

WCS CARES NEWS

What we achieved in 2018

Our annual review results are in...

Pages 3, 4 and 5



A taste of daily life

Thinking of working with us? See a snapshot of daily life...

Pages 12 and 13



Meet Hilda West

Hilda West explains why her hobbies help her stay young in 'Five minutes with...'

Page 15



Care to be different?

It's our people who make us who we are...



By Christine Asbury

Chief Executive

We're only as good as our last act of care and it's our people who make us who we are.

It's why we provide the tools and support our staff need to be creative, live our values and do whatever they can to ensure residents are able to

live life how they want to. Our strong, established culture and training give people the ambition to make every day well lived and create a fun, homely atmosphere.

From making sure we deliver great care (see pages 3, 4 and 5) or working together for the benefit of the wider community (see pages 6 and 8) to providing opportunities that simply make someone's day (see pages 12 and 13), every member of staff is valued for the impact they make.

And just as we're there for the people who live with us, we're also there for the people who work with us, as we navigate through life's ups and downs together (see page 8).

After all, happy staff means happy residents – for us, that's why we do what we do.

So why not take time out in your happy place, sit back and put your feet up as you take a look at the latest WCS Care News.

From the Editor...



By Stuart Goodwin
PR and Communications Manager

About **WCS CARE** NEWS

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

We try to capture the everyday things and show how people carry on enjoying the things they've always done, and also having 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 – www.facebook.com/wcscare.



About **WCS CARE**

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

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

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

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

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

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



Ways to get in touch



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** or call the relevant home (numbers are on the back of this newsletter)



Leave a voicemail on our Chief Executive's hotline on **01926 856 130** or email chief.executive@wcs-care.co.uk



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 home's reception (you can fill these in anonymously if you wish – all cards go directly back to Head Office)



Send a message through the Relatives' Gateway – speak to your Home Manager if you've not signed up yet

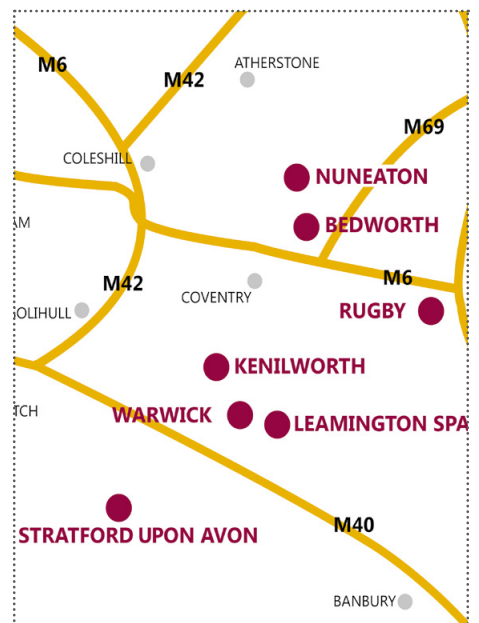


Speak at a Residents' Forum – ask your Home Manager about the next one



Write to our head office team using the address on the back page

Our locations:



Annual review: what we achieved in 2018



You gave us an overall quality score of **7.9 out of 10** in 2018...



By Keren Salt

Director of Quality and Compliance

It's almost a year since I joined WCS Care – doesn't time fly?! And I'm pleased to present my first overview of the annual review results.

With over 26 years of experience in the healthcare sector including acute hospitals, primary care and forensic mental health, my job as Director of Quality and Compliance is to make sure your experience of WCS Care is a good one and that we're delivering great care across all of our homes.

We're always aiming for continuous improvement, so when things are going well we look to see how we can ensure they stay that way and if there are things we need to look at, we can make changes, learn and move forwards – and your input is key to helping to make that happen.

