



From Clap for Carers to care home innovations...

...how WCS Care is helping daily life continue while keeping everyone safe...

Pages 3, 4, 5, 6 and 7



Songs from the Plaza

Sublime concert launches a hunt for care home musicians...

Pages 10 and 11



Meet Margaret Allen

Centenarian Margaret Allen shares her incredible life story at Fairfield...

Page 15



Care and kindness shining through us all



Above: Ed receives his 'well done' badge from a nurse at UHCW after his jab...

Left: Celebrating our heroes during Clap for Carers...



By Ed Russell

Chief Executive

In a year that has impacted so many people across the globe, acts of kindness and care have shone through like never before.

As the world continues to respond to the global pandemic, so do our teams who have been working incredibly hard to help ensure residents remain

safe and well in these challenging times.

The support we've had from our communities over the last nine months has been incredible, leaving our teams in no doubt just how valued they are, both inside WCS Care and out (a five-page special, starting on **page 3**).

And as a new Covid vaccine is rolled across the country (see **page 7**) including hospitals, GP surgeries and care homes – where one life could be

saved for every 20 members of staff who have the vaccination – we can look forward to 2021 with greater optimism as more people are protected.

Backstage, we're still finding new ways to innovate – from sweet treats that help with hydration (see **page 8**) to helping realise the benefits of music every day (see **pages 10 and 11**).

So, why not sit back and find out what life has been like at WCS Care in recent months.

From the Editor...



By Stuart Goodwin
PR and Communications Manager

About **WCS CARE** NEWS

WCS News is one way newcomers to WCS Care get to know us, and also a way for people to share their events, thoughts, and ideas.

We try to capture the everyday things and show how people carry on enjoying the things they've always done, and also have plenty of opportunities to try new experiences.

WCS News is only possible thanks to the thoughts and ideas of everyone who

lives or works with WCS Care – so if there's something you'd like to see here, please get in touch.

If you can't wait for the next edition, you can 'like' and share a slice of daily life on our Facebook page as we go through the keyhole – www.facebook.com/wcs-care.

About **WCS CARE**

Did you know that WCS Care is a registered charity? And every day we invite people to choose the things they want to do, however they want to do them.








People are at the heart of everything we do and our ambition is to help make every day well lived for residents; a philosophy that continues to shape us and is the benchmark of the care we provide. We understand that everyone is different and what matters to residents, matters to us.

Your everyday experience of WCS Care should reflect our values – play,

be there, make someone's day, and choose your attitude.

We also believe that the standard we walk past is the standard we accept, so if you see staff walking past something that isn't acceptable or your experience doesn't live up to your expectations, please let us know – your feedback helps us do things differently if we need to.

Ways to get in touch

-  **Talk to any member of the team** or to a home's Duty Manager, which is usually displayed on reception
-  **Call WCS Care's Head Office** on **01926 864 242** or call the relevant home (numbers are on the back of this newsletter)
-  **Complete a WCS Care Comment Card** found in each home's reception (you can fill these in anonymously if you wish – all cards go directly back to Head Office)
-  **Email info@wcs-care.co.uk** or the relevant home using the email addresses on the back page
-  **Send a message** through the Relatives' Gateway – speak to your Home Manager if you've not signed up yet
-  **Speak at a Residents' Forum** – ask your Home Manager about the next one
-  **Write to our head office team** using the address on the back page

If you're really happy, why not leave a review on carehome.co.uk or [Google Review](https://www.google.com/reviews/). If things haven't gone to plan, we have a formal complaints process in place, which is available in your home or on our website.



Contact WCS News:

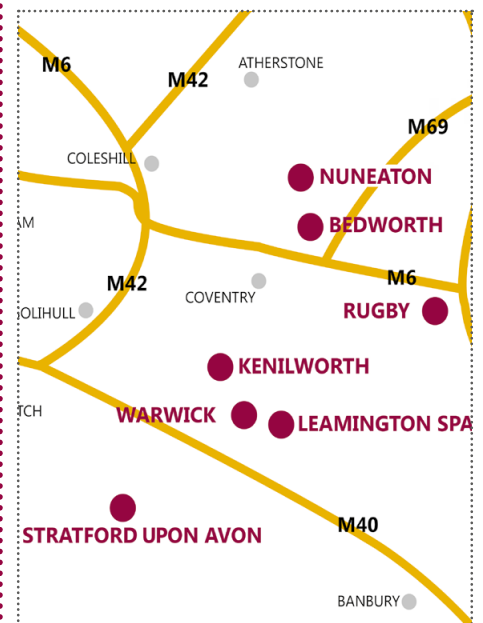
Email: news@wcs-care.co.uk
Or call: 01926 864 242

See also:

wcs-care.co.uk
Twitter: @WCS_Care
Facebook: /wscare



Our locations:



Coronavirus:

Helping to keep people safe during a global pandemic



By Keren Salt

Director of Quality and Compliance

For many people across the world, the last nine months or so has been very different to what we're used to because of the global Coronavirus pandemic. In our care homes, we're doing everything we can to make sure daily life continues as much as possible.

