

# AveryTalk



## Hello everyone, and welcome to the June edition of Avery Talk.

It is wonderful that we can welcome our residents' families and friends back into our homes with fewer restrictions. To celebrate, we look forward to Care Home Open Week, which will take place between the 27th of June and the 3rd of July. During our open days, visitors will be able to get involved with the activities and entertainment taking place, as we offer them a tour of our facilities and a valuable insight into life within our homes.

Our Dementia Action Week campaign took place between the 16th and 22nd of May. Throughout the week, we ran a range of activities designed to increase awareness amongst those providing support for individuals with dementia and promote best practices for providing care. It was great seeing many of our residents participating in these activities

and seeing so many people sign up to listen to our hugely successful Dementia Awareness Webinars, led by our Head of Dementia Care, Jo Crossland.

Finally, I am sure you have all been eagerly awaiting the announcement of the winners of Avery's Great Platinum Jubilee Cake Decorating Competition. There have been some fantastic efforts; well done to all those who took part. Special congratulations to our winners, which you can read about on page 5. It has been great to see staff and residents join in, a real team effort.

## International Nurse Day



**Celebrated on the 12th of May, International Nurse Day is the anniversary of the birth of Florence Nightingale and recognises the incredible difference nursing staff make to individuals across the UK. Across our homes, we celebrated every one of our nurses, giving thanks for their care and dedication to our residents.** At Spencer House, nurses received gifts of chocolate and a Nurse's Survival Kit. Those at Elvy Court were treated to a delicious buffet lunch, and Bourn View held an Awards Ceremony, with residents also recognised for their hard work in their previous nursing roles. Afterwards, they enjoyed refreshments together and, of course, plenty of dancing! Over at Cliftonville, their nurses were delighted to receive gifts of chocolate, and those at Adelaide also received some beautiful flowers.



# We are #OneFamily

**In April, we launched our new Well-being Performance model, which is underpinned by our #OneFamily culture. Every staff member, led by the brilliant Well-being Co-ordinators, got behind the launch to make us all proud.**

The launch saw many fantastic celebrations throughout our homes, from dressing up and tea parties, to staff members competing against one another in silly games such as sumo wrestling! It was a joyous day celebrating the importance of our brilliant staff members who demonstrate all that Avery is and stands for.

Speaking of the project, Lisa Soper, Avery Healthcare's Deputy Chief Operating Officer, said, "Our staff are our most important asset, and we want to ensure that the culture we have worked hard to develop and maintain over the years continues as we grow. This culture is all about a sense of belonging. Our goal is to build a family culture to drive staff well-being."

We believe our values and how we conduct ourselves are something that differentiates us from other employers in the care sector. They underpin our daily work and how we interact with residents, relatives and each other. Together, we demonstrate our caring natures, support each other and are proud of what we do. We create smiles every day. We are proud of who we are. We are #OneFamily.

During the launch and since, it has been great seeing employees share these values and put them at the heart of every decision they make.



## Caring

- Put people first
- Show kindness, warmth, and compassion
- Recognise individuality and personal choice
- Make life meaningful



## Supportive

- Enable everyone to reach their full potential and achieve their aspirations
- Enhance well-being in a fun and supportive environment
- Treat everyone with consideration and respect



## Proud

- Work in new ways to improve outcomes for residents, families, and each other
- Leaders in quality
- Embrace diversity
- Celebrate our success

## Tea at the Palace

**Linda Simpson, Home Manager at Birchwood Grange Care Home in Harrow, was delighted to be invited to one of the summer's prestigious Royal Garden Parties at Buckingham Palace on the 18th of May.**

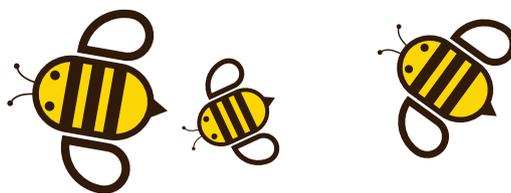
Linda was nominated to attend by Andrew Davis, Head of Adult Care Services in Brent, in recognition of her work through the pandemic. The sun was shining on the day of the party, with a brass band playing and guests dressed in their finest outfits, making for a colourful array of hats. The guests enjoyed an afternoon tea with a selection of sandwiches and cakes.

Also in attendance were the Duchess of Cambridge and the Countess of Wessex. Although Linda was not fortunate enough to be able to speak with either of the Royals, she stated: "The atmosphere on the day was amazing. It was an honour to be able to attend and something I will never forget."

Congratulations, Linda, for your nomination!



