



Hero George lands honour

The Limes resident George Mead recognised for war-time effort...

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Ping-pong to four wheels

More choice for fun-loving residents at WCS Care...

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Putting the fun into fundraising and more...

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With a little help from your friends...



By Christine Asbury

Chief Executive

Friends, mates, pals, companions, confidantes, chums, amigos or buddies... whatever you like to call them, there's nothing better than having someone to share your fondest memories with. And why should it be any different in a care home?

Friendships are a two-way thing and form the basis of any lasting relationship. They play an important part in daily life and it's why our staff help create and support the opportunities people need to make those lasting bonds.

Whether it's learning something new from friends afar (see **page 3**) or enjoying table tennis and cycling with fellow residents and staff (see **page 11**), it's these moments that make you smile.

But friendships can be formed anywhere, not just in a WCS Care home,

and it's why residents regularly open their doors to welcome people from the local community (see **pages 8 and 9**).

And many love coming back to lend a hand – whether it's supporting residents who worship, volunteering their time to revamp the garden (**page 13**), or helping people do what they've always done, it all makes a huge difference to people's lives.

So, put your feet up, grab a cuppa (and a friend!), and enjoy some time out to read the latest goings on at WCS Care.

Friendship at Four Ways...



Friendship and fun give Lifestyle Coaches added **Oomph!** at Four Ways

There's always an excuse for a celebration and at Four Ways, residents were delighted to hear that two of their lifestyle coaches have received national recognition.

Jeanette Goode and Sue Fox – who've worked together at the Leamington Spa home for over 8 years –



Below: Margaret presents Jeanette (left) and Sue (right) with their prize

were finalists in a country-wide competition to find the most energetic, skilled, and passionate staff who run Oomph! sessions, finishing in the top three – what a fantastic achievement!

Margaret, who lives at Four Ways and also leads some Oomph! sessions, presented the duo with their prizes from Oomph! before enjoying a celebratory Oomph! class (of course!).

You can find out more about their role and why they've got added Oomph! in their video on our Facebook page or on the Four Ways page on our website.

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.



Contact WCS News:

Email: news@wcs-care.co.uk

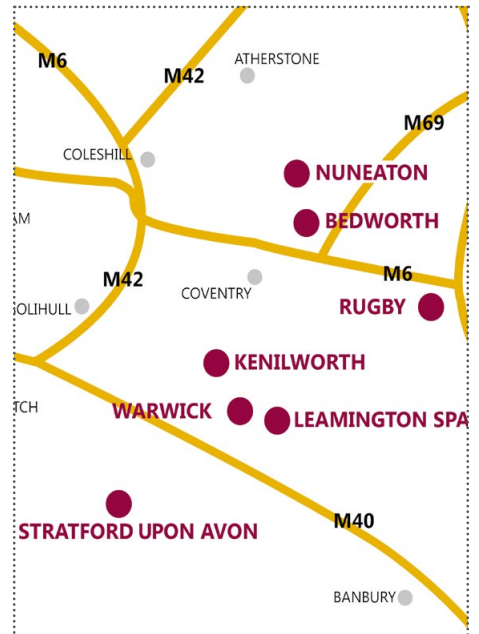
Or call: 01926 864 242

See also:

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



Our locations:



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 voicemail 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

Friendships help make every day well lived... wherever you are!

Moving somewhere new can sometimes be a little daunting, particularly if you don't know anyone. Making friends can often help and WCS Care provides a helping hand to make it easier for residents to build long-lasting relationships...



By Shirley Randle

Service Manager

Friends in your home

'There's nothing better than waking up in the morning and having a good giggle with staff – they are like family and I know I can trust them with anything', said Doreen, who moved in to Castle Brook earlier this year.

It's the kind of relationship we love hearing about and work hard towards because our staff are here to support people in what is ultimately their home.

To help build those timeless bonds, we've developed an app that matches the interests of residents and carers – so if you're a fan of cricket for example, we'll aim to match you with someone who can talk wickets... and so on.

