

# Avery Life



Welcome to Issue 4 of Avery Life, keeping you updated every fortnight with how quickly things are changing in the world that we now live in. We know that this new format newsletter is looked forward to by residents, and to add to the fun we are introducing a 'Spot The Mistake' feature.

Eagle-eyed resident at Avon Valley Care Home, Steve, spotted an error in the word search in Issue 1, earning him some of his favourite chocolates as a prize. So from this issue, there will be a deliberate error in the content somewhere, ready for a resident to spot – so make sure you get a staff member to e-mail us as soon as you can at [marketing@averyhealthcare.co.uk](mailto:marketing@averyhealthcare.co.uk). The first e-mail received is the winner, and once you've won, you can't win again (just to give everyone a chance!), and the editorial team's decision is of course final. Happy hunting!

## QUARANTINE CELEBRATIONS

One of the hardest parts of life in lockdown is not being able to be with family and friends to mark special moments in our lives. With many of us having plans put on hold, or cancelled indefinitely, our homes though have still been celebrating special milestones, from

**Mother's Day to birthday parties, anniversaries, and everything in-between with our residents. Being isolated doesn't stop us from celebrating!**

### Almost Mr & Mrs

20th May marked what would have been the happiest of wedding days for two of Highcliffe's senior carers, Lauren and Nathan, but sadly the Avery love birds have had to postpone their wedding plans. Never wanting to miss an opportunity, it didn't stop the rest of the team at the home from preparing an 'Almost Married' ceremony, complete with veil for the bride and a beautifully decorated selfie frame to take wedding photographs for the couple and residents in the home's garden.



### Let's Eat Cake

There's always an excuse to eat cake, but never more so than to celebrate the amazing milestones of our resident's birthdays, and our chefs like nothing more than to surprise them with their latest creations. Crispin Court's Freda, at 101, was delighted with her lavish three-tier cake, beautifully decorated with rosettes, and of course, accompanied by a glass of bubbly in the dining room with her resident friends.



### Raising a Glass

Lockdown didn't deter Dukes Court from celebrating Doreen's 104th birthday, with son Clive paying a surprise visit outside to raise a glass

to his Mum through the window of the home, whilst other relatives shared their best wishes via video calls. Cards, gifts and flowers were presented to Doreen, who spent her day singing her heart out in the lounge with a glass of red wine.

## The Domino's Effect

Just when frontline teams *kneaded* a pick me up, Domino's Pizza Group thoughtfully decided to *dough-nate* £4m worth of pizzas to key workers around the country as an appreciation.

Domino's drivers up and down the country have even made surprise visits to a number of our Avery homes to deliver pizzas, *topping* it off by saying it was the yeast they could do as we continue to care for society's most vulnerable. Astbury Manor, Darwin Court, Scholars Mews, and South Lodge teams were crust a few to get a slice of the action.

Thank you, Domino's, you're a real *pizza* brilliance!





## Sharon Winfield | Chief Operating Officer

**None of us anticipated the length of time we would be unable to see our family and friends. Still, I am confident that as the Prime Minister relaxes the rules, we can facilitate garden visits at our homes, with the correct protocols employed to keep everyone safe. We've already started the planning for this so that we can bring people together the moment it is allowed; visiting will be by appointment only, with allocated and set visiting times, a limit on visitors per resident, plus infection control measures and well-being checks.**

In addition to our stocks of PPE, I am pleased that testing kits from the Government are now reaching our homes. The results for both residents and staff so far have been very pleasing, with most homes having no COVID-19 cases, and some only a very small percentage. Despite the challenges, our all-important staff training has been maintained, with innovative packages to support existing and new staff during this lockdown period through virtual classrooms, supporting the in-house trainers at each home, who continue to provide hands-on training to all staff.

I want to thank you all for your patience and understanding as we work through these difficult times together, and assure you that we will implement any new guidance as it is released by the Government, Public Health England and the World Health Organisation. Best wishes, and stay safe.

## Watch the Birdie!



**The coronavirus lockdown has changed the rhythm of daily life for us all, and nature is making the most of the quieter times with some new residents checking themselves into our homes.**

The top floor balcony at Avon Valley was recently turned into a maternity unit for a loved-up couple of wood pigeons, with Mrs Wood Pigeon taking it upon herself ignore a cosy box offered by staff in which to lay her eggs, choosing instead to lay them on the cushions of the garden furniture! After a couple of weeks of peace and quiet for the soon to be parents, staff and residents were excited to see a chick hatching!

Milton Court was all of a flutter when they noticed six tiny speckled blue tit eggs in a nesting box in their gardens. After patiently waiting for two weeks, the excitement of spring watch in the home was rewarded with the baby blue tits emerging from their shells. They even took spring watch to a new level by installing a tiny camera in the box for residents to watch the chicks develop from a safe social distance. A mother's work is never done, and residents have enjoyed watching Mummy blue tit working hard to keep her babies warm and well-fed.



It's been less checking in and more clocking on for a shift at Bourn View, with a raft of ducks appearing one sunny morning and heading towards reception, having made daily visits to the home's stream in the front gardens. Amid these challenging times for humanity, it's been a pleasure to watch nature enjoy the most of the clear skies and quite outdoors.