# World Bee Day



Marked on the 20th of May annually, World Bee Day seeks to spread awareness of the significance of bees, encouraging people to do more to help protect these special insects. Bees help to pollinate 75% of our crops globally, including apples, soft fruits, beans, tomatoes and strawberries. Residents at Abbey Court have been busy bees, painting colourful bee-inspired pebbles for their garden. Over at Dukes Court, residents tasted some organic honey made from natural honeycomb. Resident Jean shared how her father used to keep bees in their family orchard. Staff and residents at Horse Fair combined World Bee Day activities with their monthly staff well-being day, with residents making positive pocket card messages for staff as an act of kindness. The staff team also took part in several challenges throughout the day, and resident Doreen was delighted to complete the 'In for a Penny' challenge, which many staff members found too tricky!



## Laughter is the Best Medicine



Everybody knows that laughing feels good, but few realise how valuable this simple act can be in improving our everyday wellness and well-being. And that's what World Laughter Day is for! Celebrated this year on 1st of May, it is an opportunity for people to relieve some stress and laugh more.

Staff at St Giles marked the day by participating in the recent internet craze 'anything but bag day'. The challenge saw staff members bring their personal belongings to work in some hilarious ways. From baskets, plant pots and umbrellas to a pair of boots, which Bernie was nominated most creative for. Over at Hempstalls Hall and Adelaide, staff donned amusing and questionable fancy dress items and took some rather 'silly selfies'. Hinckley House residents enjoyed a laughter month, creating a collage of photos capturing their smiles.



# Helping Those in Need

We are all aware of the immense difficulties facing Ukraine, and our thoughts remain with them. Many of our homes have shown their support, using their creative skills to create displays and tokens to encourage donations towards relief efforts. Staff and residents at Birchmere House have been very busy, having put out an appeal asking for donations to send to Ukraine via a local charity. It has been hugely successful, with contributions from staff, residents, family members, friends of the home and members of the local community. Together, they received over 30 bags of clothes, 20 bags of shoes, blankets, torches, toiletries, and baby products – their minibus was full! Staff and residents are delighted with their appeal results, knowing that these donations will help those affected by the crisis.



## 'SCRAMBLED LEGS' TAKE ON CWC TREK!

Later this year, a team of Avery's daring chefs will take on this year's Care Workers' Charity trek. The challenge will see the 'Scrambled Legs' team take on a 25km footslog across the picturesque Peak District between Hope Valley and Ladybower Reservoir towards Thornhill, all whilst sporting their chef whites and holding numerous kitchen props along the way, including a cake!

Simon Lawrence, Head of Culinary and Hospitality

Gareth Cartledge, Regional Culinary and Hospitality Manager

Emilo Pascucci, Head Chef, Astbury Manor

Phil Jay, Regional Support Chef

Kylam Thompson, Head Chef, South Lodge

Alexander Dyer, Sous Chef, South Lodge



**Best of luck to the team! If you would like to show your support and sponsor the *eggstremely* brave half-dozen, please visit: [www.justgiving.com/fundraising/scrambled-legs-2022](http://www.justgiving.com/fundraising/scrambled-legs-2022)**

## All Aboard the Concorde >>>

The Concorde aeroplane was the first 'supersonic' passenger-carrying commercial plane that served the skies for more than 30 years between 1969 and 2003. Deemed a masterpiece of technology, the Concorde was one of the fastest commercial flights, with maximum speeds reaching up to 2,179 km (1,354 miles) per hour.

Droitwich Mews resident and Concorde enthusiast Anne often shares her stories about the aircraft with her fellow residents, regularly expressing, "A dream of mine would be to go and see a Concorde up close." The topic especially excites her as her brother was an engineer who built one of the planes in the 1960s. With Anne's birthday in May, a memorable trip to the Imperial War Museum in Duxford was the perfect surprise allowing her to board a Concorde and learn more about the fascinating aeroplane. As she stepped foot inside, she breathtakingly said, "I never thought I would be doing this after all these years!"



## Talking Radar Healthcare



The Residential and Home Care Show took place on the 18th of May; Avery's Julie Spencer, Care and Quality Director, and Emma Miles, Head of Assurance and Care, attended the show to speak with Chloe Weatherhead, Head of Customer Experience at Radar Healthcare. Their session focused on how we have been implementing our new Radar pilot scheme, which has helped us engage staff members across several of our homes ahead of the full roll-out across the group. Emma and Julie stated: "It was a brilliant day; we enjoyed speaking with Chloe and are looking forward to continuing the roll-out of the scheme, which has so far seen encouraging results." With a focus on quality and compliance, the new scheme will be a 'one-stop shop' to manage incidents, WI data, significant events, audits and action plans, and a central source of policies and alerts.