Friends of the North

Residents in three WCS Care homes in the North of Warwickshire have come up with a great solution to building bonds – Friends of the North!

With a little help from me and the team, people living at Attleborough Grange and Drayton Court in Nuneaton, and Fairfield near Bedworth, decided to run a monthly get-together where they take turns to visit each other's homes for a chat, some laughter, and a bit of fun!

Ken, who lives at Fairfield, really enjoys meeting up with Friends of the North, and told me: *'There's nothing quite like a good old get together with my friends in the north for a natter and having the opportunity to try something new like bhangra dancing or having a Breakfast at Tiffany's day.'*

'I have formed a great friendship with Colin at Drayton Court as a result of Friends of the North and we regularly write to each other in between our visits.'

Friends from (not so) afar...

Most of us like to receive letters from afar – learning something new from every piece of writing; the excitement of getting to know someone you've never met; and sharing memories together.

It's exactly what 'Just Write!' is – a tool to help encourage companionship, where residents can get in touch with other residents, no matter where they are.



Above: Doreen enjoys a dance and a giggle with WCS Care CEO Christine Asbury

Residents complete a 'pen friend profile' and are matched to people in other WCS Care homes who are looking to write to someone similar.

The idea came from Laura McDyer and Emma Pink, administrators at head office.

Laura told me: *'We were talking about how lovely it would be if we could write letters to residents, just like pen friends do, and then we thought 'why not ask residents if they'd like to write to other residents' and it went from there!'*

If you'd like more information about 'Just Write!' or would like to get involved, speak to your Home Manager.

Below: Any excuse for a party! Residents and staff enjoy a natter during a Friends of the North culture day





Hero George Mead receives the highest honour from the French Consul

Hero George receives France's highest honour

Having experienced 'one of the most memorable wartime operations ever planned', 93-year-old war veteran George Mead has had an extraordinary life - and we sent PR Manager Stuart Goodwin to his home at The Limes to find out more...

It's not every day you get the opportunity to meet someone like George Mead. Sitting in a comfortable chair in his Stratford-upon-Avon home, he warmly welcomed me to his room.

Wearing a blue jacket and grey trousers, he proudly donned a poppy along with the countless medals he'd gained for his service during the war.

Surrounded by war memorabilia, photos, and his family, some of whom had travelled thousands of miles to be with George, we began chatting.

'It's an immensely proud day for me,' he said. 'I am delighted that so many of my friends and family are here to share this experience with me.'

The big moment arrives

It was a big day for George. He was preparing to go to Stratford Town Hall as he was about to receive the Legion d'honneur medal – France's highest decoration – for his role in the D-Day landings in the Second World War.

There was a knock at the door – a reporter from BBC Midlands Today had heard about the story and was keen to interview George ahead of the ceremony. I listened intently as he chatted on camera about his feelings of the day. It struck me how humble he was about the whole experience.

Before long, it was time to leave for the town hall. As he arrived, George received a hero's welcome from loved ones, friends, and a host of local dignitaries who had gathered outside in the rain to greet him.

156,000 troops

He was among more than 156,000 British, American, and Canadian troops, marines, airmen, and naval personnel who landed on the beaches of Normandy on 6 June 1944 – described as one of the most memorable wartime operations ever planned and executed.

George first joined the army serving in the Royal Artillery Regiment. On the approach to and during the preparation for D-Day, he was transferred to the Oxfordshire and Buckinghamshire (Ox and Bucks) Regiment, 1st Bucks.

After training and preparation, he joined thousands of other servicemen for the crossing on 5 June 1944, and was part of the first wave to go ashore the next day, landing on Sword Beach.

Along with his regiment, he fought his way up the beach, having been sent ashore with five days of ammunition and three days of food.

Together with the men who'd survived the beach assault, he continued fighting into nearby villages, before getting badly wounded and having to return to England to recover from his injuries. He was later sent to Palestine to join the war effort there.