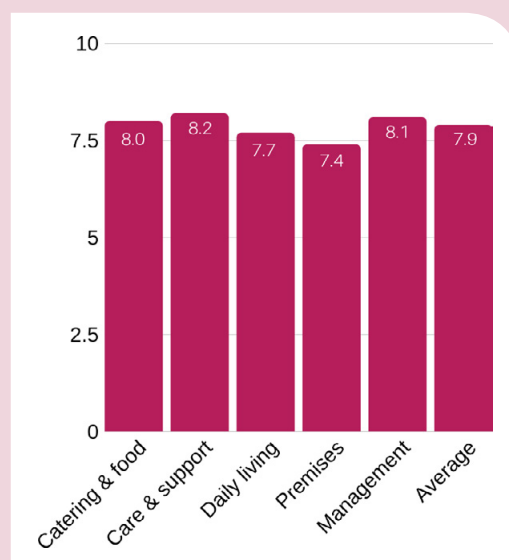
Just over half of residents/relatives (52%) responded to the survey in November 2018, so thank you for taking the time to give us your feedback.

In this newsletter, we've collated all of the results across WCS Care to give an average score in five key areas: catering and food, personal care and support, daily living, premises, and management.

You can find these results over the next few pages.

Average ratings

Your average rating for each of the five areas across WCS Care were:



Highest rated areas

Below are the areas you've rated highest in the November 2018 survey:

- The way staff try to help
- Amount of food provided; arrangements for getting up and going to bed; and the availability of the home manager
- Starting times for meals; and arrangements for personal care

Lowest rated areas

Below are the areas you've rated lowest in the November 2018 survey:

- Satisfaction with Oomph!'s Out & About Service
- Efforts to help you keep up with your interests and hobbies
- Home décor and furnishings; and repairs/general maintenance

Most improved areas

Below are the most improved areas in 2018 (compared to our previous survey):

- Arrangements for daily living – 8.5 out of 10 (up from 8.1 in 2017)
- Arrangements for your personal care – 8.4 out of 10 (up from 8.0 in 2017)
- Choice of food provided – 8.2 out of 10 (up from 8.0 in 2017)

Catering and food

Overall, you gave catering and food in the homes an **8 out of 10** in 2018.

The choice of food provided (**8.2 out of 10**) and starting times for meals (**8.4 out of 10**) saw the most improvement, compared to **8.0 out of 10** and **8.2 out of 10** respectively in 2017.

Home managers are focusing on food presentation, seating arrangements, time taken over meals and additional snacks/drinks in 2019.



Personal care and support

Personal care and support continued to score well with a rating of **8.2 out of 10** in 2018.

You thought staff availability improved the most with a score of **7.7 out of 10** in 2018, compared to **7.6 in 2017**. You've continued to rate the health and personal care you receive highly with a score of **8.3 out of 10** in 2018, the same as in 2017.

We'll continue to monitor and review staffing levels and refresh our values with staff as they're the foundation of our culture and our care.



Daily living

You gave daily living a score of **7.7 out of 10** overall in the 2018 survey.

Arrangements for getting up and going to bed (**8.5 out of 10**) and personal care (**8.4 out of 10**) were the most improved areas in 2018, compared to 8.1 out of 10 and 8.0 out of 10 in 2017.

We'll continue to focus on developing opportunities for social activities and hobbies in 2019 – you can see some of the ways people continue enjoying what they've always done on **pages 12 and 13**.



Premises

In 2018, you've given premises a rating of 7.4 out of 10.

We've created a programme of upgrades in our homes and, with help from your feedback, we're able to prioritise new furniture, décor and maintenance.

At Newlands for example, we're updating all of the ensuite bathrooms as we speak to ensure they continue to be suitable for many years to come.



Management

Overall, you're pleased with management in 2018 after giving it a rating of 8.1 out of 10.

In 2018, you gave the availability of the home manager a rating of **8.5 out of 10** and the way they get things done a score of **7.7 out of 10**.

How they involved you in the affairs of the home and the management's efforts to create a good atmosphere were rated **8.0 out of 10** and **8.3 out of 10** respectively in 2018.

We've introduced the Relatives' Gateway – which provides a window into a loved-one's care, wherever you have an internet connection – to help improve communication between home managers and relatives.

Most relatives tell us they appreciate this level of transparency. Although the gateway still has a few glitches, we'll continue to work with the developers on this valuable tool – information is power!

What happens next?

You've told us that we have work to do, so your Home Manager has put together an action plan based on the outcome of your home's survey results. This plan highlights 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, 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.

WCS Care and SWFT: One patient journey, two services...



Above: The Corbel household at Castle Brook is dedicated to our partnership with SWFT...

Just over two years ago, WCS Care and South Warwickshire Foundation NHS Trust (SWFT) launched a new partnership at Castle Brook to help older patients return home after a stay in hospital.

