



Celebrating
30 Years
 1992-2022
 caring for people
 in Warwickshire

Outdoor gym gets us in a spin

Charity pay back donation used to buy exercise equipment

Page 10



Staff recommend a career in care

We've been surprising our staff with long service awards

Page 8



Coming soon... Making memories minibus

We'll be getting residents out again in our new minibus

Page 10



Choose a job you love and you'll never work a day in your life

Below: WCS Care heroes celebrating gold accreditation from Investors in People



By Ed Russell

Chief Executive

Throughout childhood and into young adulthood, milestones are often marked when a person turns 1, 13, 16, 18, and 21.

For adults, the milestones typically start at age 30 and recur each decade. It's also coincidentally my 30th year in care and since I started as a part-time carer with WCS at Sycamores back in 1992, I have seen many changes to the sector and I've never been prouder than I am now of the achievements of WCS, as we celebrate our 30th anniversary. Choose a job you love, and you'll never work a day in your life. Pretty good advice, right? Of course this expression doesn't mean that you will literally never work a day in your life. Rather it implies that when you love your work, it feels like a choice more than a burden which is what many of our carers will tell you if you choose to ask, and how this job has changed their lives...

...so achieving accreditation to the Investors in People gold standard, demonstrating our ongoing commitment to making work the best it can be (see page 4) is something to celebrate in our 30th year.



This year has also seen the lifting of restrictions for us all which has allowed our homes to plan day trips, visits, parties and open days (see page 6 and 7) though I'd ask you to still spare a thought for our carers who continue to wear masks day in and day out even during the hotness of the heatwave. Whilst we know that Covid has not gone away we have been busying ourselves with booster vaccines all round and enhancing other safety measures to benefit residents, their families, and our staff (see page 3).

Finally, I want to send my thanks to everyone who completed the annual snapshot survey and to share some highlights of the results (page 9). It has been amazing to see that 96% of respondents are satisfied with or would recommend our service to others.

Please be assured we will take any learning from the feedback to make improvements for the future.

So please sit back and enjoy reading more about what life has been like at WCS Care over the last few months.

From the Editor...



By Jennie Evans
Head of Communications and Marketing

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/wcscare.

About **WCS CARE**

Did you know that WCS Care is a registered charity? We are really proud of our continuing social impact support and that approximately 250 socially funded people benefit from WCS Care's charitable support every year – leading to a significant annual charitable contribution to Warwickshire residents.








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:

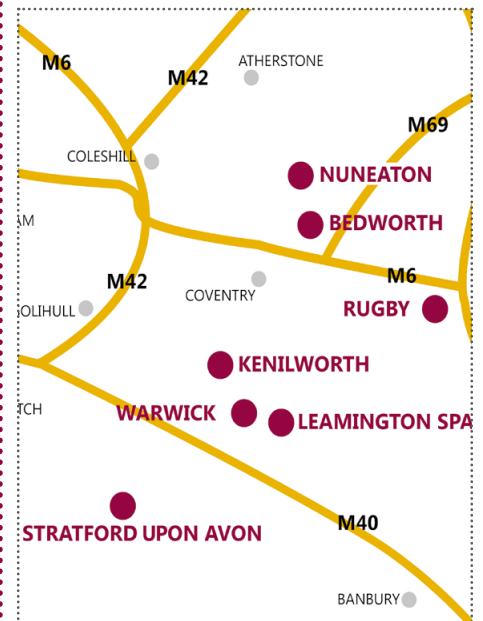
Email: news@wcs-care.co.uk
Or call: 01926 864 242

See also:

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



Our locations:



Enhanced safety measures to benefit residents



By Keren Salt

Director of Quality and Compliance

Whilst the pandemic brought many challenges, over the last two years, we have enhanced our safety measures in additional ways, to benefit our residents, their families and our staff.

