

WCS CARE NEWS

Introducing Buddies Bungalow

Opening our new café and club house for residents at Dewar Close...

Pages 4 and 5



Villa fan George gets Guard of Honour

Dreams come true for lifelong football fan George... Page 8



Meet John Baldwin

John, who lives at Four Ways, shares his life story in 'five minutes with...'

Page 15



Charity begins at home

They say charity begins at home and it's no exception at WCS Care...



By Christine Asbury

Chief Executive

Every day, we see wonderful acts of care and compassion in our homes.

It comes from enthusiastic individuals who've chosen a vocation that means more to them than simply turning up for work – it's an opportunity to make a genuine difference to the

lives of hundreds of people, day in, day out.

Often, it's the small everyday examples that have the biggest impact like volunteering your free time (see **page 12**), just being there to spend time with people and learn about their experiences (see **page 15**) or sharing some of your own.

It's sometimes the big things like creating a wonderful club room and café to have fun and enjoy what you always have (see **page 4 and 5**) or making new memories by fulfilling a

life-long ambition at your favourite football club (see **page 8**).

And it's not just the acts of kindness that benefit those living in our homes. Residents and staff embrace our values by sharing a day well lived with others, raising money for good causes that benefit people wherever they live (see **pages 10 and 11**) – and we give them the space to do it.

So sit back, put the kettle on and enjoy some time-out as you read the latest news from our homes.

About 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 doing the things they've always enjoyed – 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.

About

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. We also believe that the standard you walk past is the standard you 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 – 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 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 home's reception (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



Contact WCS News:

Email: news@wcs-care.co.uk

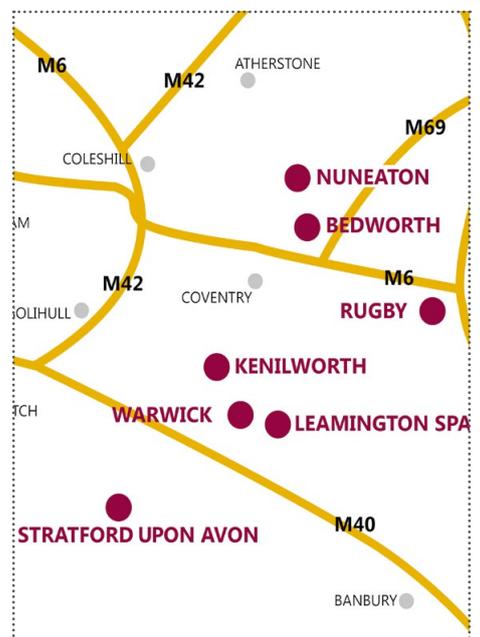
Or call: 01926 864 242

See also:

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



Our locations:



Care Minister gets a taste of daily life at WCS Care

Residents at Castle Brook welcomed the Minister for Care to their Kenilworth home in November, as part of a whistle-stop tour around care homes in the West Midlands.

It was an opportunity for WCS Care to share our experiences of social care – both positive and negative – with Caroline Dinenage MP and highlight initiatives which could help improve the sector and, most importantly, the lives of residents living in any care home.

The minister explored some of the home's features including the café, hair salon, shop, traditional launderette, deluxe cinema and therapy table tennis, as well as the side-by-side bike-for-two and secure gardens.

And she also popped outside to see the rooftop bowling green before experiencing Castle Brook's Innovation Hub – a unique space packed with working mock-ups of technology and approaches that WCS Care already uses or plans to use in future developments.

It features a recreated bedroom with night-time acoustic monitoring that automatically alerts staff to unusual sounds, so they can respond quickly

when needed. A visual prompt is also being tested as part of the system to give carers more information on which to base their care decisions.

Electronic care planning, that means carers spend more time with residents instead of extensive paper recording, and an advanced nurse call system that alerts staff through handheld devices rather than by disruptive call bells, are some of the other technologies that feature.

We've also installed circadian rhythm lighting into the hub that mimics daylight in the day and creates biological darkness at night, keeping the body in a solid circadian cycle, helping to improve sleep and daytime alertness, which has positive impacts for people with dementia.

The hub isn't just about new technology – it's also promoting creativity in care and investigating new approaches to existing ways of doing things that can improve people's experience of living in

a care home, and ensure safe, effective, and responsive care.

Caroline Dinenage MP, Minister for Care, told us: *'It was a pleasure to visit Castle Brook and meet residents.'*

'I was particularly inspired by their Innovation Hub and their commitment to harnessing the power of innovative new technologies to improve life for residents and allow carers to spend more time with them.'

'Technology plays an increasingly important role in helping us stay independent and healthy as we grow older, and they are setting a great example for the sector.'

And you can read more about the visit on the 'latest news' section of our website: www.wcs-care.co.uk/latest-news



Above: WCS Care's Deputy Chief Executive Ed Russell welcomed Caroline Dinenage MP to Castle Brook...