It's 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 ten therapy beds in the dedicated Corbel household with care jointly provided by staff from WCS Care and SWFT.

Between April 2018 and March 2019, there were 219 admissions to the service, with patients able to safely go back home in just over 15 days – almost a week earlier than a target of 21 days; meaning people can return to independent living much sooner.

Ed Russell, WCS Care's Director of Innovation and Development, said: *'The partnership we have with SWFT is a great example of how well the NHS and social care can work together – one patient journey, two services.'*

'Last year, more than half of people were assessed and admitted on the same day of an enquiry, benefiting patients who can leave hospital sooner and hospitals who can free up beds for other patients to use.'

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.

Sheryl Powers, Therapy Lead for SWFT at Castle Brook, added: *'Using the Trusted Assessment has made the admission process much more effective and efficient.'*



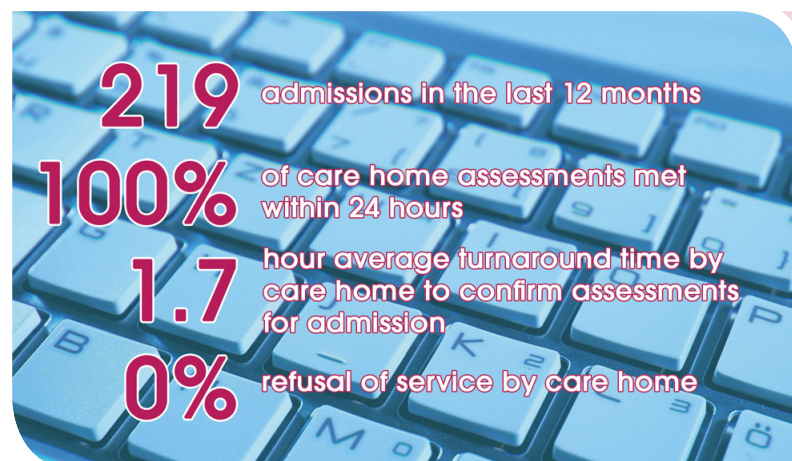
Right: The SWFT household at Castle Brook opened in April 2017...

'It makes finding information and creating a picture of a patient's day much easier and gives us evidence to help plan our discharges and discuss these with the patients and their relatives.'

Earlier this year, the success of the partnership was highlighted on ITV's News at Ten (07 January 2019) as part of a feature on care in the community for the 75th anniversary of the NHS, and our team is regularly invited to share learning with other NHS providers across the country.

But don't just take our word for it. We regularly receive feedback from patients who've stayed on the SWFT household at Castle Brook including someone who decided to move in permanently: *'My decision to give up my home and move into Castle Brook was very hard but it was the best decision I have ever made. I am so happy here.'*

We've put a video together to show how WCS Care and SWFT work together, which you can see on our YouTube channel – the details of which are on our website at www.wcs-care.co.uk



* based on data from April 2018 to March 2019

Meet the new management team at Woodside Care Village

We're pleased to announce the new management team who'll be responsible for running our new care home in Warwick, when it opens in the Autumn.

Samantha Stuart has become Home Manager at **Woodside Care Village** – a care home community village for 72 residents including older people and people with dementia – on Spinney Hill, while **Lorraine Herbert** has taken up the post of Deputy Home Manager.

Starting her career in care at 18, Samantha began a degree in nursing before switching to domiciliary care. Following a spell working nights at a care home before returning to home care, Samantha moved to WCS Care two years ago to manage Fairfield, where she's worked since.

Samantha said: *'I'm a carer first and a manager second – I've done practically every job in a care home and I'm passionate about great care, so I'm delighted to be leading the team at Woodside Care Village.*

'Every decision we make, whether it's about care, technology or design, is to ensure that residents have a familiar life with plenty of opportunities to connect with others, and to live life how they want

Below: A model of what Woodside Care Village will look like when it's finished this Autumn...



to; something that's at the heart of our new home in Warwick.'

Lorraine joined WCS Care in 2012 with similar roles at Drovers House and Four Ways. More recently, Lorraine was the operational lead during the setup of Castle Brook's successful partnership with South Warwickshire Foundation NHS Trust (see opposite page) before becoming a Care Manager at the home.

