

AveryTalk



Welcome to the August issue of the Avery newsletter, our monthly update of all the latest from Avery and our leading care homes. You may have noticed we are now called Avery Talk, as Avery Life will be taking on a new look from this Autumn, as a new glossy magazine for the care sector!

Last issue's Spot The Deliberate Mistake was on the back page where the word 'pancake' was misspelt – speedily spotted by Lorna Monro (the daughter of Annemarie Pidgeon, resident at Newcross Care Home in Wolverhampton)!

We often make mention of the first-class training at Avery, and the career development opportunities that we have for our high performing staff. So, it's great to see that Sue Burton and Gemma Bertelsen have recently been promoted. Sue is now the company lead for Avery on Infection Control, and Gemma has been promoted to Manager at Horse Fair Care Home in Rugeley, as we bid a thank you and farewell to retiring manager Jennie Mannion. Congratulations All!

Hello Chaps!



Good friends are good for your health. Staying connected and keeping sociable not only puts you in good spirits but making new friendships has positive effects on your overall well-being. What better

than a regular meet up with the chaps? It's a weekly occurrence at Avon Valley, Hempstalls Hall, and Dukes Court care homes!

"Whatever the weather, apart from heavy rain, our gentlemen enjoy getting out into our lovely garden for a chat over a beer," explains Karen Snape, Well-being and Activities Co-Ordinator at Hempstalls Hall. "It's a kind of therapy; putting the world to rights, discussing football, politics and local topics in the headlines." The gents are in full agreement. "Not only do I benefit tremendously from the fresh air," said Eric Edwards, "Whilst I

enjoy female company, there's nothing more refreshing than a group of men having a man to man chat."

"It's togetherness," explained Colin Malpass. "We share our life experiences and learn more from each other. Mutual respect grows, as does a cordial spirit between us." Dennis Powner added, "It's like being back in the pub! Fellowship, jokes, points of views, and of course the beer goes down well!"

The feeling is mutual at Avon Valley as the gents enjoy getting together once a week to play games such as dominoes and table tennis. Dukes Court even goes a step further, recreating the pub itself. Before lockdown, the chaps enjoyed visiting local venues like The Aviator, a themed venue and museum at Sywell Airport. Thinking creatively, they now boast their own themed 'tipple trolley', and have a jukebox style request hour, singing along to old favourites!





Sharon Winfield | Chief Operating Officer

The Covid-19 pandemic has provided challenges and anxieties for everyone, particularly for residents and family members who were not able to be together. We were one of the first care home groups to implement safe garden visits to address this, but I am now excited to let you know that we are now able to offer managed internal visits to our homes!

Family members will be contacted by homes to arrange visits, to avoid phone lines being blocked and to support co-ordinated visiting times. Please do bear with them, as they will be striving to book in many appointments to meet everyone's needs. We have been working on several measures in preparation for this visiting to resume, following the latest Government guidelines, and we will continue to review these criteria in case this protocol may be subject to change.

Adhering to this guidance means that we are unable to offer completely open or flexible visiting just yet. Although we are all eager to return to normal, our focus remains on keeping residents, staff and visitors safe and protected. I want to thank all family members again for their continued patience and support, and appreciate the frustration and distress that this pandemic has caused you and your loved ones.

As always, we will continue to provide on-going love and support to our residents via the amazing teams we have across our homes. We also carry on with our stringent testing protocols, to maintain our current position of being virtually Covid-19 free.

National Days

at Alma Court



Annual National Awareness Days and Weeks mark the importance of health-related issues or charitable causes and encourage us to pause, reflect and show our support.

There are a whole host of National Days on the calendar worldwide that are a little different and a bit of fun. Alma Court celebrated some of these less well-known dates throughout July, many with a food theme to tickle the taste buds of residents and staff!

Residents particularly loved celebrating National Strawberry Sundae Day, indulging in some delicious fresh strawberries and National Refreshment Day with a fantastic display of treats to try.

The home celebrated National Picnic Week by inviting their favourite

cuddly friends to a Teddy Bears Picnic, and then inspired by National French Fry Day, the culinary team rustled up an array of dishes with a twist of flavours from around the world. On the more local National Black Country Day, the home enjoyed 'orange chips' – a delicacy believed to have stemmed from war years to break the monotony of wartime fare.



MANAGING IN THE PANDEMIC

During the pandemic, the care sector regulator, the Care Quality Commission (CQC), has not been able to visit homes to undertake their usual assessments but did ensure and monitor that all homes were responding to and managing correctly and effectively the Covid-19 challenge.

The CQC implemented a remote assessment called the Emergency Support Framework (ESF) to assess in the four domains of Safe Care and Treatment, Staffing Arrangements, Protection from Abuse, and Assurance Processes, Monitoring and Risk Management.

All Avery homes have been assessed on this ESF basis and fully satisfied the CQC's requirements. The robust and scalable quality assurance and risk management systems plus clinical governance already in place at Avery has more than met the challenges of the pandemic. Our homes are some of the safest places to be, with excellent infection control standards, hygiene regimes and sanitisation protocols. Combined, these more than meet the regulator's standards, and expectations of residents, staff, and families alike.

COVID-Hero Debbie!

