



Welcome

Hello and welcome to the spring 2016 edition of Grapevine.

Creative success

Our Creative Times 2015 event, which took place at the Bath Guildhall in October, was an unprecedented success. Helen Webb, Project Manager, and a team of customers, staff, artists and volunteers, delivered the project. A huge thanks to Helen and all of those who took part.

93.4% is our number!

In March, we achieved a customer satisfaction rating of 93.4%! We are delighted with the overall result. Thank you for the fantastic feedback!

Business Plan

The Guinness Care and Support Strategy and Business Plan for 2016-2018 has been published. We have set some targets including maintaining our strong customer satisfaction results, expanding our care at home service, ensuring our staff are happy and remaining financially efficient. If you'd like to take a look, our website will detail the plan shortly.

Paul Watson
Managing Director



Our commitment to 'active ageing'

According to the World Health Organisation (WHO) active ageing is the process of "optimising opportunities for health, participation and security to enhance quality of life as people age."

We are committed to facilitating active ageing events for customers, our two creative projects in 2014 and 2015 being excellent examples of this.

WHO goes on to say: "Active ageing allows people to realise their potential for physical, social, and mental wellbeing throughout the life course and to participate in society while providing them with adequate protection, security and care when they need."

We think this beautifully sums up our ethos! In 2016 we'll be working on additional customer-centred wellbeing and creativity projects which we'll let you know about through your local service managers later this year.

Looking back at Creative Times 2015

Paul Watson has already mentioned the 'resounding success' of Creative Times 2015.

The project saw customers from across Bath, Bristol, Somerset, Wiltshire and Gloucestershire participate in creative projects.

The theme of the event was 'Time' and artwork was displayed in an exhibition at The Guildhall in Bath for three days from 12th October. Customers, artists, staff, local stakeholders and members of the public took part and attended.

A detailed project analysis showed us that Creative Times had a positive impact on the health and wellbeing of participants and helped create ongoing legacies for customers, many of whom are continuing to take part in artistic activities. Moreover, the organisations who worked with our service users, Art Shape, Create Studios and Superact, are continuing to work with us in several parts of the country!

The essence of the project was summed up perfectly by one participating customer who told us, "I feel healthier in mind and spirit!"

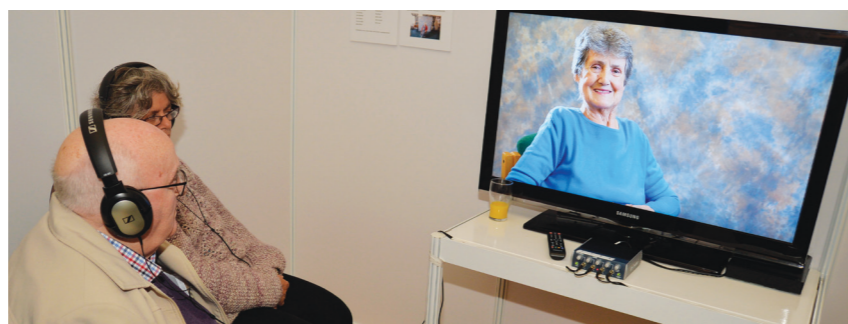
Please do get in touch with feedback or ideas. Contact Helen Webb, Creative Times Project Manager:

@ helen.webb@guinness.org.uk

☎ 07710 922442

You can find more information about Creative Times 2015 at:

🖱 www.guinnesspartnership.com/care-and-support/community-news/creative-times-2015



Cottingham Court art classes

Customers at Cottingham Court – one of our sheltered schemes in Scunthorpe – have been introduced to the fun of art classes.

Julie Coe, the scheme manager, explains: "Art is a great way to involve people in social activities and to help them enjoy each other's company.

For most of the residents, this was their first time painting. A few were nervous to begin with, but now they are all so proud of their achievements."

"It was lovely to see the residents laughing, helping each other and creating something from a blank canvas," said Julie. "We're grateful for the funding and will be setting up more art projects, as we've already had lots more people asking when the next class will be."

The sky is the limit for Raymond

Raymond Tyreman, an 80-year-old customer from Vicarage Court, Hartlepool, crossed sky-diving off his 'bucket list' recently.