We continue to carefully follow government guidance, alongside our own Covid-19 infection control procedures, to help keep residents, staff and essential visitors safe.

And as we're caring for some of the most vulnerable people in society, it's even more vital that we carry on with all of the necessary precautions for the safety of everyone living or working in our homes while we wait for the wider roll out of Covid vaccinations.

We've paused group activities and bus trips, ensured staff only work in our care homes to reduce the risk of cross-infection, and always had full access to PPE (with adequate stock going forward, through our own established supply chain), adding to our other stringent policies and procedures.

In addition, we continue to have access to regular testing for everyone, and we take precautionary temperatures of our staff and residents every day.

We've already rolled out a number of new measures including:



Above: Residents are used to seeing staff in PPE...

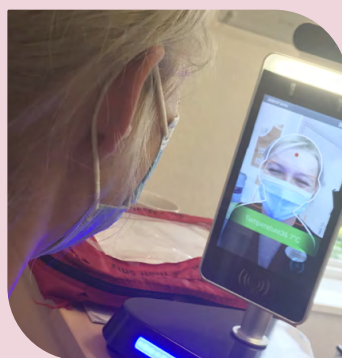


Automatic sanitising gates

When people walk through the gate, it sprays a dry sanitising mist over them and their clothes, which helps reduce the risk of Covid-19 coming into or leaving the home.

The gates use a natural antiseptic and antibacterial solution that kills 99.9% of bacteria and viruses. It's made of a salt and water mix that is put through a process called electrolysis to produce a hypochlorous solution, which is naturally produced by white blood cells, playing an important role in immune systems.

All of our homes now have spray gates installed.



Airport-style infrared temperature scanners

Some of our gates include an airport-style temperature scanner. These take people's temperature before they walk through the automatic sanitising gates, giving us an early sign of any symptoms of Covid-19.

Where these are not installed, our homes use hand-held temperature scanners at reception.



Fogging machines

All of our homes have access to fogging machines which spray a sanitising solution (the same as the one used in our automatic sanitising gates).

As Covid-19 is spread by droplets, either on surfaces or in the air through coughs and sneezes, the spray helps reduce the risk of transmission and is regularly used in addition to our enhanced cleaning regimes throughout each home to help keep residents and staff safe.



Above: Santa's elves were busy making it Christmas every day in the visiting pod at Sycamores...

Coronavirus:

Residents welcome loved ones into new visiting pods and rooms

Residents are welcoming loved ones back 'inside' as WCS Care has launched Covid-secure visiting rooms and pods. All 13 of our homes have new arrangements in place after a successful summer of safe garden and window visits.

In time for winter and as tiered restrictions have been re-introduced, we've adapted visiting rooms and built specially-designed garden pods to ensure that loved ones can continue to meet in any weather, something the Government encouraged in recent guidance (4 November 2020).

Booked in advance, each room and pod features floor-to-ceiling windows which mean residents and their relatives can meet safely either side of the glass, while ensuring social distancing and other appropriate measures remain in place.

Along with a two-way intercom, the rooms and pods have décor and comfortable furniture to help you and your loved one feel right at home during visits and special occasions.

Each visiting pod or room has a separate entrance for relatives which means you don't walk through the home, as part of WCS Care's strict infection control procedures. In addition, each pod and room is thoroughly cleaned and sprayed with sanitiser using a fogging machine before and after each visit.



Above: A Covid-secure visiting room at Newlands...

New Covid-secure visiting rooms are in place at:

- **Attleborough Grange** (via the front entrance)
- **Castle Brook** (rear garden doors)
- **Dewar Close** (side entrance to Buddies Bungalow)
- **Drayton Court** (via the rear lounge)
- **Fairfield** (inside Fairfield Cottage)
- **Mill Green** (via the front conservatory)
- **Newlands** (side entrance near the kitchen)
- **Westlands** (via a new side door)
- **Woodside Care Village** (via a front bedroom)

Meanwhile, specially-constructed visiting pods are now available at:

- **Four Ways** (located in the rear garden)
- **The Limes** (located in the rear garden)
- **Sycamores** (located in the front garden)
- **Drovers House** (located in the rear garden)

We welcome feedback about your visiting experience and have created a suggestions box for ideas. We look forward to welcoming you soon.



