

Avery Life



Welcome to the second edition of our Avery Healthcare newsletter, and what a positive reaction we have had! Replacing the very popular quarterly Welcome Home magazine was never going to be easy. Still, our new format and more frequent fortnightly publication means that we have a fresh opportunity to share with you more quickly all the important and fun things that are going on inside Avery and our homes.

The responses to Avery Life have been great to receive, and there's more on this inside; we hope to continue to inform and entertain as well as respond to any ideas that you may have for an article, so contact details are on the rear cover. While the pandemic continues to dominate all of the news, our thoughts, and our actions, we hope to bring a ray of sunshine to your day, with some uplifting stories about our residents and staff, in their Avery life.

Happy Birthday Ma'am!



Our ton-up residents always receive 100th birthday cards from The Queen to celebrate their centenary milestones every year, but never wanting to miss a

celebration opportunity, many homes, in turn, chose to commemorate Her Majesty the Queen's 94th birthday in spectacular style last week!

On 21st April, our patriotic residents, supported by the staff, decorated tables, dining rooms, gardens, and tea trolleys with Union flags in preparation for a birthday tea fit for The Queen herself. Talented chefs created regal afternoon teas with scrumptious scones, jam and clotted cream, all served on the best china, and the Well-being teams prepared royal-themed games and activities for all to enjoy.

Hanford Court in Stoke-on-Trent prepared a birthday card and took their celebrations outside in the glorious sunshine before joining together for a rapturous rendition of "Happy Birthday". Silvermere in Surrey made masks of the royal family,

and staff and residents donned hats, crowns and wigs and waved Union flags during their garden tea party.

The Queen's birthday celebrations were also combined

with National Tea Day at some

homes, the official day in the UK to celebrate our love of tea. Bracknell's Astbury Manor residents explored the wonderful world of tea and infusions with some new flavours of cherry bakewell, blackcurrant and blueberry, and salted caramel. They concluded their favourite though was... a nice cup of regular tea! After tasting the new tea flavours, everyone joined together to sing the national anthem.

A royal themed quiz was on the agenda at Acacia Lodge in Manchester, and at South Lodge, in Leicester, a gem-encrusted selfie frame did the rounds with a bespoke decorated afternoon tea trolley, with residents and staff all keen to have their photograph taken to mark The Queen's special day.

It was a double celebration for the residents and staff of Milton Court in Milton Keynes, who were honouring the birthday of their own Elizabeth, as housekeeper Liz shares her special day with Her Majesty! Residents on all floors enjoyed cream teas, and a royal quiz was held in the gardens with a life-sized cut out of Queen Elizabeth to join in the fun!





Sharon Winfield | Chief Operating Officer

As we continue to work through this Pandemic together, I wanted to personally thank all staff for your continued commitment to your residents and colleagues. Each and every one are true heroes, who have selflessly embraced this situation with strength and courage. You should be proud of your commitment.

The residents have come to rely on you as their close family in these terrible times, and I am truly uplifted by the wonderful compliments we have received from their loved ones who are unable to visit them. I am also really inspired by the continuous fun and positivity with the residents from your Facebook pages, which is a great comfort to their families.

We have seen an increase in the passing of residents which is extremely sad, and I know that this will have been very difficult for you to deal with. Please do reach out to our staff emotional support helpline if you wish to speak to somebody outside of the workplace. At the same time, we are also seeing a large number of residents recovering from positive testing and virus symptoms – all down to the great care they receive from you.

Sadly, the care home sector continues to receive negative media coverage which is simply unacceptable; the lifesaving frontline work you are all delivering should have the recognition it deserves. There has also been discussion around the supply of PPE which has caused public concern. As part of our pre-planning for the Pandemic, we secured PPE stock in large quantities and have been fortunate enough to continue to source the essential items to protect you and the residents.

I am pleased to say that access to testing is now available and would ask that all staff take the opportunity to have the test. Residents are also being tested in larger numbers, and this is an important move in protecting you all from coronavirus. In the meantime, I know that all of our staff remain extremely vigilant in delivering our protocols to keep themselves and residents safe.

Ambassador Chat

Avery Healthcare recently caught up with its Ambassador, stage and TV actress Sherrie Hewson, to ask her about her two years in her role at our care home group. Previous family experiences of other care homes were not good, but she immediately warmed to Avery and the quality of care as well as the qualities of staff.



