



### Welcome to Woodside Care Village

WCS Care opens the doors to its newest care home in Warwick...

Pages 4 and 5



### 'Appy residents drive creativity at Castle Brook

How technology helps residents share their creative side...

Pages 8 and 9



### Meet George Lister

Meet former UK darts champion and Westlands resident George Lister...

Page 15



# If music be the food of love, play on...



*From choirs to crafts – music and creativity go hand-in-hand at WCS Care...*



**By Christine Asbury**

Chief Executive

**...it's one of the opening lines from Twelfth Night and one of Shakespeare's most quoted lines but one that fits perfectly for WCS Care!**

Everyone has a favourite song that stirs emotion, can drive motivation or simply helps you relax after a busy

day; I'm rather partial to the late Nina Simone's 'Feeling Good', myself – it's an inspirational song that reminds me of who we are and what we do.

And this year, music and creativity will continue to have an important role at WCS Care, particularly as it's also Music for Dementia 2020.

From providing the tools to ensure residents have what they need to make the most of their musical talents (see **page 3**) or connecting people

with community choirs (see page 7) to exploring how technology can inspire creativity (see **pages 8 and 9**), there's something for every talent.

And as we start a New Year, we start to write a new chapter with the opening of our newest home in Warwick which brings exciting opportunities to integrate music and creativity with great care and innovation (see **pages 4 and 5**).

So, why not sit back, relax and enjoy the latest edition of 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 have plenty of opportunities to try new experiences.

WCS News is only possible thanks to the thoughts and ideas of everyone who

lives or works with WCS Care – so if there's something you'd like to see here, please get in touch.

If you can't wait for the next edition, you can 'like' and share a slice of daily life on our Facebook page – [www.facebook.com/wcsicare](http://www.facebook.com/wcsicare).



## 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](mailto:news@wcs-care.co.uk)  
**Or call:** 01926 864 242

See also:

**wcs-care.co.uk**  
**Twitter:** @WCS\_Care  
**Facebook:** /wscare



# Ways to get in touch

 **Talk to any member of the team** or to a home's Duty Manager – their name is usually displayed on reception

 **Call WCS Care's Head Office** on **01926 864 242** or call the relevant home (numbers are on the back of this newsletter)

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

 **Email** [info@wcs-care.co.uk](mailto: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)

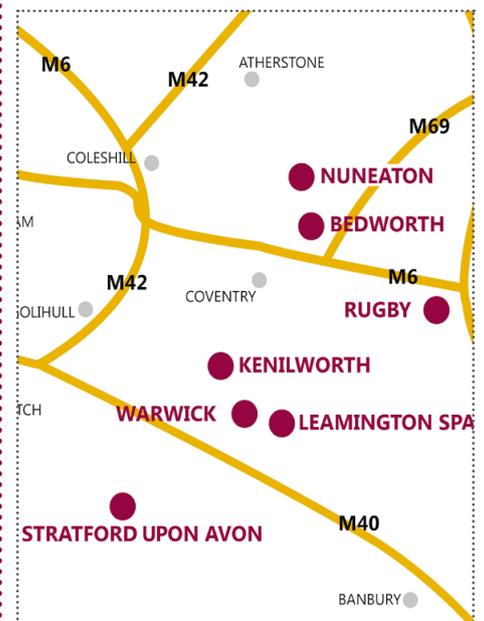
 **Speak at a Residents' Forum** – ask your Home Manager about the next one

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

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

**If things haven't gone to plan**, we have a formal complaints process in place, which is available in your home or on our website.

## Our locations:



# The power of music

## strikes the right notes in 2020

*Below: Music can stimulate memories that connect to a special moment...*

**F**or many of us, music can stimulate memories that connect to a special moment in our lives. Music creates emotion – it can make you happy or sad, laugh or cry. Ed Russell, our Director of Innovation and Development, shares how WCS Care is helping to strike the right note...



Music is an important part of daily life for many of us and is a great way to bring everyone together, as well as helping people with dementia to communicate beyond conversation.

This year is Music for Dementia 2020, a national campaign led by the Utley Foundation, which aims to make music readily available for everyone living with dementia in 2020, and this year WCS Care will continue to find ways to make it easier for residents to enjoy one of their favourite pastimes.

### Making a song and dance about Alexa

Five of our homes now have an Alexa device which offers a window to the internet simply by asking it a question. We've linked these to music accounts, so residents have access to literally hundreds of thousands of songs that can be streamed instantly.