George's daughter Kate Himmens helped arrange his recognition and told me: *'My dad is a very humble*

.....
'It means a great deal to my dad – and rightly so – but it's tinged with a little sadness for him because his friends aren't alongside him to receive their recognition too.'

George's daughter Kate

man and hasn't told us a lot about what he experienced during the war.

'We do know that not a day goes by where he doesn't think about his friends who died on that day and subsequent days.'

George returned to Normandy with his family for the 50th and 60th anniversaries of D-Day, and took part in the medal presentations in France.

During the 70th anniversary of the D-Day landings, then French President Francois Hollande announced the Legion d'honneur would be awarded to all British veterans who fought in France between 1944 and 1945.

Fast forward several years and it was time for George to receive his recognition, presented by Robert Mille, Honorary Consul for France.

Kate explained what this honour meant to George and his family, and told me: *'We are all immensely proud of my dad and it's been a very emotional day for all of us.'*

'It means a great deal to my dad – and rightly so – but it's tinged with a little sadness for him because his friends aren't alongside him to receive their recognition too.'

Home in time for tea!

With celebrations continuing late into the evening and a day of mixed emotions, George returned back to his home at The Limes for a well-earned rest and a chance to catch coverage of his incredible story on the news.

Just a week later, as a result of his TV interview, he received a call from Lt Col Brian Clarke, who served with the Territorial Army and worked with George at the Birmingham University Officer Training Corps in the late 1980s.

George welcomed Col Clarke and his wife Debbie into his home for a good old catch up as they reminisced about the times they worked together.



Above: Some of George's family flew thousands of miles to help him mark the occasion



Above: George told his story on BBC Midlands Today



Above: George and former colleague Col Clarke reminisce about working together

A listening ear to aid better sleep



By Ed Russell

Director of Innovation and Delivery

Every day we wake up and ask ourselves ‘what will make people’s lives better?’. And it’s the question that led us to install an innovative acoustic monitoring system that hadn’t been used before in a UK care home – until we trialed it last year.

We first installed acoustic monitoring at Drovers House in 2016 after seeing it work well in a dementia village in the Netherlands, where it had been used for over 25 years.

Non-intrusive system

It’s a non-intrusive system that listens to sleeping residents between 10pm and 8am, and is triggered by unusual sounds beyond a level set for each person’s specific needs.

The system sends an alert to a central monitoring station where a night manager listens to the event to decide if a carer is needed. Because we’re not knocking on residents’ doors every hour, we’re no longer disturbing people, meaning everyone sleeps better which impacts positively on mental and physical wellbeing.

More responsive care

However, it’s helped us achieve so much more. We’ve heard the softest of noises from residents which we wouldn’t have heard from outside the room; crying or breathing problems, and have been able to provide emotional and medical support even quicker than we could before.

We provide comfort by talking some residents to sleep through each room’s two-way speaker and microphone, and we can

We’ve seen a reduction in night-time falls of 34% since installing the system at Drovers House, saving injury, hospital admissions, and distress.

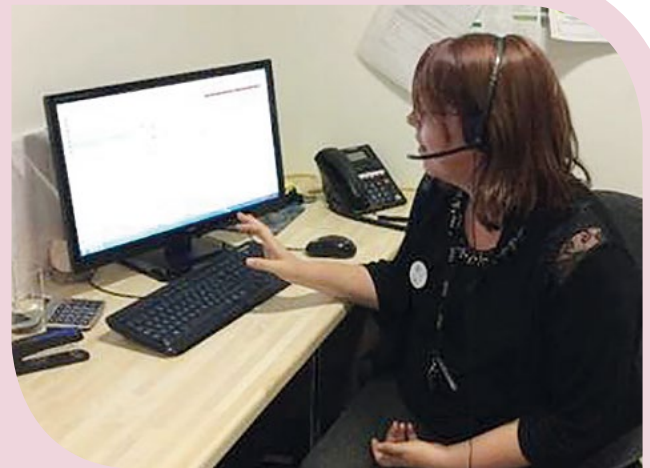
be more responsive – even if it’s someone just asking for an early morning coffee (and it happens!).