Above: Visiting pods like this one have been installed at four WCS Care homes...



Above: Jennifer and her mum Janet, who lives at Castle Brook, enjoyed a festive lunch...

Christmas carries on!

Throughout December, residents and relatives have been able to safely enjoy Christmas lunch together in the visiting rooms and pods as WCS Care helped make it Christmas every day.

Jennifer enjoyed a festive meal with her mum Janet in the visiting pod at Castle Brook and said: *'It was great to be able to spend longer with my mum and I think the lunch arrangements worked well with nice touches like the crackers and drinks.'*

'We enjoyed listening to Christmas songs while we ate and my mum was singing along.'



Left: The local community showed their support every Thursday night including here at Drovers House...

Coronavirus: Community support leaves staff feeling 'truly valued'

Our care homes have received tremendous support from their local communities throughout the global pandemic – from Attleborough Grange to Woodside Care Village (and every home in between).

Our frontline carers feel truly valued as a workforce from the national Clap for Carers campaign, where many of you showed your individual support, which we'll never forget.

And we've received countless donations – from chocolates and other treats to lovely letters and messages that really do make a difference to our staff, who continue to work incredibly hard in these unprecedented times. Thank you.



Above: WCS Care homes including Drayton Court and Dewar Close joined in with the weekly Clap for Carers...

Carer at Drayton Court among first in the world to receive Covid vaccination

Below: Debra (right) was back supporting residents after her vaccination...

There was a hero's welcome at Drayton Court as one of the Home's carers returned after becoming one of the first people in the world – and the first member of staff at WCS Care – to receive the approved Pfizer/BioNTech Covid-19 vaccination at University Hospital Coventry and Warwickshire.

24-year-old Debra Flint, who has worked at the home almost a year-and-a-half, followed in the footsteps of a 90-year-old grandmother (who lives in Coventry) on 8 December 2020 to have the jab, which has proven to be 95% effective against the illness, according to researchers.

'Initially, I was very worried about being among the first people to have it because I'd seen lots of negative things about the vaccine online and heard lots of opinions against it. At one point, I did phone the home to say I wasn't going to have it,' Debra said.

'However, I talked it through with Shirley Randle, Home Manager, and she explained that a lot of the stuff I was seeing or hearing on the internet wasn't true and that by doing it, I was helping to keep my family, colleagues and our residents safe – and that's ultimately why I decided to go through with it. It was a case of doing my bit to help things go back to normal.'

After arriving at the hospital in plenty of time for her appointment, Debra was directed on to the ward where the vaccine was being done: *'As the first of this Covid vaccine in the world had been administered at the hospital that morning, the media was still there filming and taking pictures, but I managed to avoid all of that and went to sit down until I was called into the cubicle.'*

'They asked me a few health questions and then I had the vaccination. It's just like the flu jab – quick and I didn't feel a thing,' Debra said.

Shortly afterwards, Debra – who has a four-year-old son – headed to Drayton Court for her shift and was welcomed back with a round of applause by the team, many of whom followed in her footsteps over the following days.

Debra added: *'I felt really proud of myself, particularly as I wasn't sure about having it at the start but I'm so glad I did – it's for the greater good. It's something I wanted*



to do to help keep everyone safe and bring back some normality to daily life.'

Debra was the first of many staff at Drayton Court and across WCS Care who've already taken up the opportunity to receive the jab with more to follow in the coming weeks and months.

Ed Russell, Chief Executive, said: *'Debra and her colleagues are true heroes and I'm incredibly proud to follow in their footsteps.'*

'I'm really glad that our staff have this opportunity – the more people that take up the vaccine, the more we can help protect our residents and each other.'

And Debra had one piece of advice for people who are considering whether to accept the opportunity for a vaccine: *'I would say ignore all of the negative stuff about vaccines and think about why we're doing this. Don't let other people's opinions influence your own decision.'*

In the coming weeks and months, the Government is rolling out the vaccination to care homes so that it's easily accessible to residents who choose to have it. We'll let you know as soon as we hear further details.

If you have any questions about the vaccine in the meantime, please speak to your Home Manager.



Left: Debra (left) returned to a hero's welcome at Drayton Court...

Sweet treat helps residents stay hydrated

A cup of tea, a bottle of water or a glass of orange juice are just some of the ways we can all stay hydrated.

