

Summer 2021

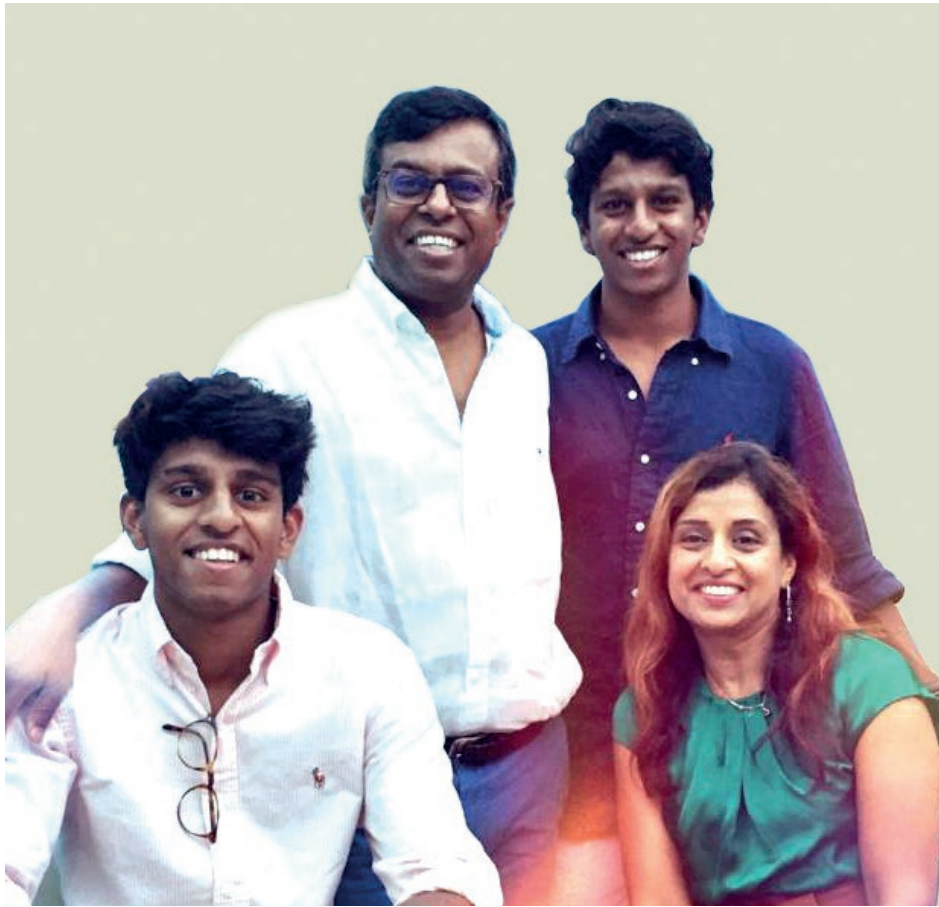
THE KINGSLEY PULSE



Kingsley Vision 2025...
exciting developments and future plans

Best in People...
Kingsley Heroes

Royal Encounter...
memorable royal encounter



Thank you to our team from the bottom of our hearts for all that you do.

A WARM MESSAGE FROM YOUR CEO



It gives me great pleasure to introduce the first edition of our new staff magazine Kingsley Pulse.

When we bought our first care home in Suffolk 22 years ago we were determined to build our business on family values and treat all members of our team as part of the Kingsley family.

With our Kingsley family now extending to more than 2,000 staff we wanted to find a way of helping everyone keep their finger on the pulse – hence we chose The Kingsley Pulse as the winning name.

It is a magazine for you, to keep you connected with your colleagues around the country and to ensure you are informed about all the developments in the business as we progress towards our Kingsley Vision 2025.

Our new Head of People Lisa Lock is passionate about keeping staff informed and giving them a much greater voice. In this first edition she unveils our plans for a staff forum to allow you all to feed back your views and ideas.

A key attribute of any successful family is a willingness to pull together when the going gets tough and I could

not be prouder of how our staff have rallied round to support residents and their families, as well as each other, during the pandemic.

Through countless little acts of kindness, from dropping off supplies of masks and hand sanitiser at sheltered housing complexes to collecting shopping and medical supplies for isolated pensioners, we have shown our unwavering commitment to our local communities as well.

Another core value of Kingsley is our commitment to supporting people overseas through our Lotus Foundation.

We support children's education and lend a helping hand to struggling families in countries as far afield as Sri Lanka and Colombia; during the pandemic we have donated vital PPE and equipment such as thermometers and oximeters.

In the future, we want to extend opportunities for our staff to support their communities through volunteer time off, a paid leave scheme.

I am so proud of the way you are working hard to build a brighter future not just for yourselves and Kingsley but the communities we serve.

A handwritten signature in black ink that reads "Daya." followed by a horizontal line underneath.

Kingsley CEO Daya Thayan

HR MATTERS WITH LISA

Firstly, I am so excited that you are reading our first ever edition of The Kingsley Pulse. Thank you to all of you who entered the competition to name your magazine, congratulations to Matt Herring on the winning suggestion.



Matt Herring

I've been with Kingsley now for almost four months and I'm enjoying the role immensely. But the thing I like the most is the welcoming and inclusive atmosphere throughout. Everyone is so happy to help and share information.

It's odd how we end up in our dream job! When I was in my 20s, I started working as PA to the MD of a family owned company, but after five or so years I thought it was time for a change. I walked into a recruitment consultancy, privately owned by two best friends, and met the CEO and owner on the stairs. He asked me what I had come to apply for, we had a conversation, and before I knew it, I was a recruitment consultant. It wasn't exactly what I had in mind when I walked in to the consultancy that day, but that chance meeting on the stairs led to several years in recruitment and loads of experience.

Unfortunately, the company was sold to a large group with branches across the country. The family feeling had gone, it was all about sales and targets. I understand completely that without sales businesses don't grow, but without people working together, there is no business. It wasn't for me, so I joined one of my clients as PA to the directors. The company was owned by the CEO and part of the role was HR. I didn't have a clue about employment law or what makes the employee experience, but I soon picked it up. I really enjoyed learning about employee engagement, it seemed simple really, treat people well and with respect and they will do the same back. Perhaps this was where I would stay, I hoped so, I was really happy there. But unfortunately, the CEO sold the company to a larger group. It just wasn't the same.

So, once more I sent out my CV in the hope of finding the elusive dream job. The perfect role came up, PA to the CEO with HR experience.....well that was me!! So,



Lisa Lock - Head of People

started my nine and a half years in the energy industry. The company was privately owned, and run by the CEO and his wife, (his two sons also worked there).... anyone else see a pattern forming here?

I absolutely loved working there, everyone worked as a team and we wanted the business to succeed. The CEO was really enthusiastic about developing people, so I studied; employment law, and then HR management. Finally, I had found my dream career, and I couldn't have wanted to work for a better family.

A couple of years ago, there was a massive downturn in the oil and gas industry, the company took quite a hit and as a result, the CEO made the decision to sell. This was déjà vu! The company was bought by a multi-national oil and gas business in October 2019, and things just weren't the same. My old CEO sent me a link about a job, Head of People at Kingsley Healthcare, and here I am.

Life is full of chances and surprises, things don't always work out how you planned, but with every opportunity comes new experiences, and better things do happen. The feeling of being part of a 'family' that you get from working for a privately-owned, family run company, is invaluable. Their passion and drive is infectious, and touches everyone, personally it's what I thrive on. I just hope that this time, the CEO doesn't sell!

The Future - Employee Engagement

I am passionate about Employee Engagement.

The best way to describe engagement is the '*mutual commitment between an organisation and an employee, in which the organisation helps the employee meet their potential, and the employee helps the organisation meet its goals*'. It's very definitely a two-way street!

If you look at our website, under the section 'Kingsley Way', it's clear what our approach to care is:

'In general, life works well when full understanding is achieved between people. At the heart of mutual understanding and, of course real care, is communication; talking and listening.'

Communication works **both ways** and is key in the success of any business. Therefore, our first step to enhanced employee engagement is to set up an **Employee Forum**. The Forum is your opportunity to have a voice, to raise, discuss and communicate topics which effect your employment experience at Kingsley, and to work with us to further innovate the already great working environment that we have.

Next steps:

✓ **To nominate your Kingsley Engagement Champion.**

The role of an *Engagement Champion* is to be responsible for gathering topics from your colleagues to discuss at the regular Forum meetings, and to feed back information after each meeting.

You can nominate someone who you feel will represent you and will be committed to promoting and developing engagement, after all, this is your opportunity to have a voice. If you feel that you would like to nominate yourself, please do.

✓ **Voting for your Champions**

We will start with a maximum of 15 Champions from across the Group. Each nomination will be contacted and will have the opportunity to accept the nomination or to decline it, after all we want people to be engaged with this opportunity. Once the nomination has been accepted, the nominee will be asked to write a short paragraph outlining why they want to be a Champion, these will be sent out to all homes so that you can make your choice in a vote*.

✓ **First Forum**

The first Forum will be arranged, and the process of fostering excellent engagement begins.

*Further details on the nomination and voting process will be issued closer to the time.

KINGSLEY VISION 2025

We are heading towards our Kingsley Vision 2025!



