

# AveryTalk



Hello, and welcome to the March edition of Avery Talk.

As Finance Director, I am pleased to introduce this issue and share a little about the work of our Finance Team, who work tirelessly in the background to ensure all financial processes are managed efficiently. This includes our management accountants, payroll, and transactional services such as supplier payments and resident invoicing. In addition, I oversee our procurement and IT functions to ensure we procure goods at the best prices and keep our IT infrastructure running effectively.

In this edition of Avery Talk, you can read about our celebrations for Valentine's Day and hear about heartfelt gestures from staff and residents during Random Acts of Kindness Day. I also have the privilege of announcing that Avery Healthcare has been named a finalist in the 2024 Care Home Awards and HealthInvestor Awards. Avery has also been awarded as a Top 20 Rated Care Home Group in the UK for the eighth consecutive year in the carehome.co.uk awards. Find out more about these outstanding achievements later in this edition.

**Richard Clements, Finance Director**

## *Random Acts of Kindness Day*

The residents of Newcross celebrated Random Acts of Kindness Day by performing heartfelt gestures such as painting kindness rocks with encouraging messages and spreading joy. Resident Barbara's dedication at Chorleywood Manor brightened the day as she helped the Well-being and Activities Co-ordinators hand out gifts to fellow residents and team members. Birchmere Mews shared flowers with the local community, and Mousehold View expressed kindness through art. Their generosity extended to the Valentine's Party at the Sprowston Senior Citizens Club, where they brought handmade cupcakes, which brought great joy to everyone.

Grove Park recognised the mental health benefits of altruism on National Kindness Day, emphasising the importance of spreading light and kindness in everyday life. They distributed daffodils, pens, and sweet cones, acknowledging the power of simple acts in brightening someone's day. Avery's unwavering commitment to kindness resonates throughout the community, showcasing the inherent warmth and compassion that defines us as a family.



# Reeling in the Success



We are thrilled to share that Avery Healthcare has been selected as a finalist in the Residential Elderly Care Provider of the Year (Large Group) category at the 2024 HealthInvestor Awards. These awards are judged by a panel of distinguished, independent judges and aim to highlight innovation and excellence in the health and social care industry.

In addition to this exciting news, we have also been nominated as finalists in the Care Home Awards 2024. This year, we are proud to be shortlisted in an impressive five categories: Best for Architecture or Interior Design, Best for Indoor or Outdoor Communal Spaces, Best New Care Home, Outstanding Care Provider in a Group, and Outstanding Larger Group Care Provider. The Care Home Awards serve as a yearly standard of excellence and creativity in care home management, recognising outstanding care homes throughout the UK.

Both award ceremonies are scheduled to take place this summer, when the winners will be announced. To wrap up the recent success, Avery has claimed the eighth consecutive Carehome.co.uk Top 20 Award, alongside Hampstead Court, Mousehold View, Spencer House and Squires Mews, who have been awarded Top 20 Care Home winners for their respective regions. Based on reviews received from residents, their families and friends, this award is a fantastic achievement, recognising our teams' hard work and dedication.



## The Year of the Dragon

Many of our homes joined in with Chinese New Year festivities on the 10th of February, welcoming the year of the dragon. This legendary creature represents power, nobility, honour, luck, and success. Our communities enjoyed the day with traditional dishes and participated in crafting Chinese lanterns to celebrate.

With great food came great entertainment. Delving straight into the oriental culture, Southbourne Beach and Wimbledon Common were both delighted to be joined by Shen Yun performers. Professionals from the Culture Department of the UK-China Economic and Cultural Promotion Association and the Group Leader at Portsmouth Chinese Dance Group graced the stage with their elegant dance moves. The performance was so impressive that it could easily have been a paid ticket event. In addition, Sensi Simon, a karate black belt sensation, wowed the residents of Elton House with his incredible martial arts skills. He even took the time to teach the staff members some valuable self-defence techniques.

## Nestling in the High Trees Suite

On the 17th of February, staff and residents at Chorleywood Manor celebrated the grand opening of their newly refurbished residential suite – High Trees. Loved ones and local community supporters joined the welcoming care home for the occasion, enjoying a delicious selection of complimentary canapés and refreshments, before taking a guided tour of the suite. Also in attendance on the day was HM Lord Lieutenant of Hertfordshire, Robert Voss, who performed the ribbon-cutting ceremony to declare the suite officially open.