Making sure we drink enough is really important because water helps regulate body temperature, keeps joints lubricated, prevents infections, delivers nutrients to cells and keeps organs functioning properly, amongst other things. It can also help improve sleep, cognition and mood.

It's something we keep a close eye on at WCS Care and we've set a target of at least 1.5 litres of fluid for each resident every day, which experts say is a healthy amount. We accurately record this on our mobile care planning app throughout the day, so we can encourage people to drink a bit more if they need to.

For people with dementia, it can be particularly challenging to stay hydrated, so we've been exploring new ways to encourage residents to drink more – and, because of our track record with innovation, we were recommended to Jelly Drops who approached us to take part in a trial.

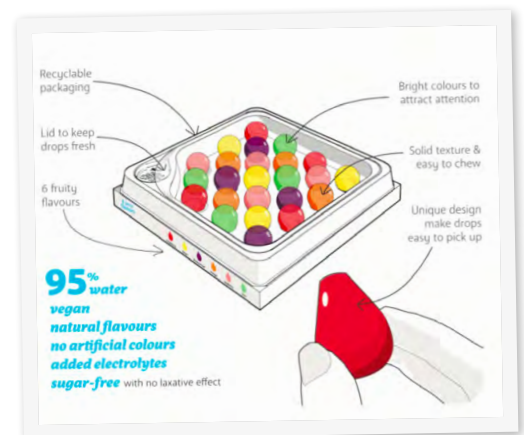


Above: Residents at each of our homes are trying Jelly Drops...

The special sweets contain 95% water and were invented by Lewis Hornby, an engineering graduate based in London, after his grandmother was rushed into hospital with severe dehydration, before making a full recovery.

Lewis was left wondering how something so small could have a potentially life-threatening impact and spent a month at his grandmother's care home trying to find a solution – and that's where Jelly Drops came from. You might have seen his story in local, national and international press.

They are sugar-free, vegan and come in six natural fruit flavours including strawberry, raspberry, blackcurrant, orange, lemon and lime. And a full tray contains 24 drops with a total of 300ml of water – the same as drinking three cups of water. We're currently trialling the sweets with a small number of residents across all of our homes.



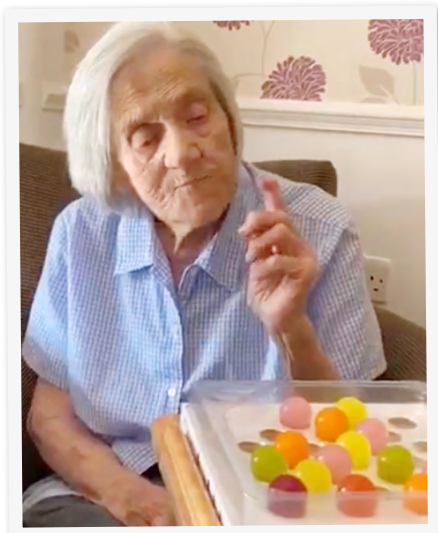
And although the trial only started in September, they're proving popular and we've already provided useful feedback to Lewis and his team about the feel of the sweets, their shape, texture, flavours and packaging.

Our staff have also been very creative by presenting the sweets in different ways to suit the tastes of different residents.

'I do love a good cup of tea but it's also nice to have a change now and again,' said Betty, who lives at Sycamores.

'We have lots of drinks to choose from here but I'm always willing to try something new. I have a sweet tooth, so when I heard about Jelly Drops I was very happy to give them a go – they're bright and delicious! I'll definitely be helping myself to a few more!'

We'll share the results of the trial in the next newsletter and on Facebook, so watch this space!



Above: Betty at Sycamores is already a fan of Jelly Drops...

'Now and again, it's easy to forget to have a drink, particularly if you're busy – I've had plenty of cold tea on my desk! But staying hydrated is incredibly important for everyone, especially for older people.'

'We already monitor how much residents drink throughout the day but we wanted to find innovative ways of encouraging people to have more fluids without them having to make a special effort, so we've joined a three-month trial to see how effective they are.'

Anna Read
Quality Manager



‘A listening ear’ as The Limes trials wireless acoustic system in UK-first

You might have read in previous newsletters about our use of acoustic monitoring in our newer homes including Castle Brook, Drovers House and Woodside Care Village.

If you've not heard of it before, it is non-intrusive technology that listens to sleeping residents and is triggered by unusual sounds beyond a set level for each person's specific needs.