Chief investment officer Muj Malik fills you in on all the exciting developments and future plans.

Muj Malik - Chief Investment Officer

We were really proud to commission our new flagship Brackley Care Home, in south Northamptonshire, in December last year.

The home has been designed to deliver best-in-class facilities with 66 luxury bedroom suites, beautiful lounges and dining rooms, a library and even a cinema room.

The response from customers has been amazing - the home has just achieved a score of 10 on the review site carehome.co.uk!

Brackley lays the foundations for our next generation of purpose built homes within the group. Work is starting imminently on two new 66 bed schemes in Holt, North Norfolk and Olney, Buckinghamshire.

We have also been busy with our acquisition pipeline which saw Buckingham Lodge, in Watton Norfolk, join the group in February this year.

The 70 bed, purpose-built care home has been re-vamped with over £750k spent.

The final legal documents are being prepared for the acquisition of a 56-bed care home in a leafy part of Liverpool. The home offers purpose-built new luxury facilities.



Brackley Care Home



Exciting Projects

We are currently out to tender to find a construction partner to build our new boutique home in the heart of Bedford. Names are being considered for the service, which will replace the existing home, The Willows, that closed earlier in the year.

Eversley, in Great Yarmouth is to follow with a new 42 bed purpose-build to replace the existing 18 beds. The project has been on hold through the Covid 19 period but as we see the market pick up and get some normality, the intention is to commence build by Christmas this year.

In other news, we are awaiting the result of a planning appeal regarding a 35-bed extension at Brooke House, near Norwich.

New plans for Lavender Cottage, in Lowestoft, are being prepared.

Having consulted again with the local stakeholders, we are confident that progress is being made and the project will deliver a home and facility, of which the community can be proud.

Plans are also being developed for the next Specialist LD service in Cambridgeshire, which will be a sister service to Glebe Farm.



Proposed development - Lavender Cottage

Going Forward

As the company looks ahead, there are a further two sites in Coventry and Birmingham, which would introduce 132 new beds in total over the next 30 months. This will help bolster the Midlands presence, complementing our home in Brackley and The Willows.

A further two acquisitions are currently being appraised, following an involved tender process. The homes, currently run by a regional charity, are new builds offering 66 beds each in the southern regions of Birmingham. If successful, the homes would be revamped.

Kingsley is committed to working through all of the homes and ensuring all of our staff have the best facilities and environments to make our residents' stay as enjoyable as ever. It is an exciting time as we look ahead to growing our national footprint while always retaining our family ethos!



Proposed development - Holt



Proposed development in Bedford

RESPONDING TO THE CRISIS

Our director of compliance Eugene Nyamande reflects on lessons quickly learned during the pandemic

A new coronavirus disease (COVID-19) causing respiratory symptoms was first identified in December 2019 in China. The first case in the United Kingdom was 31 January 2020. The World Health Organisation (WHO) declared the outbreak of COVID-19 a pandemic on the 11 March 2020. This was the beginning of enormous change and hardship in our lives.

Kingsley Healthcare homes were not immune from the most devastating disease in our generation and had its first Covid-19 outbreak at Thorp House in March 2020.

Due to the lack of information and constant daily changes with the guidance, the home developed robust infection control practice and procedures. Thorp had one of the lowest number (3) of Covid-19 deaths within the group.

We established a Covid-19 committee from the onset which met many times during a single day at the height of the pandemic, designed to review and issue guidance for staff, residents and relatives.

Teamwork, effective communication and a sense of togetherness were key for the group at the most difficult times within our industry.

Staff rapidly took on board the changing practices and infection control procedures which they needed to follow to safeguard our residents, staff and their families.

The challenges were met head on and we diligently researched and distilled best practice guidance as usually there was a serious lack of clear guidance for care home staff and residents.



We developed procedures for the safety of our residents and deep cleaning procedures for our homes as well as a Kingsley Track and Trace system to ensure safety as part of our SafeStay campaign. Kingsley staff were given vouchers, food hampers and financial support in the case of those suffering hardships.

During these periods we felt unsupported by the government or Public Health England in that we had to implement our own measures which we felt worked for our services and that protected our residents, staff and relatives. This lack of clarity made our already difficult jobs even harder with residents' relatives rightly concerned and worried about their loved ones in our care.

We want to thank our staff, some of whom moved in the homes to ensure that our residents were looked after, who showed courage and remarkable selfless gestures. We are in awe of our remarkable staff who came to work every day in the most difficult times and ensuring that our residents received the care they deserve. They are truly our Kingsley heroes.

WE ARE PROUD OF YOU



Sumi Thayan
Operations Director

This truly is a team effort, working together we really show that we care about each other. We are all working hard for our residents during this pandemic and have all rallied around to support each other. I can't thank the team enough.

It's the perfect time to celebrate our wonderful staff with the first edition of The Kingsley Pulse.

While the pandemic has challenged us in ways we could never have imagined, it has brought out our finest human qualities of dedication, self-sacrifice, empathy and compassion. Thank you all for your amazing efforts.



Debbie McGovern
Operations Director



Sarah Ferguson
Director - Group Legal
& Corporate Services

In passing over day-to-day HR matters to our new Head of People, Lisa Lock, I want to say what a deep impression staff made on me with the magnificent way they got through the darkest days of the pandemic.

I am proud of how we set up our group Covid committee at the very outset and responded to every problem as it arose, using the skill and experience of all our staff.

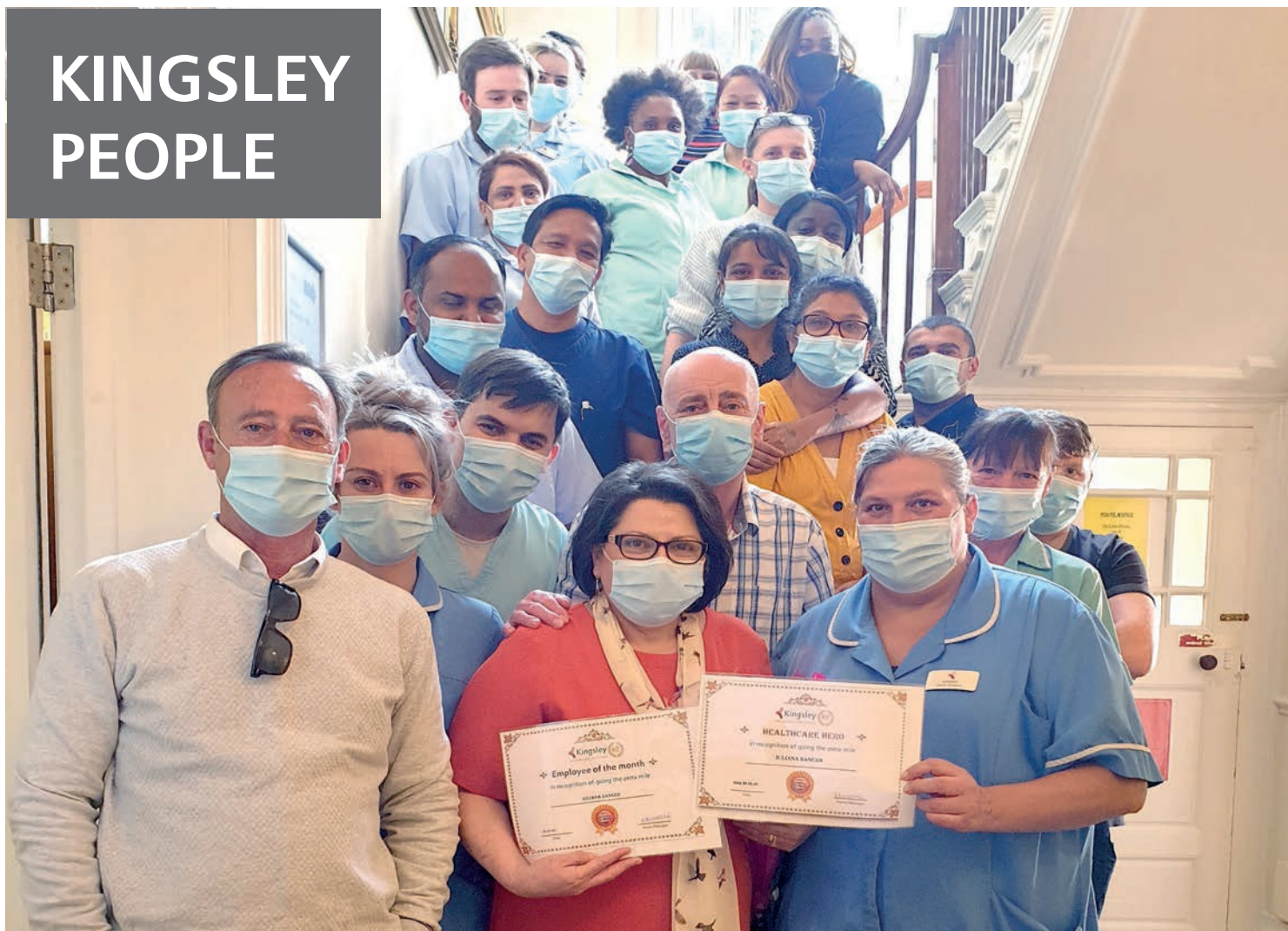
I am excited by my new role of Director Group Legal and Corporate and am confident I have left future HR challenges in very capable hands!