In addition to regular testing of staff, residents and until recently visitors, we have:

- Increased infection control measures and ensured ongoing provision of PPE
- Maintained the use of spray gates at all of our homes to help with infection control by sanitising those entering and leaving the home
- Adopted the Docobo health monitoring system (more below)
- Invested in dechokers for all of our homes
- Installed portable air purifiers units into all homes to help prevent the transmission of infectious diseases (more below)

Docobo

Having first been introduced to Docobo in our Innovation Hub several years ago, we were pleased to be part of a trial of the Doc@Home integrated care system at several of our homes in 2020, working in partnership with Docobo Ltd and NHS colleagues. This successful trial has led to the system being introduced across Warwickshire's care homes with nine of our homes now benefitting from this care system and implementation about to start at the tenth.

When a resident starts to become unwell, this digital platform allows carers to record a resident's observations and symptoms by answering a range of structured

questions. This data is then transmitted to a secure clinical database ready for triage, contributing to faster, more appropriate treatment for residents.

Designed specifically for residential care the system has contributed to a reduction in unnecessary hospital admissions which can cause emotional and physical upset for residents, and the upskilling of carers.

Dechokers

Part of our emergency first aid measures in all of our homes is the dechoker, an airway clearing device that can be used in cases of choking emergencies. We have already used these four times successfully in our homes this year, and they are available should they be needed in future.

HEPA filters supplied by Warwickshire County Council

Thanks to Warwickshire County Council, as part of their Care Home Project, each of our care homes have been supplied with portable air purifiers containing High Efficiency Particulate Absorbing (HEPA) filter units to help prevent the transmission of infectious diseases, including Covid.

As Government guidance for care homes is continually under review, it's recognised that there is a need to continue with caution and maintain good infection, prevention and control measures during the current pandemic and beyond.

As we know, the risk of transmission is higher in enclosed spaces and good ventilation is vital in reducing risk in indoor spaces. These units filter and treat the air to remove bacteria and will be used specifically in the communal areas of our homes where fresh air ventilation can sometimes be limited.

Pete Wilkes, Facilities Manager at WCS Care, explained, *"The supply of these air purifiers is another important preventative measure to assist in the reduction of infections."*

"The units provide an additional layer of protection within our care homes, and



Above: Docobo provides an effective triage service



DocoboTM
towards a better quality of life

we are grateful to Warwickshire County Council for supplying them to us free of charge."

Say No to Infection

We have signed up to Say No to Infection (SNTI), a training resource and accreditation package dedicated to the prevention and control of infection specifically for care homes. The training is delivered by NHS Coventry and Warwickshire Integrated Care Board.

The accreditation requires a nominated individual to become an Infection Prevention Champion (IPC) by promoting, engaging and educating colleagues, residents and visitors on infection prevention best practice. So far seven of our homes have nominated IPCs and we will soon be rolling this out to all other homes.

Emergency planning with local resilience forum

We have partnered with Coventry, Solihull and Warwickshire resilience team to further improve our ability to respond to emergencies in our care homes. We've focused on how we react in the first 15 minutes, identifying local partners to support with things like food, accommodation, and transport to ensure a smooth evacuation.

We hope that we will never need to use our emergency plans. However, as with any good organisation, identifying and practising our response in an emergency is another way of keeping people as safe as possible.

WCS Care achieves gold standard



In our 30th anniversary year, we're very proud to have achieved the Investors in People gold accreditation, particularly at a time when care homes have been under immense pressure, and people might be feeling a little more disconnected.

Having first achieved the standard in 1996 and – reviewed every three years – gaining silver accreditation in 2018, we are already putting plans in place to ensure that in time, we reach platinum level.

This achievement recognises that our people and leadership take full ownership of the practices that are in place to support our team and demonstrates that we're actively trying to make work better for people.



Above: WCS Care heroes celebrating gold accreditation from Investors in People

INVESTORS IN PEOPLE®
We invest in people Gold

Only 19% of Investors in People accredited organisations achieve the gold level, and of those just 11% are health and care settings.

In the report, Investors in People highlighted that, 'people feel they are trusted and enabled to get on with their work, make changes and challenge anything that is not in line with your ambition. They have the tools, guidance, and development to make informed decisions about the focus of their own performance'.

