

WCS CARE NEWS

Café culture

Our café concept rolls out to Westlands...

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Care notes home or away

A relative's view on accessing care notes at home or away...

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25 years but we're not counting...

You're only as old as you feel – and as we approach 25 years of WCS Care, we're still a spring chicken.

We've learnt lots, love being active and have tons of energy, but we still have an exciting journey ahead of us – and we can't wait!

It's a few months yet before we get the silver out to officially mark a quarter of a century, so we'll focus on what's been happening over the last few months for now – well, it gives us another excuse for a celebration, doesn't it?

Whether it's Woodside resident Val preparing to close one door in Warwick and open another in Kenilworth (**page 4 and 5**); picking up a top third sector care award (**page 12**); or serving up

a treat as roles reverse (**page 9**), we have it all – and lots in between!

So why not put the kettle on, sit back and relax, and find out what's been going on across WCS Care.



Above: It's been 40 years since Val went on a bike but it's all changed now she's at Castle Brook

Could you be a



Have you ever wanted to volunteer in a care home but don't know how? Well, this could be for you!

When people first move in (and when staff first join us), we ask them a range of questions about what they like to do – from hobbies and pastimes to favourite sports, places, activities and their previous career.

Not only does this help us understand each person and ensure they can do what they've always done or aspire to do, but it also means we can match them – through our innovative matching software – with others who have similar interests, so they can share their experience and passion.

From this, we've launched Club Buddies which connects like-minded

people interested in anything from table tennis to side-by-side cycling for two, and from cooking to flower arranging.

As we expand our clubs and activities, we're looking for enthusiastic volunteers to help run and develop Club Buddies. So, if you can commit a few hours of spare time a week and have an interest you'd like to share with others, please get in touch with your home manager.

About **WCS CARE** NEWS

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

We try to capture the everyday things that make every day well lived for

residents, and show how people carry on doing the things they've always done – and enjoy trying 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.

About **WCS CARE**

WCS Care is an independent, not-for-profit care provider, and every day we invite people to choose the things they want to do and to try new opportunities so that every day is a day well lived.

We started operating in 1992 with a philosophy that put people at the heart of everything we do – it has shaped us into what we are today and continues

to be the benchmark of the care we provide. We understand that everyone is different and what matters to our residents, matters to us.

Our staff are skilled and enthusiastic people who find their roles rewarding and enjoyable, which enables us to offer care with a truly friendly and personal touch.

Your everyday experience of WCS Care should reflect our values – play, be there, make someone's day and choose your attitude. If it doesn't, please don't hesitate to let us know – we value your feedback.



Get in touch

You can get in touch with WCS Care in the following ways:

- Talk to any member of the team or to a home's Duty Manager (their name is displayed in reception)
- Call WCS Care's Head Office on **01926 864 242**
- Leave a voice mail on our Chief Executive's hotline on **01926 856 130** or email chief.executive@wcs-care.co.uk
- Call the relevant home – numbers are on the back of this newsletter
- Email info@wcs-care.co.uk or the relevant home using the email addresses on the back page
- Complete a WCS Care Comment Card found in each of the homes' receptions (you can fill these in anonymously if you wish – all cards go directly back to Head Office)
- Speak at a Residents' Forum – ask your Home Manager about the next one
- Write to our Customer Service Support team using the address on the back page

Have you seen our new website?

If you've been on our website recently, you might have noticed we've given it a fresh new look, made it easier to navigate and mobile friendly, so you can find the latest news, check room availability, and look at volunteering or job opportunities on the go.

You can now also access the Relatives' Gateway through WCS Care's website, which you can access 24 hours a day, seven days a week – simply visit www.wcs-care.co.uk to find out more.

Why not take a look while you're visiting a loved one? The majority of our homes have free wi-fi for guests (wi-fi at Mill Green and Newlands is coming in April 2017). You'll find everything you need to connect to wi-fi at reception.



Contact WCS News:

Email: news@wcs-care.co.uk

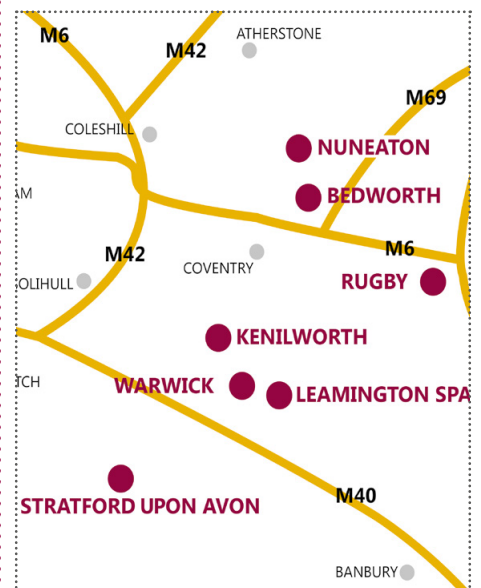
Or call: 01926 864242

See also:

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



Our locations:



Five 'outstandings'

impresses as CQC Chief Inspector visits WCS Care

The Chief Inspector of the Care Quality Commission Andrea Sutcliffe paid a special visit to meet residents after five WCS Care homes were recognised as 'outstanding' by the care regulator.