Staff and residents recently welcomed local professionals for a well-attended breakfast in the newly refurbished suite. Speaking of the grand opening, Client Liaison Manager, Tracy Moore, stated, "This was a wonderful event. We are proud to offer a range of first-class residential, dementia and respite care services at Chorleywood Manor and are looking forward to welcoming new residents to our home."



## Love is in the Air

Residents across our homes spread love and appreciation on the 14th of February with their Valentine's Day celebrations. Many homes marked the day by enjoying romantic meals and exchanging cards, chocolates and flowers.

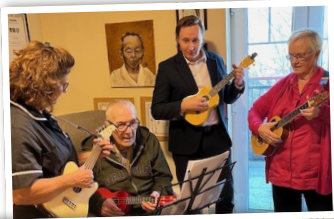
Abbey Court hosted a charming couple's cream tea, where residents indulged in cakes and finger sandwiches while spending quality time with their loved ones. Meanwhile, residents at Priory Court enjoyed an afternoon of entertainment from The Singing Gardner, who performed their favourite classic love songs. Staff and residents at Rowan Court celebrated with a disco and were delighted to welcome Matt from BBC Radio Stoke alongside local DJ Mike Stanier, who goes by the name 'Vinyl Richie'. Together, they danced the afternoon away to 60s Rock and Roll.

Resident Judith's date for the disco was her husband, Keith. Speaking of Rowan Court, Keith explained, "My wife Judith has resided at Rowan Court for just under two years, and I've found this to be a really good place to be. The people here are brilliant, and they care. It stands out a mile."

# A Cup of Friendship

Staff and residents at Birchmere House were delighted to be joined by Birchmere Mews and Knowle Gate for afternoon tea. The culinary team prepared a delicious spread of homemade sandwiches and cakes accompanied by a glass of bubbly, which everyone enjoyed while having a good chin wag and making new friends. The pictures certainly capture the joy of an afternoon well spent.

Speaking of the event, Senior Well-being Co-ordinator Support, Kerry Counihan, said, "We would like to say a huge thank you to Gaynor and Jan from Knowle Gate and Ella and Jo from Birchmere Mews for helping their lovely residents join us today. So much love in one room. It has been truly wonderful and one for the memory books. This is just the beginning of a fabulous friendship."



## Eastbourne's Very Own Uncle Albert

At Eastbourne Gardens, we take pride in highlighting the incredible story of resident Ray, who bears an uncanny resemblance to Uncle Albert from the popular British sitcom 'Only Fools and Horses.' Ray's life is a fascinating tapestry of adventure, from his early days as an actor and stunt double in movies such as 'The Mummy Returns' to his role as a martial arts instructor. Actor, David Jason, even sent Ray a signed photograph after seeing his resemblance to Uncle Albert, stating, "Ray, you could be him!". Ray's abilities are not limited to acting and martial arts alone; he has been dedicated to practising the ukulele and has even inspired staff members to join him, forming a band. On National Ukelele Day, Ray's musical talent left everyone stunned.

## Proud Sponsors of Clevedon Pier 2024

The Hawthorns Clevedon and Poets Mews have been long-time supporters of Clevedon Pier and are delighted to be the main sponsors once again for 2024. Over the years, residents have been among the most frequent visitors to the pier. They often welcome Phil Curme, Chairman of Clevedon Pier and Heritage Trust Ltd, to their friendly communities for fascinating historical talks about the pier. Phil said, "We are proud of our partnership with the Hawthorns and Poets Mews – a collaboration which is going from strength to strength. This main sponsorship helps us to preserve the UK's only Grade 1 listed pier for future generations, and we love welcoming residents as visitors, volunteers and supporters."



## LIFE'S BATTER WITH PANCAKES!

For our residents who have a sweet tooth or love savoury treats, Shrove Tuesday, also known as Pancake Day, is the ultimate day to indulge in delicious goodies. Whether you prefer the classic combination of lemon and sugar or want to get creative with ham and cheese, the choice is yours. One thing is certain, though: this occasion marks the start of Lent, where many residents give up their guilty pleasures.