We continue to invest in our business and people. We are here to make a difference to our residents and our staff and truly are proud that we continue to invest to make their lives during their toughest time more comfortable.



Ian Jarvis
Group Finance Director

KINGSLEY PEOPLE



Sharston House nurse is honoured for her courage during pandemic

Simply returning to work at Sharston House nursing home, in Knutsford, was a courageous step for Iuliana Ranger.

For the nurse spent two weeks in intensive care on a ventilator after contracting Covid 19 and was so weak when she left hospital she had to use a walking frame.

She was finally able to resume her nursing shifts at the end of August last year and her courage was recognised with an employee of the month award. Along with a certificate, she was presented with flowers and chocolates.

Home manager Nishi Gottlieb said: "We were so glad to welcome Iuliana back to work. Her courage inspires all of us.

"The staff were amazing during a very difficult time for the home. At the height of the pandemic we sadly lost six residents and one of our support workers, Napoleon Acero, a much-loved, long-serving member of staff, to Covid. Kingsley is like one big family and the company has supported Napoleon's family."

Mrs Ranger, 52, who trained to be a nurse in her original homeland of Romania, has worked at Sharston

House for nearly three years.

She recalled that she first developed Covid symptoms on April 12 last year and six days later had to call an ambulance to her home when she was struggling to breathe.

Caption: Iuliana, pictured with staff, holds her employee of the month award. Nurse assistant Barbara Wilson presents a further certificate to her as one of Kingsley's nominated care heroes for a national competition.

RISING YOUNG STAR!

A big welcome to Cemlyn as Highcliffe's trainee manager

We are delighted to welcome Cemlyn Wyke to Highcliffe as one of Kingsley's rising young stars.

Cemlyn, 28, says he was really born to work in care as his father, mother and step-mother are all nurses, and he grew up visiting the care and nursing homes they all worked at and managed.

Since arriving at Highcliffe he has been a tremendous support to our home manager Tracey who has taken on extra responsibility as Kingsley's operations manager in Dorset.

Cemlyn said: "I have worked in care homes since I left school at 17. I started as a kitchen assistant in a Ferndown care home run by my step-mother and became a carer three months later because of my friendly nature. After six months in the role of carer I was made a senior carer.

"I moved on to become a care coordinator at another care service in Ferndown with an outstanding CQC rating and joined the team at Branksome Heights in Bournemouth at the time it was taken over by Kingsley."

Cemlyn's passion is compliance – making sure every aspect of a care home is operating safely and effectively in the best interests of our residents – and his role involves carrying out audits, reviewing care plans and implementing action plans at Kingsley's other Dorset homes as well as Highcliffe.

He said: "I have a very good role model in Tracey and I am fortunate to have joined a home that has been very well run for many years"



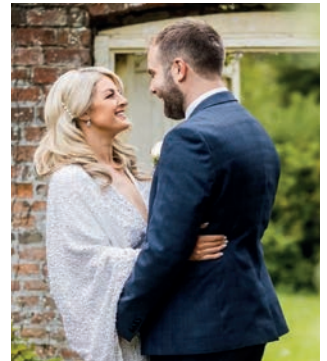
From weddings and anniversaries to successful hobbies and charity successes

We start in this first edition by congratulating Maebh McCormack, manager at Heron Lodge, in Wroxham, and her husband Matt Hall on their marriage.

The couple, who have two children, daughter Eorann, four, and three-year-old son Rian, met in Norfolk through work.

They got married in Manor Mews, Tattersett, west Norfolk, in May after having to postpone from August 2020 due to Covid.

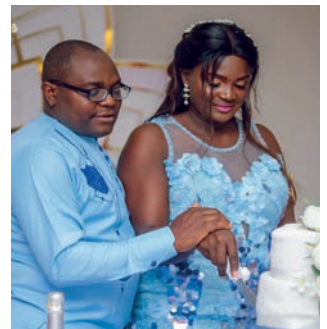
They enjoyed a small reception with family at Spixworth Farm Cottages, near Norwich.



Congratulations to Cyril Fomonyuy who married Ajume Mary Neves Maikem in his former homeland of Cameroon in July.

Formerly home manager at The Willows nursing home, in Bedford, Cyril has just been appointed as a Service Quality Manager for the group.

He said: "I am so passionate and enthusiastic to be part of the management machinery that will drive the company to realise its Vision 2025. My mission is to build teams that strive for excellence in all our homes."



Public praises care staff on Highcliffe Nursing Home's first outing since the start of the pandemic



The public praised care staff and warmly greeted residents as Highcliffe Nursing Home organised its first big outing since the start of the pandemic.

Residents were pushed in wheelchairs from the Kingsley Healthcare home in Stuart Road, Highcliffe to their favourite Cliffhanger café on the seafront.

Wellbeing coordinator Maddie Banica said: "We have done individual trips out but this was our first major outing since before Covid arrived.

"It was amazing the way people came up to us to tell

us how much they appreciated us. One lady was in tears, she asked us where we were from and what a brilliant job we were doing."

She said customers at the Cliffhanger also greeted their party when they arrived for an ice cream.

"We stopped and looked at all the flowers on the way and took time to admire the lovely views," she said.

"On our way back, one of our ladies was waving at passing cars and people were waving back."

KINGSLEY HEROES

A spotlight for our Kingsley Heroes!



Home manager Moira Stevens, left, with care staff.

Carers Week was an opportunity to thank all our Kingsley Heroes for their hard work during the pandemic.

Describing her staff as “real troupers”, Moira Stevens, manager at Queen Charlotte Care Home, in Weymouth, said: “We have been very lucky during the pandemic as we have suffered no deaths.

“However, the last 14 months has been a challenging time for everyone with the necessary restrictions on visiting.

“My staff have had their down points like everyone else but they have been real troupers in the way they have kept morale up and carried on; they have played a vital role in supporting residents who could not see their loved ones during the lockdowns.”

Becky Binfield, housekeeper at the Kingsley Healthcare run home, made a delicious fruit-topped cake for care staff to share while activities coordinator Mollie Roby put together goodie bags for them containing a range

of items, including sweets, hand cream, hot chocolate sachets, face wash and hand wipes.

All our homes found different ways to celebrate this important occasion, from a staff and residents’ picnic at Lilac Lodge, in Lowestoft, to surprise daily treats for support workers at Branksome Heights, in Bournemouth.

At Redwalls Nursing Home, near Northwich, residents wrote heart-warming letters to their carers to show their appreciation.



Redwall Nursing Home Letters

A year of dark moments but also one of courage, hope and love

Thorp House was the first of our homes to experience the impact of the pandemic. Activities coordinator Marcia Hughes reflects on a year which challenged but brought the best out of people – and ultimately changed how the public viewed carers.



BEST IN PEOPLE

My name is Marcia (Marsha) Hughes and I am the activities and well-being coordinator at Thorp House Nursing Home in Griston in Norfolk.

I have been with the company about six years starting as a domestic; at the time I didn't see myself as anything special but my manager at the time did and quickly promoted me to head of housekeeping, a role I continue to still do alongside running the activities program as well.

I've been the activities coordinator for about three years now and I thrive on being busy and can honestly say I love my job!

I love the creativity and having to think out of the box to adapt activities to suit the individual like gardening in bed for the bed bound or how I am going to promote a fitness class using only Elvis Presley and a balloon.

When I think back to March 2020 Coronavirus was a word I had no knowledge of – it sounded like a monster lurking around the corner. We all panicked at the thought of it not really knowing what to expect and this is where I felt the real “core” of Thorp House working together.

We've always thought Thorp House is like one big family and it was incredible to see everyone working together to keep the home running, from the managers helping on the floor to carers coming in on their days off to keep the home clean.

When I started to hear of the number of deaths across the country, I felt an overwhelming sense of responsibility, we were all scared but we supported each other constantly.

The activities program I had worked so hard to build up

just disappeared over night as the entertainers, play groups and group activities were all cancelled. The doors closed and it was like time had stopped.

As residents were confined to their rooms with the doors shut, the noise levels died down and the atmosphere was horrible and empty. It was so depressing.

I dug deep and quickly realised that without the families supporting the residents as they normally would we were all they had, a smile was put on despite my own heartbreak at losing a family member.

I constantly tried to take as many photos as I could realising these were the only way families could "see", their loved ones, I sent updates so people might feel more reassured.

The "thank yous" and messages made me quickly realise what this meant to families

The local communities have all been quite frankly amazing rallying around with clapping for carers and sending cakes, gifts, messages and good wishes. It has always meant a lot to me to build good community relationships and during this pandemic the importance of having that has never been so apparent.

One of the big highlights of my role was when we appeared on ITV and the BBC following a Christmas card appeal; it was overwhelming the outpouring of love and kindness that we received, as well as 18,500 cards!

I am so proud to have been on that journey with our residents - it's not only highlighted the importance of residents within care homes to

feel still part of the community but it has for me demonstrated some of the wonderful care that goes on behind the closed doors of the care home.

