



# WCS CARE NEWS

**Ocean Spa**  
Coming soon  
to a home  
near you?  
page 5



Ida's advice  
for younger  
generations  
page 10

Our **5**  
surprise  
benefits of  
gardening  
page 12



## What will the higher minimum wage mean for care providers?

- Welcome news for care professionals,
- A challenge to providers to fund this.



By Christine Asbury  
Chief Executive

**I**n July, Chancellor George Osborne announced an increase in the National Minimum Wage to bring it in line with the National Living Wage by 2018.

WCS Care believes it is vital that care workers are recognised as committed, professional people and that their pay reflects the valuable work they do. So it's good news that the hourly pay of such an important, committed group of people is going to improve.

In his November Spending Review the Chancellor announced that councils will be able to raise an additional 2 per cent on council tax for adult social care in general, and asserts that this will be sufficient to meet the existing social care funding gap, fund the implementation of the

National Living Wage and achieve full integration of health and social care. This is disputed by national bodies such as those representing local authorities and directors of adult social care.

We're a charity, so we don't operate for profit. We invest in improving the environments of existing homes, building new ones, keeping staffing ratios high, ensuring strong staff training, and delivering high quality services.

Over the next three or four years, most care providers (and many other employers, such as retailers and the catering trade) will be grappling with the same challenge we face: how to maintain quality and service while finding these substantial year on year increases. It's particularly hard for not-for-profit care providers like WCS Care, because we can't benefit from a reduction in tax to

Next April's changes:



50p per hour more  
(or £910 per year for  
full-time worker).



**Staff at WCS:**

While our rates of pay haven't been as high as some other employers, many working conditions have been better:

- Higher staff ratios
- Generous sick/maternity provision
- Free training, qualifications, uniforms and DBS checks
- Rotas published three months in advance

compensate for the increased costs.

We've already started planning for next April, and for the following years when minimum wage rates will rise to an eventual £9 hour.

WCS Care is committed to providing affordable care for people however they pay for their care, and we are not going to lose sight of this, even though there will inevitably be fee rises to help manage the impact of the new wage rates.

# About **WCS CARE** NEWS

**WCS News is one way newcomers to WCS get to know us and a way for everyone else at WCS to share their events, thoughts and ideas.**

We try to capture the everyday things that makes life in people's homes fun, and show off how people carry on enjoying the

things they always have – which are two of the charity's principle values.

WCS News relies on the thoughts and ideas of everybody who stays or works with WCS – so if you have an idea that you'd like to see featured, please get in touch!

## About **WCS CARE**

**Everyone at WCS Care is signing up to our charity's values, which inform every decision we make.**

Our **Charter for People** sets out the basic things that everyone living with us can expect every day.

You can read this and more about our story at [wcs-care.co.uk](http://wcs-care.co.uk) or drop into one of our homes.

- WCS Care is a not for profit organisation set up over 20 years ago.
- We're based in Kenilworth and run 10 homes for older people, and two for younger adults.
- Looking to the future, we opened the first of our next generation care homes, Drovers House, in Rugby. Castle Brook, in Kenilworth, will open in November 2016.



**Kay Ward** Deputy Director of Operations  
**You can get in touch with WCS Care in the following ways...**

- Verbally to any member of staff or to a home's Duty Manager (their name will be displayed in reception),
- via telephone to WCS Head Office (**01926 864242**),
- by leaving a message on our Chief Executive's hot-line on **01926 856130** or [chief.executive@wcs-care.co.uk](mailto:chief.executive@wcs-care.co.uk)
- via telephone to the relevant home, these numbers are listed on the back page,
- email ([info@wcs-care.co.uk](mailto:info@wcs-care.co.uk)) or the relevant home using the email addresses on the back page,
- via a WCS Comment Card (these are in each home's reception and can be filled in anonymously if you wish, and go directly to Head Office),
- verbally at a Residents' Forum Meeting – ask your Home Manager about when your next meeting is.
- By writing to Customer Service Support using the address on the back page.