When a trigger sound is picked up, the system – developed by CLB – sends an alert to a central monitoring station where a night manager listens to it and decides if a carer is needed. This means staff can support residents as soon as they need help, and are no longer disturbing people by knocking on doors as part of hourly night-time checks that are the usual approach across the care sector.

Ed Russell, our Chief Executive, said: *‘Having seen CLB’s acoustic monitoring in the Netherlands several years ago, we were really impressed by the technology and were the first care home group in the UK to use it in 2016, when we retro-fitted CLB’s wired version into one of our newer homes.*

‘Within the first year of the system being in place there, we saw a 34% reduction in night-time falls at that home and recognised that people were having a better night’s sleep, which had positive

benefits on their health and wellbeing during the day.

‘It gave us the confidence to install the technology in all of our new builds and it’s now an integral part of our approach to care at Drovers House in Rugby, Castle Brook in Kenilworth and Woodside Care Village in Warwick.’

However, we also recognised that the technology could help residents in our older residential homes, some of which were built around 60 years ago.

Ed added: *‘Over the last couple of years, we’ve been exploring how we could retro-fit acoustic monitoring into our older homes because we can see the positive impact it has – and while it is possible, we felt it wasn’t practical for us because of the rewiring and disruption involved, so a different approach to installation was needed.*

‘So we were delighted to hear that CLB had created a game-changing wireless version of the technology, which means we’re not restricted by the age or layout of a building, and even more people will be able to experience the benefits of a better night’s sleep.’

Residents at The Limes are the first in the UK to trial the new wireless version, which is also being monitored as part of a study by NHS Digital.

The acoustic listening box can be placed discreetly on a bedside table or desk and plugs into a mains socket.



Above: The acoustic monitoring device sits on a bedside table in a resident’s room...

It connects to the wider system and monitoring station wirelessly through the home’s existing WiFi without the need for extra cabling.

‘While it’s still early days for us, we’re already noticing residents are having a better night’s sleep because they’re not being disturbed by hourly door-knocking during night-time checks. Relatives have the confidence that we’re able to respond even more quickly to their loved ones through the night.

‘It’s also had a positive effect on staff because they have the assurance that there’s always someone listening when they’re not in or near the room at night and we can respond appropriately where needed.’



Karen Hall
Home Manager



Above: A close-up of the wi-fi linked acoustic monitoring system...



Above: Residents and staff joined in with their favourite tunes at Songs from the Plaza...

Below: The performance was signed for people who are deaf...

Outdoor concert launches search for permanent musicians at Woodside Care Village



You've probably heard the expression 'music is the food of love' and for people living at Woodside Care Village, it's certainly the case. Our PR and Communications Manager Stuart Goodwin went to find out more as WCS Care began its search for permanent musicians...

The autumn leaves have now fallen and the weather's turned a little colder but that didn't spoil residents' fun as they hosted a fantastic outdoor concert in their Warwick care home bubble on 30 October to mark the start of a search for permanent musicians.

WCS Care is looking to employ two part-time performers – who can play instruments and sing songs from a range of genres across the years – ensuring there's music seven days a week at Woodside Care Village.

The care home community musicians will support residents on a one-to-one basis or through larger group activities.

'Songs from the Plaza' was an opportunity to celebrate all things musical and featured

performances from local music charity Armonico Consort including international violinist Salomé Rateau, sopranos Elizabeth Adams and Laura Moretto, and a professional pianist.

If you've been to Woodside Care Village, you might have noticed that the home centres around an outdoor plaza, surrounded by 12 households that are connected by external walkways, which was the perfect viewing spot for residents and staff to safely enjoy the hour-long performance of classical music and songs

from the musicals such as *'I could have danced all night'*, which were signed for people who are deaf.

Thomas lives at Woodside Care Village and watched the performance. He said: *'I love to play the drums and recently played in a band, so it was fantastic to hear live music again, particularly as it was on my doorstep!*

'It brought back some fantastic memories and certainly got my feet tapping away throughout.'



Left: Critically-acclaimed Armonico Consort performed at Woodside Care Village...

Right: Applause echoed around the plaza throughout the live outdoor performance...



The performance was made possible thanks to a grant from the Coventry and Warwickshire Creative Health Alliance, which has helped Armonico Consort develop a workshop methodology and content for the performance.

Christopher Monks, Artistic Director of Armonico Consort, recognises the power of music: *'We had seen through our work in care homes across this past year the electrifying results of singing and music on people living with dementia, but nothing can replace witnessing the effects with your own eyes.'*

'You could see the joy on people's faces as residents – and staff – joined in with some of their favourite songs, be it baroque or musical theatre. The impact this had was extraordinary and it's one of the most powerful experiences a musician can be part of.'