It also noted that, 'this has been achieved despite the distraction of the pandemic and the impact it has had on the care sector which is testimony for how resilient your performance culture has become'.

Speaking about the achievement, Keren Salt, Director of Quality

and Compliance, said "We've worked really hard to ensure we have good systems that support and empower our people in their roles, whilst maintaining the highest levels of care quality at all times."

"We're delighted to have been awarded the gold level which formally recognises what we have achieved."

Ed Russell, Chief Executive said, "It's refreshing to see how positive all of our teams are, and that their passion for providing high quality care every day remains. They felt so appreciated when the nation was clapping for carers, and this award further underpins their incredible work."

What is Investors in People?

Investors in People was established in 1991 and is now recognised as the UK's leading people management standard – recognised in 66 countries around the world.

They set out a framework for business improvement, designed to help organisations transform business performance.

Their rigorous assessment reviews business structure, development plans, growth, and includes a selection of staff interviews and a company-wide survey.



New faces in familiar places

Michelle White has joined WCS Care as Financial Controller, taking over from Margaret Costigan who retired in September after 26 years.

Michelle has worked in accounts all of her working life, starting as a youth training scheme (YTS) apprentice when she was 17 years old and completing her qualifications alongside her work. She's previously worked for a care company that provides care to adults

and children with autism so has a good understanding of the issues that affect the care sector.

Jennie Evans started as Head of Communications and Marketing earlier this year and brings over 20 years of marketing, communications, and brand development experience, working with large and small organisations and charities.

Adam Barton has joined WCS as Assistant Facilities Manager. Adam has a background in air conditioning, heating and ventilation, working as a

mobile engineer for a number of years – including work in care homes and retirement villages. Adam provides support to the homes with repairs, regular maintenance and improvements, and joins the team at a very exciting and busy time as our refurbishment programme continues at a pace.

We have also welcomed two new trustees to our board, **Anthony Holt** who has over 28 years of experience in the housing sector and **Emma Ireson** who is a qualified IT professional, with over 25 years of senior management experience.



Michelle White



Adam Barton



Jennie Evans



Anthony Holt



Emma Ireson

Changes at Drayton Court – a message from Ed Russell, Chief Executive

We're incredibly proud of our staff - our care heroes – at Drayton Court who've helped create a wonderful home for thousands of residents over the years.

Having had the pleasure of managing Drayton Court for several years in my own 30-year career with WCS Care, I can personally vouch for the lifelong dedication and commitment that Shirley Randle,

who retired after an amazing 44 years of service has given to Drayton Court. Shirley left Drayton fully staffed, occupied and newly refurbished so it feels homely, long into the future.

It is therefore a great honour to welcome Aimee Lucas back from maternity leave into the exciting role of home manager at Drayton Court; a wonderful home with wonderful people.



Left: Shirley retires after 44 years of service



Above: Ed presents Shirley with retirement gifts...



Left: Aimee has returned after maternity leave...

In our 30th year...



So far in 2022, there has been lots to celebrate. From the Queen's Platinum Jubilee to open days, parties, fetes and, with restrictions lifting, days out could be planned.

Castle Brook



Right:
Rue helps Betty to celebrate her 100th birthday

Westlands



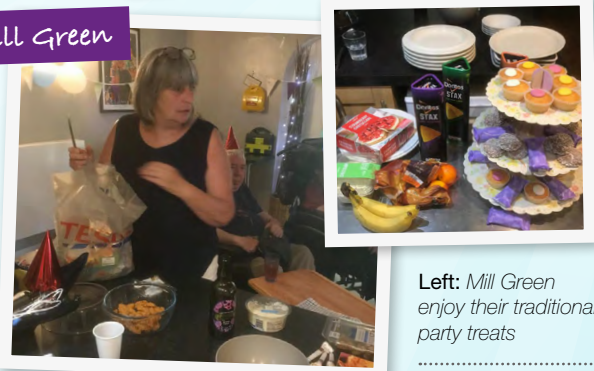
Right:
Hilda enjoyed the Elvis themed 30th anniversary celebration at Westlands

Fairfield



Right:
Tim and family at Fairfield's Jubilee celebrations

Mill Green



Left: Mill Green enjoy their traditional party treats

Drovers House



Left: Drovers House rocked with a 90s themed party

Four Ways



Right:
Four Ways raised a glass to mark VE day

Drayton Court



Right: Jean enjoyed getting out in the Summer

Sycamores



Left: Staff and residents went back too far and got stuck in the 80s!