## Contact WCS News:

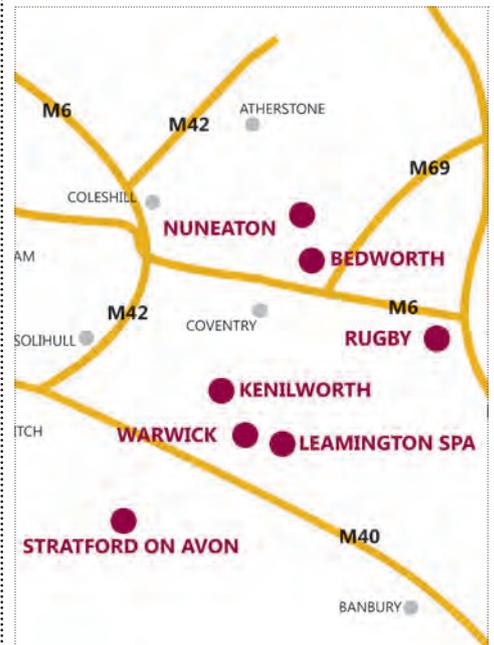
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## See also:

[wcs-care.co.uk](http://wcs-care.co.uk)  
Twitter: @WCS\_Care  
Facebook: /wscare



## Our locations:





## Drayton Court carers' raise over £1,100 for cancer charities

**D**rayton Court resident Margaret Armes couldn't wait to get stuck in with the clippers when she shaved the heads of three brave carers at Drayton Court care home, raising over £1,100 for good causes.

Sue Quarmby, Sharon Harbut and Carol Reeves, who all work at Drayton Court in Camp Hill, all had years' worth of hair-growth sacrificed for the fund-raiser last

month. The hair went to the Little Princess Trust to be used in wigs for children undergoing chemotherapy. Sponsorship money raised was split between Macmillan, Breast Cancer Awareness and Drayton Court's Residents' fund to pay for one-off treats like days out.

Carol, a Lead Carer at Drayton Court, added: "There was a great atmosphere created by all the spectators who came along to watch and the fact that there were three of us made it less nerve racking.

"I'd like to thank everyone who's donated, and Sharon and Sue for roping me into it in the first place! It feels great to raise money for such a good cause."

**M**argaret Armes (in charge of the clippers, above-right), who lives at Drayton Court, fancied having a go with the clippers herself and so volunteered to help out. She said: "The ladies felt a little nervous at first but they were all very brave. Everyone who came to the event showed their appreciation and support, even digging a little deeper into their pockets for an extremely good cause.

"It was rather a shock to see the girls with no hair but I'd like to thank everyone for such a wonderful day and for being so selfless in aid of charity, especially Sue, Sharon and Carol!"



# Going 'above and beyond' for Lilian's magical day out...

Lilian Dodd was determined to attend her granddaughter's wedding in November, and she managed it with behind the scenes support from Carol Rudkin and Kirsty Parsons; carers at her home in Fairfield, Bedworth.



**'A special day': Lilian with granddaughter, Lizy (and with the groom, David, below).**

**C**arol and Kirsty's dedication prompted Lilian's daughter, Jane, to get in touch with WCS Care and describe what they'd done as going "above and beyond for our family".

Jane told us: "For the past 12 months my daughter had been planning her wedding – something we never dreamt that her Nan could attend due to her dementia. But Carol and Kirsty made that possible.

"Over the last few weeks they have counted down with mum to the

build up to the wedding. They have helped her look forward to the event, and talked to her every day about 'The Wedding'.

"They shared the choosing of the dress, organised a hairdresser and the thing that touched me most was that they gave up their own time to take Mum into Bedworth because she wanted to buy the Bride and Groom a small gift. Mum was elated that afternoon and returned to the home with a beaming smile that lasted all weekend.

"Carol and Kirsty gave up their own time to attend the wedding with Lilian – something I can never thank them enough for.

"Without them, there is no way that logistically we could have made sure Mum was there to share her

granddaughter's special day, and to receive the one to one attention she requires. Mum loved it, every second of it. She was glamorous again for the first time in years."

