

Grapevine

Winter/Spring 2015

Customers at
St Mary's Court in
Oldham, celebrating their
30 year anniversary!
see page 10

We need your opinion!
Enter our prize draw
to win a Kindle Fire...
see insert enclosed



Visiting our customers
A day in the life of our Head of
Quality Assurance & Compliance...
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Kissing it better
Events across the
homes... page 6-7

WIN a shopping
gift card...
See back page

Welcome to the winter/spring 2015 edition of Grapevine

I would like to take the opportunity to wish all of our customers a very Happy New Year. 2014 brought many changes to our sector. What remains constant is our commitment to providing high quality, person-centred care and support.

You can help us to ensure that what we deliver meets your expectations. By the time of publication, many of you will have already had the chance to take part in our independent customer satisfaction survey; others will soon receive the opportunity to do so.

Please do take part in this survey and provide your thoughts about the service you receive.

On the subject of feedback, we are also reviewing

Grapevine and the way we communicate with you (see the enclosed questionnaire). While the communication review takes place we will be switching this magazine to twice yearly, meaning the next edition, in whichever format we ultimately decide upon, will likely not be with you until summer 2015.

Finally, we know winter can be a very lonely and difficult time for some. This is a reminder that the **Silver Line**

service is available and remains a great resource. The number to call is **0800 4 70 80 90**.



Paul Watson,
Managing Director

Cold weather – a signpost to resources

Tips from the NHS website on keeping warm and well!

- Draw your curtains at dusk and keep your doors closed to block out draughts.
- Have regular hot drinks and eat at least one hot meal a day if possible. Eating regularly helps keep energy levels up during winter.
- Wear several light layers of warm clothes (rather than one chunky layer).
- Keep as active in your home as possible.
- Wrap up warm and wear shoes with a good grip if you need to go outside on cold days.
- If you have reduced mobility, are 65 or over, or have a health condition such as heart or lung disease, you should heat your home to at least 18°C and make sure you wear enough clothes to stay warm. It's a good idea to keep your bedroom at this temperature all night.
- If you're under 65 and healthy, you can safely have your house cooler than 18°C, if you're comfortable.

Visit www.NHS.co.uk for more information.

Resources from Age UK

Age UK are spreading the warmth! They have an excellent variety of online resources ranging from cold weather diet through to managing those heating costs and excellent winter health tips.

You can access detailed information at their website by visiting www.ageuk.org.uk If you don't have internet access, you can call their advice line on **0800 169 6565**.

Seasonal fun and games

Christmas snaps!

Our schemes and homes had their usual seasonal knees-ups to celebrate Christmas! Pictures from Claremont Road, Basildon, Prince Rupert Court, Swindon, Jack Simpson House, Exeter and Outwood Park, Wakefield, can be found below.



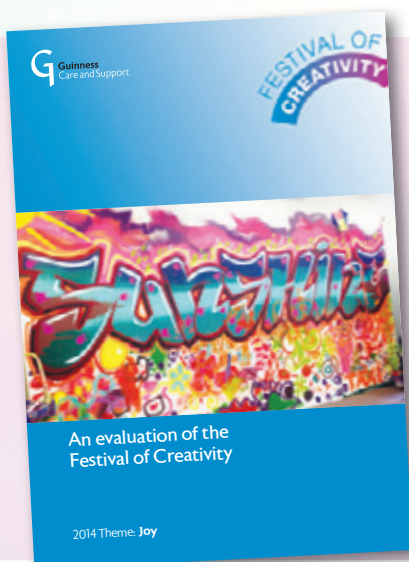
Creativity 2015 – let's get the momentum going

One of 2014's highlights was our Festival of Creativity and we've decided to carry that creative energy into 2015.

This year's theme is 'time' and we'll be linking our creative projects with the Guinness Partnership's

125 year celebrations. We'll be telling you more as our plans emerge so watch this space! If you have an inspired

creative suggestion, get in touch with Helen Webb on helen.webb@guinness.org.uk or 07710 922442.



The Festival of Creativity Review

We have put together a full colour analysis of the 2014 event from concept through to implementation and legacy.