Mill Green in Rugby and Newlands in Kenilworth were the latest homes to be announced as 'outstanding' last autumn; joining Attleborough Grange and Drayton Court in Nuneaton, and Dewar Close in Rugby, who were also given the top accolade in 2016.

It means almost half of our homes (around 40%) have officially received the status, compared to only 1% nationally, something we can all be very proud of.

Andrea spent time chatting to people living at Attleborough Grange before exploring our newest home at Castle Brook in Kenilworth.

Ed Russell, WCS Care's Director of Innovation and Delivery, said: 'We are delighted that five of our homes are recognised as outstanding by the CQC but we won't rest on our laurels – we're committed to continuous improvement, regardless of the rating.'



Above: Mick's delighted that his Mill Green home is recognised as 'outstanding'

Left: Jason believes his Newlands home deserves its 'outstanding' recognition



Find out more

You can read the inspection reports of all our homes on our website: www.wcs-care.co.uk.



CQC Chief Inspector Andrea Sutcliffe chats to Edith, who lives at Attleborough Grange

What residents say about their 'outstanding' home

Mill Green

Mick Clarke, 53, was delighted that his Mill Green home in Rugby was given an 'outstanding' status, and said: 'I love living at Mill Green – it truly deserves to be recognised as outstanding and I am proud to call it my home.'

'The team here are fantastic and make it a fun place to be – I'm a keen gardener and really enjoy craftwork, and the team are only too happy to support me to do the things I always have done.'

Newlands

Jason Saunders, who's lived at Newlands for over 10 years, believes his home's recognition is truly deserved, and said: 'Newlands is an outstanding place to live because it is my home.'

'I'm able to live my life how I want to and do the things I want to do – anything from working in the garden to fixing a bike or going to the pub with friends.'

'The team here are great and are very supportive – they help make it a fun, caring place to live and I'm really pleased that my home has been recognised.'

Dewar Close

103-year-old **Marjorie Timms** has been at Dewar Close for almost three years and explains why her home is 'outstanding'.

'I like having my own space with my own personal items in it as well as being part of a lovely community of residents who like to spend time together.'



Centenarian Marjorie Timms loves the community feel at Dewar Close

Lowering the drawbridge for Kenilworth's newest castle

If you're a regular visitor to Kenilworth, you will have no doubt been past the town's historic castle – but did you know there's another, much newer one just a few minutes' drive away?

Ok, so this one's not made out of stone, it's not on a motte, nor was it built in the middle ages, but it does have a berm, barbican, crenel, merlon, allure and corbel (all things you would usually find in a castle) – welcome to Castle Brook, WCS Care's latest state-of-the art home on Common Lane.

The first residents were welcomed into their new home in December 2016 and spent the first few days exploring the vibrant village experience including a mini-mart, café, deluxe cinema, spa and iconic, coin-operated, fully staffed launderette where people can do as much or as little as they like.

Feeling of freedom

There's a feeling of freedom and exploration at Castle Brook, which has many aspects of daily life usually found outside a care home in a safe and secure environment.

There's a full and varied exercise and activities programme developing seven days a week that also

encourages spending time outdoors, where there's an abundance of secure space including gardens, a strolling path, and water features to maximise the health benefits linked to being outside.

And feel the fresh air on your face as you get on the side-by-side bike for two around our specially designed cycle track – but don't just take our word for it, the smile on Val's face (on the front cover) says it all after she got on a bike for the first time in 40 years at Castle Brook!

New technology that gets the thumbs up!

Technology has come a long way since the middle ages, so our castle has loads of state-of-the-art kit that even King John would be proud of – it's used side-by-side with our high-quality care to enhance daily life, without being intrusive.