Better sleep, better wellbeing

Using acoustic monitoring, we’ve discovered we had more residents awake at night than we thought – but instead of ushering people back to bed so staff could continue nightly checks, we set up the ‘wide awake club’ and brought them down to the home’s café to eat, play games, or just chat to carers.

When people showed signs of tiredness, we’d support them back to bed. The club has reduced from 16 residents to just three, as we’ve helped to reset people’s body clocks into a healthy wake/sleep rhythm, which has improved alertness, appetite, and wellbeing during the day.

We’ve seen a **reduction in night-time falls of 34%** since installing



Above: A night manager listens on a central monitoring station

the system at Drovers House, saving injury, hospital admissions, and distress.

Peace of mind

Relatives appreciate that our carers must behave impeccably when they go into a resident’s room because they can be overheard, helping to significantly build trust.

Staff feel witnessed and supported when lone working with residents, and they’re happy to have their good care monitored.

With this success in mind, we’ve already installed it in our newest home, Castle Brook in Kenilworth, and are exploring retro-fitting it into some of our older homes. Watch this space for updates.



Above: The acoustic monitoring system is non-intrusive

WCS Care and SWFT in partnership to help patients return home after hospital

Audrey cut the ribbon at Castle Brook to officially open a new household, which helps patients from South Warwickshire NHS Foundation Trust (SWFT) return home after a stay in hospital.

It's part of a new partnership between WCS Care and SWFT to provide a therapy-led model of care for patients who are medically well, but need ongoing therapy, reablement, and 24-hour care before they can safely go home.

There are 13 therapy beds in the dedicated Corbel household, which officially welcomed its first rehabilitation residents in April 2017, with care provided jointly by staff from WCS Care and SWFT.

Ed Russell, WCS Care's Director of Innovation and Delivery, said: 'Castle Brook provides great opportunities for rehabilitation and reablement for older people, so we're delighted to be working with SWFT to help support patients as they prepare to return home after a stay in hospital.'

'People living at Castle Brook can do as much or as little as they like – whether it's making dinner in their household or visiting the indoor 'high street' to meet in the café, do their washing in the traditional launderette, or to watch a film in the deluxe cinema, which all help with rehabilitation.'

The partnership is already proving an early success. Known as a Trusted Assessment, SWFT assesses patients on a ward at the hospital using our electronic assessment tool which is then reviewed by WCS Care staff who create a care plan. It means admissions are completed quickly and people can leave

hospital for a more homely environment much sooner.

And as SWFT are using WCS Care's electronic care planning software, it's easier to manage and monitor someone's care while at Castle Brook in a more integrated way.

But don't just take our word for it, take a look at the results below which show that in the majority of cases, people have moved in to their temporary home on the same day as their assessment – exceeding the target of within 48 hours.

Below: Resident Audrey officially opens the SWFT household at Castle Brook



'We're delighted to be working with SWFT to help support patients as they prepare to return home after a stay in hospital.'

**Ed Russell
Director of Innovation and Delivery at WCS**

The results so far...

* data up to 19 May 2017

Outcome	Target	Actual	Variance
Initial assessment completed	Within 24 hours	1.3 hours	18.4 times faster
Admission completed	Within 48 hours	Within 10 hours of assessment	Almost five times faster

Everyone's welcome:

WCS Care opens its doors for national care home celebration



Residents welcomed the local community into their home as part of a national celebration that creates lasting links between people living in care homes and their neighbours.

All 12 WCS Care homes took part in National Care Home Open Day on 16 June – the theme of which this year was friendship – to show people what excellent care homes are really about and to help form positive relationships across generations.

