

Avery Life



Welcome to the brand-new fortnightly newsletter from Avery Healthcare! You'll have been used to our quarterly magazine called Welcome Home, but in the current circumstances, we felt that a publication that reflected the previous three months might not be relevant, given how quickly normal life has changed for us all.

So here is a new regular publication that we'll be sending you every two weeks, that will still give an insight into everything that's going on inside Avery. There'll be stories about our residents, the staff, how we're adapting to the 'new normal', and initiatives that Avery will continue to develop.

As before we'd still like to hear from you, whether you are a resident at one of our homes, a member of staff, a family member or friend of either, or anyone else connected to Avery, such as through professional association. It's a newsletter for All.

Clapping For Caring!



At 2pm on Friday the 3rd of April, we all took the time to celebrate all our frontline care heroes with the 'Avery Applaud'. More people work in care roles in the UK than in the NHS, working equally as hard to keep our society's most vulnerable generation safe and well at this time of crisis.

We wanted to let our teams know that everyone is behind them, supporting them for the brave and demanding work that they do. And not just the carers and nurses, but to everyone on the frontline in care homes, including the culinary staff, maintenance, well-being and activities, admin and reception, and not forgetting the housekeepers, whose role is now even more vital as they support infection control.

All the staff are working with one aim, to keep their residents healthy and active.

With appropriate social-distancing, staff and residents at our 56 homes thanked their colleagues and care teams with a mass round of applause. Relatives and friends around the country joined in, to thank them for keeping their loved ones safe, posting videos of their applause and positive messages of thanks and support on our Facebook pages. A fabulous way to stay connected and thankful!



A Note From Our Ambassador

Hello all you lovely Avery staff! I just wanted to drop you a quick note to say what a vital role you are playing in society right now. Your care homes are dealing with the most vulnerable generation, and on your frontline, I know that you're all working so very hard, and your commitment to your residents is amazing. It's great to see the entertainment and activities you are putting on for the residents to keep them busy and happy. Stay safe, stay strong, stay together, and I hope it won't be too long before I can visit again!



I am sure everyone will join me, the other Directors and senior management of Avery and The Hawthorns in recognising and praising the phenomenal amount of hard work that all of you, our staff, whatever your role, are putting in to protect our residents in the most stressful and challenging situation in care in our time.

I know that you have all been going above and beyond the call of duty to make our services as safe as they can be, and to provide as normal and happy a life for our residents as you can. You have taken a totally responsible approach to hygiene standards and to isolating if you or any of your family that you live with display any symptoms. In common with the much-praised NHS, all of you are on the frontline, and supporting the most vulnerable age group, many of whom already have other conditions; so we know that the pressure that you too are under is immense, and it is to your credit that you are managing this so well everywhere.

Many relatives and friends of residents have shared kind and supportive comments on social media, and I can reassure those people that you, our fantastic staff, are doing all that you can, 24/7, to protect and care for their loved ones. It is brilliant that you continue to provide some fun to our residents during these unprecedented times, for all to see on our Facebook pages.

The Avery Applaud was emotional to watch but so well deserved. **Thank you, to each and everyone of you.**

Facebook!

Connecting our residents with their family and friends via social media is now more important than ever due to travel, visiting, and social distancing measures.

Facebook had always been a vital link for many relatives and friends who lived some distance away and could not visit very often, but now it is the essential channel for those to see that their loved ones are safe and well, and keeping active and happily engaged with the support of the staff. Whilst ensuring these important family links, it's also been great to see how relatives have praised our staff for ensuring that they can still see their loved ones and for the effort that they are putting into protecting them. Keep posting those images and messages!

Margaret Corbett Lovely photos. Thank you all in keeping Mary and other residents occupied and happy. You are all doing a brilliant job. Just saying thank you seems inadequate but thank you 🥰❤️

Nuala Fitzgerald Thank you all for doing a great job, you're appreciated and respected more than you'll ever know. It's great that you are in constant communication with us, not seeing our loved ones is hard but you make it a bit easier by keeping us informed. Stay safe and well everyone 🙏🙏🙏

Norma Welsh It's nice to see everyone enjoying themselves. You have got such wonderful staff looking after you all they are always trying to come up with new ideas for different activities to keep you occupied & happy. I want to thank all of the staff like I have said before they really do give 110%. 🙏🙏🙏🙏

Lisa Cockrill Lovely pics of our families enjoying the sunshine 🌞 Thankyou for posting and for all your hard work keeping our loved ones happy. Stay Safe, you're all fabulous 🌟

Well-being Is Everyone's Concern

Jo Crossland, Head of Dementia Care, and Zahid Khan, Head of Well-being & Activities

Well-being is essential to our residents, and Avery ensures that all staff both understand and are engaged in playing their part for every individual.

It's not only the care, the quality of dining and nutrition, or the daily activities or the environment. Each element adds up to truly person-centred care, with well-being an important and essential part of living a happy, fulfilling life.

Our Well-being Model provides a framework for all of our staff to work in a variety of ways to maximise our resident's quality of life, by focusing on the three main aspects of well-being; physical, psychological and social. The Measurement Tool within them ensures staff can chart resident progress against their own objectives.