Our drawbridge has come along a bit too – in fact our entrance is more

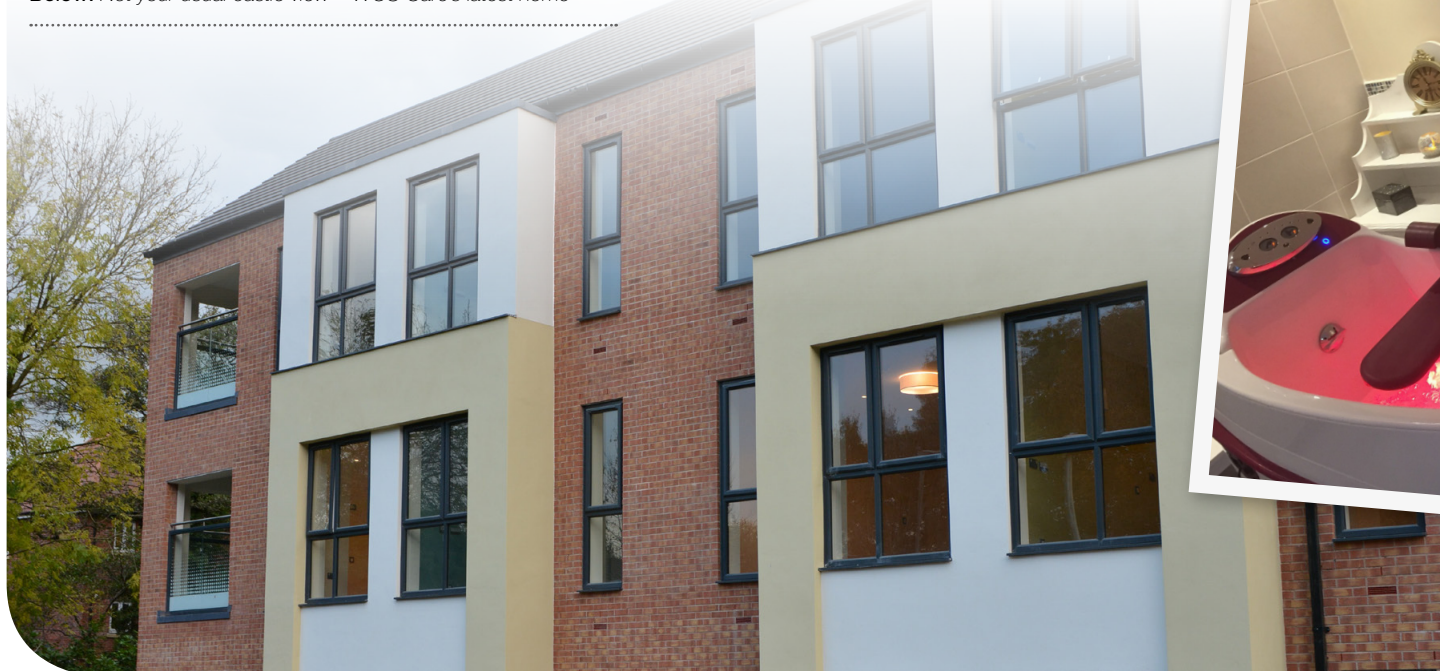
space-age than middle-age, with fingerprint recognition for access.

Intelligent lifts that appear when you stand in front of them, and a specialist Nurse Call and Acoustic Monitoring system are just some of the other features installed at Castle Brook.

Castle Brook also uses electronic care planning, which eliminates the need for paper-based care notes and reduces the need for lengthy handovers, so carers get to spend more time doing fun things with residents on the household such as playing games, baking, or simply chatting with a cuppa.

It's linked to a new Relatives' Gateway, which – with consent from residents – gives family members secure online access to their loved ones' care notes, wherever they are in the world (see **page 10 and 11** for a relative's review).

Below: Not your usual castle view – WCS Care's latest home





Above: Apartments for two are available at Castle Brook



Above: Retail therapy – pop down for groceries at the Castle Brook shop



Above: Fancy a relaxing dip in the Castle Brook spa?



The house-warming party was in full swing!

What better excuse for a party?

What's the first thing on the list after settling in to your new home? Throw a house-warming party of course!

And that's exactly what residents did as they welcomed friends and family to Castle Brook for a tour, some food and fantastic entertainment...





'It's easy to feel a little isolated when you're older but coming to Westlands means I get to make some fabulous friends – both young and old alike – and try some things I might not otherwise have the chance to do, and of course sample a cupcake or two.'

Nancy, café visitor

Left: Nancy casts her experienced eye over the tasty treats in 'A cup above'

More than just a café culture

Sitting in a comfortable chair, surrounded by friends while enjoying a frothy cappuccino and a delicious freshly made muffin – it could be the scene from any high street café.

But like other WCS Care homes, this is in fact daily life at Westlands in Rugby, which recently opened its own in-home café.

Already at Four Ways, Drovers House, and more recently at Castle Brook, 'A cup above' aims to create a space for residents, friends and family to relax and unwind in a familiar, safe environment.

It's already proving popular with residents at Westlands, who've decided to get together every morning at 11am for a natter, a coffee and a cake, giving people another excuse to leave their rooms to socialise and interact.