It was also a great excuse for a party, and residents certainly know how to throw one of those – as you'll see from these photos...

Below: Friends at Drayton Court in Nuneaton officially start celebrations



Above: Bhangra dancing brought friends together at Attleborough Grange in Nuneaton

Right: It takes two to tango – dancing at Castle Brook in Kenilworth



Left: Making friendship bracelets at Mill Green in Rugby



Above: Celebrating friendship across different cultures at Fairfield in Bedworth

Right: There's something in the air (guitar) at Dewar Close in Rugby



Left: Singing, fun, and friendship at Drovers House in Rugby



Below: People living at Westlands in Rugby ensured plenty of cake was on offer



Left: Residents set up stalls and welcomed the community to Newlands in Kenilworth

Above: All aboard the friendship at the Sycamores pirate party in Leamington Spa



Right: Residents lead the fun at Four Ways in Leamington Spa



Left: Music and singing helped celebrate friendship at The Limes in Stratford-upon-Avon

Residents delighted!

Drovers House is WCS Care's sixth outstanding home

Rugby couple Peter and Muriel Farley are delighted that their home – Drovers House – has become the sixth WCS Care home to be recognised as 'outstanding' by the Care Quality Commission.

In the regulator's report, it said 'people were at the heart of the service' and that they '...were encouraged to maintain their preferred and familiar routines and habits.'

Inspectors also found that 'people were supported to maintain and improve their self-esteem by pursuing their individual interests by running and attending in-house clubs and events and celebrations, with days out in the local community.'

Peter, a former college principal who lived in nearby Barby for many years with Muriel, said: 'Drovers House is

an outstanding place to live and we love it here – we're able to live our life naturally and do what we've always done and try new experiences if we choose to.'

Muriel, a former fundraiser, told us: 'We've been married for almost 70 years, so it was really important for us to stay together.'

'Living at Drovers House has given us the opportunity to do that with our lovely double rooms. We couldn't have wished for a nicer home right in the centre of the community.'

Last year, Dewar Close and Mill Green (also in Rugby) achieved the status,

Inspected and rated

Outstanding ☆



along with Attleborough Grange and Drayton Court in Nuneaton, and Newlands in Kenilworth.

You can read the CQC's report for each of our homes on our website.

Muriel said:

'We couldn't have wished for a nicer home right in the centre of the community.'

Familiar faces, new places...

You might have noticed some familiar faces in new places among the senior management team, if you're a regular visitor to WCS Care.

After a long career dedicated to care, Westlands Home Manager **Diane Springthorpe** has decided to hand over the reins of the Rugby home to a new pair of hands – **Clive Mackreth**, who looked after Woodside before overseeing the move to Castle Brook.

As a result, **Hayley Langley** moves to Castle Brook from Drovers House, where **Louise Goode** joins from Attleborough Grange.

Rachel Guest steps in to manage Attleborough Grange and **Bonnie Burbury** becomes Relief Manager at Newlands while **Anna Read** takes on a Service Manager secondment.

We're sure you'll give the managers a warm welcome to your home.



Above: Peter and Muriel Farley are delighted their 'outstanding' home has been recognised

From ping-pong to four-wheels: fun and laughter aplenty at WCS!

Not many care homes can boast garden cycle paths and therapy table tennis tables, but these are just two facilities coming to WCS Care homes...and residents are already enjoying the benefits they offer!

What's that racket? Why it's table tennis of course...

People living at Drovers House in Rugby and Castle Brook in Kenilworth are among the first residents in the world to use a new version of a therapy table tennis table from the BAT Foundation.

Specially designed with sides that mean the ball bounces back into play, it allows anyone – with any ability – to have a go, promoting exercise, mobility, and of course fun!

They've been such a success with residents already, we're raising money for more tables at our other homes, so

watch this space...or better still, pop in to Drovers House or Castle Brook and have a go!

Daisy, Daisy, give me a bike for two...