**"Carol and Kirsty gave up their own time. Something I can never thank them for enough."**

Jane added: "I just wanted to make you are aware what fabulous caring people they both are, Carol is mum's primary carer and I would be lost without her!

"Both Carol, and Kirsty, understand mum's ways, and most importantly don't give up on her when Mum gives up on herself.

"Carol and Kirsty gave me and my family that lasting happy memory that we have been fortunate to share with my Mum, and

I will never be able to thank them enough for that. If you run any sort of staff recognition scheme both Carol and Kirsty earn a very well deserved nomination from myself and my daughter."





# The Ocean Spa

- Colour
- Bubbles
- Sound
- Aromatherapy

Fancy a dip?

New to Drovers House, and coming soon to Four Ways and Castle Brook

**D**rovers House's luxurious new Ocean Spa been given the thumbs up by users after the new facility opened.

It's proved so popular that WCS has planned two more similar spas at Four Ways in Leamington and in the Castle Brook new build. The spa is designed to appeal to the senses to provide a uniquely relaxing experience.

The spa's spacious tub has a door on the side for ease of access and is back-lit, meaning the water can appear one of several vibrant

colours. There's also sensual bubbles to help stimulate people's circulation and the spa's selection of fragrances, sounds and music complete the experience.

Carole Mountford, who lives in Station House at Drovers, said: "Of course, there's nothing wrong with a normal bath, but in comparison this is a completely relaxing experience leaving me feeling totally pampered and relaxed."

In addition to the bathing experience, the spa also offers a place where people can book a manicure appointment.



To book an appointment at the Ocean Spa, visit the spa's reception desk at Drovers House.

Nail a new look:

**T**he Ocean Spa also offers nail treatments, so if you fancy having something different done, or seeing what a manicure's like, you can book an appointment for that too. It's not just a chance for your fingertips



to look and feel great – it's also an excuse for a cup of tea and a chat, too!

**Left: The spa can appeal to several senses at the flick of a switch.**



# What matters most to our customers?

## We scored an average

- 270 customers responded – a 60 per cent response rate
- Most improved scores for laundry, activities and staff availability
- More work to be done for personal interests and hobbies (75% and 77%)

**P**eople living in WCS home: have rated us an over all 8.2 out of ten in the charity's 2015 Annual Review.

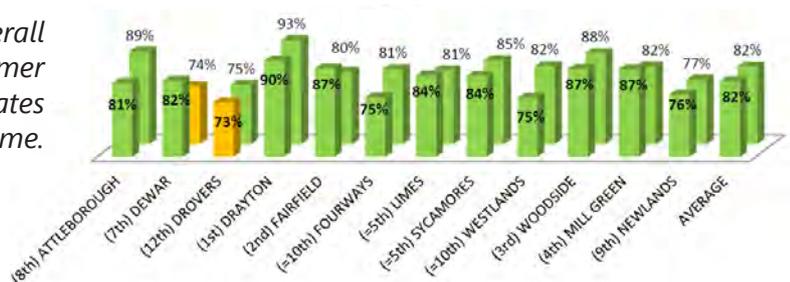
There were 270 responses to the Annual Review survey by the September 1st deadline. They give detailed feedback ranging from general standards of care to specifics such as food presentation, laundry and staff attitude.

All results, both positive and negative, are included in the survey report. Feedback reveals that three specific areas targeted by the organisation for improvement after 2014's results – laundry services, activities and staff availability – all posted improved feedback scores.

However, the review also highlighted where further improvement was needed. The lowest rated areas indicate that people still want more help to continue their hobbies, and social activities.

Two of the three highest rated areas (both 8.9 out of ten) were awarded to staff, for the way they assist with care and for their overall attitude.

*Right: Overall customer satisfaction rates for each home.*



## “Keep talking to us!”

**E**d Russell, WCS Director of Operations, said of the survey:

“Thank you for your survey responses, there’s really no substitute for honest, objective feedback. We’ve already got projects in the pipeline that I’m hoping will see more improvements in social activities next year. I’m particularly pleased that people have rated our staff attitude and care so highly as this is something that we know is key to people’s quality of life.