## Keeping Connected

**We all need to socially distance and protect the vulnerable, but understandably our residents are missing their families. We've been utilising FaceTime and Skype to keep them in touch with loved ones since lockdown began, with some families waving to their relatives and shouting greetings through the windows or from the car parks.**

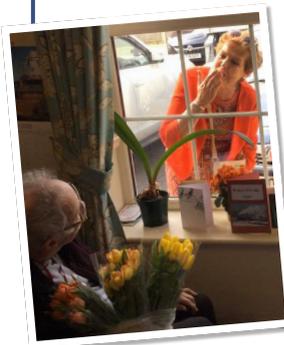


Joyce, from Amarna House in Leeds, got to see her new great-granddaughter Robyn through her bedroom window, whilst Bill from Knowle Gate in Solihull was able to wave to his daughter below in the car park from his balcony.

At Acacia Mews in Hatfield,



Alan received a beautiful bouquet from his family for his birthday, "It was a lovely surprise to see my daughter, Mary, especially on my birthday. I miss seeing my family, but I understand it's for our benefit. Fingers crossed it won't be too long before we can have visitors again!"



# A Good Head for Fundraising



**Avery's Northern Regional Manager, Maria Booth, made a clean break from her usual hairstyle by having her head completely shaved on the 23rd of May. For mutual support, Maria undertook this hair-raising task with good friend Janet Burgin, both conscious that their natural highlights were not under control due to salons being closed in the lockdown.**



They decided to fundraise for good causes at the same time, choosing three charities to divide the fundraising across – The Care Workers' Charity (CWC), the Gardiner Hill Foundation, and NHS Charities Together. The CWC provides emergency financial aid to care workers,

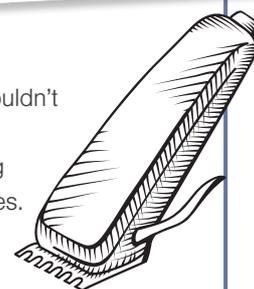
whilst the Gardiner Hill Foundation supports the lives of people with mental health problems. NHS Charities Together is a federation of over 250 charitable organisations that support staff, volunteers and NHS patients. An initial £1,000 target was quickly met, and after sharing their JustGiving page on social media, they increased their goal to £4,000 and have now exceeded that!

"After two months of lockdown, the badger stripes were taking over!" said Maria, "So we thought we'd just start again and go natural!" With hair salons still closed, Maria and Janet's partners stepped in to help with the skullduggery. It was Maria's idea to go for the completely shaved look, not just a 'number one'. "We're both so grateful that we've raised almost £5,000 in just one month!" she said. "Janet was



sceptical at first, but I think we look great, and even though we couldn't hug each other at the end, it was a fantastic experience to share!"

You can donate to Maria and Janet's causes on their JustGiving donation page, [www.justgiving.com/crowdfunding/hairlessforheroes](http://www.justgiving.com/crowdfunding/hairlessforheroes). Congratulations to both brave ladies. A real pair of fund-razors!



## Training Of Course

**All aspects of our care operation have been reviewed in the face of the pandemic, and staff training is no exception. As a consistent and robust focus within Avery, we recognised that to ensure safe and effective care, we had to adapt our training strategy, as face-to-face delivery had become difficult.**

New training methods were devised to ensure that our home-based trainers could deliver priority face-to-face training, incorporating new employee inductions and the upskilling of existing staff. We've also trained staff in the non-care roles to support care, plus carers to support senior carers.

With district nurses now not visiting our care homes, we have had to develop bespoke training for our senior carers to enhance their skills to support some of the nurse duties. Our regional training team are now utilising technology to deliver workshops via Microsoft Teams, to replace the face-to-face training element, with on-line course work and on-the-job training continuing as other elements of Avery's blended training approach.



Shelley Parker-Wain, Director of Learning & Development, is busy adapting training modules and staff competencies to fit onto software and training her team in the process to deliver in the new style. She commented, "Some of the training team have been turned in to 'actors' as they have created many videos to demonstrate some procedures using equipment used in the homes. It's a very difficult time for the frontline staff, but they have embraced the new way of training, and with the help of the training team continue to deliver a high standard of care to our residents."

Shelley concluded, "A big 'well done' to all the training staff at Avery for rising to this challenge and adapting to meet new business needs – Thank you!"

# Crispin's Reason To Be Jolly!

The Care Quality Commission (CQC) has recently inspected Crispin Court in Stafford, and rated the home as Outstanding!

One resident told CQC inspectors, "It's very good here, we get lots of help. I want to stay here as this place is ideal. The carers here are very good; they look after me."

Home Manager, Michelle Oliphant, was thrilled. "This fantastic result has been a team effort and one that I am extremely proud to lead. To be recognised as Outstanding is a fantastic reward for the hard work and commitment to excellent care shown by all our staff."



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## Looking Good! Word Search

- Perfume
- Moustache
- Beard
- Eyeshadow
- Stylist
- Brush
- Shampoo
- Goatee
- Blowdry
- Makeup
- Trim
- Razor
- Haircut
- Comb
- Spa

## Anagrams

**ABLEFUITU**

BEAUTIFUL

**GARNFRAT**

FRAGRANT

**SEGFHEIRRN**

REFRESHING

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