Jo Crossland, Avery's Head of Dementia Care, and Zahid Khan, Head of Well-being & Activities, work closely together with their teams to ensure that both familiar pastimes and new opportunities and experiences are continually available for all residents, regardless of physical or cognitive ability. These programmes provide bespoke training for all staff with the knowledge and skills needed to support every resident in all aspects of living well.

Avery is currently focusing on using music in different ways to support residents' well-being.

Many homes have introduced 'Playlist for Life', so that staff can work with residents living with dementia and their families to develop individual music playlists; it's a proven way of supporting those residents by reducing anxiety and distress in a way that does not rely on medication.



Our Carers Sparkle For Charity



The Care Workers' Charity (CWC) has launched its Covid-19 Emergency Fund to support care workers on the frontline during the current crisis with the Sparkle for Social Care appeal. Their target is to raise £1million, which will provide emergency funding for currently employed care and

support workers who must take time off work due to Covid-19 for either illness or self-isolation.

On Sparkle Day, Monday 13th April, Avery staff supported the campaign by singing and dancing in sparkly tops, making artwork with lots of glitter, and donating money to this worthy cause. Staff at Hempstalls Hall created a CWC chant and posted it to their Facebook page, asking their followers to 'dig deep in your pocket and pull out a pound'. Their video also followed the best social distancing practice, with the staff standing well apart in the gardens.



Birchmere House, South Lodge, Cliftonville and Spencer House care homes all posted montages of their staff dancing to a variety of upbeat songs, such as 'Happy' by Pharrell Williams, and 'We're All In This Together' from the hit Disney film, High School Musical. Residents at Rowan Court created sparkly bunting and posters to decorate their

windows to show appreciation for the frontline workers.

Grove Park's residents were missing their visiting entertainers, so instead their care staff stood on their outside balconies and sung karaoke songs to the residents.

You can donate to the Sparkle for Social Care appeal here: <https://bit.ly/2XBQFUE>



Avery's 'Assured' Accreditation

Shelley Parker-Wain



The recruitment of nurses is a major healthcare challenge, so Avery's leading Advanced Senior Carer (ASC) programme

and qualification upskills experienced and senior carers to undertake routine lower level nurse responsibilities, under supervision, enabling nurses to support residents with higher needs. It's a model example to the sector in adjusting the skills mix while ensuring positive outcomes and maintaining resident safety.

City & Guilds (C&G) accredited since 2017, Avery's intensive ASC course delivers classroom, on-line and on-the-job learning. C&G, in conjunction with the Institute for Leadership & Management (ILM) has now raised the bar in accreditation to a new level of 'Assured', and Avery immediately responded with an improved course that gained this accreditation straightaway.

Assured status from C&G and ILM provides external recognition for quality bespoke in-house training programmes. The report stated, "Avery is fully committed to the programme, and there's much evidence that it is a benefit to all, including residents and staff."

Well done to the Avery Training and Development team to deliver this outstanding result!

Eggstraordinary!



Well, where *shell* we start? *Chick* this out! We're all happy *bunnies* as we're *choc* full of Easter Eggs, kindly donated by local supermarkets, our own major suppliers such as Bidfoods, plus a whole host of other suppliers and those connected with our homes. *Eggstremely* generous and very yum!

At Spencer House and Cliftonville, two larger than life Easter Bunnies arrived to deliver the eggs to residents and hard-working staff. There were joyous cheers at the bunny's tail and whiskers, and it certainly created laughter as soon as the lift doors opened, and a bunny appeared. There was even time for a run around the garden and a cartwheel!



Housekeeping



Avery's top-quality care and assisted living facilities need to be inviting and fresh, immaculate and well presented at all times. Now that requirement has been taken to a new level, with the hygiene requirements driven by the pandemic, and our housekeeping teams have now become even more focused on infection control, to help ensure that our services are as clean and safe as possible.

Housekeeping is more than a reactive cleaning role. The Avery and Hawthorns Group employs over 200 housekeepers, who work proactively with the care teams to reduce risk in infections and outbreaks. They are now, more than ever, regularly cleaning down every touchpoint, daily, at all the services to the minimise the risk of transfer.

Experienced Regional Support Housekeepers also assist and train staff at other services. Donna Sylvester, Head Housekeeper at Cliftonville reveals, "No two days are the same, with deep cleans, bedroom preparation for new residents, descaling, carpet cleaning, replenishing stocks, unpacking linen deliveries." Regional Support Housekeeper Jason Mottram, Head Housekeeper at Hanford Court, won the coveted title of Housekeeper of the Year 2018 at the National Care Awards. "Winning the award confirmed to me that housekeepers are far more than cleaners, and a holistic approach to housekeeping provides great rewards to both ourselves and the residents."

Good housekeeping promotes cleanliness and safety standards, all with a happy smiley face!



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Word Search

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| APRIL | PLANTS |
| BLOOM | PUDDLE |
| BUD | RAIN |
| CLIMATE | REGROWTH |
| EASTER | RENEWAL |
| EQUINOX | SEASONS |
| GARDEN | SHOWER |
| GREEN | SPRINGTIME |
| JUNE | SPROUT |
| LAMBS | SUNSHINE |
| MAY | WARM |