We have received some really lovely kind letters from people who saw me on the television and wanted to say that the representation of the care they saw demonstrated by myself and my colleagues was reassuring and lovely to watch.

That made me proud to be a carer.



I've always hoped that the care I help provide will be the care I receive in the future.

I feel one good thing to come out of the pandemic is that it has helped change the public's percep-

tion of the importance of the role of carer; we have had people apply for jobs who hadn't considered a role in care before and now really enjoy working in the care environment.

I feel very passionate that the old stuffy image of the carer who just washes, dresses and feeds the elderly has to change and now be replaced with a new vibrant role of a person-centred carer who not only provides care but can also find time to have a dance or sing a long, one who knows their resident's life story and understands their fears and needs.

Someone who helps make special wishes happen or by just being there when life is sad. Someone who really cares.

The vaccination roll-out has been for me such a relief, and I feel a lot more reassured knowing that we now have a head start in fighting this virus- it felt like I had been given a passport that was on the road to some kind of normality and freedom from living with this anxiety.

Now with the testing procedures firmly in place and visitors finally being allowed to come in, it feels like the dark cloud is finally lifting.



KINGSLEY HEROES DAY

A fitting tribute to our care home staff

The dedication and hard work of front-line staff during the pandemic was honoured by a Kingsley Heroes Day.

All our care homes enjoyed their own pre-Christmas party with staff receiving gifts.

CEO Daya Thayan and his head office team joined the celebration via Zoom and a recorded message of thanks in which staff were praised for their amazing efforts to keep residents safe and happy.

There were also surprise messages of appreciation from internationally known celebrities, including actor John Cleese, singer Lily Allen and former England and Liverpool footballer Michael Owen.

As the pandemic continued into 2021, a second Kingsley Heroes event was held in July with homes organising a range of events, including afternoon teas for staff.



Spring Lodge near Ipswich



Head office staff join the celebration



Timperley Nursing Home near Altrincham



Lilac Lodge in Oulton Broad



St Clements nursing home in Norwich

Kingsley People

Brooke House support worker has sponsored head shave to mark the Queen's birthday

Support worker Samuel Hales confessed he was slightly nervous about trusting in colleagues and residents at Brooke House care home for his future hair style.

But replacing his wavy curls for a much more streamlined look was all in a good cause – for the 22-year-old, who has worked at Brooke House, in Brooke for six months, raised £160 through sponsorship for the charity Friends of the Elderly.

Samuel, who lives at Foulsham, near Fakenham, said: "The Queen is a patron of the charity, which supports older people in countless ways, and we wanted to do something to commemorate her 95th birthday.

"I was considering either having a haircut or growing a man bun! The residents were well up for the idea. I was slightly worried the hair clippers' guard might come off and I might end up completely bald."

Staff and residents took turns with the clippers and

activities coordinator Liz Borrett made sure the finished cut looked respectably tidy.

Samuel was sponsored by staff, family and friends.



Resident Valerie Upson and support worker Frances Turner cutting Samuel's hair.

Kingsley achieves double success in carehome.co.uk awards

Kingsley Healthcare has achieved a double success in the annual awards given by the review site carehome.co.uk.

For the fifth year running Kingsley has earned the accolade of being named a National Top 20 Large Care Home Group.

Meanwhile, for a second successive year, Park Lane care home, in Congleton, Cheshire, has won a North West of England Top 20 Care Home Award.

The awards are determined by customer review scores on carehome.co.uk, the care sector's equivalent of tripadvisor.

Park Lane was the top scoring care home in Cheshire with a perfect rating of 10.

Kingsley's latest flagship new-build Brackley Care Home also achieved a score of 10, but it was achieved after the awards cut-off date of June 30 so did not qualify for an award this year.



It is now ranked number one care home in Northamptonshire only nine months after opening.

Kingsley CEO Daya Thayan said: "We are delighted with the awards. I want to thank our staff for their incredible efforts and marvellous can-do attitude, especially during the Covid pandemic. They have worked hard to put residents at the heart of everything we do in our care homes.

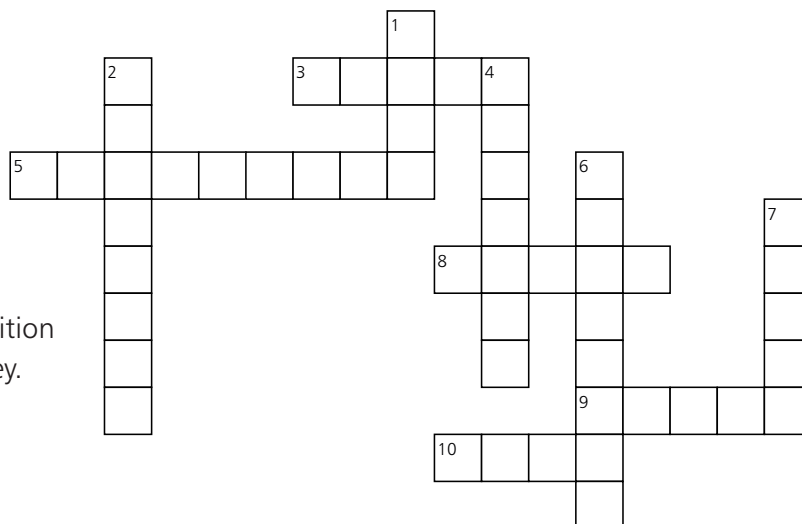
"Every one of our homes has made a huge contribution to the communities they serve."

Head of public relations Stephen Pullinger said: "It is especially gratifying that the reviews come from the homes' families, friends and visitors and highlight Kingsley's focus on customer service."

QUIZ

Kingsley Quiz

All answers can either be found in this edition of the Kingsley Pulse, or are about Kingsley.



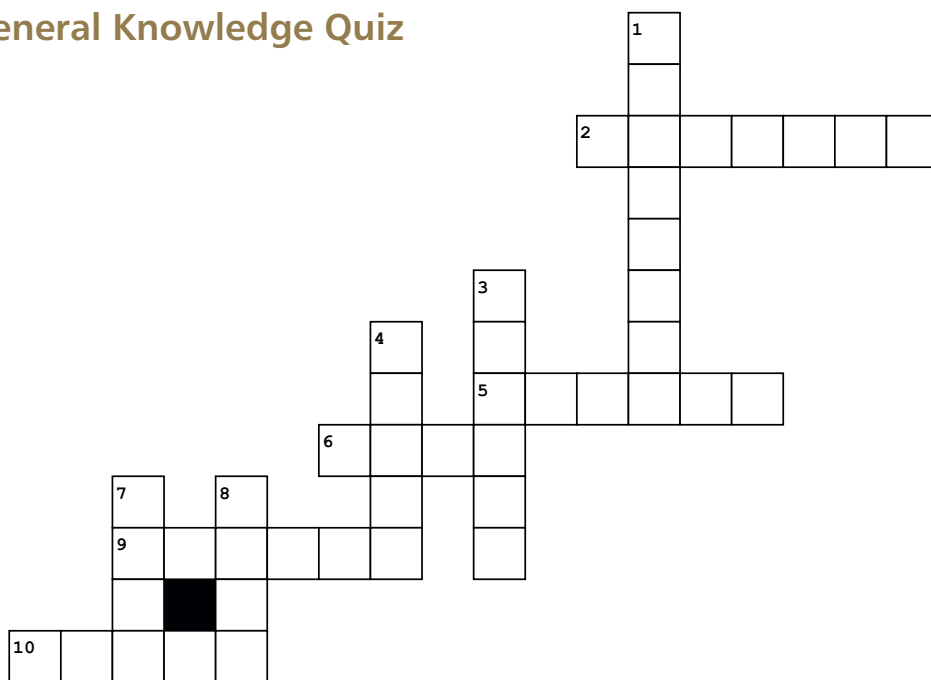
Across

3. Who got married in May 2021?
5. What welsh female singer commonly known for a career in classical music, shares her first name with Kingsley's most southerly Home?
8. What colour is also the name of Kingsley's first ever care home?
9. What flower shares its name with Kingsley Healthcare's overseas charitable Foundation?
10. What is the Greek word for Grace?

Down

1. What was the name of the favourite footballer that Shartson's Five Star Chef, Douglas Hemlin, met?
2. What car did Allonsfield resident Malcolm Gooch have a memorable trip out in?
4. What fish named our magazine?
6. Where is Kingsley's new flagship home?
7. According to Brackley's Sue Baldwin's photograph album, which city did the Queen present regimental colours to in 1956?

General Knowledge Quiz



Across

2. Street artist Banksy is originally associated with which British city?
5. Saying the name of what dried fruit used to be used to encourage people to smile before a photo in the 1800's (before cheese!)?
6. In Harry Potter, what is the name of the eldest Weasley sibling?
9. What was the most popular girls name in the UK in 2019?
10. How many of Henry VIII's wives were called Catherine?

Down

1. What was a Snickers called before it changed its name in 1990?
3. Which southern Italian city is usually credited as the birthplace of the pizza?
4. Which country in the world is believed to have the most miles of motorway?
7. How many players (human!) are there on each side in a polo match?
8. What does the Latin word Tempus mean in English?