Dewar Close



Above: Marjorie from Dewar Close watching the new Elvis movie

Woodside Care Village



Left: Woodside Care Village welcomed royalty for their Jubilee celebrations



Newlands



Left: Mick from Newlands enjoying being pitch side at a Coventry City match

Attleborough Grange

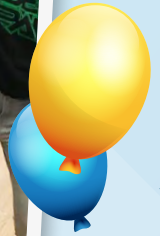


Right: Beatrice celebrated her 100th birthday in style at Attleborough Grange

The Limes



Left: Music was at the heart of the 30th anniversary celebration at The Limes



Staff recommend a career in care

Sticking with the theme of celebration, we've also been surprising our staff with long service awards, care certificates and cards to celebrate their first year at WCS.

We are so proud of our staff and in our 30th anniversary year, Ed and members of the support services team, have been visiting homes to present long service certificates (marking 5, 10, 15, 20, 25 and 30 years of service to WCS) and care certificates, recognising a commitment to learning.

The first of these were presented to Sue and Cathy at Castle Brook who have both been with us for 5 years and gave a beautiful speech about why they like working at Castle Brook and how they recommend WCS to others all the time!



Above: Sue and Cathy receive their 5 years of service certificates at Castle Brook

“It's hard work but very rewarding. My favourite part is interacting with residents.”
Elizabeth, Mill Green (30 years)



Hear more staff voices here



(scan with mobile phone camera)



Above: John receives his Care certificate at Newlands

Welcoming old friends to see new places

Samantha Stuart, General Manager, showed some old faces who helped make WCS what it is today around Woodside Care Village.

Nick Wood was our Finance Director for 25 years, Gill Wood was our very first Head of Operations (Nick and Gill fell in love after meeting at WCS and later got married) and Karl Demian (pictured on the right) was a volunteer for many years as a trustee and later the Chair of our board.

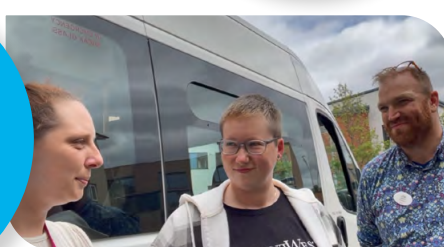
When Gill and Nick started out with us in 1992 things were very different, Gill remembers there wasn't even a charter of residents rights!

They are very proud of what we have all achieved at WCS, notwithstanding the last 2½ years when all of our care heroes did the most amazing job under the most trying of circumstances.



“It's gone really quickly. It only feels like 10! I just love it here, the residents the staff, everything.”
Bev, Dewar Close (15 years)

“I like making the residents' day and helping them to do things they can't. Care has completely changed my life.”
Zoe, Drivers House (5 years)



New staff have also been sent a card to mark their first year of employment at WCS. The first of these were posted out in July.



Annual resident and relative survey results



Jennie Evans Head of Communications and Marketing, talks us through the results of the survey.

Last Winter we asked for your feedback on our services. We received 237 completed questionnaires in total, and I wanted to take this opportunity to thank you for sharing your opinions.

It's essential for us to know when things are going well, so we can ensure they stay that way, and if there are things we need to look at, we can learn, make changes and move forwards.

We've collated all of the results across WCS Care to give an average score in six key areas: meals, personal care, daily life, premises, management and Covid approach.

Results

Overall, **96% of respondents** are satisfied with or would recommend our service to others.

Most and least impressive aspects

We asked people to tell us what they found the most, and least, impressive about our homes and what would make the most difference to the quality of life for residents.