This will be of special interest to those who attended. To get a copy, contact Tim on:

tim.rabone@guinness.org.uk, 01275 395728 or go to our website and search within the 'services for our customers' section.



Jacqui Burvill
Head of Quality Assurance
and Compliance

Assuring quality

A day in the life of Jacqui Burvill, Head of Quality Assurance and Compliance.

I board my morning train at Bristol Temple Meads, on route to a Quality Assurance visit to one of our Care Homes in Devon. I can see the frosty Somerset Levels and the ocean as I make my way south.

When I arrive, I can see and hear what is happening in the service as I look at records and type up my report as I go. The process takes

between 4-6 hours and multi-tasking is critical to the role. I spend time with a customer. She greatly appreciates how the team help with her beautifully sculptured and coloured fingernails.

I meet a lovely customer who is over 90 years old. Fiercely independent, she explains how difficult it was to come into care. She likes things 'just so' but the caring staff really make the process easier.

After finishing the report and providing feedback, next on the agenda is a train to Newton Abbott. I catch up on emails, listen to voice messages and review critical incidents, so I can advise on anything that needs reporting to the Care Quality Commission.

I arrived in Newton Abbot and explain to staff who I am and the purpose of my visit. One staff member takes charge, preparing the customers for afternoon

activities. She has a great sense of humour and knows them well.

The activities coordinator has a great mix of energy and knowledge, encouraging everyone to take part. It's lovely to see customers answering questions and the younger staff learning. I am happy to join in, and I talk to the coordinator about how we can best communicate and care for a lady showing signs of distress. Customers aren't always able to describe their experience, so I make sure I observe how staff are talking and communicating with people. I give some feedback to the manager as he kindly drives me to the station.

Back on the train, I catch up with information from Zoe, our Data Quality Officer. Once the manager gets the report they will put any actions required from the QA visit on their action plan. Back home at about 7.30 pm, I catch up with Rebecca, the Quality Support Manager.

Why quality matters

We look for evidence of good quality care in all sorts of places; talking to people and watching what happens is a major part of what we do.

With The Care Act 2014, new regulations coming into play and CQC assessment changes, I link the Five Domains of Safe, Caring, Effective, Responsive and Well-led into my reports. This way everyone can be prepared for the way care will be assessed in future.

Assessing whether a service is caring is all about the observations I have made today.

Our aim is to provide a wonderful customer experience, but care may not always be a life choice people wanted to make; life in a care home can

sometimes be about compromises. That's why understanding this, and doing the little things that mean a lot, is so important. It might be me in a care home one day. I hope I get treated the same way as the people I saw today.

Can we help?

Care at Home

Enabling independence!

Our Care at Home service provides care for people who want to remain living in the home of their choice.

The service operates from several parts of the UK, and is designed for individual customer needs such as personal care, domestic tasks, assisting with

medication, respite for family carers, round the clock and complex care (such as help when returning from hospital).

Our guarantee to you

- Your health, well-being, dignity and comfort is always a priority
- Our staff are trained and experienced
- A rota will be provided to you in advance each week
- You will have an established and regular team of carers
- We will regularly review your plan to ensure that it meets any changing needs
- A contract will be agreed with you – and there will be no hidden or extra costs*

Get in touch: If you would like to talk to someone about our Care at Home service and see if we are in your area, please call us on **0300 123 0705** or you can contact us online.

**You can private pay or we can help you with local authority funding where applicable.*

New Year's resolution – stay safe for 2015

The Lifeline is part of our Telecare range.

If you know someone who would benefit from a personal alarm connected to a 24 hour call centre, then contact:

Rob Thomas on

07710 922 679 or

Jeff Hopkins on

07710 922453.

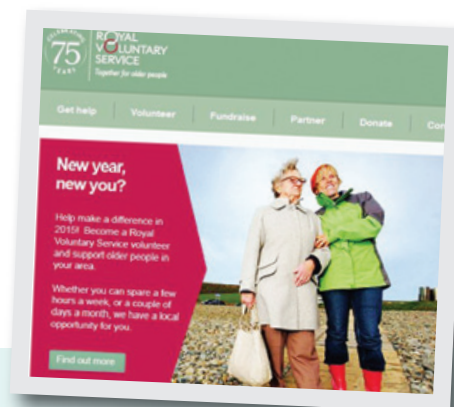
Customers who recommend anyone to the service will receive a £15 gift voucher once the Lifeline has been installed and the first payment made.