Above: Residents enjoyed meeting the Care Minister as she toured their home...

Left: Caroline Dinenage MP experienced some of the Kenilworth home's facilities including the shop...

Introducing Buddies Bungalow at Dewar Close

People living at Dewar Close invited the Mayor of Rugby to their home to help launch a new social space for residents, friends and family, called 'Buddies Bungalow'.

Pearl, who moved in a few months ago, was joined by Cllr Tom Mahoney to cut the ribbon and officially open the converted bungalow – located within the grounds of the Bilton home – which now includes a café, activity rooms, and relaxing lounge area.

'It was a pleasure being part of the opening ceremony and welcoming the Mayor of Rugby to our home, so he could share in the experience of Buddies Bungalow', said Pearl.

'A lot of hard work has gone into transforming this empty building into something we can all enjoy – whatever we want to do.'

Buddies Bungalow also features a table tennis table, developed by the

BAT Foundation, and aims to improve wellbeing and health through the power of the sport. The table includes side panels to increase spatial awareness, create a secure, non-distracting and comforting play zone, and help ensure the ball remains in play for longer, meaning anyone can have a go, regardless of ability.

The table tennis table at Buddies Bungalow was funded by a donation of over £1,500 from Coventry print and branding company Graphic Arts Group as part of its annual charity payback scheme, which has raised over £5,000 for WCS Care over the years.

Outside, there's a tranquil garden that was developed by Pearl, a keen gardener, and her family. She added: *'I've really enjoyed creating a calming outdoor space filled with lovely plants, bird feeders and somewhere*



else to sit in the fresh air with friends and family.

'We had lots of fun spending some of the money Trish raised during her wing-walk (see right) on plants and other bits for the garden. Seeing the enjoyment this space brings has been worth the hard work.'

Residents invited friends and family to try out the new facilities, as part of the opening celebrations in September, and join them for coffee and cakes.

Trish Hanlon, Home Manager at Dewar Close, said: *'It's been a few months in the making but we're delighted to launch Buddies Bungalow, which is already proving to be a fantastic addition for people living here, as well as for visiting friends, family and community groups.'*

'We've been able to create more spaces – including a club room – for people to enjoy their hobbies like knitting, painting and jigsaws, as well as introducing some new things such as table tennis, alongside a bustling café where loved ones can enjoy a coffee and a natter together.'

'The bungalow complements our range of existing facilities and activities that include a pamper salon, side-by-side bike-for-two and cycle track in our lovely garden, and regular Out & About trips to local attractions and places of interest.'



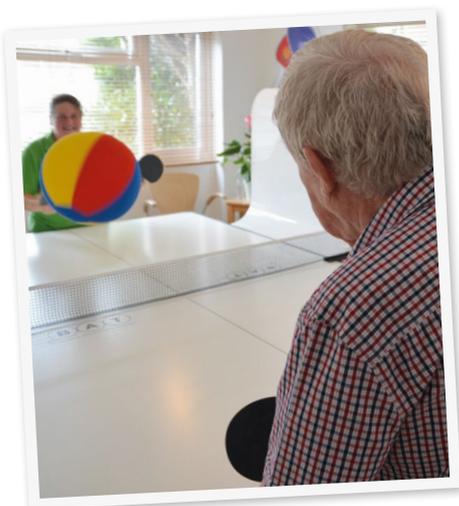
Left: Resident Pearl was joined by the Mayor of Rugby for the opening of Buddies Bungalow...



Above: Pearl and her husband Martin accepted a donation from Graphic Arts Group on behalf of Dewar Close...

'It was a pleasure being part of the opening ceremony and welcoming the Mayor of Rugby to our home, so he could share in the experience of Buddies Bungalow.'

Pearl
Dewar Close resident



Above: Martin was one of the first residents to try out the new table tennis table at Buddies Bungalow...

Right: Home Manager Trish took to the skies to help make every day well lived for residents at Dewar Close...



Above: Trish has her feet back firmly on the ground after completing her wing-walk...



Trish takes to the skies for residents at Dewar Close

As Pearl's just mentioned, Dewar Close Home Manager Trish Hanlon decided to embark on her biggest challenge yet by completing a sponsored wing-walk, while strapped to a bi-plane flying hundreds of feet above the Oxfordshire countryside and travelling at over 120 miles an hour.

'We wanted to raise some money for something that complements the side-by-side bike-for-two in the garden, so I thought I'd do a sponsored wing-walk – I've wanted to do it for a while.'

'Before we took off, I had to learn some vital thumb signals that indicated to the pilot that everything was ok. As soon as I was strapped on to the wings of the bi-plane, it was time to take off.'

'We reached over 120 miles per hour really quickly and then started to bank and dive over the airfield – I really felt like a bird, it was fantastic!'

'I was waving ferociously at all the cars below and could see everything along the way – my family and friends were watching from the ground too. All I could think was wow!'