People living at Drayton Court, Dewar Close, Four Ways, Castle Brook and Woodside Care Village now have this technology in their home – and it's already proving popular!

So much so, we're fundraising to put Alexa's (complete with the monthly music subscription) in more of our homes, so speak to your Home Manager if you have any ideas about how you could help.

### The sound of music on YouTube

If you've been in to one of our homes that have a Smart TV, you'll probably have taken part in a sing-a-long or two in a lounge, as residents often get together to find their favourite songs on YouTube. From carol singing to a spot of karaoke, there's always an opportunity to test out those vocal chords.



### Residents hitting the high notes

Research suggests that older people and people with dementia can experience health and wellbeing benefits by singing in a choir. Residents at several WCS Care homes have set up choirs in their homes including Drayton Court (see page 7).

If you'd like to get involved with a choir at your home, speak to your Home Manager or Lifestyle Coach.

### Live and local

While visiting Australia as part of a visit organised by Hammond Care, I found myself enchanted by an idea they had – employing a full-time musician who plays one-to-one and as part of group participatory music. It was clear to me how beneficial this was to residents, just by the smiles on their faces.

It made me think: 'Wouldn't it be nice if we could create more opportunities like this to engage and connect more residents through music?'

**So later this year, we'll be creating a similar role at Woodside Care Village – watch this space!**



*Left: Live daily music performances could be a thing of the future at WCS Care...*



Above: An outdoor gym is just one of the features to encourage people into the fresh air...

# Welcome to Woodside Care Village



By Sam Stuart

General Manager – Woodside Care Village

***I***t's been a few years in the making but we've now opened the doors to WCS Care's newest home – Woodside Care Village in Warwick.

Since becoming General Manager last Summer, it's been all-hands-on-deck as we prepared to welcome new residents from November 2019 – and we've not looked back since!

Woodside Care Village is home for up to 72 adults including people with mobility needs, people with dementia and people who are deaf.

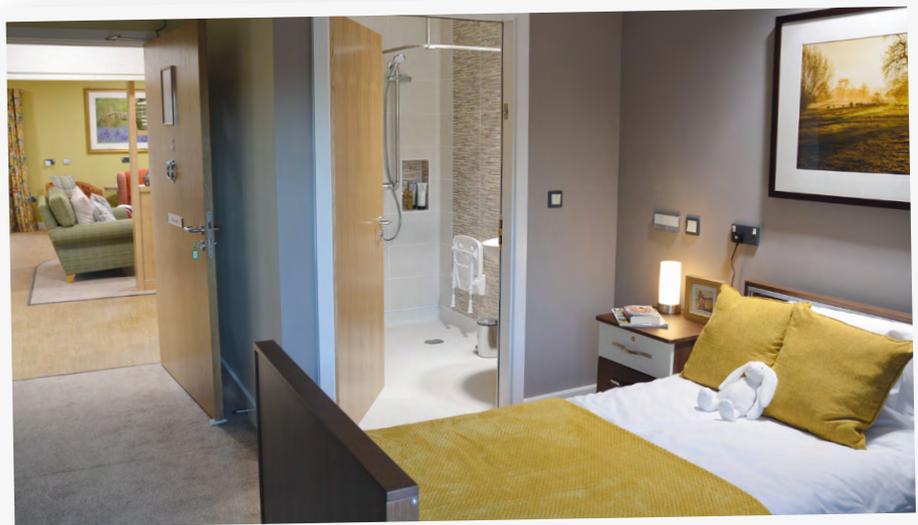
As you walk into reception, you'll see some familiar features that you'll find in some of our newer homes, such as a cinema and a café.

However, it's when the sliding doors open into the open-air plaza that things start to look a little different.

## **The great outdoors**

You're welcomed by the sound of a water fountain and the smell of fresh air as you step into the outdoors – there's a hair salon and community space to the left, mini golf and a bike track straight ahead, along with a shop and launderette. To the right, there's a giant chess board.

***'It's amazing to see how people know as soon as they've walked through the door whether the household is for them. Our staff know exactly which theme they'd like to live in too.'***



Above: A typical ensuite bedroom at Woodside Care Village...

There's a table tennis table and there are fantastic acoustics in this space, which would be great for performances – something to watch out for during Music for Dementia 2020, as we look to make music even more accessible at Woodside Care Village.

We're planning to hire a musician who will be responsible for all things music; from a mini open air gig to helping residents realise their musical ambitions, and everything in between!