Volunteering – why it matters

The Royal Voluntary Service (RVS) is an organisation which 'enriches the lives of older people and their families across Britain.' Needless to say, we endorse their objectives!

Aside from the positive impact on recipients, volunteering offers the chance to give something back to the community and develop and build on existing skills.

The RVS support older people with 'time and practical help so they can get the best from life.' Their 40'000 volunteers comprise of all ages and ethnicities, helping people feel like valued and involved members of society. They have big plans, looking to reach a further two million older people over the next ten years! Much has been discussed about greater spans of longevity in the UK's population, making the RVS of vital importance.



If you are interested in volunteering, contact them on **0845 608 0122**, Monday to Friday: 8am – 6pm or you can visit: www.royalvoluntaryservice.org.uk for more information.

Kissing it better

In spring 2014, we teamed up with innovative healthcare charity Kissing it Better to create a range of community-based projects aimed at customers in our Devon care homes. Their work has outstripped expectations, linking homes to more than thirty schools, colleges, university departments and community groups.

“Local students are working incredibly hard on an amazing array of activities. Customers are now deeply involved in the daily lives of the student volunteers, and we’re seeing the blossoming of many firm friendships,” said Joey Lee, KiB’s Devon coordinator.

Maurice and his music

Maurice Parrish lives at Jack Simpson House in Exeter.

Maurice was part of the Exeter Junior School choir in his youth and was delighted when the modern-day choir turned up to sing for him and fellow customers and talk to him about his memories. This story was featured in a BBC Radio 4 ‘You and Yours’ item. Since then, Maurice has become something of a VIP,

the students visiting him every two weeks. In October, he was guest of honour at the Exeter School Harvest Festival. The students say he’s given them a brilliant insight into the life of a chorister 80 years ago.

“I have loved singing for Mr Parrish and his friends,” said student Oliver Neal.



Maurice Parrish, proudly wearing his old school tie, with Oliver Neal, at the Exeter School Harvest Festival.

Peggy’s poetry and plays

Peggy Smith, also from Jack Simpson, has taken up the literary life in her late 80s, inspired by student volunteers.

Peggy has penned several poems, and now has taken to writing and directing plays. Her latest is Cinderella, written in rhyming couplets, and starring students from St James’ High School, who visit regularly. Peggy’s fame as a poet spread after she appeared on BBC Spotlight on National Poetry Day. “It was a really lovely story to work on,” says BBC reporter Johnny Rutherford.

top: Peggy Smith (in the director’s hat, with her friend Anne Atkinson and students from St James’ High School).

bottom: Residents and students from Maynard School being filmed for the BBC feature.



Barnfield art exhibition

English students from Exeter College visited Barnfield House customers to talk about times of great change in their lives.

The students turned the stories into poetry.

“These poems are not just great art, but also a tangible demonstration that the young people care about their elders, and want to help us all celebrate their lives,” said

Charlene Norris, Lead Tutor for English, Languages and International Baccalaureate at Exeter College. All the work was later unveiled at the college, then the Glorious Arthouse Café in Exeter.



*top: Vera Goodheart enjoys a memory.
bottom: Doreen Barry sitting for her portrait.*

Music at Churchill House



Still in Exeter, students from Maynard School are involved in a host of activities at Churchill House, from music projects, to games afternoons, to arts and crafts.

Some residents were even invited up to the school to watch a dress rehearsal of West Side Story.

“The residents were thrilled to watch a performance of such high standard, and the students loved having us there. Now we’ve been given VIP invites to watch all the school’s future performances,” said Joey Lee.

Churchill is also visited once a week by a trio of Maynard musicians. “The mood in the home stays buoyant and upbeat long after the musicians have left,” said Carole Kingman, Care Homes Manager at Guinness Care and Support.