Trish raised around £500 in total and you can see the video of Trish's wing-walk on our Facebook page.

Putting the 'fun' into 'fundraising' with BT MyDonate

If you've got a great fundraising idea like Trish and want to help us introduce exciting new innovations and activities that enhance daily life, you can create a page through our BT MyDonate page.



Simply visit <https://mydonate.bt.com/charities/wcscare> to set up your page or to just donate.

GDPR: Giving your personal data the proper respect

You may have heard about GDPR in the news recently but what is it and how does it apply to you and your home? Keren Salt, our new Director of Quality and Compliance, takes a look at what can seem like a confusing but essential part of keeping your personal information safe...

Back in May 2018, new rules came into force that help keep your personal information safe – the EU General Data Protection Regulation or GDPR.

It's been described as the 'most important change in data privacy regulation in 20 years' and 'fundamentally reshapes the way in which data is handled across every sector' – including care homes.

GDPR in a nutshell

GDPR works with the existing Data Protection Act 1998 and focuses on eight key data rights including the right to be informed, the right of access, the



right to restrict processing and the right to object – in a nutshell, it covers how we use personal information that we may hold about you or your loved ones.

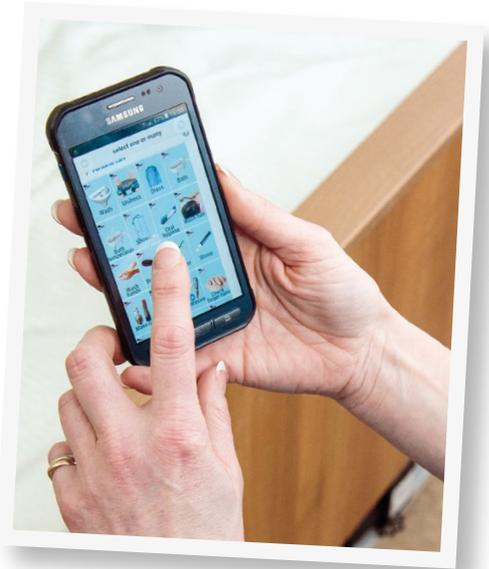
Personal information includes things like your date of birth, name and address details, National Insurance Number, notes in a care plan; basically any information that can identify you as an individual.

What we're doing to protect your personal information

We take our responsibilities very seriously and have been applying data protection principles for years but in preparation for the changes introduced by GDPR, we've updated our training and guidance for our staff to ensure we continue to give personal data the proper respect.

It can be subtle things that we've been doing anyway like locking the computer when away from it, ensuring passwords

.....
Left: New laws ensure your data is given the proper respect...



.....
Above: Care notes contain personal information and are securely stored by our systems...

are kept private, shredding unwanted documents that include personal information, and making sure emails are going to the correct person; all things that you can do at home too.

We also focus on other measures like only releasing confidential information to those who have a right to know, ensuring paper records are locked away out of sight, and keeping private conversations private, as well as encouraging staff to be vigilant and avoid potential data breaches.

What you can do to help

You can help us keep personal data safe too – if you see documents that contain personal data lying around or hear conversations that might include personal details, let your Home Manager know or get in touch with me as the Data Protection Officer at myexperience@wcs-care.co.uk.

Introducing Keren Salt Director of Quality and Compliance

.....
 Keren is the new Director of Quality and Compliance at WCS Care and brings 26 years of experience in the healthcare sector.

Before joining us, Keren has worked across a range of organisations including acute hospitals, primary care trusts, primary care and in forensic mental health.



You can read about some of the other new faces at WCS Care on page 9

Introducing Woodside Care Village...



Above: Building work on our forward-thinking care home in Warwick continues at a pace...

Whilst the name might seem familiar to some, our new home in Warwick will be worlds apart from the 1960s building that once stood on Spinney Hill and was demolished last year.

'Woodside Care Village' will become a deluxe village-style experience for 72 residents including older people and people with dementia. It'll feature family-scale households for six or seven people with ensuite bedrooms for everyone, when it opens in late 2019.

There will be a relaxing spa, pamper salon, home cinema, and café, as well as companion cycling with a cycle track – all designed to ensure the people who live there enjoy life as much as possible.

It will also include the latest technology that will enhance and integrate into daily life without being intrusive, including circadian rhythm lighting and night-time acoustic monitoring to help ensure people have a good night's sleep.

Smart phone apps connected to mobile care monitoring will mean carers spend more time with residents, rather than writing up paper notes. It's linked to

a Relatives' Gateway, where people can check and interact with their loved one's care 24 hours a day, wherever they are.

Christine Asbury, WCS Care's Chief Executive, said: 'Woodside Care Village will feature technology and approaches that push the boundaries of innovation and creativity in care, inspired by transformational design at a pioneering care village we visited in The Netherlands and our own experiences.'

