drawn from best practice across the Care Sector and are balanced against what is realistic and achievable, reflecting what good care providers do naturally:

- **Individual care -**

Residents' living needs, the choices residents have in the provision of care, the attitudes and behaviours of care staff and the home's mealtime experience.

- **Additional needs care -** Assesses the home's specialist care provision, nursing provision, ability to care for those with mental health problems or learning difficulties.

- **Lifestyle care -** Focuses on the facilities and services that impact on the quality of life of the home's residents such as a pleasant living environment and its social programme.

- **Residential care -** The home's ability to deliver best practice through efficient management and administration, recruitment, knowledge of its personnel, working practices, adherence to health & safety and responsiveness to change.

- **Commitment to continuous care improvement -** The home's on-going commitment to improving standards, how the management of the business defines direction and how they actively manage the business and culture to ensure that service needs are met.

What benefit does the RDB rating offer?

Home Manager Paula Pearson explained that to have the 5-star rating, the highest grade possible, is evidence that the Aire View team and its processes and procedures are extremely good. Paula commented: "Each staff member brings something different to the Aire View team; from care to housekeeping, no matter what the challenge, they always work together towards our shared vision and we are all very proud of our achievement".



Left to right: Melanie Wanless (Receptionist), Paula Pearson (Home Manager), Lisa Swaine (Senior Carer), Tracy McGinnity (Deputy Manager), Joyce Miller (Housekeeping)

OUR AMAZING PEOPLE

KNOWLE GATE CARE HOME TEAM



Knowle Gate Care Home near Solihull is a purpose built, 60 bed care home; operated by Avery Healthcare since May 2017 it has since seen a fantastic turnaround in its services and standards.

Regional Support Manager Kelly Walker and Regional Manager Mike Wilson visited Knowle Gate early in January of this year and it became very clear the home needed some Avery focus and significant staff investment. So Kelly was put in place as Regional Support Manager, with direct responsibility to support the home, to invest in the staff team and improve on the overall operational standards.

Kelly and Mike immediately made a plan of action, identifying the need for strong Heads of Departments to promote the message of quality through every team. Regular meetings were then set up and structured action plans devised, involving residents and relatives who were happy to share their feedback.

A new structure was put into place which had an immediate impact. Kelly commented: "Since my start in the home, the Heads of Departments have assisted me with every step towards our vision and are committed to making a difference for our residents and staff".

Feedback is vital to Knowle Gate and the team continues to thrive on communications with staff, family, friends and visitors to the service, hold regular meetings, such as the weekly Heads of Department meetings, residents and relative meetings, where people can contribute to the development of services in the home.

Unit Lead Sam Adams said: "Putting Avery systems in place and embedding change has made a huge difference to everyday working in Knowle Gate". And to prove the difference, in April, just months after the changes, a rigorous audit by Birmingham Cross City CCG, scored Knowle Gate a remarkable 90.9% in Quality Assurance, a creditable increase of 7% in such a short period of time.

Deputy Manager Jayne Macpherson feels the success of the outcome was "Pulling together as a team and supportive management made a strong impact with regards to staff morale and resident care. Staff feel proud of the home and go above and beyond their roles to ensure they make a difference to the residents' lives."

Kelly then summarised: "Having a focus lead inspection was instrumental in being able to evidence our improvement and I feel extremely proud of what the team has achieved: I now feel positive the Avery way is thriving at Knowle Gate."



Round Up...



Birchmere House Care Home **Good in All Categories**

Now operated by Avery Healthcare, Birchmere House in Knowle, Solihull, has made a stunning turnaround within 12 months, with a 'Good in all Categories' awarded by the CQC. Previously assessed as 'Requires Improvement' under the former operator, Home Manager Rachel Walker and her team have worked incredibly hard and hit a high consistent quality standard straightaway. The CQC noticed how warm and friendly the atmosphere was at Birchmere House, and were impressed by the level of dignity, care and respect the staff presented. Huge congratulations to the whole team, a brilliant result!



St Giles Care Home **Good**

In Birmingham St Giles has also made superb progress in regulator rating by being awarded a 'Good' from the CQC! Previously assessed as 'Requires Improvement', St Giles has been transformed in care delivery and services, as well as in its environment after their refurbishment. Home Manager Debbie Rowley and her staff are another home team to have worked incredibly hard to achieve a well-deserved 'Good rating'. The CQC noted that the staff were caring and treated residents with respect, as well as always going the extra mile. Well done to all the team!