Much has been made of the outstanding efforts of many in the NHS and care sector during the challenging time of coronavirus, with individuals and teams going above and beyond to keep others safe and well. It takes something extraordinary though to be recognised above many others, for a level of dedication, courage and contribution on the frontline. Debbie Rowley, Home Manager of St Giles Care Home, Birmingham is one such hero.

The annual West Midlands Care Association Excellence in Care Awards ceremony was held via a Zoom call on Friday 17th July, and Debbie was announced as the winner in the COVID Hero category!

Debbie was nominated by Emma Miles, Regional Manager for Avery Healthcare, in a detailed recommendation, with supporting comments from Julia Phillips, Joint Strategic Commissioner (Older People and Dementia) at Solihull Council.

Julia particularly praised Debbie for proactively working with local hospital commissioners to establish a unit that could safely meet the needs of COVID positive discharges from hospital. "St Giles is seen as a trusted provider and partner, delivering not only an intermediate care service for Solihull but also providing 18 nursing beds which are always well used. During COVID, Debbie has led St Giles staff to set up a unit that could safely meet the needs of COVID-positive discharges from hospital, working with the Council and the local CCG, and ensuring they had mitigated all risks of transmission from this unit to other parts of the home."

Debbie was delighted with the personal recognition but said that she could not have got through this without a good team around her. "I am overwhelmed and touched and would like to thank my team and senior management. I would not have been able to get through this Covid crisis without their support."



Pandemic Prezies!

When lockdown started back in March, we could never have imagined the levels of support and kind gestures that our local communities would extend to our homes. From food parcels and pamper packs to technology products, both our residents and staff are still overwhelmed at the kind gestures and donations to help them through.

Boots Pharmacy have donated staff pamper care packages to Milton Court in Milton Keynes and to Avon Valley in Bristol, to convey thanks for their ongoing hard work. Tina Bridge, daughter of resident Margaret Dale said, "You deserve a care package! You do a truly amazing job; we are all grateful for everything you do. Well done Boots, your care packages have gone to terrific staff!"

Spencer House in Northampton was gifted a HUGE array of craft items by resident Florence's daughter, Samantha. The home has put a bundle together for each floor for residents to create some artistic masterpieces.

The team at Newcross Care Home in Wolverhampton were surprised with a kind gesture from Attend. This national charity supports and expands the roles volunteers play in creating healthy communities. They donated two Amazon Kindle tablets and two Amazon Echo Shows for residents to read e-books, listen to audiobooks, play music or watch films. The possibilities are endless, and the residents can't wait to explore all the options!



3-Figure Birthday Festivities!

Avery is proud to take care of over 50 centenarians across our homes, and this month has seen three personalised birthday cards arriving from Queen Elizabeth II.

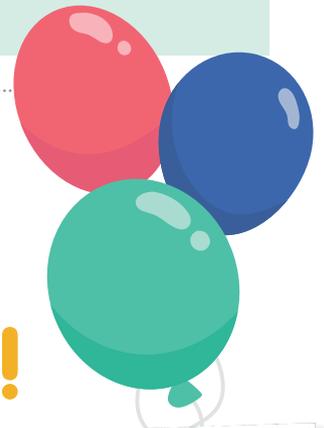
Poets Mews resident Edna, and Amarna House resident Sylvia, both greeted their 100th celebrations with huge smiles.

The Poets Mews team put together a 'smashing high tea' for Edna whilst a great crowd of grandchildren and great-grandchildren sang 'happy birthday' outside in the gardens. Sylvia enjoyed flowers, presents and a fabulous cake with granddaughter Melanie, who was very grateful to the care home team, "Thank you to everyone who helped make my Grannie's

birthday so special."

Derby Heights resident, Barbara denotes the secret to a long life to, "Working hard." Having lived independently until the age of 100, Barbara has just celebrated her 107th birthday and even made the papers with The Derby Telegraph featuring her celebratory news and stories from her life.

Many happy returns!



PASSING THE BATON!



57 years after the first games were held, July 24th was set to be the official opening ceremony for the 2020 Summer Olympics in Tokyo.

But for the first time in history, the games have been postponed, due to the coronavirus pandemic.

Some of our homes have chosen to take the challenge on themselves to mark the occasion. First to pick up the baton was Hempstalls Hall, who recreated the opening ceremony followed by an anagram game. For every ten words made from 'Olympics', residents gained an Olympic ring.

Bourn View followed by hosting an Olympics day featuring the egg and spoon race, wheelbarrow, three-legged and relay races, and the all-important bean bag throw.

Last and far from least, Rowan Court has truly been going for gold by creating their version of the Olympics - along with a healthy dose of competition between units in the home. Each day for the duration of the games, they are showcasing their sporting prowess through different challenges. From archery, discus and javelin for the residents, to hula hoop and skipping for the staff, the competition is hotting up! Who will be crowned champion of the 2020 Rowan Court Olympics?

Follow the home's Facebook page at facebook.com/RowanCourtCareHome to find out!



Sudoku - The aim is to fill the 6x6 grid below so that each column, each row, and each of the six 2x3 boxes contains the numbers from 1 to 6. Each number can only appear once in each column and row.

1					
6		5		4	
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		2			
		6		5	
4	5		1		2

5				1	
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1		5		6	

Anagrams

GEGANINRD
ALSNDAS
WERALONTME

GARDENING, SANDALS, WATERMELON

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