'As with every WCS Care home, our focus in Warwick will be on delivering high quality care, as well as helping residents to live the life they choose in a safe and supportive environment.'

'The home's new name reflects the next chapter in our story at Spinney Hill but also acknowledges the history of Woodside and the part it has played – and will continue to play – in the



Above: Former Woodside resident Val directed a ground-breaking ceremony at the new home in Warwick...

community for over half a century, and we can't wait to open our doors later next year.'

Residents from the former Woodside home moved to Castle Brook in February 2017 ahead of work taking place, along with staff who've made use of a free WCS Care shuttle bus from Warwick to Kenilworth, which is also available to relatives.

Val, one of the former Woodside residents, has been watching with interest and directed a ground-breaking ceremony to mark the start of Woodside Care Village earlier this year. She said: 'I think the new name is great – Woodside has so many fond memories for me so it's important to still have that association with the new home.'

Building work continues at a pace with the roof expected to be completed in January 2019 and internal work set to begin in the Spring. You can keep an eye on our progress on our Facebook page.

Below: An artist's impression of how the new Woodside Care Village will look once complete in Autumn 2019...



Below: An artist's impression of how the new Woodside Care Village will look once complete in Autumn 2019...



'It was a great experience going on to the pitch – it was unbelievable really. There was such a big crowd, it was packed! It was a lovely surprise and one that will stay with me for a long time.'

Left: Players, staff and officials lined up for a Guard of Honour as George helps mark Remembrance Day...

(photo courtesy of Aston Villa Football Club)

Life-long Aston Villa fan George lands big surprise

Like many football fans, George loves regularly watching his favourite team play from his home at The Limes – but this game had a particular meaning for the former veteran, so we sent our PR Manager Stuart Goodwin to find out why...

For years, life-long Aston Villa fan George would make the journey on a Saturday to Birmingham and join a packed crowd at the ground to cheer on his team.

'I used to go to watch the Villa every week and catch the train from my home town of Stratford-upon-Avon, where I've lived all of my life, to Snow Hill where I'd jump on the tram to finish my journey at Villa Park,' said George.

'My favourite player was Trevor Ford, a Welsh centre-forward who also played for teams including Swansea Town, Sunderland and Cardiff.'



Above: Back home at The Limes, George reminisced about his experience as his team took on Bolton...

'It was great spending my Saturdays in the stands where we'd often shout 'send the dog on' to get them to score!'

His passion for the game also spilled into mid-week when he'd head over to Villa Park after work to join his friends pitch side.

However, it had been a while since George last visited his favourite Championship side and it hadn't gone un-noticed.

'From conversations with George, it was clear how much this football club meant to him and I knew he hadn't been to see them for a while, so I came up with what I hoped would be the surprise of a lifetime,' said Jane, Lifestyle Coach at The Limes.

'Aston Villa was planning a memorial home game against Bolton Wanderers on Friday 2 November to mark Remembrance Day and they wanted to give war veterans a Guard of Honour on the pitch; something I knew George would love to be part of.'

'So after making a few calls to the club and a chat with relatives, we had organised a VIP trip to the game including hospitality and a beautiful moment where George led veterans onto the pitch,



Above: George led veterans onto the pitch for Aston Villa's memorial match at Villa Park...

(photo courtesy of Aston Villa Football Club)

surrounded by players, staff and officials, before thousands of fans fell silent as a mark of respect.'

Sat by a photo of him coming on to the pitch, donned with an Aston Villa blanket given to him by the club, George smiled as he shared his experience of the evening.

'It was a great experience going on to the pitch – it was unbelievable really. There was such a big crowd, it was packed! It was a lovely surprise and one that will stay with me for a long time.'

George was delighted they didn't have to 'send the dog on' as it finished 2-0 to the Villa!

And in extra time, Jane's hoping George will become a regular visitor to his local football team – Stratford Town FC!



New faces in familiar places

You might have noticed some new faces in, or visiting, your home in recent weeks.

Although we'll get to find out more about our new arrivals in future newsletters, we wanted to give you a quick introduction, so you can say hello next time you see them.



Lyndsay Frearson

Home Manager at Drayton Court

Lyndsay brings 20 years of experience working in the care sector, starting as a community carer in 1998.

She moved into residential care as a night carer before a spell as a Clinical Team Member at the Leicester Royal Infirmary, returning to manage several residential care homes as either a deputy manager or home manager.

Lyndsay has joined WCS Care as the Home Manager at Drayton Court.



Josephine Rugg

Service Manager

Josephine brings over 8 years' experience working in the care sector including domiciliary, residential and nursing care.

Previous roles have included a Registered Care Home Manager, Service Manager and Care Development Manager.

Josephine joins WCS Care as a Service Manager, responsible for supporting homes in the Rugby area with day-to-day operations.



Rob Pinsent

Director of Delivery

Rob joins WCS Care as the Director of Delivery, overseeing day-to-day care across the group.