'It's wonderful to see that – like Armonico Consort – WCS Care is providing alternative employment for local musicians with their new roles, which helps create even more opportunities for music to be a part of everyday life at Woodside Care Village.'

Research has shown how vital live music is in improving mood and wellbeing, combating isolation in older people, and helping to reconnect memory and alleviate anxiety in people living with dementia.

If you've been to Woodside Care Village before, you'll probably already know how popular music and singing are at the home, as staff and residents regularly join in with dance sessions throughout the week.

Each household has their own personalised playlist on a smart speaker, as well as access to YouTube music videos on Smart TVs in their lounge.

We'll share further details about how our search for part-time musicians has gone in the New Year. In the meantime, we've put a video about 'Songs from the Plaza' on our Facebook page.

The rhythm of life...

General Manager Samantha Stuart told me how important music is to daily life at Woodside Care Village:

'Music really is the food of life here. It has the power to connect people, drive emotions and help unlock memories – and Songs from the Plaza was the perfect way to see this in action.'

'The atmosphere and acoustics were fantastic and it was lovely to

see how staff and residents danced the afternoon away together, while joining in with their own percussion instruments.'

'For me, it showed just how important live music is to daily life here and we're excited to be searching for two part-time musicians who can play the guitar, as well as other instruments, can sing and have a passion for sharing their love of music.'



General Manager Samantha Stuart (left) leads the dancing at Songs from the Plaza...

Introducing WCS Care's new Trusted Advisor Philip Rainsford

We understand the decision to move into a care home can be incredibly hard and emotional, so we've introduced a new role to support people who are considering a new home.

Philip Rainsford, who has been working with WCS Care over the last 18 months including as Acting General Manager at Castle Brook, has become our new Trusted Advisor.

Philip will often be the first point of contact for people looking to move into a care home. His job is to give people the time and support they need to make a decision that's right for them – whether that's choosing a WCS Care home or elsewhere.

Philip said: 'Like moving into any new home, it's important

to get all the information people need to make an informed decision and that's exactly how I can help.

'I really enjoy taking the time to explain what's involved with a move into a care home and being able to answer any general questions, as well as assisting with viewings of our homes, arranging meetings with the team and talking through move-in arrangements for those who choose to live with us.'

To find out more about living with us, you can speak to Philip by calling 07802 728 447.

Right: Philip Rainsford, pictured here in February 2020 with Castle Brook resident Hilda, takes up the new role...



A new face in a familiar place



Meanwhile there's a big WCS Care welcome to Shân Dobinson, who has recently joined our Board of Trustees.

For the last 32 years, Shân has run her own business, initially providing sales and management training, as well as consultancy advice. Shân has also worked with local authorities, in particular the social care sector.

We know Shân well, as she has helped successfully transfer local charity

Deafinitely Independent into WCS Care at Woodside Care Village in February 2020.

Our Trustees have an important role – they're a dedicated team of volunteers and are responsible for agreeing our strategic plans for the organisation and ensure everything is in place to help us achieve what we've set out to do.

Day-to-day management is delegated to our Chief Executive Ed Russell and the rest of the Executive Team.

Familiar faces in new places



As Philip transitions into his new role and supports the handover, **Jo Bullingham** has joined the team at Castle Brook as the new General Manager after devoting the last two years to Sycamores as Home Manager.

As Jo heads to Castle Brook, **Rachel Guest** (formerly the Home Manager at

Attleborough Grange) is already in place as the new Home Manager at Sycamores and **Melissa Davies**, who has been with us for several years, moves from her previous Care Manager role at Drayton Court to become Home Manager at Attleborough Grange.

With Trish Hanlon and Natalie Sims pioneering their new Support Manager

roles at WCS Care, **Tara Hutchinson** moves into her new role as Home Manager at Dewar Close and **Stephanie Sinclair** moves from Deputy Manager to Home Manager at Drovers House.

And **Jo Cheshire**, Head of Marketing and Communications, moves on to WCS Care's Executive Team.



Jo Bullingham,
General Manager
at Castle Brook



Rachel Guest,
Home Manager
at Sycamores



Melissa Davies,
Home Manager at
Attleborough Grange



Tara Hutchinson,
Home Manager at
Dewar Close



Stephanie Sinclair,
Home Manager at
Drovers House



Jo Cheshire,
Head of Marketing
and Communications

Time for a coffee break!