Answers on page 41

FIVE STAR CHEF

Five star chef makes his mark at Sharston House

What do the residents of Sharston House care home have in common with football legend Pele, former French president Francois Mitterrand and big screen stars Oliver Reed and Michael Caine?

They have all been served food by chef Douglas Hemlin whose career has taken him full circle from Manchester, via a stream of five-star hotels in Europe and Australia, back to the North West.

Douglas has been chef at Sharston House for the past two years and relishes taking time out of the kitchen for a chat with his "five-star residents" who blow him kisses and demolish his casseroles, roasts and lasagne.

He said: "We use fresh, local produce and our focus is on simple but tasty and nutritious food that our residents relate to. We aim for the highest standard of cuisine with five-star presentation."

Douglas grew up in Manchester and started his chef apprenticeship with the Hilton Group as a teenager, working at the Hilton in Stratford Upon Avon before moving to Park Lane, in London.

He completed his apprenticeship at the Hilton's training school in Basel, Switzerland, and then worked at the Hiltons in Zurich and Geneva.

In 1988, Douglas moved to Australia, selected as one of 20 chefs, from 2,000 applicants, to help launch four five-star Hyatt hotels.

Living in Australia for 27 years, his final position was as executive chef, in charge of 80 staff, at the Sea World resort on the Gold Coast.

He said: "During that time, I always came back to see my parents while they were still alive and I knew I always wanted to come back to the North West for my final career move."

Douglas said he adapted straightaway to working at a care home.

"A job is what you make it. I look at it like a five-star hotel. The people here have to be looked after as five-star residents," he said.

Of all the celebrities he has cooked for, he most fondly recalls Pele – "a lovely man" – who he met at the Sea World Resort in Australia.



RECIPES

Our head chef at Brackley Care Home Hichem has created a meal with one or more of the delicious recipes below.

Pick your starter, main course and dessert!



Braised beef brisket, mashed potatoes and red wine jus

(Serves 4 people)

Ingredients:

1kg Beef Brisket. 2 Tbsp olive oil. 2 Crushed Cloves Garlic. 1 Celery stalks. 2 bay leaves. 2 Tbsp tomato puree. 1 x 400g chopped tin tomato. 1 glass of red wine. 1 litre chicken or beef stock. ½ an onion, chopped. 1 Carrot cut into four pieces. Salt and pepper to season.

Preparation:

Preheat oven to 160 degree Celsius, season brisket with salt and pepper on both sides. In a heated frying pan, brown the brisket on both sides then put in a deep roasting dish.

To the hot frying pan, add carrots, onions, celery and garlic and fry for a further 3 - 4 minutes. Add the tomato puree, stir then de-glaze with the red wine. Add the chopped tomato.

Pour over the beef brisket, cover and put in the oven for 45 minutes. Remove from the oven, add the stock, put the lid on and put back in the oven and cook for further 2 ½ to 3 hours.

Set the brisket aside, strain the stock and bring to boil until a thick reduction is obtained and this is the wine jus.

Slice beef brisket and serve with mash potatoes and the wine jus.



Spinach & Butternut Soup

(Serves 4 people)

Ingredients:

175g butternut squash, peeled and cut into cubes. 4 tbsp olive oil. 4 garlic cloves, roughly chopped. 90g potato, peeled and cut into cubes. 1 large white onion, chopped. 275ml vegetable stock. 150g spinach leaves. 1 tsp turmeric.

Preparation:

Pour olive oil in a saucepan and heat over a high heat. Add the garlic and onion and fry for few minutes.

Add turmeric, potato and butternut squash fry for two minutes.

Add the stock and simmer until the potatoes are cooked.

Add half of the spinach and cook for further 2 to 3 minutes.

Transfer the soup into a food processor, add the balance of the spinach, blend until smooth then add the seasoning to taste.



North African Lamb Tajine

(Serves 4 people)

Ingredients:

1Kg Diced lamb. 2 medium onions cut into quarters. 4 garlic cloves. 2 tsp ground cumin. 2 tsp ground coriander. 1 tsp paprika. 3 tsp ground turmeric. 1 tsp chilli flakes. 1 x 800g tin of chopped tomatoes.

Preparation:

In a hot pan fry the onions with a knob of butter and olive oil until brown, then remove and set aside.

Add the lamb to the pan and once browned add garlic, chillies, all the spices and the chopped tomatoes.

Transfer into ovenproof dish and pour 1 litre of cold-water over to cover and let cook at 150 degree Celsius for 3 ½ to 4 hours.

One hour before the end of the cooking time, remove the lid and let cook uncovered et voila.



Herb Couscous

Ingredients:

500gms couscous. chopped fresh parsley, chopped fresh coriander, chopped fresh mint leaves.

Preparation:

Place the couscous in a large bowl and cover with boiling herb stock and cover the bowl with cling film and set aside until the liquid is absorbed.

After 10 mins, stir with a fork, add the chopped herbs and season with salt and cracked black pepper et c'est tout.

Salmon Fillet, Crushed herb new potatoes and beurre blanc sauce

(Serves 2 people)

Ingredients:

2 salmon fillets. Knob of butter. Juice from half a lemon. Salt and pepper

Preparation:

In a hot pan fry the two salmon fillets skin side first, once the skin is crispy turn over and add a knob of butter, juice from lemon and salt and pepper. Bake for 10 mins at 160 degree Celsius.

Crushed herb new potatoes

(Serves 2 people)

Ingredients:

200grams new potatoes. 2 tbsp Olive oil plus extra for the tray. 2 garlic cloves, crushed sprig of thyme. Sprig of rosemary. Salt and Pepper. Chopped parsley.

Preparation:

Place new potatoes in oily tray, add crushed garlic cloves, sprig of thyme and rosemary, season with salt and pepper and place in the oven for about 20 to 25 mins at 160 degree Celsius.

Once cooked remove from oven and crush the potatoes with fork, add some chopped parsley, chopped thyme and rosemary and finely chopped garlic, salt peppers and 2 tbsp olive oil.



Beurre blanc sauce

(This quantity is enough for one portion so adjust accordingly)

Ingredients:

1 shallot, finely chopped. 125gram cold butter, diced. 50ml white wine. 50ml white wine vinegar. 50ml water.

Preparation:

Place finely chopped shallot and diced cold butter, white wine and white wine vinegar and water in a pan over medium heat until all liquid almost evaporated, reduce the heat to low and add the butter a little at the time, taking the pan away from the heat occasionally, continue until all butter is used and homogenise.

Sticky toffee pudding

(Serves 4 people)

Ingredients:

250g dates. 225ml boiling water. 1 tbsp vanilla essence. 225g self-raising flour. 100g soft butter. 3 eggs. 165 demerara sugar. 125 ml Milk. 2 tsp bicarbonate of soda.

Preparation:

Put the dates into a bowl, pour the hot water over and set aside.

Whisk the butter and demerara sugar, add the eggs one at a time, beating well after each addition.

Add the flour and the bicarbonate of soda, mix gently then add the milk.

Add the vanilla essence to the dates and mash with a fork then add to the flour mixture and mix well.

Pour in a grease proof lined tray and bake for 30 mins at 160 degree Celsius.



For the Butterscotch Cream

(Serves 4 people)

Ingredients:

125g castor sugar. 32g butter. 320ml double cream.

Preparation:

In a pan dissolve the sugar with 4 Tbsp of water, without stirring, until brown caramel obtained then add the butter whisking at the same time.

Remove from the heat and add the cream.

Chocolate and orange pot

(Serves 4 people)

Ingredients:

100g dark chopped chocolate. 250ml double cream. 40g brown sugar. 1 egg. Zest of 1 orange and the juice of 1/2 of the orange

Preparation:

Chop chocolate in the food processor.

Place cream, sugar, orange zest and juice in a pan and bring to the boil, whisk to dissolve the sugar.

Remove from the heat, pour the cream over the chocolate in the food processor.

Wait for one minute, then turn on the food processor to combine, add the egg and blend for further 20 seconds.

Pour into ramekins and place in the fridge to set for about 2 hours, preferably overnight et bon appetit.





SUPPORTING LOCAL COMMUNITIES



Top left and right : Presentation of hand sanitisers, masks and dry food to communities in Sri Lanka; right Thorp House presents gift bags to St Marys church in Watton; Highcliffe Nursing Home presents wellbeing gift bags to local pensioners. Left Oaklands staff hand over gift bags to the Salvation Army.



Top and bottom : Clapping the carers at Kirkley Manor and Thorp house; middle, Daya packing gifts for care staff, Kingsley caterers deliver meals to front line staff at James Paget hospital in Gorleston.

101-year-old Grace sees great-grandson Xander for first time as lockdown eases

It's an image that captures the sheer joy of the lockdown easing for care home residents.

With babies now allowed to visit, 101-year-old Redwalls Nursing Home resident Grace Emery was able to see her 14th great-grandchild for the first time.

Jodie Solaiman, activities coordinator at the home in Weaverham Road, Sandiway, said: "It was such a special and precious moment, she lifted her arm up and put it around six-month-old Xander and held him tight. He was full of smiles and giggles when meeting his great grandma Grace."

Grace's daughter Pauline Hutchinson said: "I was thrilled to be able visit my mum and introduce her to her youngest great-grandchild, Xander for the very first time.