He brings almost 25 years of experience working in health and social care – from large care home providers to his own business consultancy.



Charity begins at home

You've probably heard the expression 'charity begins at home' and at WCS Care, it's no exception.

Residents and staff love getting involved with fundraising and not just to enhance daily life in their own home but also to help improve the lives of others.

And, as you'll see from the photos over the next couple of pages, they're not afraid of a challenge!

Below: Sarah braved the shave at Dewar Close for Macmillan Cancer Support...



Sarah braved the shave at Dewar Close

Residents, friends, family and staff cheered on Sarah, one of the care team at Dewar Close, as she took part in Brave the Shave for Macmillan Cancer Support earlier this Summer.

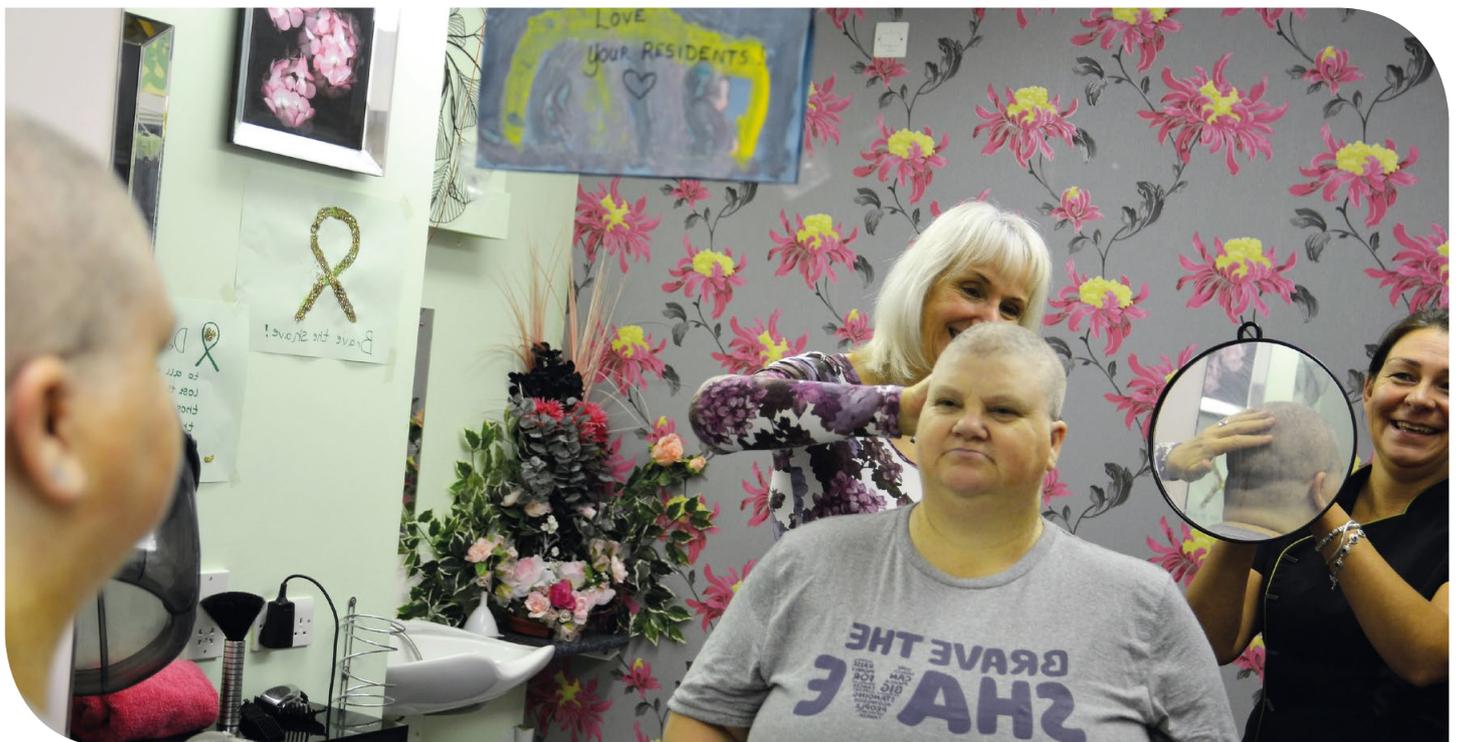
Belinda, the regular hairdresser at the Rugby home, did the honours to help Sarah raise money for a charity that's close to her heart.

Sarah said: 'I wanted to do something in memory of some of my family who have been affected by cancer and this challenge certainly caught my eye.'

'Everyone's used to seeing me with longer hair, so they were shocked to see that I'd had it all shaved off – but they've been incredibly supportive and have helped me raise money for charity.'

Lin, Care Co-ordinator at Dewar Close, said: 'It's taken a bit of getting used to but it's a great way for Sarah to help raise awareness of a good cause and it's something that's really personal to her, so we were completely behind her all the way.'