Lorraine added: *'We're bringing lots of new and existing technology to Woodside Care Village including circadian rhythm lighting and acoustic night-time listening which help improve sleep and have a positive impact on health and wellbeing.*

'Having used some of this technology at Drovers House and Castle Brook, I've seen first-hand how it can help, so I'm excited about introducing it here.'



Left & below: DI staff and Trustees visit Woodside Care Village



Above: Woodside Care Village's new management team – Deputy Manager Lorraine (left) and Home Manager Samantha (right)

When it's finished, Woodside Care Village will be a community care home village with family-sized households and central shops for people living with dementia or other care needs.

We'll be welcoming visitors to our Marketing Suite from early August, when it'll be open seven days a week at the following times:

Monday	12pm–3pm
Tuesday	12pm–3pm
Wednesday	12pm–3pm
Thursday	5pm–8pm
Friday	12pm–3pm
Saturday	10am–2pm
Sunday	12pm–4pm

Keep an eye out for more information on our website – www.wcs-care.co.uk – or our Facebook page at www.facebook.com/wcscare. Feel free to share this with your friends and family.

Woodside Care Village set to welcome Deafinitely Independent

Deafinitely Independent (DI), a local charity, has been exploring with us the opportunity to transfer their residents and staff into one or two of the 12 households at Woodside Care Village early next year, as they will need to move out of their current home in the near future.

We're excited to announce that the move is set to take place in February 2020.

Residents from DI will be visiting the new home in August this year to make a final decision about their rooms, following earlier trips to some of WCS Care's other homes. Watch this space for more details!

Marcia's full heart melted mine

as little ones are welcomed to Four Ways

Residents invited our PR Manager Stuart Goodwin along to Four Ways to see how their new parent, toddler and baby group is proving a hit between the generations...

Rain certainly didn't stop play on a damp Thursday morning, as Marcia introduced me to new members of the free fortnightly group at her Leamington Spa home.

With a smile on her face, the former Sunday School teacher welcomed families who'd come along to chat with residents, many of whom are parents or grandparents, and to share their experiences with others.

Marcia beamed: 'I really look forward to hearing the laughter of little ones when they come into my home.'

'I'm in my element and have plenty of nursery rhymes up my sleeve – my favourite is 'little bird' and the laughter tells me it goes down a treat. My heart is full!'

Run in association with Bump2Baby Reality, it's clear to see the benefits, as Home Manager Leza Payne explained.

'It's fantastic to see the impact the visits have. A lot of people living here are parents or grandparents, so they've plenty of experience and knowledge to share with new mums and dads.'

'And it's beneficial for residents too –

Above: Marcia, a former Sunday School teacher, loves welcoming little ones into her Four Ways home...

we've seen positive changes to people's moods for hours and days afterwards, and they're building fantastic relationships with the little ones who love coming back to meet their new friends.'

The free parent, toddler and baby group at Four Ways runs every other Thursday from 10am to 12pm – just drop in or call 01926 421 309.

Looking after your health and wellbeing



A letter to staff from Ed Russell, Deputy Chief Executive

Right: Staff and their families can get in touch with WCS Care's Employee Assistance Programme...



Call Health Assured on 0800 030 5182 quoting WCS Care.

Dear team,

Some of our best and most compassionate carers are those who have experienced everything that life has thrown at them and they've come out the other end.

Having started with WCS Care in 1992 and doing many care home roles, I understand how rewarding the job can be.

Just like everyone else, we all experience life's ups and downs; yet, professionally, we try to leave those issues at the door when we come in to work.

Consequently, so we can be at our best for residents and colleagues, it's

important for all of us to be there for each other when we need the space to talk, and most importantly, for us to listen.

Sometimes there are things that you don't want to talk to your manager about or it might not be appropriate, which is where our **Employee Assistance Programme** from Health Assured comes in, to support you and/or your family members.

It's a free, independent and confidential support line available to you and your immediate family, whenever you need it, with trained experts available 24/7 to talk about topics including stress, financial issues, family relationships, bereavement and consumer problems.

We know we're only as good as our last act of care – as an employer, we take this just as seriously for our staff as we do for residents.