Becky Lange adopts the role of waitress alongside her other duties and said: 'People love popping into the café; it shows, with the constant laughter and

buzz of activity here – it's fantastic just watching people enjoy themselves with a cuppa and a cake.'

But it's not just open to people who live there and their families.

Former school caterer Nancy visits Westlands several days a week and said: 'It makes a lovely change to come into the Westlands café and enjoy some delicious home-cooked treats that someone else has spent time making – and I can certainly spot great food when I see it... and taste it!'

Where the young meet the young at heart

Giant Jenga, hula-hooping and even indoor rounders helped bridge a 70-year age gap as people living at Drovers House in Rugby, Fairfield in Bedworth and Attleborough Grange in Nuneaton gave groups of 15 to 17-year-olds the chance to do citizen service at their homes.

Residents shared their appetite for fun and laughter with the young people from NCS, setting up activities and games they could do together during the school holidays.

Ann Barnett, who has lived at Fairfield since 2015, said: 'It was lovely spending time with the young people from NCS – we may be older but we're certainly young at heart and showed

them a thing or two about having fun. I think they learned a lot, especially from my hula-hooping skills! We had a great time.'

Linking up generations has benefits for everyone involved – it promotes companionship, life education, and enhances respect between generations, and above all, it's a lot of fun!



Above: Giant Jenga – just one of the activities residents shared with NCS

Above: Young at heart – Ann shows young people from NCS a thing or two about hula-hooping

Introducing plans for an inspirational new Warwick home

Below: Woodside needs more than just a lick of paint



WCS Care's Chief Executive **Christine Asbury** explains why Woodside needs more than just a lick of paint to meet future needs of residents...

If you've visited a loved one at Woodside in Warwick, you'll already know that we're planning to create an inspirational new home on the existing Spinney Hill site.

Woodside has been an important part of the local community for over 50 years, however rooms no longer meet the needs of our residents and the current building is outdated and could do with more than just a lick of paint.

Subject to getting planning permission, we aim to provide a village experience



Above: Woodside resident Val is delighted with her new home.

Below: An artist's impression of what the new care home in Warwick would look like

for 72 older people and people with dementia that will include family-scale households for up to six people, with ensuite showers and toilets for everyone.

There will also be a relaxing spa, pamper salon, deluxe cinema, mini-mart and an iconic, coin-operated, fully-staffed launderette, as well as table tennis and companion cycling for two – all to ensure the people who live there enjoy life as much as possible.

Obviously, we can't redevelop the site while people are living there, so residents have already moved a short journey down the road to Castle Brook – our recently opened home in Kenilworth – ahead of building work.

And it was clear from the moment people walked through the door of their new home that they were incredibly excited to be there – just like 89-year-old Val Hase, whose excited smile said it all.

From the moment Val picked her new room off-plan overlooking the brook, she's looked forward to moving day and was delighted with the extra space, secure gardens and café – and couldn't wait to have another go on the companion bike for two (she had a sneak preview as part of a visit by The Times when she cycled for the first time in 40 years!).

Residents have been joined by current staff who'll be working at Castle Brook for the next two years until they can return to the new Warwick home. We're pleased to say the whole team are staying with us during this period, providing people with valuable continuity of care.

We've provided a private mini bus for staff so that they can easily get to Kenilworth and back from the existing site in Warwick.



Three cheers for three years at Drovers House

Muriel and Peter Farley joined fellow residents at Drovers House in Rugby to mark three years since their home first opened its doors in September 2013.

Left: Rugby's Mayor Cllr Sally Bragg joins celebrations at Drovers House

The couple, who've been married for over 67 years, moved in to Drovers together in 2016, and haven't looked back since.

Muriel, a former fundraiser who lived in nearby Barby for many years with Peter, said: 'We had relatives who lived across the road from the Cattle Market, so we saw Drovers House being built whenever we visited and thought it looked like a great home.'

'We've been married for almost 70 years so it was really important for us to stay together in our new home and we were delighted that we found somewhere that this was possible.'

Peter, a former college Principal, added: 'Living at Drovers House means we're able to live our life naturally and feel free to do what we've always done – we'd certainly recommend living here, particularly if you're a couple.'

Rugby's Mayor, Cllr Sally Bragg, visited Drovers House on Friday 23rd



September 2016 to help mark the special occasion by joining residents for an Oomph! exercise and wellness class, and a celebratory buffet.

Built on the former Cattle Market development in Rugby, Drovers House was designed to create an environment

that includes six households, each containing ensuite rooms, open plan lounge, dining area and kitchen; as well as a busy and vibrant mini-mart, coffee shop, pamper salon and relaxing spa, some of which are also available at other WCS Care homes.



'We've been married for almost 70 years so it was really important for us to stay together in our new home and we were delighted that we found somewhere that this was possible.'