Below: Christine Asbury, Chief Executive, admired Belinda's handy work as Sarah braved the shave for Macmillan Cancer Support.....





Attleborough Grange



Sycamores



Castle Brook



Drovers House

Walking in sunshine:

homes take part in Memory Walk for Alzheimer's Society

Residents and staff at WCS Care homes were among tens of thousands of fundraisers across the country to complete a Memory Walk over the Summer for the Alzheimer's Society.

Care staff from Sycamores, and people living and working at Castle Brook, took part in a walk at Victoria Park in Leamington Spa, while participants at Drovers House completed the distance in 166 laps of their Rugby home's cycle track.

At Attleborough Grange in Nuneaton, staff created their own 5-mile route around the town, taking in local landmarks including the canal, Judkins, and the town centre.

And they've raised hundreds of pounds for charity along the way!

When they were up, they were up: Fairfield duo complete The Big Challenge



Above: Maz and Sam overcome the weather to complete The Big Challenge to raise money for CWC...

Two intrepid team members from Fairfield took part in The Big Challenge to raise money for the Care Workers Charity (CWC) – a charity dedicated to supporting care workers with their financial needs on a rainy day.

Home Manager Sam Stuart and Care Co-ordinator Maz successfully completed the 24-mile hike across Yorkshire's three highest peaks (Pen-y-Ghent, Wharfedale and Ingleborough) in 11 hours and 48 minutes.

Although the weather was hit-and-miss and the trek was tough, they told us it was all worth it, raising over £1,000 for CWC – which is a fantastic achievement!



Above: It involved trekking over the Three Peaks in Yorkshire in just one day...

Celebrating success:

Rugby homes mark volunteering milestone

You might have read in our Summer 2018 newsletter about our work with The Gift of Years Rugby who provide regular services of worship, befriending, singing groups, and 1-1 activities at Drovers House, Westlands, and Dewar Close.

Recognising a milestone

Well, residents from those very homes wanted to throw a party to thank the group of volunteers from local churches and to recognise a special milestone – it's been two years since the charity was first welcomed into WCS Care homes.

The service started with just one volunteer back in 2016 and has grown to over 20 people who offer their time for free, providing activities and a listening ear to residents and staff.

So, in August, people living at Drovers House invited the team, along with their neighbours from Westlands and Dewar Close, into their home to celebrate.

Following the regular Friday morning service, residents helped mark the occasion with a buffet lunch and plenty of opportunity to reminisce about the last two years.

Edie, who lives at the home, presented a donation to The Gift of Years Rugby

on behalf of WCS Care during the event, and said: *'I really enjoy the Friday service and other activities that we do with volunteers from The Gift of Years Rugby who have become good friends.'*

Natalie Sims, Home Manager at Drovers House, added: *'Residents enjoy regularly getting together with the volunteers in the café for a chat and to enjoy each other's company – and you can tell from the laughter that they're having a great time and that the companionship is having a positive impact on their lives.'*

Residents invite people to join their club

And there are other volunteering opportunities with WCS Care too through Club Buddies. Whether it's sharing a passion for making delicious food, a love of film, an admiration of creativity or if you're a fan of



Below: Edie, who lives at Drovers House, presents a donation to The Gift of Years Rugby on behalf of WCS Care...

conversation and getting to know people, there's something for everyone.

Residents are looking for people who can offer their time to support and lead a range of clubs at our homes including arts and crafts, baking and cooking, cinema, dominoes, poetry, and table tennis.

Jo Rose, Head of People, said: *'Just because someone's living in a care home, it doesn't mean they have to stop doing the things they enjoy.'*

'Volunteers play an important role in helping people to maintain their hobbies and pastimes, and encouraging people to try something new.'

'Club Buddies gives volunteers the opportunity to lead a club, guided by the aspirations and interests of residents, and to meet some fantastic like-minded people, learn new skills, and be able to give something back at the same time.'

'So if you're passionate, fun-loving, creative and want to help us with our ambition of making every day well lived for residents, we'd love to hear from you – whether you just want to try it once, can offer a few days a year or want to be a regular friendly face in the home, get in touch.'

If you'd like to find out about volunteering opportunities at a WCS Care home, visit www.wcs-care.co.uk/volunteering



Left: Resident Pearl led the singing during a regular Friday service at her Drovers House home...

News in brief

Tell us about your home

Every year, we run our annual satisfaction survey to ask what you think about the service you receive. It's another way for us to find out what works and what could be changed.

We sent out the surveys in November and are now busy collating the results – thank you for taking the time to share your thoughts.

We'll be in touch again in the New Year to tell you about our drop-in sessions, where we'll share the feedback about your home.



Right: Our 2018 annual satisfaction survey results will be available soon...



Above: Marjorie, who lives at Fairfield, joins Home Manager Sam Stuart to celebrate her home's 'good' rating...