- **Care** – 28% of respondents agreed that care was most impressive across the group
- **Environment** (which includes everything from size of rooms to décor and gardens) – 27% of respondents stated that environment was least impressive
- **Activities** – 32% of respondents said that activities would most improve the quality of life for residents

Satisfaction levels

We also asked for feedback on **meals, personal care, daily life, premises, management and our approach to Covid-19**. The ratings out of ten are calculated from the percentage of people

who ranked their experience as 'satisfactory', 'good' or 'excellent'.

Next steps

All home managers have written action plans to address what the team aims to do in response to your feedback.

We'll regularly share updates in resident and relatives' meetings, and we'll review the plan again towards the end of the year to check how we've done.

If you'd like any further information, please speak to your Home Manager, who will also be able to show you a copy of your home's annual survey results if you've not already seen them.

Alternatively, you'll find them on your home's page on our website.

"We are really pleased with the results but know that there is always more to do. You can be assured that as an open and learning organisation and with our own continuous quality monitoring in place, we will make improvements for the future."

Keren Salt
Director of Quality and Compliance



Breaking news

WCS Care has been recognised as one of the best 'Top 20 Mid-Size Care Home Groups' by carehome.co.uk. The award is based on reviews submitted to carehome.co.uk about our 13 care homes by residents, their relatives, and friends, achieving an overall group review score.



News in brief

Coming soon...

Making memories minibus

Just imagine for a moment not going outdoors for a month and how you may feel afterwards. Being outdoors can improve health and wellbeing for the body and mind and is especially important in a care home setting.

You told us and we recognise, that getting out to local places is important. With this in mind we've bought a minibus...

- Trips will be local: within a 30-minute radius
- Each home will have three trips per month
- Over 30 risk-assessed locations in Warwickshire to visit
- Up to two wheelchairs per trip and relatives can come too



Above: Testing the new making memories minibus



Virtual cycling

Residents at Woodside Care Village in Warwick can now travel the world on the big screen whilst getting some gentle exercise.

Virtual cycling provides a fun, interactive way of seeing thousands of destinations both locally and overseas.

Find out more here



(scan with mobile phone camera)

Outdoor gym gets us in a spin

We'd like to say thank you to Graphic Arts who have recently donated over £1500 to WCS Care as part of their charity pay back scheme.

WCS Care have used the money to purchase outdoor gym equipment for Castle Brook in Kenilworth, a great way for residents to spend time outside and undertake some gentle exercise.



Above: Carol and Wendy testing the tai chi arm spinners

Time for a coffee break!

Grab a pen and a cuppa for some well-earned down-time with our word search and dingbats games. You'll find the answers to both games on page 12.



WCS word search

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

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

Words list

Autumn	Jumper	Dark
Harvest	Halloween	Bonfire
Leaves	October	Pumpkin
Red	Yellow	Orange
Conkers	Scarecrow	Acorn

Dingbats

Can you guess the phrases from the dingbats below?

mind matter	wish star	pro mise	head heel heel heel
skating thin	man _____ board	by little	ban ana
↓ ice berg	nepainck	cha who rge who	t o u c h
rec ord	lem ade	stood mis	do list do

Don't be mean be green

Environmental awareness is not a trend that comes into style for a few months and stops. Individuals working towards making a small impact on Earth, tend to change their lifestyle to accommodate new ways of living.

When Artur Saternus, a carer who worked at Woodside Care Village, contacted Ed Russell CEO with some suggestions to improve WCS Care Group's waste management, he was saying just that.

Artur had previously worked on a cargo ship which really opened his eyes to waste reduction as they were so strict. Using the lessons he had learned there,

Artur suggested that care homes could benefit from a better waste recycling system.

As one example, Artur had calculated that a home used about 12 milk cartons per day and that over a year this meant 175kg of plastic was being sent to landfill. His suggestion was that the home invest in several bins to split waste to improve recycling opportunities.