“Please don’t wait until next year’s annual review if you have something to say. Keep talking to us; your management teams will respond accordingly!”



## See the results yourself:

- Download from [www.wcs-care.co.uk](http://www.wcs-care.co.uk)

**E**very statistic collected for each home is available in our Annual Review document.

You can compare and contrast homes and learn what we changed

after last year’s review.

Copies are available in each home’s reception, or request one from your home manager and we’ll pop one in the post for you.



of  by 270 customers

Annual Quality Review 2015 at a glance:



60% response rate  
(270 surveys received to date; 212 last year)

- More than half of customers/families responded ↑
- Mealtime overall satisfaction rate up 1% from last year to 85% ↑
- Personal care and support up 3% to 87% ↑
- Daily living up 3% to 80% ↑
- Grounds and premises down 2% to 83% ↓
- Management down 1% to 85% ↓



Top 3 rated areas:

- The amount of food provided 90%
- The way staff help and assist with care 89%
- Staff attitude and manner 89%



3 lowest rated areas:

- Efforts to help keep up with personal interests and hobbies
- Social activities
- How residents get on with each other

Most improved

- Laundry up 10% from last year to 81% ↑
- Staff availability when calling for assistance up 7% to 84% ↑
- Social activities up 4% to 77% ↑
- All 33 questions are rated green for the first time, meaning higher than 75% satisfaction ↑

What happens next?

**T**he next steps for your Home Manager will be to draw up an action plan to continue doing what's working well and to review areas that require

**improvement.**

These details will be shared and discussed with residents and their families in Residents' Forum Meetings.

Where you have given us a high

satisfaction rating we will share best practices between home teams to continually drive-up quality. Keep an eye open for your home manager's action plan in 2016.

## The future's here



**Y**ou can now watch time-lapse footage of our next generation home Castle Brook being built on YouTube.

A camera on-site at Kenilworth records activity and progress everyday meaning you can watch about four months of progress condensed into four minutes.

## DHL deliver for Attleborough



**P**eople living at Attleborough Grange have thanked DHL for donating £1,495 to a project to help re-create an accurate 1940's era tea room.

The money was raised by staff at DHL at several charitable events and will be spent on the tea room, adding to Attleborough's popular theme pub. Staff at Attleborough also raised money for the project when they survived traversing the notorious Crib Goch section of Snowdon earlier this year.

**Pictured are Karen Allen of Trade Team (part of DHL) whose granddad, Jim, is staying at Attleborough, Louise Goode, Attleborough Grange's Manager, Margaret Baldwin, accepting the cheque on behalf of people at Attleborough, and the rest of Jim's family.**



Louise Goode, Attleborough Grange Home Manager, explains the ideas behind the pub:

**"The concept behind Attleborough Grange's pub is based on one of WCS's values: that people can carry on doing the things they've always enjoyed.**

**"Reminiscence areas bring back memories of bygone eras – and our new area will recreate the familiarity of a 1950s tea room. The room will be packed full of nostalgia, things to do and talking points."**

**She added: "People enjoy visiting the bar with relatives or settling down there for a game of cards or dominoes."**



**Attleborough Grange's pub has inspired other homes to do something similar – above is a game of dominoes at the Drovers Return at Drovers House.**

# Popular pub restored:



Below: Nuneaton's Heartland Evening News on August 5th, 2000, reporting the original opening of Attleborough's pub. You might recognise one of the special guests from early 1990s episodes of Eastenders!

So, what's your tippple?

Attleborough's pub was relaunched last year – 15 years after it was originally opened by then Nuneaton MP Bill Olnier, Michael Cashman MEP and Cllr June Tandy.

**M**any visitors still seem impressed with Attleborough Grange's pub – even though it's 15 years since the concept was officially opened.