AH. What initially drew you to Avery?

SH. When I first visited an Avery home, I was amazed by the love and commitment of the staff and the happiness of the residents. The fun that the residents have keeps them young, and they all want to dance, sing, chat, remember the good times, and laugh a lot. Avery staff are super at supporting that, they never stop.

AH. What do you think our residents value the most?

SH. I believe they value the dedication of the staff and appreciate how lucky they are to have staff they can call friends. Any fear inside that residents have is dispelled by the love and consideration I have witnessed in every home. Second to that, they all love the food in Avery!

AH. What do you think of our approach to Well-being?

SH. I respect the way Avery staff handle the Well-being of all residents, sometimes in difficult situations, but their confidence instils trust and calm. Every resident is different, with specific needs, and staff treat each person as special and important. I'm also impressed by the chefs at Avery; to deliver the amount of food they do every single day and at such high standards from spotlessly clean kitchens is incredible!

AH. What message do you have at this time for staff?

SH. I thank them all for being so lovely and for all the fun we have, and their fantastic effort in these difficult times; that's why I'm very proud to be Avery's ambassador. I'm thinking of you all and sending you my love until I can see you all again!

More of this interview with Sherrie can be found on the news pages of our website.

“Read All About It!”



As well as this new fortnightly newsletter, we are making every effort to provide you with the latest news on all things Avery whilst it is not possible to visit any of our homes. Up to date statements about the pandemic situation and company news about Avery's initiatives and developments can be found via our website,

www.averyhealthcare.co.uk and posts on individual home Facebook pages. There's always lots going on to share with you, and in the next month, we'll be making some changes to how the website is hosted, making it even quicker to use!



Road To Recovery

All care homes are on the front line in the current pandemic, with most residents in the vulnerable older age group and with underlying conditions. As part of the national effort, Avery plays a vital role in supporting the NHS by helping patients to recuperate in non-acute settings, helping hospitals to have enough beds to treat the acutely sick.

Avery has robust protocols, policies and procedures to support those residents that display any symptoms associated with COVID-19, and we can already share with you celebrations of success where residents have recovered. Two such examples at Avery homes recently had residents without symptoms admitted to local hospitals for treatment on underlying conditions, and both came back testing positive. In one, the hospital only advised the result the day after the resident was returned.



Derek, Milton Court

Fortunately for Derek at Milton Court in Milton Keynes, and the other residents and staff, the home deployed the standard protocol of 14 days' isolation for either new or returning residents, so he was isolated and barrier-nursed. Derek's daughters, Debbie

and Tracey were relieved that he'd been nursed well and out of danger, "We were very worried, but would like to thank the staff at Milton Court for the wonderful care they provided; the dedication of the staff is second to none, and it was great to be able to speak to Dad again and hear him in good spirits."

At St Giles Care Home in Birmingham, Jean returned from hospital having treatment on existing conditions, contracting COVID-19 whilst there. She was immediately isolated and barrier-nursed by a dedicated group of carers who had received additional training. Their focus and quality of care helped Jean back to her previous self, and her daughter Tracey was full of praise for the staff at St Giles, "Mum was dealt with very efficiently and compassionately during her infection, and we were kept informed throughout."

Sharon Winfield, Chief Operating Officer for Avery, commented, "We have very strict protocols in place to ensure that we protect as best as possible all in our care, including our staff. It's great to see that we are successfully nursing residents through this with the correct approach and hard work and dedication of all of our staff."



Jean, St Giles

Playlist for Life



Heather Perkins

Avery first piloted Playlist for Life (PFL) in 2018, and we never imagined how powerful and life-changing it could be for those residents living with dementia, and how seamlessly it would integrate into our

sector-leading ReConnect® Programme for dementia care. Our teams straightaway enthusiastically embraced this very individual way of caring.

Sharon Winfield, Avery's Chief Operating Officer, said, "Heather Perkins, our Dementia Support Advisor has achieved amazing outcomes following her training of the first five Avery homes with this initiative." Joanne Elliot, Operations Manager North, said, "The joy on the resident's faces and the pleasure, comfort and memories made for relatives is truly priceless."