Latest CQC reports

The latest CQC reports have been released for The Limes, Four Ways, Attleborough Grange, and Fairfield following planned, but unannounced, inspections by the care home regulator over the Summer.

They're available on each home's page on our website or on the CQC's website at www.cqc.org.uk.

If you have any questions, please don't hesitate to speak to your Home Manager.

Shopping online? Give as you Live this Christmas

Did you know you can help WCS Care raise money for free, just by ordering your Christmas presents online?

Simply download the Give as you Live tool and shop through it on the internet at over 4,000 top retailers including Amazon, eBay, John Lewis and Expedia to make a free donation to us that won't cost you a penny.

Your free donation will help us provide even more activities, outings and entertainment for residents living in a WCS Care home.

Sign up now at: www.giveasyoulive.com/join/wcs-care



Above: Shop as you've always done to raise money for free for WCS Care through Give as you Live...

Looking for photos of the fun?

We have a number of ways for you to stay up-to-date with the fun and laughter as it happens across WCS Care homes:

Our Facebook page is packed full of everyday photos and stories. From residents celebrating special occasions to getting their home ready for the festive season, 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 1,297 page likes
*up to 23 November 2018



Reaching 1,096,943 people
from 01/01/17 to 23/11/18

Twitter in numbers



Over 842 followers
*as at 23 November 2018



Over 518 tweets
*as at 23 November 2018

2018 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 and anniversaries!

A surprise visit by Boo the Pony from Therapy marked the start of celebrations for a diamond wedding anniversary at Attleborough Grange in September.



Mary, who lives at the Nuneaton home, and her husband Pete have been married sixty years this year, so friends and family were invited along to join in with the party.

And Home Manager Rachel Guest delivered a lovely bouquet of flowers from the team. Congratulations to you both!

Happy
60th
Anniversary

Dot had a weekend of celebrations planned to mark her centenary in August.

The former Head Parlour Maid welcomed friends and family to her Fairfield home for a party and the chance to reminisce about some of her favourite stories.

You might have seen Dot before – in the run-up to her 100th birthday, she shared her love of knitting with us in our Summer 2018 Newsletter.

100
YEARS
OLD!



Many green fingers make light work: Newlands sensory garden gets fresh new look



Above: The team from DWF spent the day weeding, tidying and planting...

Right: The finished result after a hard day's work...



Green-fingered residents at Newlands are delighted with their sensory garden's fresh new look, thanks to volunteers who spent the day sprucing up their outside space.

A team from legal services firm DWF in Birmingham offered their time after the family of a former resident won an auction of promises, which they donated to the Kenilworth home.

They dug up weeds, potted beautiful new plants – donated by the family of another former resident – and completed a general tidy up.

And while there's still work to do, the work hasn't gone un-noticed. Keen gardener John loves spending time outdoors and said: 'Gardening is one of my favourite hobbies and you'll often find me outside tending to the runner beans and sunflowers.'



Above: Volunteers got stuck in to spruce up Newland's sensory garden...

'Looking after the vegetables and plants certainly keeps me busy, so it was great to have a helping hand with the sensory garden, which has been given a new lease of life thanks to the wonderful team of volunteers.'

If you've got a passion or hobby that you'd like to share with like-minded residents, why not volunteer with WCS Care? Maybe you would like to run a gardening club or maybe you enjoy playing board games?

Whatever you enjoy, talk to your Home Manager for the latest opportunities.

5 minutes with...

John Baldwin

Resident at Four Ways

Spending time as an air force cadet is one of the many life highlights for 91-year-old John Baldwin and we sent our PR Manager Stuart Goodwin to learn more about his experiences...



Left: John, who lives at Four Ways, recently celebrated his 91st birthday...

Hello John, thanks for talking to us – could you tell us a little about you first of all?

I was born in a small village in Warwickshire between Southam and Leamington Spa, close to where I grew up and went to school.

Around the age of 14 to 17, there used to be lots of groups of people in towns and villages called cadet forces, so I went into the air force cadets during World War II.

When I came back, I worked in motor transport, generally on the maintenance of local trucks and jeeps among other things, at the local cement powder factory where my father worked, before working on nights for the Coventry Corporation, looking after a street cleaning operation.

As time went on, I found myself a young lady who lived in Warwick. Two or three years after first getting together, we got married before moving to Lillington, a short distance away from Four Ways.

Being in the cadets must have been an experience as a teenager?

Just ten days after joining, a letter came to my mother asking for me to get on a train to Birmingham to join up with lots of other young cadets.

She said: 'I suspect they'll send you home tonight because the war is over.' The war wasn't over and we had to go to Dover where we got on a boat and were taken to France before getting on another boat in the Mediterranean, finishing up in Egypt.

I spent around three years in Egypt and Sudan – it was a great experience.