Above: Looking at how much waste we create

It was a really timely conversation following successful certification of the ISO 9001 quality management system. WCS will be seeking accreditation in the coming year for an environmental quality system ISO 14001 with alongside that, waste reduction and energy saving targets for all our care homes, so we can reduce damage to the environment.

Quiz – In 1992...



1. Who was the British Prime Minister?

- (a) Tony Blair
- (b) John Major
- (c) Gordon Brown

2. Who did Bill Clinton defeat in the US presidential election marking the end of a period of Republican dominance in American politics that began in 1968?

- (a) George H.W. Bush
- (b) George W. Bush
- (c) Ronald Regan

3. Which 'must have' toy saw parents queue for hours at Christmas 1992, prompting Blue Peter to run a make-your-own segment for those unlucky enough not to bag a real one?

- (a) Game Boy
- (b) World Wrestling Federation
- (c) Tracy Island

4. How long did the UK's best-selling single of 1992, Whitney Houston's ballad *I Will Always Love You* spend at the top of the charts also claiming the 1992 Christmas Number 1?

- (a) 6 weeks
- (b) 10 weeks
- (c) 20 weeks

5. What was Britain's best-selling car in 1992?

- (a) Ford Escort
- (b) Ford Fiesta
- (c) Volkswagon Golf

6. Which theme park opened in 1992?

- (a) Alton Towers
- (b) Universal Studios Florida
- (c) Disneyland Paris

7. How many Academy awards did *Silence of the Lambs* win this year?

- (a) 7
- (b) 5
- (c) 2

8. In the US, *Batman Returns* was the top grossing film in 1992 how much did it make?

- (a) \$162m
- (b) \$200m
- (c) \$253m

9. Which of these popular UK TV shows did *not* debut in 1992?

- (a) Absolutely Fabulous

- (b) A Touch of Frost
- (c) The Bill

10. In 1992, Alan Shearer became England's most expensive footballer in a transfer from Southampton to Blackburn, how much was the transfer for?

- (a) £3.6m
- (b) £1.8m
- (c) £10.2m

11. In 1992, *Punch* magazine published its final issue after how many years?

- (a) 90
- (b) 151
- (c) 75

12. Where were the 1992 Olympic Games held?

- (a) Barcelona
- (b) Seoul
- (c) Atlanta

FOMO (fear of missing out)?



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...

Through the keyhole...

Our Facebook page is packed full of everyday photos and stories. From residents enjoying side by side cycling to games of bowls and days out, 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/wcscare to like, comment, and share with your friends and family.

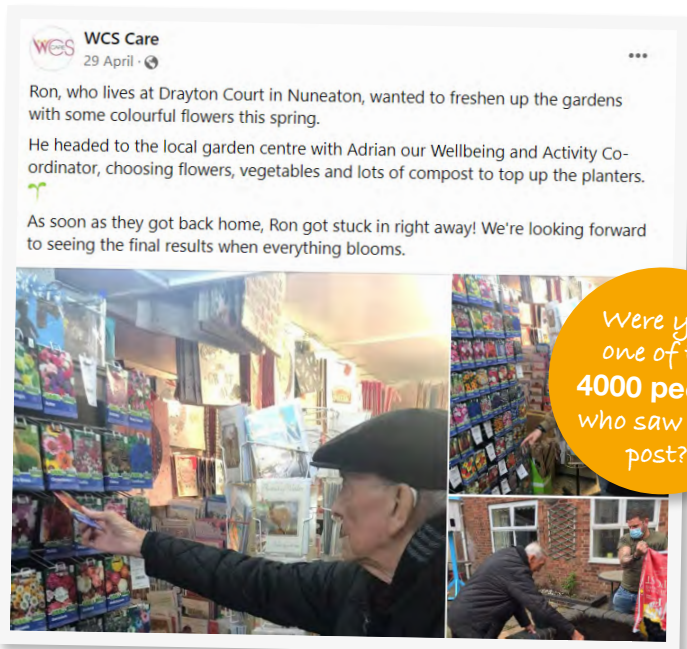
Facebook in numbers



This year so far we have 2,039 page likes



Reaching 35,833 since 1st January this year (up to August)



“Activities are an integral part of everyday life in our care homes. There is always something going on and it has been lovely to see our residents doing more of the things they enjoy and getting out into the community again.”