**Muriel Farley,
Drovers House resident**

Left: Muriel and Peter help residents celebrate three years of Drovers House in Rugby

Hip, hip hooray!

Edie Freeman was the belle of the ball as she was whisked off her feet by Lifestyle Coach Ash Wall.

Much to the envy of her friends, the 86-year-old was showing Ash a move or two at the monthly Benn Hall tea dance in Rugby just weeks after recovering from a hip operation.

Eddie believes Oomph! classes, which run seven days a week in all of our homes and help enhance the mental, physical and emotional wellbeing of older people, have really helped.

Eddie, who lives at Drovers House, said: 'I love being active and socialising, so I couldn't wait to get back into the swing of things after my operation.'

'Thanks to Ash's Oomph! classes, I was able to get back on my feet in no time – and I couldn't miss the chance of a dance or two with this young man!'

Ash added: 'It's fantastic to see what a difference the Oomph! classes can make – it's hard to imagine that only a few weeks before this picture, Eddie needed help to move around as a result of her operation; now she's showing me how to dance!'



Breaking news...

WCS gets Out and About with a little Oomph!

Residents will have access to even more excursions after WCS Care became one of the first care home groups in England to use Oomph!'s new Out and About service.

Minibuses, complete with on-board conductors, will take people to a host of carefully researched destinations including museums, music and sports events, and art galleries, as well as markets, pubs and farms.

Below: Lifestyle Coach Gemma and Josie, who lives at Drayton Court, share their school memories



Right: Drayton Court resident Josie as a dinner lady at St Anne's Catholic Primary School in Nuneaton



Serving up a treat as roles reverse!

Drayton Court resident and former dinner lady Josie Sheridan was delighted to find out that Lifestyle Coach Gemma Power was a former pupil at St Anne's Catholic Primary in Nuneaton, during her 20 years of dishing up school dinners.

But more than 780,000 served meals separate the pair now that their roles have reversed, as Gemma plates up a delicious and nutritious lunch at Josie's Nuneaton home, which is just a short walk away from their old school.

Gemma Power said: 'We had no idea that we were both at the same school at the same time all those years ago, albeit in completely different circumstances.'

'It wasn't until Josie's daughter Mary pointed it out, so it's great that our paths have crossed before – and I loved my school dinners, just as much as Josie enjoys her meals now. But I've got a long way to go before I catch up with the number of meals Josie's served over the years.'

Away with the paper...

The Limes in Stratford-upon-Avon is the latest WCS Care home to benefit from wireless care plan technology that means the end of paper-based notes and the start of electronic access from anywhere.

In the last edition of WCS News, we told you about Person Centred Software (PCS) – where we use small handheld devices to capture all elements of a resident's care quickly and efficiently – which is being rolled out across WCS Care homes.

Nine homes now have the software installed with Mill Green, Newlands and Westlands set to complete the installation programme later this year.

So we caught up with her to find out about her experience as one of the first relatives to use the system last year.

Passport to care: Gail joins a hidden revolution to check on her dad in near real-time... wherever she is

From her floating home in Spain, Gail Nix is able to see in near real-time the care that her dad Frank gets at his Four Ways home in Leamington Spa.

It's through the Relatives' Gateway, part of the PCS software, which provides a live window into the care we're providing to loved ones that can be accessed by relatives from anywhere in the world with an internet connection...even on a boat thousands of miles away!

So why are you using the Relatives' Gateway?

I use the Relatives' Gateway to keep in touch with my dad's care in an almost real-time way. I'm travelling overseas and when I have a wi-fi connection, I can check daily to see that his care needs are being met and if there are any issues being raised.

And how important is the Relatives' Gateway to you as a relative?

The Relatives' Gateway is very important to me. I now feel that I'm involved in dad's care in a way that



I could never be without it. I can check his daily care each day and, although it is very detailed, intimate care, such as 'brushed teeth', I do see any issues being raised and any incidents.

How are you finding the Relatives' Gateway?

The gateway has helped me keep in touch and see dad's care on a daily basis. On the whole, the system works well. There are a couple of niggly issues, such as some days it shows the same event having happened a number of times.

Occasionally there is a notification which is a bit different, so I use the system's social network to check – however, it's mostly down to human error. Four Ways is pretty quick at responding to any questions.



Above: Gail Nix is able to check on her dad's care from her floating home in Spain

'I use the Relatives' Gateway to keep in touch with my dad's care in an almost real-time way. I'm travelling overseas and when I have a wi-fi connection, I can check daily to see that his care needs are being met and if there are any issues being raised.'

Gail Nix



Above: Frank can keep in touch with his daughter from his Learnington home

So what’s good about it? Which bits are most useful to you?