Being young and keen on all sorts of things, I managed to get myself a camera and I've got albums full of me and some of the others enjoying the travel and experiences of being in the cadets.

What other memories do you have of growing up during the war?

My family lived in two houses that were joined up – my grandmother was in one and my mother and father were in the other. There was a third house in the row where our neighbours lived.

There were a group of children who were evacuees from the London area. They came out to the countryside to escape the bombing. Two boys stayed with my grandmother, one boy stayed

with us and one girl stayed with our next door neighbours. Between the houses, we were one big family.

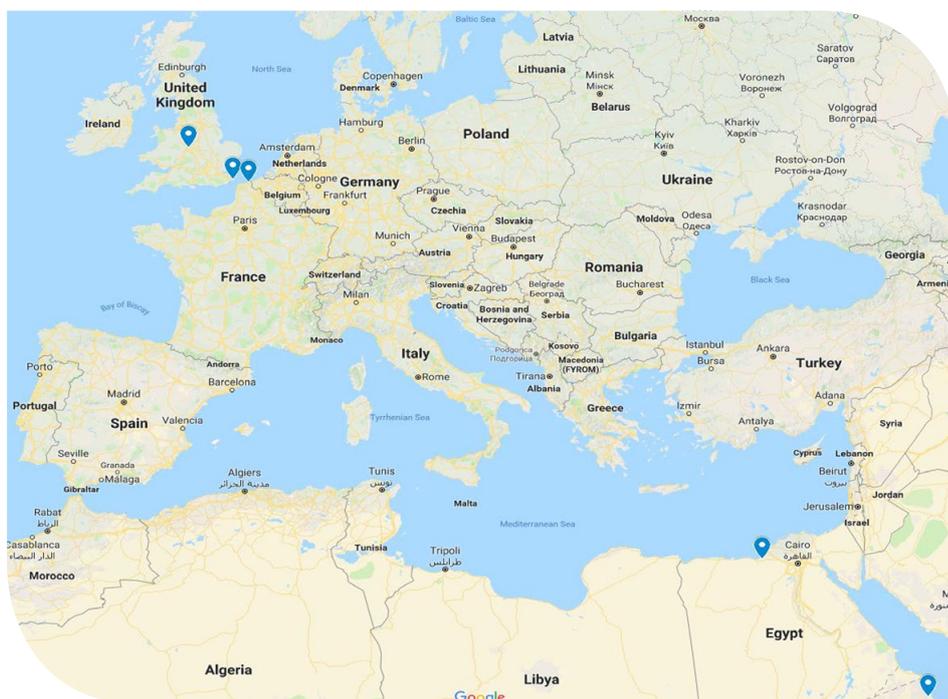
They were very nice and easy people to get on with. Coming from a different part of the country, they had what sounded like a different language – Cockney!

And our new friends stayed with us for some time while the war continued before some of them returned home after the fighting stopped.

Thanks for sharing your experiences with us, John!

Below: Just some of the places that John has visited...

(Map data (c) 2018 Google, ORION-ME)



5 minutes with...

Lucy O'Kane

Enabler at Mill Green



Hello Lucy, thanks for talking to us – could you tell us a little about you?

I was born in Coventry but have spent most of my life living in Rugby. I live with my brothers and sisters and have a pet Labrador called Taz. I enjoy driving, going out with my friends, spending time with family, music and sport – particularly watching Coventry Blaze ice hockey and Wolverhampton Wanderers.

I've worked as an Enabler at Mill Green for around a year now – I absolutely love this home. Before working here, I hadn't done this job and wanted to become a paramedic. I came here to get experience in care before I went any further.

My college tutor said it would be useful to gain experience in care for around six months before trying to get through to university – but after working here, I didn't want to leave.

What do you enjoy most about your role?

Taking residents out and about. I often support people with a trip into town once a week or pop over to the shop

with them, or to spend a few hours in the fresh air at the quarry park. I love sitting with residents, just having a chat or playing cards and generally helping to make them happy.

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

This summer, I spent three months in the US working with children with disabilities on a summer camp through Camp America. One of my friends did it last year but I thought I wasn't ready to do it then, so started here. The opportunity came up again and I went for it – it was absolutely amazing.

Being able to provide opportunities in the US for people with disabilities – like going swimming – absolutely made my day.

Back here at Mill Green, there are lots of examples but one in particular stands out

for me. Last Halloween was a highlight when residents were carving pumpkins – just seeing how happy people were made me smile.

What song would best sum you up?

Dancing in the Moonlight by Toploader. I love that song. Every time that song comes on it makes me smile, it's one of my favourites. It makes me dance, it makes me happy, and if I'm having a tough day, it really cheers me up!

Have you got a party trick or secret talent?

While I'm not that good a singer, I do love entertaining and having a laugh with residents at Mill Green – I try my hardest to make sure they're happy. As soon as the music's on in the lounge, I'm the first up to dance!

Thanks for talking to us, Lucy!

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