If table tennis isn't your thing, then how about having a go on the new side-by-side bike-for-two, which has

just rolled into Drovers House and Sycamores.

There are now three companion cycles at WCS Care – the first was introduced to Castle Brook a few months ago – encouraging residents, their friends, and family to spend time outdoors, creating memories while feeling the fresh air on their face as they whizz around the newly built cycle tracks.

We'd like to say a big thank you to RBS (Royal Bank of Scotland) for kindly sponsoring lots of fun and laughter with the purchase of the new bike at Drovers House, and to Graphic Arts Group for their donation towards a third at Sycamores, through their charity cashback scheme.

But it doesn't stop there – we're drawing up plans to build a track at Dewar Close and assessing space at our other homes, so we'll share more news when we have it!

Left: Daphne, who lives at Drovers House, shows Rugby MP Mark Pawsey around the garden on the new side-by-side bike-for-two



Above: Residents at Drovers House enjoy a game or two of table tennis



Oomph! Here it is...

more choice for residents getting 'Out and About'



Earlier this summer, WCS Care launched a new 'Out and About' service in association with Oomph! – it's a new minibus service that means residents have even more access to trips to local shops, attractions, and other places of interest.

It's already proving popular and people living at The Limes in Stratford-upon-Avon invited our PR Manager Stuart Goodwin to join them for a visit to their local garden centre...

On a beautiful summer's day in the bard's town of Stratford-upon-Avon, the sun was shining and there was an air of excitement as people living at The Limes got ready for their first trip on the 'Out and About' service.

May, Peter, and Ellen welcomed me to their home before we boarded the mini bus – destination: Stratford Garden Centre!

On the way, Peter shared his love of his garden at the Limes, and said: *'I really enjoy gardening and spending time outdoors. It's great that I can go out to the garden centre and pick the plants that I'd like to have and then to put them where I want them when I'm home. We're regularly visited by wildlife too at The Limes, particularly a squirrel that comes to the window sill for food.'*

After around 15 minutes on board, we arrived at the garden centre and

Right:

All aboard WCS Care's Out and About service...



residents led the way indoors to take a look around the beautiful ornaments and check out the huge variety of fish in the aquarium. Then it was time to admire the fresh plants outside, where May enjoyed the inviting scents from the flowers.

***'It's lovely to see the fresh flowers and be able to take in the smells of a huge variety of plants – there's one over there called the Broccoli plant... I'm not a fan of broccoli!'**, May chuckled.*

'We're regularly visited by wildlife too at The Limes, particularly a squirrel that comes to the window sill for food.'



Above: May loved the scent of fresh flowers at the garden centre

Left: Have you seen the Oomph! bus out and about?



It wasn't long before the aromas from the café encouraged residents inside again for a well earned break, where we sat down and chatted about the day over a cuppa and a piece of cake.

For Ellen, a keen baker, it was a chance to compare sweet treats: *'This chocolate cake is delicious but nothing compares to my home made mince pies!'*

And with the final slice of cake eaten and smiles all round, it was time to head home – and Peter summed up his first 'Out and About' experience: *'That was great – I can't wait for the next one.'*

News in brief

Right: An artist's impression of what the new Warwick development will look like



Volunteers 'muck in' as work starts on Mill Green's new sensory garden

Mill Green's inspirational new garden is a step closer to being transformed thanks to the work of an orange army of volunteers from Network Rail and ABC (Alstom, Babcock, and Costain).

Last year, residents at the Rugby home announced they'd been awarded a £10,000 grant from a Tesco funding scheme called Bags of Help, which they've put towards an inspirational new garden including a sensory area, improved wheelchair access, and water features.

Earlier this year, the team of 20 volunteers offered their time to clear out the old outdoor space in preparation for work on the new space, which is almost finished.

Green light for new Warwick development

In the last newsletter (Spring 2017), we shared plans for our inspirational new home that will be built on the existing Spinney Hill site of Woodside in Warwick.