Surrounding the plaza are some brightly coloured doors – each of which leads to one of 12 households for between five and seven people.

Just like at home, visitors announce their arrival by pressing the doorbell before residents invite them in.

### A familiar feeling

And what strikes you is how familiar everything is. Each household features a lounge, dining room and kitchen, decorated in one of three themes – country, town or classic – so residents can choose which suits them best, based on their experiences or preferred lifestyle.

It's amazing to see how people know as soon as they've walked through the door whether the household is for them. Our staff know exactly which theme they'd like to live in too.

Personally, I'd see myself on a town household because that reflects my lifestyle and what I'm used to; although that may change when I'm looking to move in myself (it's a little way off yet)!

And because the households are smaller, it really feels homely and everyone has their role within this family environment, which just works.

Just off the family areas of each household are residents' rooms, each including floor to ceiling windows in most cases, furniture and an ensuite bathroom, which you'd come to expect nowadays. Ground floor rooms have a private patio too.

### Enjoy the view

Instead of internal corridors, people get around the home by heading out their front door with their coat on and onto an outdoor walkway (there are umbrellas if

it's raining) – sounds familiar, doesn't it?! The higher you go, the better the views, with Warwick Castle just in the distance.

Woodside Care Village is proving popular, with the ground floor already full. We're steadily opening the first and second floors, as we continue to recruit more staff before the home gets even busier.

### Deafinitely Independent

And in February 2020, we welcomed local charity Deafinitely Independent (DI), who moved from their former home in Leamington Spa to two households at Woodside Care Village.

We've been busy meeting DI residents, relatives, staff and trustees over the last few months including at a celebratory BBQ and during tours of the home.

That's just a glimpse of what's on offer at Woodside Care Village. I could talk about acoustic monitoring, circadian lighting and electronic care planning for example, but we'll save that for another issue!

### Pop in for a tour

**Want to find out more? Pop into see us on Maple Grove in Warwick (just off Spinney Hill) and we will gladly show you around, or call 01926 569 300.**

Below: One of the households at Woodside Care Village...



*'You're welcomed by the sound of a water fountain and the smell of fresh air as you step into the outdoors...'*



**Far left:** *There's plenty of fun and laughter at Dewar Close at any time of year...*

**Left:** *Dewar Close was recognised as 'outstanding' again by the CQC in Summer 2019*

## A 'real buzz' at Dewar Close helps residents with a day well lived

**I**f you live at or regularly visit Dewar Close, you'll already have experienced what daily life is like in the Rugby home but there's a renewed sense of excitement, as Home Manager Trish Hanlon explained...

Every time I walk through the front door at Dewar Close, I feel a real buzz about the day ahead – and why wouldn't I?

Residents and staff have created a fantastic homely home, full of life and meaningful activities; whether that's enjoying a game of dominoes, feeding the chickens or simply sharing some laughter while making a snack together.

'I'm proud to call Dewar Close my home,' said John who moved in last year but had been a regular visitor for a while.



**Above:** *Residents at Dewar Close enjoy lots of friendly competition between households...*

*'It's a lovely home full of great characters. Everyone is really friendly and I have some great relationships with staff, who always go the extra mile to make sure that I get to do what I want to do,'* said June, another resident at Dewar Close.

It's a view shared by one of the inspectors from the local Experts by Experience programme, who commented on the 'great deal of interaction between the staff and the residents' and the 'genuine enjoyment on both sides' when they visited in December 2019, giving the home a 'good' overall.

And last Summer, Dewar Close continued to be recognised as 'outstanding' overall by the CQC, with inspectors highlighting that the team were 'exceptional in placing people at the heart of their service and the home'.

As a Home Manager, I love hearing this. It means that we're doing what we should be doing to help people enjoy a day well lived, whether they are living at, working in or visiting the home.

There's so much going on here and residents are, rightfully, in charge of their life and there's a real sense of belonging; more so after they decided to rename their households.

Rae lives on what was known as the middle floor: 'We wanted to come up with names that best suited our personalities, so we got together and used our imagination to create Garden Haven (ground floor), Elderflower Row (middle floor) and Tree Tops (top floor) – and we think the names fit brilliantly!'

What stands out for me when I walk around the home to chat with residents, visitors and staff is the real sense of community at Dewar Close, so we've made it easier for people to get together and enjoy the fun.

Back in the Summer of 2018, we launched Buddies Bungalow – a space where residents, relatives and the local community can meet, with facilities including a café, table tennis and plenty of space for arts and crafts, plus a secret garden.