Providing a tool like this helps managers support you, meaning you're able to focus on delivering great care while getting the help you need with life outside of work.

Please speak to your Home Manager to find out more about our Employee Assistance Programme and they'll make sure you have access to this free and confidential service.

Yours,

Ed Russell Deputy Chief Executive

How a group of volunteers help shape our future plans...



By Christine Asbury

Chief Executive

Did you know that as a registered charity, WCS Care is run by a Board of Directors – called Trustees – who volunteer their time for free? And, as we've just welcomed four new members to our Board, it's a good time to share a little more about what they do.

The role of a Trustee is an important one – they're responsible for agreeing our strategic plans for the organisation (that's the direction we want to go in) and to ensure that everything is in place to help us achieve what we've set out to do.

The Board delegates the day-to-day management of services to me, as Chief Executive, and the rest of the Executive Team, holding us to account for any decision we make, so that we continue to make the right decisions for the right reasons and we stay on the path they've set out.

We currently have a team of eleven Trustees, led by the Chair with support from the Vice Chair, who each bring a variety of skills and experience to WCS Care – from financial management, HR, and governance to public sector, charities, health and social care.

You can find out more about our Trustees on our website – www.wcs-care.co.uk – and meet our newest recruits to the Board below.

Meet our newest Trustees...



Tricia Banks

Tricia joined WCS Care's Board of Trustees in January 2019 and brings over 20 years' experience in health and social care.

As well as being a Registered Nurse, Tricia is an experienced teacher and trainer, and continues to work as an Associate Lecturer, sharing her knowledge of the sector with undergraduate students.

Currently, Tricia is a Stakeholder Relationship Manager, ensuring qualifications are recognised by employers and Higher Education, and that the content reflects current legislation and workplace requirements.



Rebecca Warwick

Joining WCS Care's Board of Trustees in January 2019, Rebecca brings a wealth of management and leadership specialisms – from people engagement through to financial management.

Rebecca is currently a consultant for a family company, offering strategic and financial support to a wide range of UK businesses.

Previous roles include working on funding education and employability programmes, as well as change management projects.



Nick Weatherburn

Nick brings over 15 years of experience in HR management to WCS Care after joining the Board of Trustees in January 2019.

Currently, Nick leads the Chartered Institute of Personnel Development (CIPD) in Birmingham and is responsible for ensuring over 3000 HR colleagues get the best out of their membership.

He has recently set up his own HR consultancy business after leaving a major high street bank, where he was part of a team responsible for Resourcing and HR operations, delivering strategic projects and providing specialist HR advice.



Jayne Matthews

Jayne is WCS Care's newest Trustee after joining the Board in July 2019.

Jayne specialises in risk management and quality, bringing over 28 years of experience with both small to medium enterprises (SMEs) and large international groups.

She is a Chartered Quality Professional and a Certified Member of the Institute of Risk Management.

And there are other ways to volunteer with WCS Care – you'll find the latest opportunities on our website:

www.wcs-care.co.uk/volunteering

Bloomin' marvellous garden competition is right up Yusufu's street...

As WCS Care launches a bloomin' marvellous gardening competition, Yusufu SaAdu explains what it's all about and shares his excitement, as his role of Deputy Care Co-Ordinator at Castle Brook meets his love of the great outdoors...

The sun is shining, the birds are singing, and green-fingered residents are preparing to spruce up their gardens as we launch WCS in Bloom – a friendly competition where each home receives a contribution towards supplies such as flowers, plants and ornaments to give their garden the winning edge.

It's thanks to a donation of almost £1,500 from Graphics Arts Group, as part of their annual charity payback scheme, which has raised over £6,000 for WCS Care over the last few years.



Above: Residents are encouraging friends and family to help out in the garden...

The competition is set to be judged across several days in August with the winning home being awarded a special trophy to recognise their efforts.

When I heard about WCS in Bloom, I knew it would be popular. At Castle Brook, residents love spending time outdoors and we have some very enthusiastic gardeners – including me!

I have a background in farming and spent time as a Farm Manager in Papua New Guinea with a British organisation called VSO (Voluntary Services Overseas).

After doing several other jobs, I decided to go into social care as I loved looking after older people. And when the opportunity came up to do something that marries my love of social care with my love of agriculture, I jumped at the chance of being involved.