The Daily Care, social network and the care plan are the parts that I use/refer to the most and have the greater benefit to me. It is good to see his full care plans because if there are things which change or if I have a query, it is easily discussed with Four Ways.

Also, I can see the ‘alerts’ that have been set up – those items which must be addressed. The gateway is particularly useful for someone like me who is not able to visit regularly. The 24-hour access anywhere is excellent and the fact that it’s almost real-time is a bonus.

Are there any improvements you’d like to see?

Either a ‘history’ or ‘date range’ for both daily care and the social network. At the moment, I can see seven days of daily care and just a few posts in the social network exchange. I would like to be able to search between dates, or maybe by month, for all the data in these categories.

Do you change the photo sharing tool in the Relatives’ Gateway?

I have used the photo feature a lot. I do send my dad physical postcards with photos on but I have used the system’s social network to add photos for dad to be shown – more important for me is when Four Ways add photos so I can see how dad is looking, what he is up to and what activities he’s joining in with.

The photos I put up are shown to dad and I’m able to send him a message if I would like something passed on to him. Dad’s verbal communication skills are declining, so phone calls are difficult but I know his carers will explain a message to him.

Would you recommend the Gateway to others?

Yes. It’s a useful communication tool, reassuring to see the daily care that is being carried out, and gives relatives a view of the information that is held about their loved one as it’s updated.



Feedback

We’re working closely with the developers of the software and welcome any feedback you might have.

We’ve passed Gail’s comments to PCS to consider in further updates.

To find out more about the Relatives’ Gateway and how to get access, speak to your home manager or duty manager.

WCS wins top 3rd Sector Care award



WCS Care's team join Dame Esther Rantzen for a celebratory photo at the 3rd Sector Care Awards

Every day, we wake up with four things in our heads: 'play', 'be there', 'make someone's day' and 'choose your attitude' – our four values that help ensure every day is well lived for residents.

So we're over the moon that this approach is being recognised nationally after our CEO Christine Asbury won a coveted award at the prestigious 3rd Sector Care Awards. Presented by Dame Esther Rantzen, the awards celebrate the fantastic work in the sector.

Christine picked up the 'making a difference' award, which recognises 'an outstanding Chief Executive who has demonstrated effective leadership which has significantly influenced outcomes for people who use their services, their families and the staff.'

Meanwhile, Ed Russell, WCS Care's Director of Innovation and Delivery, was a runner-up for the 'leadership' award, which celebrates someone that has 'demonstrated outstanding leadership which has significantly contributed to care and service excellence within a culture that puts people first'.

News just in... another award for WCS Care!

Hold the page! WCS Care has just been awarded a Skills for Care Accolade for the 'most effective approach to leadership and management' at a ceremony in Liverpool.

The award highlights employers who demonstrate how their leaders and managers drive the vision, values and direction of the organisation, how they're supported in their role, and how they identify and recruit managers; something WCS Care does to ensure every day is well lived for residents.



Dip into daily life

If you'd like to take a dip into daily life of people living at a WCS Care home, we've created a number of ways for you to stay informed.

Our Twitter page shows you what the wider WCS Care team is doing and highlights our work with partners.

To see our tweets, visit www.twitter.com/wcs_care to share the latest stories.

Twitter
in numbers



Our Facebook page is packed full of photos and stories of residents every day. From people doing a spot of DIY at Fairfield to welcoming Four Ways' latest pet, 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 300 tweets
*as at 28 February 2017



Over 460 followers
*as at 28 February 2017



Over 870 page likes
*as at 28 February 2017



Reaching 217,000 people
*2017 so far - up to 28 February 2017

Charity begins at home

They say charity begins at home and as a charity which runs homes (see what we did there), we completely agree. Residents, family, and staff love raising money – not just for WCS Care but for a number of other charities close to their hearts and we're only too happy to get involved where we can.

Here's just a snapshot of some of the fundraising that's been going on in and around WCS Care.

I would walk (almost) two dozen miles...

Drayton Court resident Ted Ison's granddaughter has raised a fantastic £1,000 for people living at the Nuneaton home after completing a tough 22-mile walk.

Sarah Davis, a personal trainer, joined her friend Cheryl for the trek from Riversley Park in Nuneaton to Sutton Park in Birmingham to raise money for Drayton Court.

The pair also raised another £1,000 for REACH, a charity that helps families affected by Amniotic band syndrome, as part of their walk.

Sarah said:

'My grandad has settled into Drayton Court very well and we wanted to do something to say thank you for making him feel so welcome, and also to raise awareness of another charity close to our hearts. It was a challenging walk but we're glad we finished blister-free!'

Residents are putting the money towards a magic carpet – an interactive floor projection system that helps people engage with games and images, simply by moving hands or feet over the surface of the mat.