And it's becoming increasingly popular. You'll often see people using the facilities for some friendly competition! In fact, residents have set up a regular competition where they take part in a variety of games including dominoes, table tennis, and darts to become the winning household of the month!

**Sounds like fun doesn't it? So why not pop in to get a slice of daily life at Dewar Close. The kettle is on!**

# Ding-dong merrily on high, there's nothing quite like singing...

Below: People living at Drayton Court joined a local dementia choir run by Volunteer Friends in Nuneaton...



By Stuart Goodwin

PR and Communications Manager



***There wasn't a dry eye in the house at Weston Hall in Bulkington during a stunning performance by a choir made up of several residents from Drayton Court and people living in the wider Nuneaton and Bedworth community...***

The group sang their favourite festive carols including the 12 days of Christmas, in front of friends, family and other invited guests, as part of a get-together organised by Volunteer Friends.

The charity, which aims to connect communities through social interaction, set up the Nuneaton and Bedworth Dementia Choir for anyone affected by dementia to come together, share their experiences and enjoy singing with new friends.

Gemma Power, a Lifestyle Coach at Drayton Court, had lent a hand, and voice, with preparations: *'Residents have really enjoyed being involved with the choir, which is clear to see by the smiles on people's faces as they're singing their heart out.'*

*'It's been a privilege to be part of the journey and to see the positive impact it has.'*

You might have seen a recent documentary with Vicky McClure on BBC One about a dementia choir and the positive impact music can have for people with the condition.

Christine Asbury, who was in the audience at the Nuneaton and Bedworth Dementia Choir, said: *'It was incredibly moving listening to the choir in Bulkington in the run-up to Christmas and I was so proud to see residents from Drayton Court enjoying every moment.'*

*'Music and singing can have so many benefits to older people and people with dementia – not just on health and wellbeing but also for building confidence and from a socialising point of view.'*

*'And with national attention turning to a new campaign called Music for Dementia 2020, I'm pleased that a number of our homes are already recognising the positive impact music-related activities have.'*

## Did you know...

**Singing can help you in ways you might not realise:**

- Singing has the **same benefits as exercise**, releasing endorphins that can lift your mood and help reduce stress
- It's aerobic because it's a form of exercise that **improves the efficiency of the body's cardiovascular system**, increasing the level of oxygen in the blood and enhancing overall alertness
- Research suggests **learning new songs stimulates the brain** and can help with memory, something that's really important for people living with dementia
- Singing can **help build self-confidence**, promote self-esteem and self-efficacy
- It helps **create a sense of social inclusion** and a feeling of belonging to a community, particularly when singing as part of a group
- People with dementia are **still able to enjoy music and sing**, even when they start to lose their language abilities

Sources include: [singup.org](http://singup.org), [ox.ac.uk](http://ox.ac.uk) and [alzheimers.org.uk](http://alzheimers.org.uk)



Left: Residents and staff performed in front of guests at the Volunteer Friends get-together in the run-up to Christmas...

# Residents share their artistic side at **Castle Brook's armchair gallery**

**E**arlier this year, Castle Brook was approached to take part in a study that wanted to investigate how older people responded to new technology – and residents and staff couldn't wait to get involved...

As a student studying a Masters degree in Social Care Leadership and Management, Care Manager Rue Ndabalime, was one of the first to get on board with the new project led by Coventry University, called the Armchair Gallery.

With support from another colleague, Joe Maskell (a Team Leader), fourteen residents agreed to take part in the six-week project at the Kenilworth home, which aimed to improve self-confidence and encourage people to get involved in activities they might not otherwise be interested in.

Rue said: 'It's about mental stimulation, helping to reignite people's memories and skills that they might not have used for many years.'

'We used an iPad app with seven galleries across the world. In

each gallery, there were activities to do – it could be pottery, painting, music or dancing for example. There were so many activities we could do together.

'One week we completed the digital side of the app, then another week we would focus on the physical side, which was all about creating. For example, one week we made mini gardens, then another week we looked at musical instruments or drawing.

'We have a lady here who used to play the saxophone as a profession, so we wanted to link what we were doing to what residents actually did. We had an amazing response,' Rue added.

Some of the residents who took part in the project hadn't used an iPad before



Above: A montage of some of the creativity at the armchair gallery...

or a computer for many years, so it provided an opportunity for people to learn new skills – or re-ignite existing ones – while having the opportunity to socialise, build confidence and increase stimulation.