"Grace was 101 on April 4th and has been confined to bed for two years, making family visits virtually impossible for nearly a year.

"Xander's middle name is Zane, meaning Grace, named after his great grandma. When I carried him

SPOTLIGHT ON RESIDENTS



into his great grandma's room Grace firstly looked surprised and then smiled widely.

"Xander spent a happy 45 minutes sitting on her bed, laughing and playing. Grace watched him all the time with a gentle smile on her face. She quite naturally held his hand and put her arms around him to hold him steady.

"This visit was very special. When he is older, Xander will be told of how he visited his remarkable great Grandma for the first time, during the coronavirus pandemic, certainly a very special milestone in our family's history!"

Pauline said her thanks went to all the staff at Redwalls for taking care of her so well during the pandemic. "You are all amazing," she said.

Home administrator Sally Mault said: "As guidelines around care home visiting have been relaxed, staff were very excited to see a baby in the building again."



101-year-old Cliff gives school history lesson

Students at Winchester House School, in Brackley, were fascinated to hear a first-hand account of the Second World War from 101-year-old Clifford Bilney.

Mr Bilney, a resident at Brackley Care Home, in Wellington Road, Brackley, joined the youngsters via Zoom for a question and answer session, which spanned the changes he had seen and experienced in a century of life.

As well as answering an array of questions, he presented the school with a copy of his book, *The War Years, 1939 to 1946 – The Story of CC Bilney, Rifleman to Captain*.

The book begins with Mr Bilney, then an 18-year-old junior insurance clerk in London, joining the Territorial Army “more out of adventure than patriotism”.

Then comes the outbreak of war, his call-up and years of camaraderie and training camps in Britain ahead of his marching orders to join troops in Normandy.

Now an officer in the motorised infantry, he recalls “life in Normandy was very unpleasant with the heat and dust. The smell of war was terrible”.

He writes: “Life in Normandy was very basic when it came to food. We had Bully Beef and hard biscuits plus tea.

“Normandy was just one large scene of destruction. Some small villages were just heaps of rubble. The smell of death was appalling and everywhere you went there were wrecked vehicles. Often there were graves besides the wrecks.”

He recalls the area known as the “Falaise Pocket” was just a killing ground, a scene of mass destruction and slaughter which I shall never forget”.

“As for casualties we all lost someone we knew,” he said.

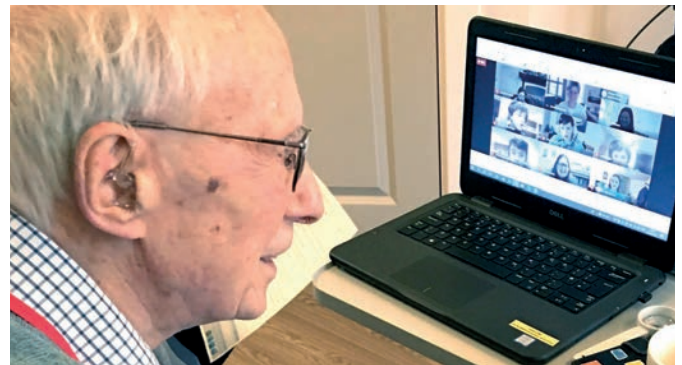
Mr Bilney vividly recollects the progress of his war through Holland and into Germany.

And, finally, it’s back to England and the demob office in Aldershot – and a return to his London office “where I picked up where I left off, licking stamps”.

After the war he progressed to become branch manager at an Insurance company in Taunton, Somerset.

Mr Bilney dedicates his book to his two late wives, Phyll, who he married during the war, and Betty with whom he travelled widely in later years.

Sadly Clifford lost his eyesight due to macular degeneration so the couple moved to the Brackley area to be nearer to Betty’s children.



In 1950 did you think that technology would be as advanced as it is today?

Definitely not. Although I have always been interested in technology and new things and new ideas so I have enjoyed utilizing as much of it as I can.

How was the war? Were you scared? What did you do in the war?

Yes, I was very scared. Everybody was scared and if you ever said that you weren’t scared then you were not telling the truth.

I am very proud of the fact that I went into the war as a Rifleman and came out as a Captain. I was a Commissioned Officer and then a Lieutenant and was the Battalion Transport Officer in charge of about 400 vehicles. At the end of the war I was promoted to Captain and appointed as an Adjutant. I was very proud to come home with 3 pips.

If you could pick a year to relive what year would you pick and why?

It would be the year 1947 which is the year that my daughter Diana was born. I am a family man and was very proud to have a child and a family.

74TH WEDDING ANNIVERSARY

Couple celebrate
74th anniversary in
The Depperhaugh
nursing home



A couple celebrated their 74th wedding anniversary just a few miles from the Suffolk farm where they met and the village church in which they said their vows on April 9, 1947.

Phil and Jill Mason are both now residents at The Depperhaugh nursing home, in Chickering Road, Hoxne, where the then manager, Sarah Fox, laid elaborate plans for their big day.

Spotlight On Residents

Staff, led by Mrs Fox, transformed into waiters for a Savoy-style afternoon tea, the fitting menu for which was devised by the home's award-winning chef Trisha Stephens.

"Phil and Jill knew they were having afternoon tea but we kept plenty of surprises in store for them," said Mrs Fox.

Phil, now 97, met his future wife through a school friend, John Taylor, who lived at Park Farm, Stowupland.

Jill, now 94, lived at neighbouring Stowupland Hall, where her father was a well-known farmer; John Taylor was her cousin and she spent a lot of time at Park Farm.

Phil would go to the farm every Saturday for tennis parties for sing-songs around the piano and on one of his visits he met Jill.

In 1939, at the age of 17, Phil voluntarily signed up to join the Navy and travelled around the world on three different ships, HMS Valiant, HMS Malaya and HMS Queen; he spent up to 18 months away from home at a time, visiting Australia, Sri-Lanka and South Africa.

Phil and Jill stayed in touch and on April 9 1947, they were wed at Stowupland Church and had their reception at Park Farm.

The farm is still in the family, being run by Phil and Jill's son and grandson; Park Farm is still the centre for many family occasions including Phil and Jill's Golden Wedding celebration in 1997 surrounded by family and friends.



Phil and Jill began their married life in Writtle, Essex while Phil was working for the family firm of Mason's Motor Factors.

Their son Timothy was born there followed by their daughter Jacqueline; when Phil began working at the Ipswich branch Phil and Jill moved to Felixstowe in 1960.

Another daughter, Nicky was born to everyone's surprise in 1970.

"Their home was filled with laughter, good food and especially my mother's roast lunches, which were legendary to all who were lucky enough to have them.

My parents always said that they were friends first which helped them to be partners for their life together," said daughter Nicky Kelly.

The couple are now proud to have eight grandchildren and at the last count, 10 great grandchildren! They are never happier than being surrounded by their loving family.

Phil and Jill moved to Halesworth 20 years ago and had many happy years there with Phil out shopping every day with his little dog Barney.

In March, Phil and Jill moved into The Depperhaugh.

Mrs Kelly said: "They feel truly blessed to have had such a happy 74 years together and our family all agree that they are blessed to have had such wonderful parents/grandparents/great grandparents who fill them with inspiration and love every day."



Allonsfield House care home resident realises dream of classic car outing



BUCKET LIST WISH

Malcolm Gooch's bucket list wish was granted when he was taken for a spin through the Suffolk countryside and along the coast in a magnificent open top classic car.

The 76-year-old resident at Allonsfield House nursing home, in Campsea Ashe, was eagerly waiting in his Sunday best when tax advisor Robin Beadle drove up in his 1979 Beauford touring car.

Kieran Broadhurst, team leader at the Kingsley Healthcare home, said: "Malcolm is a retired driving instructor and has had a lifelong passion for cars.

"He told us he had driven Porsches and Ferraris but he had never been out in an open top classic car.

"Carol McGilloway, one of our senior support workers, put out a request on the Woodbridge Facebook forum and Robin got in touch. He kindly offered his time for free to take Malcolm out for a drive on Sunday morning."

Mr Beadle, who lives in nearby Rendlesham, said: "Mal-

colm was very impressed. We discussed quite a few things about the car and, as a former driving instructor, he was reassured to know I am a member of the Institute of Advanced Motorists."

Malcolm, who has lived at Allonsfield House since April last year, was accompanied by Mrs McGilloway on the journey to Aldeburgh and back, parking up at Thorpeness to look out over the sea.

Mr Beadle said owning a Beauford was a long-held ambition and, through the internet, he finally tracked one down in Wales three years ago.

He said: "It had been bought and stored in a barn by the landowner and only had 250 miles on the clock from when it was built in 1979. The engine had regularly been turned over so I was able to drive it back to Suffolk straightaway."

Mr Broadhurst said: "Malcolm really enjoyed the trip, he was tired and a little disorientated when he got back; we printed a photograph which he keeps with him and smiles every time he sees it."

ROYAL ENCOUNTER

Brackley Care Home resident's memorable Royal encounter as a young child

It has been a further annus horribilis for the Royal family with the sad passing of Prince Philip overshadowing the Queen's 95th birthday.