Above: Sarah (second from right) presents over £1,000 to residents at Drayton Court in Nuneaton

Bags of help at Mill Green

People living at Mill Green in Rugby are delighted to announce they've bagged £10,000 to help build a sensory garden, thanks to Tesco's Bags of Help funding scheme.



Above: A photo of the Mill Green garden as it is today



Above: Just one of the concepts being considered for the new sensory garden at Mill Green

Tesco and Groundwork launched the second round of the scheme, which sees grants of £12,000, £10,000, and £8,000 – raised from the 5p bag levy – awarded to local outdoor projects. Shoppers voted in their hundreds at their local store with Mill Green picking up £10,000.

Get involved

It's easy to get involved with fundraising for WCS Care.

If you've got a great idea and want to raise money to help us introduce exciting new innovations that enhance daily life, create a fundraising page through our BT MyDonate page or simply donate at: <http://mydonate.bt.com/charities/wcscare>.



You can also raise money for WCS Care by buying the things you usually would online through Give as You Live – visit www.giveasyoulive.com to find out more.



Residents and staff are now moving forward with plans to turn their garden into a dynamic, welcoming space – we'll bring you photos of the transformation as it happens.

2017 birthday milestones



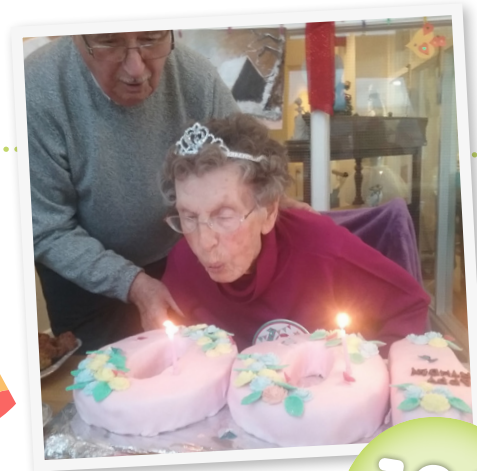
Residents don't need much of an excuse for a celebration and there are too many to mention here, but we've made sure there's room for some landmark birthdays!

Friends and staff surprised Ray at his Westlands home in Rugby with a party for his 95th birthday on 9th February.

There was the traditional blowing out of the candles and even a surprise call from an old member of the team who wanted to wish him well on his special day.



95
YEARS
OLD!



January 1st not only marked the start of 2017, it also marked a milestone for Norah Whyman who celebrated her 100th birthday at Westlands.

It was the perfect excuse for another celebration with family and friends at her home, just hours after welcoming the New Year.

100
YEARS
OLD!

WIN

a digital camera!

Are you a dab hand with a camera? Would you like to see your photo turned into a greeting card to be sold in WCS Care homes, raising money for each home's activities and outings?

We're looking for fantastic photos of scenery, animals, flowers/nature, fun and more.

The deadline is 30th June 2017 after which our specially convened judging panel will choose our overall winning card and up to 20 runners up whose photos will also be turned into cards.

First, second and third prizes are also up for grabs!

How to enter

For a chance to see your photos on a WCS Care greeting card, send your captured moments to us by:

- email at marketing@wcs-care.co.uk
- a file share system e.g. DropBox
- by memory stick or CD (we regret we cannot return memory sticks or CDs, so please don't put any other files on it)

Terms and conditions

The deadline for entries is 30 June 2017. All entries must be submitted by email to marketing@wcs-care.co.uk, a file share system such as DropBox, or on a memory stick/CD (we regret we cannot return memory sticks afterwards). Photos should be a minimum of 300dpi or high resolution and over 1MB in file size. You must be the owner of the photograph to send it and you must have written consent from any individuals who feature in the photos. The entrant and any person featured in the photo must be happy for the photo to be turned into a greetings card, if it is chosen as a winning entry. The winning entry and up to 20 runners up entries will be turned into cards – there will also be a third and second prize awarded for the best entries, which will be chosen by a selection of residents and team members from across the homes (who have not entered a picture or are related to those who have entered a picture). The judges' decision will be final. There is no cash alternative and entrants will not be entitled to a share of the proceeds raised by the sale of the cards. By entering, you give permission for WCS Care to use your name and photo for promotional purposes, as well as in the production of the cards, and assign copyright to WCS Care for this use only.

First prize: a digital camera **Second prize:** a photo album **Third prize:** a photo frame!

5 minutes with...

Meeting a real-life hero...

Reg at Fairfield

97-year-old Reginald Brown – or Reg to his friends – has an extraordinary life story to tell, so we caught up with him at his Fairfield home in Bedworth to find out more.



Above: Reg and his family prepare to mark Armistice Day in Bedworth

Hello Reg, thanks for chatting to us. Can you tell us about yourself?