Ed Russell, WCS's Director of Operations, was Attleborough Grange's Manager then, and was quoted in the local press explaining what the pub feature was about. The Heartland Evening News wrote: "While there were one or two sherries taken in, everyone present was aware of the importance behind the fun and festivities. The room is an innovative approach to treating dementia and will help to challenge older techniques."

Ed, told the newspaper: "The room really does trigger memories for people. There are lots of pieces of memorabilia on the walls including old farming pictures, photographs of Bramcote Barracks and of the Grange in 1931 and 1949. The room is so thought-provoking that conversation is spontaneous."





## Ida and Beatrice

**With a combined age of 204, celebrate Ida's 100th birthday**

**I**da Hemus celebrated becoming a centenarian with a party at her home at Dewar Close in Bilton, Rugby.

Ida will be fondly known to countless families in Coventry and Warwickshire having worked for almost 30 years as a nursery nurse in Coventry. She celebrated her 100th with her good friend, 104 year old Beatrice Leatherbarrow, and her family – some of which flew half way around the world from New Zealand to see her at her home at Dewar Close care home.

Ida was born in Old Church Road in Coventry, married in the city's registry office and brought up her two sons, Tony and Roger, in the city. She worked at Courtaulds textiles after she left school before, when aged 18, she married her husband, painter and decorator

*“My advice would be to never buy anything on hire purchase!”*

**Pictured: Friends Ida Hemus and Beatrice Leatherbarrow, also of Dewar Close.**

Frank. Most of her working life was spent working at Windmill Road Day Nursery near Longford.

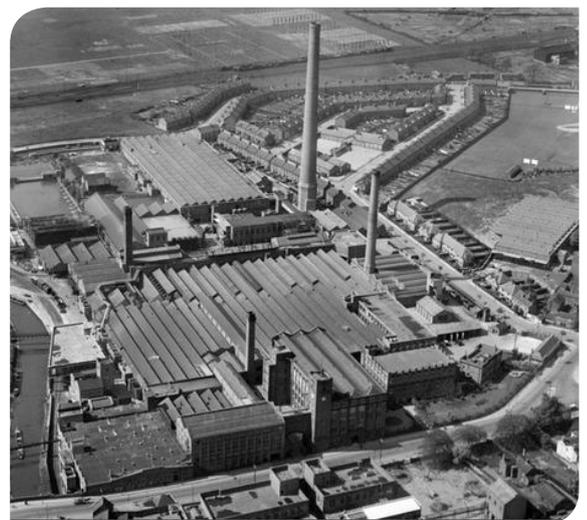
Reflecting on her life, Ida said: “Looking back I have to say I've been so lucky to have such a lovely family and so many wonderful memories. Of course, it meant the world to me seeing everyone on my birthday. It's a shame you only get to be 100 once! I felt so happy when I was opening my envelope from Buckingham Palace.”

Ida hasn't lost her instinct for helping younger generations learn, and she took time out on her birthday to pass on some valuable advice. She said: “My advice to youngsters

would be not to marry too young, tell your family you love them as much as possible and most importantly, never buy anything on hire-purchase!

“My mother always told me not to try to keep up with the Joneses. My advice to young ladies would be to the same; go out and do something fun and worthwhile with your life, instead.”

**Pictured: Courtaulds textiles of Coventry, photographed in the 1930s when Ida worked there.**



# Bricks, sweat and champagne

...helps people to keep fit at Woodside

**A former Royal Engineer was among those at a surprise welcome party for a group of care workers raising funds for his home.**

The fund-raisers, from Woodside care home in Warwick, organised a six mile walk between Woodside and our next generation care home in Kenilworth, Castle Brook, to help pay for three Nintendo Wii U games consoles with Wii Fit software. The £300 they raised will be match-funded by Thomas Vale Construction. Woodside resident and former engineer and carpenter Frank Wiseman was joined by Christine Asbury, the Chief Executive of WCS Care to surprise walkers with medals and champagne.

Castle Brook, where the walk ended, is the second next generation home currently being built by WCS Care and will have an array of modern features including a shop, spa, café and cinema and will open in November 2016.