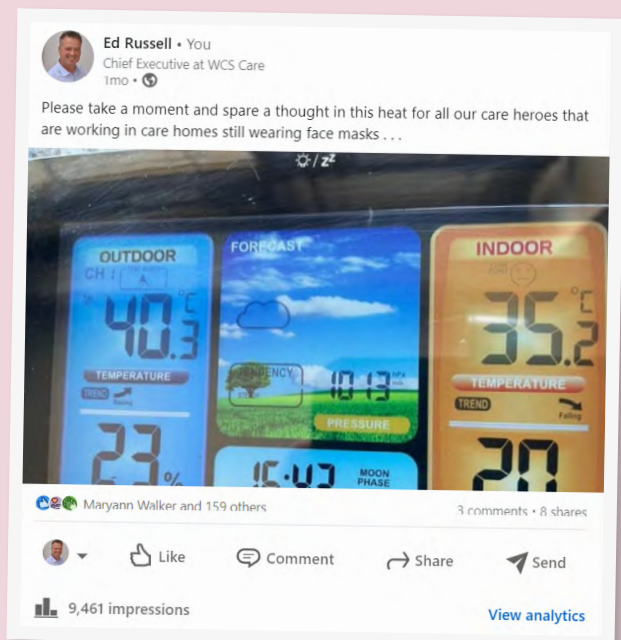
Sam Spencer
Social Activities Manager



And on LinkedIn...



Ed Russell, our Chief Executive, posted during the heatwave about the requirement for staff in our care homes to wear masks on a daily basis. The message really hit home with over 9400 impressions.



The refurbishment of our homes continues

In our last issue we told you about the refurbishment taking place at Sycamores. We are pleased to say that this was finished, and as part of our continuing development programme, we have also completed the refurbishment of Attleborough Grange and Drayton Court. Fairfield's is underway.

Each household in these homes is styled in one of three themes, which reflects the personalities of the people that live there: country lifestyle, classical living or town. By understanding residents' backgrounds, life history, likes and dislikes, they can then live in an environment that feels more familiar to them.

We asked staff at Attleborough Grange and Drayton Court about the difference the refurbishments have made...

Refurbishment of Drayton Court



“Coming back to Drayton Court after the refurbishment I can see a huge difference; residents are interacting in social groups more as there are nicer areas for them to meet, memorabilia in the corridors sparks conversations and memories. It's truly beautiful to see.”

Aimee Lucas
Home Manager
Drayton Court



Refurbishment of Attleborough Grange



“The home looks amazing, better than we ever imagined. Residents, staff and visitors have said what a difference it has made to the feel of the home. There is so much for the residents to look at, which sparks conversations between

residents, staff and visitors. They are still seeing things that they have not noticed before.”

Alicia Rollason
Care Manager
Attleborough
Grange



5 minutes with...

Kamila Morawiak

Lead Carer at The Limes



Above: Carole Lucas (left) and Kamila Morawiak (right)

Kamila and her colleague Carole Lucas recently completed a Level 3 in Management and Leadership and Jennie Evans our Head of Communications and Marketing went along to The Limes to find out more...

Hello Kamila, can you tell us a bit about how long you have worked at WCS?

First started in 2008 as it was a flexible job to fit around another job I was doing at the time. Then in 2015 I became a full-time carer. I'm now a Lead Carer and acting up as Duty Manager when needed.

So tell me more about the qualification that you recently completed.

It's an Institute of Leadership and Management (ILM) Level 3 Certificate in Leadership and Management which has enabled me to learn more about how to lead a team, solve problems, manage conflicts, and the bigger picture of running a business.

What difference will it make to you?

I'm addicted to learning! I am always learning, and it was good to know that Karen, the Home Manager, saw potential in me. She suggested completing this qualification and it means that when the time comes, I am ready to step forward in my career.

What support did WCS give you while you were studying?