# Care Home Anniversary Celebrations



Glenmoor House celebrated its 25th anniversary in style on the 25th of May. Residents enjoyed glasses of fizz and live entertainment from performer Neil. The event was opened by the town crier, Cllr Anthony Dady, who presented Head Housekeeper, Maureen Sombach, with a long service award for her 25 years of service to Glenmoor House – a remarkable achievement! Maureen, now 60, started in October 1997 within six months of the home opening and said, "I love working here; it's brilliant. Every day there's something different. I've met beautiful people while working here, and I'd definitely recommend it to anyone". All of Maureen's children have worked in the care home at one point, and three continue to do so. Avon Valley celebrated its 3rd anniversary on the 20th of May with a party. Friends and family joined in the fun, and staff and residents thoroughly enjoyed the occasion.



## And the Winner Is...



**Residents and staff joined together to prepare entries for Avery's Great Platinum Jubilee Cake Competition in true British spirit. Zahid Khan, Head of Well-being and Activity, said: "It has been wonderful to see the level of engagement and the huge amount of fun everyone has had whilst participating in the competition."**

There were some fantastic entries, and it was by no means an easy decision for the Group Support Centre Panel to choose the overall winners. After much deliberation, Edenbridge Manor secured the first prize, with Spencer House a close second, followed by Clare Court in third place.

Judith, Carer at Edenbridge, head of the 'Cake Committee', held a meeting with residents to share and discuss design ideas. They all researched, learning that the Queen's favourite cake is chocolate, which is regularly included in her afternoon tea menu. The team's cake had several layers, including chocolate and Victoria sponge, and residents Audrey, Joan and Jean spent hours creating the decorations, with edible diamonds on the crown. The finishing touches were added, and they proudly presented their cake to their fellow residents and staff at the home.

Staff and residents at Edenbridge were delighted to hear that they won the competition, saying: "The creation was a team effort and so was the eating of it! We were so pleased to hear we have won, and we have had celebrations all around – this is a wonderful team achievement."

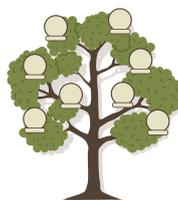
Over at Spencer House, residents discussed potential colours and flavours before deciding on a lemon flavoured sponge. Residents Rosemary and Eileen said: "Sometimes we enjoy cupcakes and sometimes a good slice of cake is tastier", which inspired their final design. Once they started, their keen bakers and decorators were not stopping, with guidance from Housekeeper Jacky, a fantastic baker in her spare time, who gave the residents a mini masterclass as they went along.

Residents at Clare Court enjoy spending time in the garden, and the theme for their Jubilee Cake was 'Garden Party'. Many of the beautiful flowers in the gardens at Clare Court have been planted by residents' family members, with the residents themselves keen gardeners too. They all helped place flowers onto the cake with three layers: blueberry cheesecake, vanilla sponge with strawberry jam, and chocolate. Their final showstopper looked fabulous, with cupcakes also decorated by the residents to go alongside.

The entries wowed Deputy Chief Operating Officer Lisa Soper: "The cakes are all amazing, and the backstories behind them are incredible; we were so moved by these. You are all winners in our eyes".



# Friendship Dates and Family Trees



Residents at Bourn View enjoyed an afternoon of 'friendship dates', with tables decorated and reserved for the occasion. There's nothing like having a good catch up with friends and spending quality time together. The pictures certainly capture the joy of an afternoon well spent.

Over at Rowan Court, brother and sister residents Margaret and Ken spent time chatting with staff members about their family tree. Looking back through photographs of their parents, grandparents, and great-grandparents dating back to the 1800s, both Margaret and Ken spoke passionately and emotionally about their family members.

Hinckley House residents had a lovely visit from their neighbours at Richmond Play School; the children made cards and brought along some gifts ready for the Queen's Jubilee celebrations. Residents enjoyed talking to the little visitors and listening to their singing. It can often be the little things that mean the most; spending time chatting with one another and creating special memories.



## Celebrate Good Times: Milestones at Avery



**Ella**  
Seagrave

103rd Birthday, 3rd May



**Brenda**  
Knowle Gate

100th Birthday, 13th May



**Jennie**  
Highcliffe

109th Birthday, 30th May



## PHOTO OF THE MONTH

Kenneth  
Acer Court

For any queries, comments or to submit articles, please contact [marketing@averyhealthcare.co.uk](mailto:marketing@averyhealthcare.co.uk)

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