Throughout our communities, residents enjoyed the day by taking part in cooking sessions and decorating their pancakes with a variety of tasty toppings. And of course, no Pancake Day would be complete without a good old pancake flip! Elton House Head Chef, Phil delighted his residents with a tutorial on how to make the perfect pancake. At Chertsey Parklands Manor, staff and residents turned up the heat with a traditional pancake race. Armed with frying pans, they raced through the corridors in a friendly competition to determine this year's champion.



# 15 Years of Bagshot Gardens



Residents, relatives, volunteers, members of the community and staff gathered together for an afternoon of celebration, 15 years to the day that Bagshot Gardens opened its doors to welcome its first residents. Mayor, Councillor Pat Tedder and her consort Libby Thody also joined the afternoon tea celebrations. After a guided tour of the home and an official cutting of the cake, special thanks were paid to the team members that have been at the home since it opened by presenting them with flowers. These included Head Housekeeper Tracey, who said a few words about the memories and friendships she has built over the years, and Karen from the Hospitality Team who had hand crafted the beautiful cakes on offer. Karen said, "The entire team here are friendly and professional. There is never an ordinary day. I love my job, it is so rewarding."

After tucking into a homemade delicious afternoon tea and to end a fantastic day, the home was entertained by the fabulous Jean Claude and Adina who sang a repertoire of favourite songs for everyone to sing and dance along to. It was a great afternoon, and the Mayor thanked everyone for her invite to this special occasion, stating, "I can see all the residents are well looked after and happy. The atmosphere is very warm and homely."

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## Leapling Birthday Celebrations

Several residents across our homes celebrated 'leapling' birthdays on the 29th of February. Added as an extra day, a leap year is a corrective measure as the Earth does not orbit the sun in precisely 365 days. Those born on the 29th of February only get to celebrate on their actual birth date every four years. At Dukes Court, residents Barbara and Doreen celebrated leapling birthdays with loved ones, enjoying a glass of their favourite tipples and a game of charades. Staff and residents at Winchester Heights threw a 'Leap Back in Time Party', with a 60s theme, as one resident celebrated his 84th and 21st leap year birthday. Over at Acacia Mews and Eastbourne Gardens, residents created their own time capsules, filled with things to look back on when the next leap year arrives.



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## Flower Power

Marked on the 28th of February, National Floral Design Day recognises the art, history, and significance of floral designs. From historic gardens to floral arrangements and bouquets, flowers are an important cultural art form, creating special meanings for various occasions. Residents at Barnet Grange embraced the celebrations, crafting beautiful headdresses and enjoying a floristry demonstration. Those at Highcliffe were delighted to welcome students from their local English Martyrs' Catholic Primary School, working together to craft a range of vibrant, floral-themed artwork whilst forming new friendships. Staff and residents at Cliveden Manor ventured on the homes' minibus to Kew Gardens to explore the annual orchid festival. This year, the display celebrates the plants, art, and culture of Madagascar, with its natural beauty and incredible biodiversity.





**Edna**  
**Avalon Court**  
101<sup>st</sup> Birthday,  
6<sup>th</sup> February



**Sarah & Chic**  
**Chertsey Parklands Manor**  
70<sup>th</sup> Wedding Anniversary,  
6<sup>th</sup> February



**Claude**  
**Ashurst Mews**  
100<sup>th</sup> Birthday,  
11<sup>th</sup> February



**Alice**  
**Grove Park**  
105<sup>th</sup> Birthday,  
12<sup>th</sup> February



**Joan**  
**Cliveden Manor**  
100<sup>th</sup> Birthday,  
26<sup>th</sup> February

# We are #OneFamily

Butlers Mews recently took the opportunity to shine a spotlight on its amazing team, who are the heart of their welcoming care community. They were proud to announce Bushra as Employee of the Month for her diligence, kindness, hard work, and smile, which brings joy to all those around her. They also congratulated Stacey, who has recently become a Dignity Champion. Stacey has always been a pillar of support to staff members, residents, and families. Fellow staff and residents extended a heartfelt thank you to the kitchen, housekeeping, and laundry teams for their unwavering dedication to making Butlers Mews a safe, clean, and comfortable environment for all. Meanwhile, over at Horse Fair, our staff celebrated Valentine's Day with sweet treat bags and words of encouragement. Together, we foster a #OneFamily where every community member is valued and appreciated.



## PHOTO OF THE MONTH

Donald

**Ascot Grange  
Care Home**

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