I'm a Cornishman and was born in a cottage in Truro. I was an apprentice carpenter before I was called up to the forces at 20, joining the Royal Engineers for the Second World War. My father was a Sergeant Major in World War One. I was also a diver for an undersea pipeline between France and the UK.

I got married during the Second World War and later moved up to Coventry, as that is where she was from – my wife was an accountant for the Gas Board.

After settling in the city, I set up my own joinery factory making household items like doors, windows, and staircases. And I have been around here ever since.

I'm also one of the last survivors of the HMT Lancastria disaster where a passenger ship, commandeered by the UK Government to evacuate British nationals and troops from France, was sunk by German forces on 17 June 1940, causing thousands of deaths.

What are your memories of that day in 1940?

I'd been working in France on the Bougenais Airport when we were told we had to leave. We weren't on board long before it happened – I was two decks down with my friend, deciding whether to eat something or have a wash.

Suddenly, the corner of the ceiling in the dining room caved in as a torpedo hit us. We ran to the top of the ship where we stripped to our socks, underpants and vests before jumping into the freezing sea.

I could hear a lady shouting 'help, help – I can swim but my two-year-old daughter can't'. Thankfully living in Cornwall, near the sea, meant I was a very competent swimmer, so I got to the little girl quickly and saved her life.

We were in the sea for a good couple of hours before we were spotted and rescued by a boat, which took us back to Plymouth.

It's understandably still an important part of your life isn't it?

Absolutely. Every year, I go to the Armistice Parade in Bedworth to pay my respects to those killed during the war and to mark the date the guns fell silent in 1918 marking the end of World War One.

During a memorial service marking the 70th anniversary of the sinking of the Lancastria, I met a 72-year-old woman from France. It turned out she was the little girl I'd saved from the water seven decades ago, who had come along to say thank you – it was a very emotional moment.



Above: An Armistice Day cake is donated to residents at Fairfield in Bedworth

5 minutes with...

Teresa Statham, Lifestyle Coach at Drayton Court, Nuneaton

Hi Teresa, can you introduce yourself first of all?

I'm the Lifestyle Coach at Drayton Court in Nuneaton - it's a fantastic place to work and I'm really proud that it's one of five WCS Care homes that have been recognised as 'outstanding' by the Care Quality Commission.

My job's really varied because I plan and deliver a range of fun and engaging activities and experiences for residents including Oomph!, trips to nearby attractions and everyday things like games and craft sessions.

It's great to be part of a close local community – there's a real family feel in the home and in Camp Hill, so I also help support those relationships.

Although I was in Leicestershire for most of my life, where my parents and sisters were, I was born in Nuneaton at the George Eliot Hospital and now live in Hartshill, so it's great to be back in the area where it all began. My two grown-up boys, who are 27 and 29, and two grandsons keep me very busy.

So what led to you working in care?

My mum worked in a residential care home and rehabilitation hospital, so it

seemed like the natural route to follow in her footsteps. We're a very caring family so my sisters also work in similar roles: one's an occupational therapist, one's a registered nanny and the other is a play assistant.

And what do you enjoy most about the role?

I'm passionate about being involved in the residents' daily life and having a hands-on approach with the activities – just seeing people's faces light up when you're doing something that re-ignites their enjoyment for something they always used to do, but may not have had the opportunity to do for a while.

It's all about being there for people on an individual level and finding out what they like, don't like or would like to try, and then remembering those conversations so you can organise outings and activities that residents really love getting involved with – anything from cake-making to scrumping! We always have fun and there's lots of laughter, whatever we get up to.

Have there been any particularly memorable moments in your role?

Every moment is a memorable one but there are a few that stick out most.



Teresa Statham loves her job as a Lifestyle Coach at Drayton Court

One of the residents really enjoyed bingo, so we arranged to take her for a night out at the local bingo hall where she won £100! Seeing her face light up when she realised she'd won was fantastic.

Last year's Care Home Open Day was another memorable moment because everyone got together, not just at Drayton Court and other WCS Care homes, but across the country to celebrate the fantastic work that happens every day in care homes – and most importantly, residents had a fantastic time!

Finally, can you tell us something others might not know about you?

There's probably lots of people don't know about me but I've had a variety of jobs outside of care over the years – before I had children, I was a transport manager for an import and export business, where I'd be managing HGV drivers and travelling here, there and everywhere. It's a welcome change now though!

Get in touch:

Newlands, Whites Row,
Kenilworth, Warwickshire,
CV8 1HW
T 01926 864242
F 01926 864240
E info@wcs-care.co.uk



[/wcscare](https://www.facebook.com/wcscare) [@WCS_Care](https://twitter.com/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