Grab a pen and a cuppa for some well-earned down-time with our word search and spot-the-bear games. You'll find the answers to both games at the bottom of this page.



WCS word search

To celebrate the time of year, we have a winter theme to our word search. We've hidden 15 words in the table below – look left, right, up, down, forwards, backwards and diagonally!

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

Words list

- | | | |
|-----------|-------------|----------|
| Advent | Gingerbread | Scarf |
| Bauble | Icicle | Snowball |
| Christmas | January | Tinsel |
| December | Presents | Tree |
| Festive | Reindeer | Winter |

We're going on a bear hunt!

We've hidden five bears in the photo below. Can you spot them all?



Answers

Here are the answers if you need a little help!

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



News in brief

Castle Brook hosts lifesaving equipment for the local community

Residents and staff at Castle Brook are delighted that their home has been chosen to host lifesaving equipment for people living in their local community.

It's after an approach from local charity Kenilworth Heartsafe who are installing Automated External



Defibrillators (AEDs) around the town, which are available for the public to use in an emergency 24 hours a day, seven days a week.

You can find out more about the work of Kenilworth HeartSafe at www.kenilworthheartsafe.com

Resident and relatives survey results

Over the summer, we asked for your views on daily life in WCS Care homes via our online or paper versions of the snapshot survey.



Thank you for taking the time to complete the survey which helps us understand what you think is working well and what we can focus on in the coming months.

We'll share the results of the survey for your home shortly and we'll publish the overall results in the next newsletter.

Fundraising for WCS Care – easy as 1,2,3...

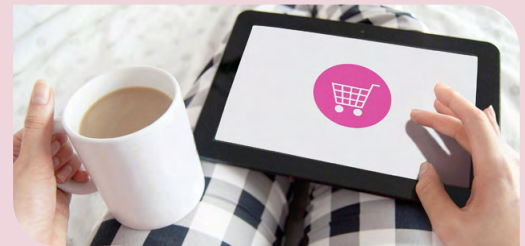
WCS Care has now registered with easyfundraising, which means you can give free donations to us every time you shop online. Over 4,000 shops and sites will donate to us when you use easyfundraising to shop with them – at no cost to you!

These donations really mount up and help make a big difference, so we'd really appreciate it if you could take a moment to sign up and support us.

All money raised will go towards even more ways to help make every day well lived in our homes, so thank you!

You can find our easyfundraising page at: <https://www.easyfundraising.org.uk/causes/wcscore>

And don't forget, you can raise money for WCS Care for free, simply by shopping as you usually would on Amazon. Simply log in to your Amazon account through <https://smile.amazon.co.uk> and type 'WCS Care Group Limited' in the search box to make us your charity of choice (terms and conditions apply). You've already helped raise over £280 so far! Thank you.



Through the keyhole

We want to make sure you don't miss a thing, so there are a number of ways you can get a taste of daily life at WCS Care by going through the keyhole...

A taste of everyday life...

Our Facebook page is packed full of everyday photos and stories. From residents enjoying their favourite hobbies such as gardening to spending socially-distanced time with loved ones in our new visiting pods during Christmas and beyond, it's all there.



And we make sure we only use photos of people who have given written consent, while also assessing each photo to ensure residents' dignity and privacy are maintained at all times.

Simply visit www.facebook.com/wcscore to like, comment, and share with your friends and family.

Facebook in numbers



Over 1,771 page likes
*up to 10 November 2020



Reaching 346,933 people
from 24/01/19 to 10/11/20

And one for the professionals...

Our Twitter page shows you what the wider WCS Care team is doing and highlights our work with partners and other organisations including the National Care Forum, Care England, and the CQC.



As a pace setter in the industry, it's a place for us to share best practice and learning, as well as some of our coverage in the press including The Times and The Guardian.

To see our tweets, visit www.twitter.com/wcs_care where we share our latest stories.

Twitter in numbers



Over 578 tweets
*as at 10 November 2020



Over 1,030 followers
*as at 10 November 2020

5 minutes with...

Margaret Allen

Resident at Fairfield

Once named 'a national fitness treasure', established author and centenarian Margaret Allen has an extraordinary story to tell, so we sent our PR and Communications Manager Stuart Goodwin to her Fairfield home to find out more...



Above: Raising a toast to Margaret's 100th birthday

Hello Margaret, thanks for talking to us. Could you tell us a little about you first of all?

I've spent most of my life in Teeside. I was born in Stanley, County Durham, in 1920 before moving to Skelton in North Yorkshire when I was 11.