I have had good support from WCS. As sessions were delivered online due to Covid, I was taken off the floor on those days so I could just concentrate on getting them done. Then all assignments were completed

at home, but I was supported by being given opportunities to organise meetings or get questionnaires completed so I could use the skills I had developed and meet the objectives of the course.

Why did you choose a career in care?

It wasn't what I qualified in years ago, but care has given me the flexibility I needed to work around my family and to increase my hours as my daughter started school. There is always a place for me in this home. It has also been good recently to have the opportunity to put my new skills into practice by acting up as duty manager when needed, as that has given me a new challenge.

Carole also shared her thoughts on what she would say to others who are interested in studying for a qualification.

"You can do it you just have to put your mind to it. It's nice if you have got someone to do it with you. Even if you can buddy up with someone from another home, and you can do it with them it really helps."

Take a Break & Quiz Answers

Word search

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

Dingbats

Mind over matter, Wish upon a star, Broken promise, Head over heels, Skating on thin ice, Man overboard, Little by little, Banana split, Tip of the iceberg, Pain in the neck, Who's in charge, Touchdown, Broken record, Lemonade, Misunderstood, To do list

Quiz answers

1. John Major
2. George H.W. Bush
3. Tracy Island
4. 10 weeks
5. Ford Escort
6. Disneyland Paris
7. 5
8. \$162 m
9. The Bill
10. £3.6 m
11. 151
12. Barcelona

"I'm really proud to be able to say thank you and well done to Kamila and Carole for achieving their Level 3 qualification in management and leadership. They're the first graduates of our management college and I hope that makes them as proud as it makes me."

Sarah Bedding Head of Learning and Development



5 minutes with...

Doreen Dewis

Resident at Fairfield

Doreen, 92, who lives at Fairfield, talked to us about how much she enjoys using the side-by-side cycle around the gardens, as it brings back so many fond memories for her.

Hello Doreen. Thanks for talking to us. From what I hear, you've always loved cycling.

Yes, I was a member of Coventry Cycling Club. We used to meet every Sunday morning at 9am in Coventry city centre and we would go out riding all day.

How long were you part of the club?

For a long time, I met my husband there when I was 20 and he was 17 (but I didn't know he was so young at first!).

So lots of memories – where did you cycle to?

We would go to all sorts of places around Coventry, Kenilworth, and Leamington. There was quite a good group of us, and we became good friends. We would go out all day in all weathers unless it was

really bad. We took sandwiches with us and then got back for teatime. I used to love it!

Did you have a bicycle each or one for two of you?

We had one each, and then after we got married, we had a tandem. I used to forget sometimes, and I would try to turn and my husband would say 'what are you doing?'

A tandem can be tricky, did you ever fall off?

No not really, we were quite lucky.

Thank you so much Doreen for sharing your memories with us. It's been lovely to hear about your cycling adventures.



Get in touch:

WCS Care – Head Office
Newlands, Whites Row, Kenilworth,
Warwickshire, CV8 1HW

T 01926 864 242

F 01926 864 240

E info@wcs-care.co.uk



 /wscare  @WCS_Care

Our homes:

Attleborough Grange	attleborough@wcs-care.co.uk	024 7638 3543
Castle Brook	castlebrook@wcs-care.co.uk	01926 353 160
Dewar Close	dewar@wcs-care.co.uk	01788 811 724
Drayton Court	drayton@wcs-care.co.uk	024 7639 2797
Drovers House	drovers@wcs-care.co.uk	01788 573 955
Fairfield	fairfield@wcs-care.co.uk	024 7631 1424
Four Ways	fourways@wcs-care.co.uk	01926 421 309
The Limes	limes@wcs-care.co.uk	01789 267 076
Mill Green	millgreen@wcs-care.co.uk	01788 552 366
Newlands	newlands@wcs-care.co.uk	01926 859 600
Sycamores	sycamores@wcs-care.co.uk	01926 420 964
Westlands	westlands@wcs-care.co.uk	01788 576 604
Woodside Care Village	woodside@wcs-care.co.uk	01926 569 300