Paula Bain, Business Manager at Playlist for Life, commended Avery's approach. "We'd like to congratulate the Avery team for this incredible achievement, and thank them for their hard work and dedication in embedding playlists into their day-to-day care for people living with dementia, who can benefit from their own personalised playlist. They have fully embraced what we set out to achieve, and the impact of their commitment has been evident in the results on both residents and staff. Very well done!"



Within hours of launching Avery Life, we were pleased to be receiving fabulous feedback from relatives and our local communities about how interesting our newsletter is!

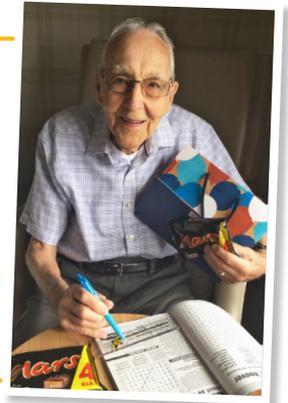
- Kim Farmer** Brilliant idea, look forward to the next one 🙌
Like · Reply · 1w
- Dianne Bevan** Sounds a good idea your all so caring take care stay well 😊❤️
Like · Reply · 1w
- Gwynneth Nichols** Thank you for an excellent newsletter telling so much of all you do. You are such a very good and dedicated team making Horsefair such a wonderful and caring home in the true meaning of home. Thank to all of you and keep safe.xx
Like · Reply · 1w

Rowan Court Care Home even uploaded pictures onto their Facebook page of their residents enjoying the new publication!



Spot The Mistake!

Eagle-eyed resident Steve at Avon Valley Care Home in Bristol contacted us straightaway after receiving Issue 1 to say that he'd spotted a spelling mistake in the word quiz – and he was right of course! As a thank you, he was presented with some of his favourite chocolate by a member of the marketing team who delivered them but stayed outside of the building. If you see a mistake in this or any subsequent issue, then ask your carer to contact us at marketing@averyhealthcare.co.uk



SPRING ANAGRAMS – Can you work out the 6 Spring themed anagrams below?

OMBLOSS

ERWSHOS

GISPRN NACLE

ELDOTAP

ODIDAFFL

INSSHEUN

BLOSSOM, SPRING CLEAN, DAFFODIL, SHOWERS, TADPOLE, SUNSHINE

A	W	B	C	H	I	R	P	I	N	G	U	I	P	O	W	F	F
R	C	E	U	I	S	D	F	G	U	O	E	W	N	U	D	G	L
A	M	G	A	A	B	L	O	O	M	I	N	G	M	T	Y	H	O
I	S	A	P	T	C	V	M	N	B	F	D	U	Z	D	P	T	W
N	M	H	J	K	H	L	K	B	R	I	O	T	Y	O	G	S	E
B	D	M	M	B	A	E	O	P	E	R	P	W	Q	O	N	B	R
O	F	G	H	J	T	K	R	I	L	Q	K	X	Z	R	I	U	S
W	J	B	K	A	C	S	T	Y	L	P	S	C	R	T	M	D	L
V	B	K	U	L	H	R	E	W	A	O	H	X	B	N	R	M	P
A	N	E	S	T	Z	R	A	I	N	C	O	A	T	P	A	N	O
L	P	O	E	D	T	P	T	Y	R	B	W	X	O	F	W	D	R
A	I	L	K	B	R	E	E	Z	Y	L	E	B	I	O	H	G	D
Z	R	D	D	F	K	L	R	O	D	K	R	N	M	S	J	H	W
X	O	P	O	Q	W	Y	U	F	F	O	S	H	J	U	I	P	O
C	W	E	R	F	D	F	D	U	L	P	P	K	L	C	L	O	N
V	X	C	L	K	F	O	P	I	L	Y	D	F	W	O	G	J	S
C	H	I	C	K	M	A	G	H	K	H	J	T	G	R	O	W	N
D	F	Y	I	W	I	N	D	Y	G	L	K	P	O	C	T	R	E

Word Search

BLOOMING	KID
BUD	NEST
BUTTERFLY	OUTDOOR
BREEZY	RAINCOAT
CHICK	RAINBOW
CHIRPING	SNOWDROP
CROCUS	SHOWERS
DAFFODIL	UMBRELLA
FLOWERS	WARMING
GROW	WEATHER
HATCH	WINDY

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