In 1935, I moved to Saltburn-by-the-Sea on the Yorkshire coast where I spent most of my life until recently, when I moved to Bedworth, near my son who lives in Fillongley. My daughter is in Buckingham and I speak to them every day.



Above: Margaret's daughter Judy joined in with celebrations

My husband was a very talented singer in a male voice choir and worked for a chemicals company but sadly he passed away a few years ago.

Over the years, I've done a variety of jobs including working in a shop, cleaning for a family in Leeds, on the railways as a railway clerk, and being on fire watch during the war. I also volunteered with the Red Cross and Christian Aid for over 40 years.

That sounds fantastic. Did you have time for many hobbies?

Absolutely. I love keep fit classes. I went to my first one in 1943 and I carried on taking part for decades. In 2013, I was named 'a national fitness treasure' by the papers because I was still leading fitness classes for sixty to seventy-year-olds – and was the oldest keep fit leader in the country (you'll find more about this by searching 'Margaret Allen fitness' online).

It was lovely teaching my classes. At one point, I had 15 ladies in my class and a dog, which was always fun – especially seeing people's reactions to that!

When I was seven, I learned to play the piano and played all sorts of music. At 11, I played for my local school. We didn't have a piano at home, so I used to knock on people's doors to ask if I could play. A couple of years later, my mum rented one so I could play. When I was 14, I won a scholarship to the Royal College of Music. I love writing too and have written a number of books throughout my life.

Wow that sounds incredible – what do you enjoy writing about?

I love writing poetry, so many of my books are collections of poems and songs – ranging from lost romances to stories of local people in the North East, as well as health and fitness. I wrote a book about my life when I was 65.

It's not easy to pick a favourite story or poem though because there are so many.

You recently marked a special occasion at Fairfield. Could you tell me about that?

I celebrated my centenary with my family, some of whom were able to come to the visiting room at Fairfield. Obviously things were a bit different to what we're used to but it was fantastic to celebrate with them safely. And we also had some of my other family on a video call, which was lovely.

It meant we were able to be together in one way or another as I opened presents and my card from the Queen!

And finally, we're all keen to know – what's your secret to looking great at 100?

I spent over 60 years attending or leading keep fit classes, so that definitely helped. It's also about enjoying life to the fullest, particularly as I love entertaining people!

Thank you for talking to us, Margaret.

5 minutes with...

Sandra Preston

Visitor Facilitator at Sycamores

Hello Sandra, thanks for talking to us - could you tell us a little about you?

I've worked for WCS Care for 11 years. I started at Woodside as a carer, then moved to Castle Brook before transferring to Sycamores after moving to Sydenham. I've also worked as a night carer and then acting night manager. I've moved into the temporary visiting facilitator role at Sycamores and I love it.

I've got three children – two boys aged 21 and 14, and a 15-year-old daughter. They are absolutely my world!

What do you enjoy most about your role?

When I was on nights, I couldn't spend as much time with residents because they were asleep. Now, with my new temporary role as Visitor Facilitator, I get to spend a lot more time with residents as the link between them and their families, organising slots and managing the whole visitor experience.

It's fantastic watching residents and relatives smile when they see each other in the visiting pod and, as was the case throughout December, get to enjoy a festive lunch safely together.

Recently, we arranged a surprise visit by the family of a lady at Sycamores and it was the first time she'd seen some of them for a while. It really made her day – and mine! It's very emotional for all of us.

Have there been any moments in your career so far that have really stood out?

Everything stands out for me working at WCS Care. I love doing what I do. My visiting facilitator role is my favourite because of spending more time with residents. The people who live and work here really make it. Every day is different!

What hobbies do you have outside of work?

I love spending time with my children. We would normally spend time eating out together but obviously it's harder at the moment with the Covid restrictions.

However, we've come up with plenty of other ways to stay entertained

like playing board games and enjoying meals together at home. I love putting my feet up to do a crossword.

So what song would best sum you up?

It's a tough question but my favourite artist is Ed Sheeran – I love his songs, so any of those. People say I'm down-to-earth like him and he's a really good singer – that's where the similarities end...if I sang, I think people would run a mile!

And if there was a movie about your life, who would play you and why?

I don't watch too many films, mostly musicals but I would love to have been the leading lady with Patrick Swayzee in Dirty Dancing. However, the film Shirley Valentine is one of my favourites, so I would say it would have to be Pauline Collins (the actress who played her) as I can relate to her down-to-earth style.

Thanks for talking to us, Sandra!

And if you would like to arrange a visit with a loved one, speak to your home's Visiting Facilitator who will explain what you need to do.



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