Newton Abbot beauties



A pampering session at Greenhill Day Centre, Newton Abbot.

Students from South Devon College’s Beauty Skills Department visited Greenhill Day Centre in early summer to offer pampering sessions and a spot of nail art.

“The customers and students had a great time getting to know each other,” said Joey. “The magic comes from the relationships, which grow stronger all the time.”

Applegarth Close trip down memory lane

Belinda Herdman, Scheme Manager at Applegarth Close in Sheffield, has a history of organising some great customer events. One event that consistently attracts a good crowd and creates an enjoyable atmosphere is a reminiscence session.

Enter Jenny Bland who runs The History Van, a business delivering 'hands-on history'. Belinda successfully applied for funding for Jenny to deliver six themed monthly sessions which commenced in September 2014.

One of the sessions was a commemorative event for the centenary of World War 1. Applegarth impressively boasts

two remarkable centenarians who have personal memories of the war years: Vera Gratwick who celebrated her 101st birthday in September 2014 and Vera McDonagh, who turned 100 in December 2014.

“Customers enjoyed talking about their childhood memories. Looking back in time can be great therapy,” explained Belinda.



To find out more about the History Van visit:
www.thehistoryvan.com

Do you live as a resident in a Guinness property?

Sharing stories, photos and memories

The Guinness Partnership celebrates its 125th Anniversary in 2015.

This is an excellent opportunity to showcase stories and memories from you, your friends or relatives who have lived in our homes and estates over the past century and a quarter.

- Do you have an engaging story you would be happy to share?
- Or do you, or have you, lived in a Guinness property yourself, either as an adult or child and have memories to share?

The Guinness Partnership are creating an online site dedicated to 125 years of Guinness, where they'll share stories, along with historical facts, photos, videos and other interactive features for all interested parties to view and contribute to. We'll let you know more about this as the site takes shape.

You can get in touch with your story or let us know about others by emailing:
125years@guinness.org.uk or write to:
**Communications, The Guinness Partnership,
30 Brock Street, Regents Place, London, NW1 3FG.**

Avondown House knows how to party!

The Halloween Party at Avondown House in Bath has become an established annual tradition.

Regular features include tasty Ghoulish, baked potatoes, drinks, music and entertainment. This year was no exception and included some excellent Elvis impersonations for good measure.

“It went brilliantly and everyone had a very good time - the décor, which included four giant spiders, was painstakingly erected by the team, taking a good few hours!” said Scheme Manager Debbie Carter.

Debbie would like to thank customer Keith Robinson and the many other helpers who contributed to the successful event.

Sheltered scheme spirit!

Paul Concannon, Communications Officer at GCS, drops in to three of our sheltered schemes in Lancashire and Greater Manchester.

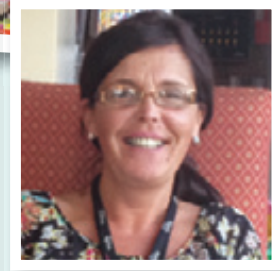
The Grange is a sheltered scheme in Oldham comprising of 34 customers. **“It’s quite an even community of men and women, which is lovely!”** said Dorothy Dwayre, Sheltered Scheme Manager.

Built in September 1984, The Grange turned 30 in 2014. Dorothy has worked in the sector for 15 years and been at The Grange for nine of them. She’s proud of the varied work she delivers.

“Each problem needs to be solved and dealt with in a caring, positive and personable manner. I am able to make a positive difference to someone’s life every day – there aren’t many jobs in this world where you can say that!” said Dorothy.

“I haven’t met a soul that doesn’t think the world of Dorothy Dwayre. She is always there to put a smile on your face and make sure everybody is ok,” said customer Walter Mabey.

All three schemes are community hubs with active social calendars – all designed to help customers feel engaged, included and part of the local community. The spirit of our many sheltered schemes is summed up by Sam.



*top: Roeacre Court in Lancashire customers with Stella Watson, Scheme Manager.
Left to right: Dorothy Dwayre, Stella Watson and Sam Rowles, Scheme Managers.*

Roeacre Court Court is a sheltered scheme in Heywood, Lancashire. In 2015 it will also turn 30. Manager Stella Watson has been there from the beginning, also managing nearby Undsworth Court.