Well, the great news is we've been granted planning permission for the village experience for 72 older people and people with dementia.

It'll include smaller, more domestic family-sized households for up to six people with ensuite showers and toilets for everyone, a relaxing spa, pamper salon, deluxe cinema, mini mart, traditional launderette, table tennis and companion cycling for two. Doors are set to open in Spring 2019. Watch this space!

Want to volunteer at a WCS Care home?

If you've got a love of gardening, are a whizz in the kitchen, or simply want to share your passion for activities and exercise, there are plenty of opportunities to volunteer at a WCS Care home.



We're looking for passionate, fun-loving people who have spare time to help ensure every day is well lived for residents.

Whether it's running a club or simply being there, we'd love to hear from you.

Speak to your Home Manager about the volunteering opportunities available.

Or visit the new Volunteering page on our website at: www.wcs-care.co.uk/volunteering

Dip into daily life

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

Our Facebook page is packed full of everyday photos and stories from residents. From welcoming beautiful horses at Sycamores to dancing in front of the new jukebox at Dewar Close, 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.



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 where we share our latest stories.



Facebook in numbers



Over 1,060 page likes
*up to 21 July 2017



Reaching 458,429 people
*2017 so far, up to 21 July

Twitter in numbers



Over 406 tweets
*as at 21 July 2017



Over 567 followers
*as at 21 July 2017

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!

Former Matron's Secretary Molly invited friends and family to her Castle Brook home in Kenilworth in June to help her celebrate her 104th birthday.

With help from a little fizz, some food, and a delicious strawberry cake, the laughter lasted long into the afternoon as Molly reminisced about her life with loved ones.

Ed Russell, Director of Innovation and Delivery, and Hayley Langley, Home Manager, popped in with a beautiful bouquet of flowers to mark the special occasion.

104
YEARS
OLD!



Famous faces help make fun places

What do a multi-million selling music star, a professional hula-hooping entertainer, residents and friends have in common? WCS Care, of course!

Henry meets his music idol

Henry, who sometimes stays at Newlands in Kenilworth, is a massive fan of singer-songwriter Rag 'n' Bone Man and recently met his manager during a music awards ceremony.

Henry and his family were promised some tickets for a future gig – they thought no more of it until they received priority tickets and backstage passes in the post for a gig at the O2 Academy.

But the surprises didn't stop there – Rag 'n' Bone Man's encore was dedicated to Henry and he then spent a good half an hour talking to his music idol afterwards.



Above: Henry meets his music idol Rag 'n' Bone Man backstage at a gig

Attleborough Grange has got talent!

Meanwhile, people living at Attleborough Grange invited Britain's Got Talent star John Parnell into their Nuneaton home for a spot of hula hooping. Hailing from the town himself, the 'Hoop Guy' as he's also known, appeared on the TV show's auditions in front of the judges.

Residents were delighted to swap memories of hula hooping and learn some new hula skills from John, who was accompanied by Free Radio presenter Roisin and 'Producer Paul'.



Right: Residents at Attleborough Grange invite Britain's Got Talent star 'Hoop Guy' to their home

Snap happy!

Photo competition update

You might remember in the last newsletter (Spring 2017) that we announced our exciting photography competition, which includes a chance to win a digital camera and get your photo turned into a WCS Care greetings card...

The closing date for entries has now passed and we've assembled a panel of experts – including residents and staff who've not taken part – to cast an experienced eye over the photos.

Thanks to everyone who has entered! We'll announce the winner of the competition on our Facebook page shortly and we'll include the winning entries in our Autumn newsletter.

5 minutes with...

Below: Former Draughtsman Rad is well-travelled...



Rad at Sycamores

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90-year-old former Draughtsman Rad Outhwaite is well-travelled and has lots of interesting stories to tell, so we caught up with him at his home at Sycamores in Leamington Spa to find out more...

.....

Hello Rad – thanks for talking to us. So can you tell us a little about you?