In essence, we're developing a calming outdoor space where people can be close to nature in an environment that they've helped to create.



Above: Supporting residents with a love of gardening puts a smile on Yusufu's face...

We've already built a greenhouse so that residents can come out and plant their own vegetables and we've bought lots of watering cans so they can tend to their plants. However, people often just come outside to admire the bright colours and socialise with other like-minded gardeners.

Relatives and staff have been getting involved in the competition too – we've had donations of plants and plenty of offers of help, which is fantastic, so thank you to everyone who has helped so far.

If it helps us create somewhere that encourages people to spend time outdoors in the fresh air and sunlight, which can help with Vitamin D, then that's great – it's a win-win!

If you're looking for a career in care and this sounds like you, visit our website for the latest opportunities at www.wcs-care.co.uk/opportunities or to lend a hand with our gardening competition, speak to your Home Manager.

New faces in familiar places...

You might have noticed some familiar faces in new places (and new faces in familiar places) if you're a regular visitor to WCS Care.



Care Manager **Alicia Rollason** has taken over the role of Home Manager at **Attleborough Grange** while Rachel Guest is on maternity leave.

And at **Four Ways**, **Leza Payne** steps up from Care Co-ordinator to take over day-to-day responsibility for Four Ways as Home Manager while Laura Francis is on maternity leave.



Following news of Samantha Stuart's appointment as Home Manager at Woodside Care Village (see page 7), **Maryann Walker** moves from her role as Care Co-ordinator to become the new manager at **Fairfield**.



Meanwhile, **Shirley Randle** (left) returns as **Drayton Court's** Home Manager and **Jo Bullingham** (right) heads up the team as the new Home Manager at **Sycamores**.

Rugby Lotto

You've got to be in it to win it!

Would you like to help make every day well lived for people living at WCS Care homes in Rugby?

We've joined up with the Rugby Lotto – set up by the borough council, it's an opportunity for local charities and community groups to raise money to make a big impact.

For every ticket sold through our page on Rugby Lotto, we'll get a donation which will be spent by residents on the things they'd like to do.

So far, we're on course to raise over £360 a year from ticket sales and you could help us raise even more, with a chance to win up to £25,000 every week! Support us and find out more at:

www.rugbylotto.org/support/wcs-care



Rugby Lotto: What are your lucky numbers?

Always play responsibly. If you need to talk to someone about your gambling, please contact www.gambleaware.co.uk. Rugby Lotto is promoted by Rugby Borough Council, a Local Authority Lottery licensed by the Gambling Commission. Gambling Commission Registration No: 000-053410-R-329933-001.

FOMO (fear of missing out)?



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

A taste of everyday life...

Our Facebook page is packed full of everyday photos and stories. From residents celebrating special occasions to simply enjoying some Summer sunshine, 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.



And one for the professionals...

Our Twitter page

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

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

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



Facebook in numbers



Over 1,366 page likes
*up to 30 May 2019



Reaching 1,234,886 people
from 24/11/18 to 30/05/19

Twitter in numbers



Over 920 followers
*as at 30 May 2019



Over 546 tweets
*as at 30 May 2019

Thinking about working with us?

Then read this to get a taste of daily life...

If you're thinking of working for WCS Care, take some time reading the next couple of pages to get a snapshot of what happens in our homes every day. Please take a look at our website, or call into your local home, for details of vacancies.

Attleborough Grange

In the year that marks the 50th anniversary of the moon landing, people living at Attleborough Grange decided on an out-of-this-world visit to the National Space Centre in Leicester.



Residents enjoyed learning about the universe and all-things-space as they browsed six interactive galleries, the UK's largest planetarium and a huge rocket tower.

Castle Brook

People living at Castle Brook spent a morning reminiscing about their favourite cars and bikes after inviting like-minded motoring enthusiasts to their Kenilworth home.



Alvis Cars, based next door, brought one of their beautiful hand-built vehicles, while Ron, who lives in Coventry, shared his passion for restoring motorcycles by bringing in a 1940s post-war Triumph he'd re-built.

Dewar Close

Former playschool teacher Ruth was in her element as she welcomed children from Wellingtons Pavilion Day Nursery for another visit to her Dewar Close home in Rugby.