Stella provides a healthy social events calendar – including a local darts league. She manages 67 flats and has around 68 customers across both sites and has worked at Guinness a remarkable 32 years. **The secret of Stella’s longevity?**

“I love helping people. I love to interact with them, helping them to live their lives to the full – my ethos is just being the best you can be.”

Just down the road in Heywood is **Cherwell Court**, which has been established for 28 years. Cherwell has 39 customers. Sam Rowles, Senior Sheltered Scheme Manager, has worked there for five years.

“The thing I enjoy most is making sure customers feel safe and enjoy life to the full; I enjoy listening to them and knowing that they can feel comfortable to share anything they need to with me,” said Sam.

“Nothing will ever get too much – we care and love the job we do.”

Out and about across GCS!

Happy 30th, St Mary's!

Customers and staff were in attendance when St Mary's in Oldham celebrated their 30 year anniversary in October 2014.

Former Mayor, Cllr Kevin Leyden and Christine Crossfield, the first scheme manager at St Mary's, were invited to join customers and staff for an afternoon of entertainment and refreshments.

St Mary's was recently modernised, with a new range of furniture, a new television and music system, carpets as well as upgrades and improvements to the kitchen and hairdresser rooms.

Tony Burke, Head of Community Services for

Staff, customers and guests celebrate 30 years at St Mary's Court.

Guinness Care and Support was in attendance: "We work closely to help people to live independently in the community and our scheme managers are the key people in ensuring residents get exactly what they need."

Congratulations go to the dedicated Pat Rogerson, Scheme Manager, and her loyal customers at St Marys!



Green fingers in Bristol and Paignton!

Peter Webb, a Paignton-based sheltered scheme customer, received a local award for his efforts in making the scheme's patio garden a beautiful site to behold.

Peter devotes lots of time and energy into creating a beautiful garden that his fellow customers all enjoy. Well done, Peter!

Doug Wallbridge of Avondown Court in Bristol



Doug Wallbridge and his handiwork at Avondown Court.

looks after the plants and flowers on the scheme. The result is a lovely garden and a beautiful display for fellow customers to enjoy. "Well done to Doug for all his hard work!" said Claire Sharp, Sheltered Scheme Manager at Avondown Court.

Ashby Court's neighbourhood watch awards

An annual Neighbourhood Watch awards ceremony was held for the fine work of local residents in the Barnsley area.

High on the agenda was a celebration of the life of Terry Potter, a former Ashby Court resident, who sadly died last year. The Rose Hogg Award was presented to Barbara Potter, Terry's wife, for his work with the Neighbourhood Watch.

Terry is missed for his friendliness and the events he organised which included Neighbourhood Watch Lottery and a number of outings and social afternoons. "Terry was popular and active on the scheme and is sadly missed," said Angela Rylance, Scheme Manager at Ashby Court.

Customers Ann Jackson and Sarah Taylor also received awards for their work in helping to improve the local area. Well done to both of you!



More of our distinguished customers hit the century!

Greenhill Residential Home customers Selina Burrige and Mary Robinson celebrated their 107th and 100th birthdays respectively in a joint party held at the in Kingsteignton care home. Each lady was presented with a birthday cake and bouquet at the event which was attended by over 60 family, friends and fellow Greenhill customers.

They join other Guinness Care and Support centenarians such as Donald Shickle from Coverdale Court in Paignton, Sally Littlewood and Elsie Harrup of Bickerton Court in Chadderton, Irene Ball (Nottingham), Vera Gratwick and Vera McDonagh both of Applegarth Close in Sheffield, Les Gibson in Devon, and Mrs Rita Twaddle.

A reminder of why you or your relative should join the Guinness 100 Club!

If you're approaching your 100th birthday you'll receive:

- a personalised birthday card – signed by our Chair, Lady Amanda Ellingworth
- a certificate
- an engraved trophy
- £100 towards the cost of a party and gift

To find out more or help someone apply to join the Guinness 100 Club, contact Sarita Richards, on **01275 395778** or **sarita.richards@guinness.org.uk**

Older People's Days and the Big Knit

Older People's Day took place in October 2014 and a number of our schemes got on board.