*“I can’t wait to see people’s reaction to Wii Fit!”*

Frank, who used to repair heavy machinery such as diggers, also laid a brick at Castle Brook after the walk.

Kat Spanswick, Woodside Exercise and Activity Co-ordinator who helped organise the walk, said: “Thank-you to everyone who sponsored us and especially to Thomas Vale - I can’t wait to see people’s reaction to Wii Fit!”



# gardening special gardening special

**O**utdoor spaces provide loads of opportunities, and it's been a busy summer in WCS Care homes!

Good outside spaces stimulate conversations and activities. They also appeal to all our senses, whether it's the striking colours, the smell of cut grass, the texture of compost, taste of herbs or the sound of birdsong....



## 5 unexpected benefits of gardening:

**Take care of your garden, and you're taking care of yourself, too...**

Get out in the care home garden

**1 Stress relief and self esteem:** Several scientific studies have linked gardening to people having lower cortisol, 'the stress hormone'. Furthermore, scientists have said it doesn't take much gardening to relieve stress either – as test subjects only spent 30 minutes before cortisol was lowered significantly.

midday will also give you enough vitamin D to reduce risks of heart disease, osteoporosis, and various cancers.

More exercise is needed

**2 Stroke and heart attack risk:** A large Swedish study showed that regular gardening cuts stroke and heart attack risk by up to 30 per cent for those over 60. Raised beds can save the joints and extend possible gardening years for anyone wishing to garden more comfortably. Just 10 minutes during

**3 Hand strength and dexterity:** Keep busy As we age, diminishing dexterity and strength in the hands can gradually narrow the range of activities that are possible or pleasurable. Gardening keeps those hand muscles vigorous and agile. Related research has inspired rehabilitative programs for stroke patients involving gardening tasks as a satisfying and productive way of rebuilding strength and ability.



# 4 Grow your own!

**Improved nutrition:** The food you grow yourself is the freshest food you can eat, and because home gardens are filled with fruits and vegetables, it's also among the healthiest food you can eat.

Not surprisingly, several studies have shown that gardeners eat more fruits and vegetables than their peers, and there's also academic evidence linking this to an increased chance of people trying new foods.

## Reap the rewards

# 5 Immune system boost:

This one is a wild card. Not only does the Vitamin D you're soaking in from the summer sun help you fight off colds, but it turns out even the dirt under your fingernails may be working in your favour! The "friendly" soil bacteria *Mycobacterium vaccae* — common in garden dirt and absorbed by inhalation or ingestion on vegetables — has been found to alleviate symptoms of psoriasis, allergies and asthma: all of which may stem from an unsettled immune system.

# Drayton Court's bumper crop



**A**fter a warm spring and summer there's been plenty of produce to be proud of.

People at Drayton Court made the most of their greenhouse and raised flower beds with a bumper crop ranging from tomatoes, runner beans and cucumbers to apples, dill, lettuce, onions and tarragon.

The ingredients have all been used to bake puddings, brighten up salads or season other meals.



## "How do I get enough vitamin D in winter?"

**I**n the UK, our skin isn't able to make vitamin D from winter sunlight (November to March) as the sunlight hasn't got enough UVB (ultraviolet B) radiation. During the winter, we get vitamin D from our body's stores and from food sources. We also get vitamin D from some

foods – including eggs, meat and oily fish such as salmon, mackerel and sardines.

Vitamin D is also added to all infant formula milk, as well as some breakfast cereals, soya products, dairy products, powdered milks and fat spreads.

● On the following pages: More goings-on in our gardens...

# Harry snaps some new lodgers at The Limes

**S**tratford's bustling town centre might not seem the ideal place for wildlife – but these pictures prove there's still enough nooks and crannies not just for birds and squirrels, but also for small deer.

These photos were taken by Harry Sowden, resident of The Limes care home in Stratford town centre. All the animals were spotted in the home's gardens, where the former NHS nurse now grows vegetables. They were taken with a humble 'point and shoot' camera over the course of several months – requiring

not just patience, but also a steady hand.