Over the last few weeks, residents have enjoyed sharing their love of baking, singing, arts and crafts with the little ones who also joined in with making cards.

Drayton Court

Ever wondered how long a hot cross bun would keep? Well, Mary at Drayton Court might have the answer.



In 1969, someone at her local church said the Easter treat would last for decades – so she bought one to test the theory.

At Easter, Mary checked on progress – and it still looked as good as it did 50 years ago!

Drovers House

The sound of steel drums filled the air at Drovers House in January, as Molly invited friends and family to her Rugby home to help with celebrations for her 100th birthday.



There were smiles all round as residents joined in with singing and dancing at the Caribbean-themed party before they tucked into a centenary buffet.

Fairfield

Betty was pleased with the crop of home-grown vegetables from her Fairfield home's garden and fancied preparing a lunchtime treat for her friends.



After washing the spring onions, lettuce and radishes, she diced and sliced them into a delicious mixed salad bowl, which went down very well with the people on her household.

Four Ways

Green-fingered residents at Four Ways

decided to get some outdoor inspiration with a recent visit to Knowle Garden Centre.

After choosing their favourite flowers for the garden and browsing a wide selection of cakes in the shop, they headed back to the Leamington Spa home for a well-deserved cuppa.



The Limes

Doris was delighted to welcome friends and family to The Limes in June to help her mark her 100th birthday.

A telegram from the Queen, two delicious birthday cakes and a tea-time buffet were among the surprises, as the centenarian enjoyed an afternoon of celebrations.



Mill Green

Martyn, who lives at Mill Green, loves technology and wanted to find out more about how electronic care planning worked.

He asked to have a go at logging details about his daily life and now he's a whizz on the system, regularly updating his own notes on the tablet.



Newlands

People living at Newlands fancied catching up with their neighbours at Castle Brook and were invited along to try out some of the facilities the home has to offer.

Jason was keen to take Sam, one of the team, out on the bike-for-two for a spin around the cycle track before playing a friendly game or two of table tennis.



Sycamores

Staff at Sycamores wanted to understand first-hand what daily life was like for people living with dementia, so they signed up to board a specially adapted bus which tours the country to raise awareness of the condition.

It's designed to simulate how dementia can impact everyday tasks and was a real eye-opener for the team, who shared learning with colleagues.



Westlands

'How do you know that carrots are good for your eyesight? Have you ever seen a rabbit with glasses?'

...one of Ray's favourite jokes that he shared with friends at Westlands as residents welcomed back two pet regulars, Snowy and Choccy – who are Care Co-ordinator Elvira's bunnies – to their Rugby home for a visit and a fuss.



Please share this...

If you or someone you know is looking for a new career in care, take a look at our website for the latest opportunities with WCS Care at www.wcs-care.co.uk/opportunities or see more photos of daily life at www.facebook.com/wcscare.

Time for a coffee break!

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



WCS word search

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

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

Words list

- | | | |
|-------------|----------|----------|
| Blossom | Lamb | Squash |
| Butterflies | Laughter | Summer |
| Flowers | Outdoors | Sunshine |
| Grass | Picnic | Umbrella |
| Holiday | Spring | Water |

Spot the difference

We have two identical photos below – but we've made a few changes to the one on the right. Can you spot all six differences?

Original photo...



Spot the difference!



Answers

Here are the answers if you need a little help!

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



5 minutes with...

Hilda West

Resident at Castle Brook

Hilda West continues to enjoy a busy life – from working in the War Office to enjoying some of the glitz and glam of the media, she has plenty of experiences to share, so our PR Manager Stuart Goodwin was invited to find out more...



Above: Hilda, who lives at Castle Brook, shares her life experiences...

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

I was born in Manchester 94 years ago. I was the third child and had a pretty normal childhood – I went to the ordinary school before moving to the Manchester Grammar School. Then I took the Civil Service exam during the War where I worked for the War Office, doing Officers' accounts for seven years.

When the war finished, I got married and had my children – a daughter and a son – so I stopped working. It was a bit of a sin to work as a mother back then, so I started doing some homeworking to earn money like outdoor sewing, which helped the budget.

After my children had grown up, I trained as a General Post Office Telephonist, which I did until I retired.

Sadly I lost my son a few years ago and my husband last year. We would have celebrated our 70th wedding three weeks after he died.