Raymond needed a doctor's certificate to prove he was in robust enough health to undertake a tandem skydive which took place at Shotton Airfield in the North East.

"Ray emerged safe and sound though he got dizzy as the parachutist had him doing tumbles!" said Janet Turnbull, resident liaison advisor at Vicarage Court.

Ray is as an active member of the scheme, helping with the communal garden, drawing cartoons for the notice board, and assisting with bingo night. His daredevil stunt raised £200 for the Great North Air Ambulance. Congratulations Raymond!



Selina celebrates 108 glorious years

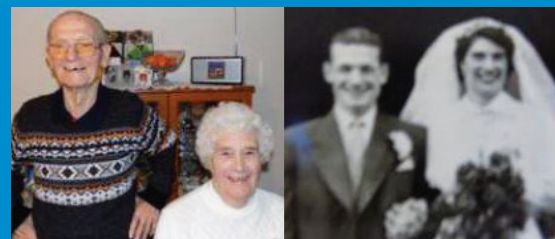
The extraordinary Selina Burridge, a care home customer in Devon, has reached a magnificent 108-years-old.

She celebrated her big day with nieces, nephews, fellow customers and staff.

Visitors gathered around to sing happy birthday while Selina blew the candles out on a cake baked by the staff at her home.

Congratulations to a truly remarkable lady!

Beattie and Bert's Diamond Anniversary



Mr and Mrs Bert and Beattie Biggs of Prince Rupert Court, Swindon, recently celebrated their 60th wedding anniversary.

They first met at Pewsey carnival in 1952 and got engaged on August 9th 1955. They started married life in Swindon and are very happy and content at Prince Rupert Court.

The popular couple have two children, Melvyn and Linda, three Grandchildren and eight great grandchildren.

Congratulations to Bert and Beattie!



Exciting times in Bristol!

Our Bristol Care at Home service has received a well-deserved boost with the news of an Extra Care contract win.

The new agreement enables us to deliver all care and support services in the Southlands and Anchor House schemes, known collectively as the Knowle complex. Bristol Care at Home is a flourishing service and was rated 'Outstanding' under care by the Care Quality Commission (CQC).

The contract began on 15 February when we welcomed 25 staff from Brunel Care, who are now providing support for residents at both schemes.

Interested in our Care at Home services? See page 4 for details.

Keeping you satisfied!

We want our services to be the best that they can be and satisfaction surveys are one of the ways we find out what we do well and what needs to get better.

Here are some of the key results taken from our latest customer survey:



93.4% overall satisfaction

89.7% would recommend to friends and family

Where we're doing well:

96.3% said that staff think about their privacy and dignity

Where there's room for improvement:

63.3% stated that they have a say in how the service is run

A very sincere thank you to all of those who took part in the survey.

Meet our champions of quality



Customer Champions play a vital role in our quality assurance work, regularly going in to inspect our care homes alongside GCS staff and making telephone contact with care at home customers. They bring valuable insights from a customer point of view. They are:

Norman Smales

A customer for over 20 years, Norman is a Dementia Friends Champion who volunteers for a number of different organisations.

Joan Allen

An involved customer for seven years, Joan has a wealth of understanding of care, having supported her mother through a range of different services.

Jim Harrison

Jim Harrison Jim has volunteered for Guinness for over five years. He's currently working with Hampshire as a member of HealthWatch and has worked as a champion for the CQC.

Miriam Isaacs

An involved customer for over five years, Miriam is currently a Hampshire-based care home inspector.

Our Care and Support Service

Are you living in a Guinness property and need additional support?

We help people maintain independence and remain in the home of their choice. We deliver personal care, morning and evening services, support with domestic tasks, personal support, respite, social connections, telecare (personal alarms, fall detectors, door sensors, smoke alarms and medication reminders), round-the-clock (24 hour, 365 days) care, end of life and other specialist requirements.

Contact our friendly team to find out more:

☎ 0300 123 0705

🖱 www.guinnesspartnership.com/care

Get in touch

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🖱 www.guinnesspartnership.com/care

Communications

Share a story or your opinion:

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