Harry said: "I was given a bird-feeder as a gift by my family and have been making good use of it, keeping it stocked-up and in the perfect place to attract birds. I was most surprised, however, when I spotted a small deer – I quickly grabbed my camera, turned it on and took a picture just before it darted off!"

"I've heard they're notoriously hard to photograph, and having seen how shy they are and quickly they move, I'm not surprised!"



## Winter garden tips:

**W**inter doesn't have to be the end of garden activities – even if going outside's impractical, there's still lots of fun to be had for gardeners.

● You can still grow outside...

**There are plenty of edibles that you can plant in the care home garden in wintertime, including garlic (in particular), leeks, onions, radishes, lettuce, peas, potatoes and chard.**

If you do grow food, it may be worth investing in a protective net to stop wood pigeons and other pests attacking your crop.

● ...but you can also grow on your windowsill

**Growing micro leaves in spots such as windowsills is becoming more popular in our care homes thanks to its ease and versatility.**

By planting intensely flavoured salad leaves in shallow trays and harvesting after between six and 21 days, you can keep growing tasty vegetables from the comfort of your armchair.

The best things to grow are fennel, coriander, celery, basil, chervil, broccoli and rocket. It's worth trying to source purple radish, red mustard, beetroot and the striking Swiss chard 'Bright Lights' (pictured right) for something different.



## ● Nurture wildlife

**According to the Royal Horticultural Society, one of the most effective ways of helping garden birds in winter months is by providing more fatty foods.**



These can include lard and offcuts of bacon, but gardeners are advised to use a purpose build bird feeder and to also provide nuts and grain for added nutrition. Why not put up a bird feeder in your care home garden?



Ground Force:  
The Limes' courtyard transformed

The Limes  
Before and after:

**People living at the Limes have revamped their courtyard – which has been transformed into a flower, vegetable and herb garden with the help of new Care Coordinator, Wendy Culver (pictured above with Ron Murison).**

What was an unremarkable space at the centre of the home has now been brought to life with a greenhouse, raised flowerbeds and garden furniture as part of a resident-led project.

Wendy, who has worked at WCS for 20 years, explained: "What we set out to achieve at the start was a space where people could carry on doing what they always had - whether that's taking a stroll in a garden, feeding the birds or getting hands on with cultivating vegetables."

"It's created a space that's so much more bright and inviting than it was before. It's only a small space but it's well-used and everyone's been enjoying it."





# Five minutes with Jo Rose

WCS Care's new Concierge Services Manager



## Hi Jo! Please introduce yourself:

I'm WCS Care's new Concierge Services Manager, a new role for the organisation that I started in October.

Although I'm in a new role, I've worked for WCS Care since 2005, when I joined the Head Office Support Team as a Finance Assistant.

I live in Ladbroke near Southam with my husband, David, and our three dogs, four chickens and one cat. It's our home, and occasional hotel to our two grown-up children.

## What do you do?

This role was created within WCS to further develop the focus on customer services. I am responsible for developing, creating and implementing a concierge service within each care home; ensuring consistency of customer service focus and approach across the organisation.

## So, what does that really mean?

I suppose I'm like a theatre stage manager. I manage rehearsals, actors, technicians, props and costume fittings, and liaise with front of house staff and the director.

## Intriguing. Go on...

I'm passionate about helping people have a good customer service experience so this is an awesome job

for me. At the moment I'm:

- Recruiting and training new front of house reception staff as vacancies come up
- Improving wi-fi access for people living in our homes
- Introducing a cloud-based IT system to help people work on the move
- Integrating a new nurse call system with mobile phones
- Piloting an acoustic nurse call system to help people at night time
- Providing on-call managers with mobile phone contracts
- Helping to duplicate the successful Ocean Spa experience in our care homes as an alternative to a traditional bath
- Improving admin systems, introducing electronic fingerprint rostering
- Leading on quality for our food and café experiences.

## Sounds like you're quite busy! How do you unwind?

Lots of ways – David and I love hosting guests, playing board games with our family (especially at Christmas!) and I have a bit of a soft spot for cheesy action films.

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