However, the news spotlight on the Royal family over the spring has brought back much happier memories of them to one resident at Brackley Care Home.

Sue Baldwin, 75, who has lived at Kingsley Healthcare's newest home in Wellington Road, Brackley, for six months, vividly recalls meeting a smiling Queen and Prince Philip when she was living with her family in Nigeria in 1956.

She said: "I was lucky enough to spend 16 months in Lagos, Nigeria at the British Army School. My father, Major Reginald Robertson, was in charge of accommodation for British Army personnel and was seconded to West African Frontier Regiment.

"We were fortunate to be in Lagos when Her Majesty Queen Elizabeth and Prince Philip visited in January or February 1956 to present new colours to the regiment.

"I was in the 1st Apapa Brownie Pack and did amateur dramatics at the British Army School. I was so lucky to have this experience in Africa."

A photograph of the Royal occasion, which still takes pride of place in her family album, featured in a national newspaper's tribute to the Queen following her 95th birthday.

She said: "My father had a beautiful album with many photographs of the occasion and in it was the beautiful photograph taken of Her Majesty presenting colours to the regiment in Lagos on the 30th January 1956".

A further photograph from the day shows her and her sister Jane with their father. Sue is the taller of the children.



VE DAY TRIBUTE

Spring Lodge pays VE Day tribute to Dutch resident



She experienced the horrors of Nazi occupation and the joy of meeting her future husband among the liberating Army.

Seventy-five years after she married the Royal Artillery despatch rider and left her native Holland for a new life in England, 93-year-old Jantje Huggins is content to reflect on her eventful life journey at Spring Lodge care home.

For their VE Day celebration, the home in Woolverstone, near Ipswich, put up union flags and staff dressed in red, white and blue.

Head chef Andy Gray, Kingsley Healthcare's reigning chef of the year, baked a union flag cake for a special afternoon tea.

And Jantje was presented with a bouquet of Dutch tulips to acknowledge her amazing wartime story.

She is the daughter of a farmer and grew up with four

siblings on a mixed farm in a small village in the province of Groningen.

She recalls: "We had a happy childhood and, as we grew older, we helped too. In winter-time when the canals froze over I very much enjoyed ice skating with my friends."

Their village was near the German border and when war arrived, her older brother was rounded up with other teenage boys and sent to labour camps in Germany.

She said: "My older sister and I were called by the Germans to a town where we were ordered to make German uniforms; we both refused and were held overnight.

"We were allowed home in the morning to mother's great joy. She was afraid we had also been sent to Germany."

Jantje remembers her sadness at seeing Jewish shop owners rounded up and sent to concentration camps.

"The one good thing from this awful time was meeting my husband Stan. We dated whenever we could and my family loved him.," she said.

"After coming back from leave in England, he asked to marry me and produced an engagement ring he had bought while on leave."

Her husband, Stan's family lived in Hackney and their first temporary home was with a relative in London.

"Life was hard for us and so different from the family life on the farm I left behind," she said.

“My daughter had two children and it was lovely watching them grow up and marry,” said Jantje.

After the birth of their daughter they moved into a council flat in Stepney.

When their daughter married and moved to Ipswich, they moved there also and bought a bungalow in Stoke Park.

Her husband died in 1989 while they were on holiday in Holland.

Jantje said she was blessed to have five great grandchildren and in 2017 became a great great grandmother.



Alpacas bring their animal magic to Oaklands Care Home



Alpacas in the garden at Oaklands

Pet therapy is a recognised way of calming and lifting the mood of people living with dementia.

Dogs, birds of prey and donkeys have become popular visitors to care settings but residents at Oaklands Care Home, near Diss, have just discovered the therapeutic qualities of a far more exotic species – alpacas.

The VIP visitors, more associated with South America than south Norfolk, were brought along by Tom Boggan, who launched his “alpaca experience” business, Wymondham Alpacas, in January last year.

He said: “I am an animal lover and it all started when my partner, Jess Leeder, bought me an alpaca experience afternoon for my birthday.

“I fell in love with the animals and after taking husbandry and shearing courses, I persuaded my boss to rent me some land on his farm.”

His enterprise is based at Centre Paws, a hub for dog related businesses at Barnards Farm, Wymondham.

People can book “alpaca experiences”, which include a walk with the animals around the farm, and Mr Boggan has now started care home visits.

He said: “They are fantastic animals that have a natural calming effect. People who go on the walks remark on how relaxing it is.

“Oaklands was only my fifth care home visit because of the months of lockdown, but it is amazing to see the happiness the alpacas bring.

“You see the residents’ faces light up with smiles.”

Becky Kingsland, administrator at the Kingsley Healthcare home in Norwich Road, Scole, said: “The residents absolutely loved it.

“They were all so happy and smiling and talked about it for ages afterwards. The alpacas had such a positive impact.”



Resident George Snashfold

Redwalls residents lift spirits of 101-year-old to launch their Choose Kindness campaign

A care home resident has been quick on the draw to lift the spirits of a lonely RAF veteran on his 101st birthday.

Staff and residents at Redwalls Nursing Home, in Weaverham Road, Sandiway, resolved to put the gloom of the pandemic behind them by launching a “Choose Kindness” campaign, spreading love and lifting the spirits of both friends and strangers.

Their first chance to act came when they read about the sad plight of Halifax care home resident Jack Annall who was devastated he would not be sharing his 101st birthday with his daughter Mary who lives in Australia and was trapped there by coronavirus.



John Weedall with his painting

Vicky Gudgin, manager at Sandholme Fold Care Home where he lives, launched a successful nationwide appeal for the public to send him cards – but residents at Redwalls thought they could make his birthday even more special.

Redwalls’ activities coordinator Jodie Solaiman said: “When I contacted Vicky she told me that he used to work on Mosquito planes when he was in the RAF and he is also an artist.

“I immediately thought of our plane-obsessed RAF veteran, 89-year-old John Weedall! John was delighted to do a painting of a Mosquito plane especially for Jack.

“He spent hours sketching and then painting with water colours. It’s in the post and should arrive in time! Happy Birthday Jack!”

Miss Solaiman said the lockdowns had been tough for residents and their families but everyone now wanted to put the pandemic behind them.

She said: “We thought it would be lovely to brighten people’s lives with our Choose Kindness campaign. If you know someone we can help please contact me at the home.”

HOME LIFE

Colne House care home organises car wash to raise money for air ambulance



CHARITY CAR WASH

Staff at Colne House care home, in Station Road, Earls Colne, raised more than £400 by running a car wash on the drive.

The proceeds were between the Essex and Herts Air Ambulance, based in the village, and the home's residents' fund to support extra outings.

On one of the hottest days of the year, staff made a splash with customers by all wearing Victorian bathers.

Deputy manager Victoria Franklin said: "Everyone loved it and thought the Victorian bathers were a nice touch.

"We washed nearly 30 cars on the day and it was such a success that we are thinking of repeating it in August."

She said the air ambulance was a cause close to the heart of everyone in the home because in the past it had supported both staff and residents.

The most impressive car washed was a Ford Mustang, pictured, belonging to retired local businessman Ray Dalton.

He said: "When I heard about the car wash via social media I thought that's a great idea. Along with my Ford Mustang I took our Volkswagen Touran along to be washed."

Mr Dalton, who used to run a cleaning company, also kindly supplied some extra cleaning cloths.

CREATIVITY & IMAGINATION



Jodie did her degree in criminology at Leeds Beckett University and had no direct experience of working with older people when she successfully applied for the role of wellbeing coordinator at Redwalls Nursing Home, near Northwich, in Cheshire.

She said: "My grandmother had dementia so I knew what to expect. I really wanted a job where I was caring for people and able to make a difference.

"You need to be very caring. I consider myself to be an empathetic person. I think of the residents like my granny and ask myself, 'what can I do to best support them'."

The role of the wellbeing coordinator, sometimes called activities coordinator or lifestyle coach, is increasingly seen as a linchpin in any care home.

Jodie Solaiman, 26, describes her role at Redwalls Nursing Home. It is a role of many parts and your days can be filled in countless ways, from leading arts and craft sessions and baking with your residents to organising sing-alongs, dance afternoons or gardening sessions.

You need to have bags of creativity and imagination and come up with fun ways of celebrating special days and festivals throughout the year.

You are the link with your local community and will be involved in hosting events for the wider public, including summer fetes and Christmas fairs.

You will organise regular outing for residents and accompany them on trips away from the home.

In just her first weeks at Redwalls, Jodie successfully staged a Halloween event, with staff dressing up and collecting food for the local foodbank, organised a Thanksgiving Day meal, accompanied a Far East war veteran to a Remembrance Day ceremony and hosted a memorable Christmas party.

"I think of the residents like my granny and ask myself, 'what can I do to best support them'."



Jodie's important tips for being a successful wellbeing coordinator:

1. **Get to know your residents.** Successful activities and events can be built from the life experiences of people in the home.
2. **Be organised!** Successful events and activities take advance planning.
3. **Enlist help.** Colleagues and residents' families will often be happy to support events and outings.
4. **Use the environment you are blessed with.** Redwalls has a fabulous garden for outdoor activities in the warmer months.