Claire Short, Retirement Living Advisor, organised a small event at Russell House, Newton Abbot, to celebrate the day. Claire asked customers to bring along old photographs to reminisce about their lives.

Russell House locals duly shared snapshots of first dates, marathons and one customer included a snap of herself with Jerry Marsden from 'Jerry and the Pacemakers' taken in 1980 in Torquay. Another customer shared memories of his time spent as a biker. The fun-packed event also featured a general knowledge quiz, food, a raffle, and a sing-along.

Knitting needles and wool were provided for the group to knit little woollen hats, which was part of the Innocent Big Knit in conjunction with Age UK, who do great work in fund raising to combat older people being cold in the winter. For every hat sent to Innocent, they donate 25 pence to Age UK.

Talking of the Big Knit, three customers at Prince Rupert Court, a sheltered scheme in Swindon, also took part. "Margaret Lucy, Shirley Gilbert and Celia Bowers all got involved," said Sue Reid, Sheltered Scheme Manager at Prince Rupert.

Janet Shipman, Scheme Manager at Loxley Court in Sheffield also arranged an event for Older People's Day. "We prefer Full of Life," said Janet.

"We had exhibitions of our knitting, painting and flower arranging groups. We are very proud of all their talents!"

Loxley customers reminisced about their jobs, proud life events, and like their counterparts in Newton Abbott, took time looking at photos from their younger days. "We also had a quiz about 'old money' and a lovely buffet – the event was brilliant and highlighted how we are still part of the community and the many ways we can contribute!" said Janet.

QUIZ

Your say

Test your memory!

Answer the questions below and you could win a £25 shopping voucher. All the answers can be found in this copy of Grapevine. Congratulations to Reg Boddy of Exeter who wins the voucher from the summer edition.

1 Who would you call in Exeter if you need a Lifeline?

2 Which Bristol customer displayed his green fingers last year?

3 Which website recommends that if you are over 65, your house should be heated to at least 18°C?

Your name: _____

Address: _____

Tel number: _____

Send your answers to:
Paul Concannon,
Guinness Care and Support Ltd,
Block C, Estune Business Park,
Wild Country Lane, Long Ashton,
Bristol, BS41 9FH.
or email
paul.concannon@guinness.org.uk
The winner will be picked at random.

Dear Mr Fee,
My wife Eunice and I live at The Grange (Oldham). Thank you for employing not only a fantastic (Scheme Manager), but also somebody who has become an amazing friend to both Eunice and I over the past four years.

Dorothy Dwayre has truly been our guardian angel in many, many ways; whenever we have needed ANYTHING - Dorothy has been there. Whenever we have been ill or she has been concerned for our welfare - Dorothy has contacted our family and looked after our needs. The support Dorothy has offered me, and the services she has put us into contact with, without her - we would be lost!

I can only speak on behalf of myself and Eunice, but there is something I can tell you. I haven't met a soul that doesn't think the world of Dorothy. She is always there to put a smile on your face and to always make sure everybody is ok.

Dorothy Dwayre deserves a great deal of praise!

Mr Walter Mabey
Customer, The Grange

Guinness Care and Support has a Twitter account and we would love more customers to follow us! To sign up for a free account go to

 www.twitter.com

you'll find us by searching for: Guinness Care or by going to: <https://twitter.com/Guinnesscare>.

Jungle Creatures – Wordsearch

See if you can find fifteen jungle creatures... Good Luck!

A	L	L	I	G	A	T	O	R
C	L	T	E	S	O	M	R	A
R	D	H	J	K	B	O	T	A
O	R	Y	E	G	E	N	I	M
C	A	E	U	W	A	K	G	N
O	P	N	C	H	R	E	E	X
D	O	A	P	Y	Z	Y	R	T
I	E	E	A	L	L	I	R	O
L	L	I	O	N	E	K	A	N
E	D	M	E	F	F	A	R	I

Just for Fun

Please send your stories and pictures to:
paul.concannon@guinness.org.uk



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MIX

Paper from responsible sources

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