He was a pilot during the war, so you can imagine what life was like. After the war, they wanted

him to become a commercial pilot but he didn't want to do that, so he moved into newspapers and magazines.

That must have been an exciting life for you both?

Absolutely. He worked for the Daily Mirror for a good few years before moving to magazines where he was a regional manager for the likes of Vogue, and House and Garden.

It was lovely to be reminded of that lifestyle when The Times came in recently to have a chat with me for an article about technology at Castle Brook.

We enjoyed what felt like a jet-set lifestyle when my husband worked in the media and I got to go to some of the dinners in London. He loved that life.

We never thought we'd get old, so it came as a bit of a shock! After that, we decided to go on a few cruises. I liked the Mediterranean but we didn't go too far, as we were late starters. We used to go on holiday to the Canaries every anniversary on 1 May.

What else do you enjoy doing with your spare time?

My friends at Castle Brook think I should have a second room because I have so many hobbies. I love making sugar

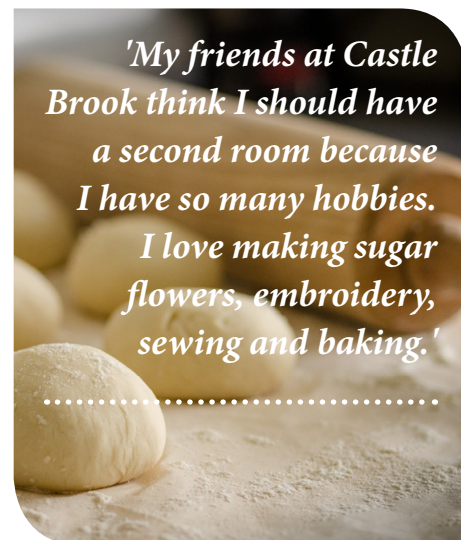
flowers, embroidery, sewing and baking – I've made the wedding cakes and arranged the flowers for all of my grandchildren.

I also make my grandson his Christmas cake because he says he only eats mine and I'm already looking forward to making the next one here in the run up to the festive season!

There aren't enough hours in the day and I'm always on the go. I couldn't sit here and do nothing – there's always plenty to do! I've got to be on the move, it keeps me feeling young!

Thank you for talking to us, Hilda.

'My friends at Castle Brook think I should have a second room because I have so many hobbies. I love making sugar flowers, embroidery, sewing and baking.'



5 minutes with...

Helen Robinson

Night Carer at Drayton Court



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

I'm originally from Sussex and moved to Nuneaton 13 years ago to help look after my elderly aunt. My mother's from Warwick, so this part of the world feels like home.

I've been working in care since I was 15. I trained as a Mental Health Nurse (or RMN) and have worked in a children's home, with older people, in hospitals and as a childminder.

What do you enjoy most about your role?

I love looking after people and supporting them to live life how they want to. It's rewarding to know that I can help people feel safe and valued. I often feel like residents open up more at night and they really appreciate you being there to support them, whether it's practical or emotional support.

Working nights fits my life well and means I'm able to help out more with my grandchildren during the day.

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

I'm very fortunate to have been doing this a long time and there have been a lot of characters that I still remember. The good times far outweigh any bad and I've enjoyed every minute, so it would be really tricky to think of just one.

What would you say to someone who might be thinking of a career in care?

It's incredibly rewarding to be part of someone's daily life, supporting them to live it how they want to. If you have a lot of patience, then absolutely go for it!

Is there something people would be surprised to know about you?

Probably quite a lot as I'm incredibly shy - they'd be surprised at that first of all, as I don't come across that way at work.

Apart from that, I'm training for a four-day trek over 52km and up to 8,000ft along the Inca Trail in Peru, ending up at the lost city of Machu Picchu!

That sounds incredible - how did you get involved with that?

I decided that I wanted to do something amazing, so that when I move into somewhere as lovely as Drayton Court, I can share stories of an incredible experience with people like me. And it's for a children's hospital near where I grew up, so it's also for a great cause.

The training is pretty intense and has involved lots of walking. I put a pedometer on at work to see how many steps I would do in a night - it turns out I regularly walk the equivalent of 7 miles each shift, which has helped tremendously!

Thanks for talking to us, Helen!

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



[/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