If you want to contact Jodie for advice call 01606 889339 or email redwalls.activity@kingsleyhealthcare.co.uk

MEMORIAL GARDENS

Memorial garden tributes to those who died during pandemic



Hadleigh Nursing Home Memorial Garden.

Memorial gardens have been developed at three of our homes that were affected by Covid.

At Hadleigh Nursing Home, in Hadleigh, people from across the local community, including the town mayor, were invited to a formal opening.

Kingsley Healthcare's operation director Debbie McGovern told the gathering: "The Covid pandemic has taken a terrible toll on Hadleigh, especially on its older population living in care homes.

"But the team here at Hadleigh Nursing Home has emerged from the darkest days stronger and more united. And I am sure the same goes for the town as a whole.

"That is why, in developing this garden, we wanted to honour those who lost their lives across the whole community, not just in our nursing home."

The Mayor of Hadleigh Frank Minns described the garden as an important symbol of renewal after the pandemic.

Hadleigh supermarket worker Jo Sheldrake, who had led a campaign for a memorial in the town following the death of her father to Covid, was asked to unveil a Hadleigh Memorial Garden plaque.

Meanwhile, Sharston House nursing home in Knutsford held a service of remembrance to mark the opening of its memorial garden.

A heart-shaped flowerbed is the centrepiece of the garden which has been developed as a permanent tribute to residents and support worker Napoleon Ace-ro who lost their lives during the Covid pandemic of 2020.

The Rev Paul Deacon, of St Cross Church, in Knutsford, led the service of prayers and blessed the garden, the home and its team.

Home Life

At Branksome Heights, in Bournemouth, staff held an afternoon memorial service to mark the opening of the home's Peace Garden.

As part of the ceremony, maintenance man Andi Heal installed his sculpture of a butterfly – the symbol of hope and life, and a time capsule capturing the emotions of the year of the pandemic was buried in a flower bed.

Home manager Lynne Petty said: "The capsule will remind people what the pandemic was like when it is dug up in 50 years.

"Items buried include information posters about Covid, pictures and letters from local schoolchildren, comments about Sir Captain Tom and a toilet roll to remind us of the supermarket shortages."



Branksome Heights Memorial Garden.

Sharston House Memorial Garden.



NEW BUS SERVICE

Brackley Care Home supports new community bus service



Bus driver Ian Roach and Ability administrator Dan Green receive the donation from Brackley Care Home.

Brackley Care Home has made a £500 donation towards an exciting new community bus service for the town.

The community interest company, Ability, has expanded its Northamptonshire and north Oxfordshire services to include a bus dedicated to Brackley and, eventually, surrounding villages.

The bus will be parked at Brackley Care Home, in Wellington Road, Brackley, where staff have pledged to clean it on a weekly basis.

Ability administrator Dan Green said: "We are very grateful for the donation and excited to be working with Brackley Care Home. Our services are predominantly aimed at older people, including care home residents."

Initially, the bus will be operating a town route on a Friday morning, linking housing areas with the new medical centre, hospital, Sainsbury's and Argos store.

As passenger numbers pick up, additional services will be offered on Monday and Wednesday and surrounding villages will be included in the route.

Brackley Care Home manager Sheena Croston said: "We are delighted to be supporting the growth of this community bus service which will be a lifeline for older people in the area. I am sure many of our residents will enjoy using the bus."

LOCKDOWN ANTIDOTE

Residents discover the perfect antidote to lockdown at Allonsfield House

It's the perfect antidote to months of Covid-induced lockdown.

Residents at Allonsfield House nursing home, in Campsea Ashe, near Woodbridge, can step out the door and take a short stroll to their very own smallholding.

Its latest arrivals, silver Appleyard miniature duck and a range of native breed chickens and bantams, are the talk of the home!

And residents have loved helping farm manager Mason Worsfold-Gregg plant vegetables and strawberry plants in raised beds.

Mr Worsfold-Gregg, who studied biology and conservation and previously worked at a therapy farm at a special needs school, said: "In the coming weeks, as we build the pens, we will be introducing Norfolk horn sheep, golden Guernsey goats and a British Saddleback pig to the farm."

Resident Lila Ballard moved to Allonsfield House from her home in Hampshire, overlooking the Solent, so the Suffolk countryside is a new experience for her, but she said it had been a delightful one.

She said: "I love walking every day and the farm is brilliant. I have watched it develop week by week since I have been here."



The project has seen the site come full circle as Allonsfield House was built as a farm in the 17th century.

Home manager Judith Morgan-Worrall said: "It is so good for both the mental and physical health of the residents to get outside in the fresh air and enjoy the farm. Many of them grew up in rural Suffolk.

"It's also going to supply us with lovely fresh fruit and vegetables."

She said Allonsfield Farm was intended as a resource for the whole community and they would be getting local schools and groups involved.

"We already have people interested in becoming volunteers," she said.



MINI DONKS!

Visit by donkeys to Woodbridge Lodge celebrates new fundraising cookbook

Residents at Woodbridge Lodge care home were thrilled to greet VIP guests Saffron and Baby Jack.

Taking pet therapy to a whole new level, the four-legged visitors from Mini Donkeys for Wellbeing make faces light up whenever they make their grand entrance at care homes across Suffolk and Norfolk.

But their visit to Kingsley Healthcare-run Woodbridge Lodge, in Burkitt Road, Woodbridge, had a special significance – for five of the residents contributed recipes to a cook book being launched by the social enterprise to raise vital funds.

Sylvia Bennett's recipe is for Victoria Sponge; Irene Mulley, fruit jam; Rosemary Stammers, jam tarts and Doreen Broom, steamed apple; Sheila Bush who has sadly since passed away leaves a delicious bread pudding recipe as her legacy.

The home's award-winning chef Denise Rastrick prepared all the dishes in honour of the visit which took place ahead of the official launch of the book - *Maude's Makes and Bakes* – at The Assembly House, Norwich, on July 24.

Alongside recipes from care home residents are those contributed by supporters of "Mini Donks", including celebrity chef and joint majority shareholder of Norwich City, Delia Smith, Richard Hughes, chef director of The Assembly House and Lady Dannatt, HM Lord Lieutenant of Norfolk.

Kingsley Healthcare's regional operations director Georgina Johnston, who has contributed a recipe for Welsh Tea Loaf, said: "As a company, we have been proud to sponsor the donkeys for a second year.

"It has been a difficult time for the organisation with donkey visits not being able to go ahead during the lockdowns.

"It's marvellous how the donkeys can even go into the rooms of bed-bound residents. They never fail to bring a smile to people's faces."



Linda White from Mini Donks, residents Doreen Broom, Sylvia Bennett and Irene Mulley who all contributed recipes.

Mini Donks volunteer Linda White, who has been the driving force behind the cook book, said: "During the lockdowns we were not able to take the donkeys out to the homes. I did not want Mini Donks to fade away and worked on ideas to keep up its profile.

"Food memories are so important to everyone so I thought a cookbook would be a good way to raise funds. The response has been amazing. We have more than 50 recipes."

Woodbridge Lodge residents were delighted to stroke Saffron and her foal Baby Jack who will be celebrating his first birthday on August 1.

Mini Donks founder Sarah McPherson, from Hempnall, south of Norwich, was supporting her mother Patricia Little through the later stages of dementia when she discovered that donkeys were the one thing that really brought a smile back to her face.

"The calm nature of the donkeys made her calm and it made her smile which was something that had become quite rare," she said.

Following her mother's death three years ago, Ms McPherson resolved to let others enjoy the therapeutic benefits of her donkeys and set up her social enterprise called Mini Donkeys for Wellbeing.

Home Life

She said: "It is tremendous to see how the donkeys spark so many memories when we go around the care homes.

"It brings back memories of donkey rides as children and, in Norfolk and Suffolk, many people come from a farming background and may have had a donkey."

To order a copy of the recipe book contact the team through the website <https://www.minidonks.org.uk/>



Activities team Lena Hoggarth and Claire Green with Irene Mulley and Saffron.



QUIZ ANSWERS
Kingsley Quiz - Across, 3: Maebh 5; Charlotte 8; Lila 9; Lotus 10; Zane, Down, 1: Pele 2; Beauford 4; Herring 6; Brackley 7; Lagos
General Knowledge Quiz - Across 2: Bristol 5; Prunes 6; Bill 9; Olivia 10; Three, Down, 1: Marathon 3; Naples 4; China 7; Four 8; Time

Zoom, Skype, Facebook Portals – the “new normal” for communication



Kingsley IT manager James Guest is proud of the way we speedily adapted to keep open good channels of communication for our staff, suppliers, residents and community organisations.

“The new technologies have proved so useful, we will undoubtedly keep using them for the benefit of staff and residents even when the pandemic is over.”.

He said: “During the lockdown it became vital for our business as well as residents and their families to embrace the latest technologies for communication.

“We provided all the homes with extra Ipads to facilitate communication via Skype and Zoom and were delighted to take part in a national trial to test the use of Facebook Portals.

“Age has proved no barrier. We have had 100-year-olds chatting to their families via Zoom and staff have adapted really well, even streaming live entertainment and fitness sessions to provide stimulation for our residents during the lockdown.



*It's how
we care
that
matters*



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