I was born in 1927 in the North of England in a mainly industrial area just outside Manchester. I'm a Draughtsman by trade and spent my career designing and planning where to put machinery in buildings such as flour mills.

Sadly my wife, a former nurse, is no longer with us – we had three children, two girls and a boy, who are all grown up now and who live in London and France.

During my childhood, I did quite a bit of travelling because my father moved abroad for work – he was in the cotton industry back home but things were tough in the sector back then and he thought there were more opportunities overseas.

When I joined the army at 18 after the Second World War, I had lots of opportunities to travel again with the Royal Engineers.

That sounds really exciting. Where did you travel to?

I was six when my father decided to get a job in Turkey. It was 12 months later that my mother and I moved over with him.

Only millionaires flew in those days so we had to travel by boat and car through France, Italy and Greece before we got to Turkey, taking in sights like Mt Vesuvius and the beautiful mosques in Istanbul.

Living in Turkey was lovely but I couldn't speak Turkish – it wasn't a particular problem though because I still made friends, and while they couldn't speak English, we still understood each other and had a great time. However, I wasn't there for long because my parents were worried about education, so I returned to the UK for schooling and I lived with relatives back home.

Shortly afterwards my parents came back but it wasn't long before my father got a job in Iran and he was heading out abroad with my mother. On the way, they stopped off in Bombay where they met some friends and began working out there. It wasn't long before World War Two broke out and travel by boat was stopped – so they were stuck over there.

So how long was it before your parents returned home?

Because of the war, I didn't see them again until 1945. My younger

brother was born out there and I didn't get to meet him until he was 12. My father came home first and then my mother and brother shortly afterwards before they moved to India.

Sadly my brother died when he was 64 and my parents are no longer with us but I have fond memories of the time we did have together.



Above: Rad holds an owl for the first time ever while out and about with his Sycamores neighbours...

.....

5 minutes with...

Nicola Cox and Lisa Birnie, Night Carers at Dewar Close in Rugby

Hi Nicola and Lisa, can you tell us a little about yourselves?

Nicola: I'm one of the night carers at Dewar Close in Rugby and love it here. I'm originally from Reading but moved to Rugby when I was just two years old. I've got three children – two girls aged eight and five, as well as a two-year-old boy. I've also got a younger brother and older sister.

Lisa: I work with Nicola as a Night Carer and am originally from just down the road in Southam. I moved to Rugby three years ago with my daughter, who is now 19. I have a younger brother and a new nephew, who was born only a few months ago.

Have you always worked in care?

Nicola: While I've not always worked in care, I have always wanted to help people – my previous job was at Boots, dispensing medicine. After having my kids, I wanted to do something that would make a big difference to

people's lives and my night shifts work well with my childcare commitments.

Lisa: I used to work in retail but fancied doing something that made a real difference, so started in Home Care where I was for five years. I came out of care for a bit but missed the people and the job, so I came back! And the rest is history.

And what do you enjoy most about the role?

Nicola: There are so many things I enjoy about the role but the most important part for me is caring for others and making a difference – as well as having fun with residents who are up and the rest of the team, particularly Lisa!

Lisa: Apart from getting to work with Nic? I most enjoy seeing people smiling, and helping people do what they've always done – and to try new things. I love having the chance every day to use my happy, positive approach to life...it's infectious!



Above: Nicola and Lisa forge great friendships at Dewar Close...

Who has had the biggest influence on your life and why?

Nicola: That one's easy – my mum and dad because they're such great role models. They've always worked hard and shown me how things should be done.

Lisa: It has to be my mum – she has had the biggest impact on my life. She's an amazing woman and an all-round nice person, so I try to be like her.

What's your secret talent?

Nicola: That's a tough one – I don't really have a secret talent...but Lisa can do the splits!

Lisa: I can but it's not something I'd be able to do in here! Nic is a secret rapper and a bit of a selfie queen!

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