**'Even though the Armchair Gallery has finished, I still use the iPad to go online and use some of the apps, which is great fun.'**

**Joan**  
Castle Brook resident



Left: Residents enjoyed getting together for the armchair gallery



Above: Residents shared their experience of the armchair gallery at a celebratory meal...

Joan lives at Castle Brook and wanted to get involved with the Armchair Gallery. She said: *'I've never used a computer before in my life but I thought now is as good a time as any to give it a go and I loved it.*

*'Even though the Armchair Gallery has finished, I still use the iPad to go online and use some of the apps, which is great fun.'*

After successfully completing the Armchair Gallery project, residents joined staff to share laughter and enjoy each other's

company at a celebratory meal at Castle Brook.

Joe said: *'We've seen some fantastic results from the Armchair Gallery. We had one lady who never wanted to go outside or socialise. However, since taking part in the project, she's built her confidence and come out of her shell.*

*'She's now more outgoing, asks about future trips and enjoys doing various activities, so it's really made a positive difference to her life.'*

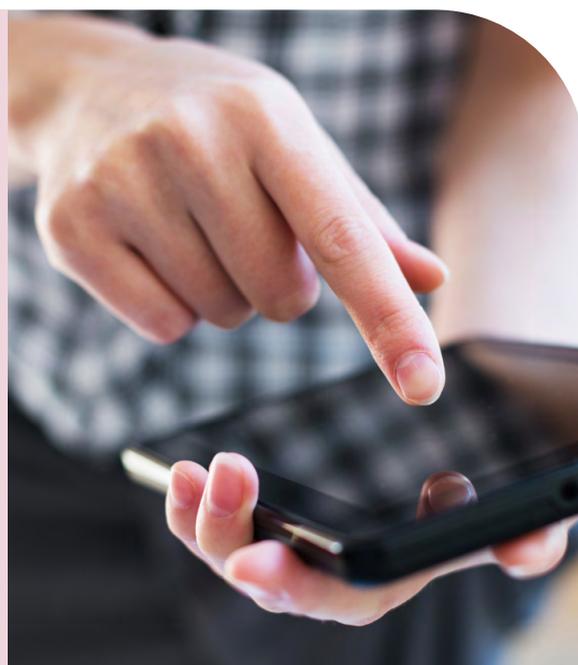


Above: Joe and Rue, who work at Castle Brook, helped run the project...

## Top technology tips

***D***uring the project, we've learned a couple of simple tips we wanted to share with you to make using tablet devices easier:

- **Touch screens on tablet devices** – if using a touch screen doesn't suit you, we'd suggest using a stylus (or special pen) which you can use to write notes, click icons and generally help navigate your way around the tablet. You can buy different types for different tablets, so you'll find one to suit your needs
- **Reducing light reflection** – holding a tablet flat can cause ceiling lights to reflect onto the glass making it hard to view, so we bought cases that doubled as stands to angle the device appropriately and reduce any reflection, making it easier to see the screen



**To find out more about the Armchair Gallery please speak to Rue or Joe next time you see them at Castle Brook.**

# A special thank you to our outgoing Chair...

**A**fter more than ten years on WCS Care's Board of Trustees, Karl Demian has stepped down as Chair, and our Chief Executive Christine Asbury shared her memories of his time at the charity...

Karl joined the Board in September 2008 and brought over 30 years of experience in the charity sector with him. Just five years later, he took over the leadership role, helping to transform a conventional care provider into one that now has a national profile.

It hasn't happened by accident – it's taken leadership and that's come from the top, from a Board led by Karl that's willing to be ambitious, stand out from the pack, think differently and tackle some real challenges.

I've worked with Boards and Chairs of Boards all of my career and I can honestly say I've never worked with a Board that has been so supportive, so clear about what we need to achieve.



Above: Christine Asbury shared her memories of working with Karl Demian (right)...

What Karl brought was a massive intellect and emotional intelligence with a really strong understanding of the sector, and of the finance and development worlds we operate in.

And that meant he ensured the Board and the Executive Team has been aligned, focused on the same things and able to achieve so much.

I am really grateful to you Karl for the years you've given WCS Care. I would like to say thank you for your contribution and for leading us to become the organisation we are today.

**Christine Asbury**  
Chief Executive – on behalf of all at WCS Care

## ...and a warm 'welcome' to our new Chair!

**A**drian Levett has been voted in as the new Chair of WCS Care's Board following Karl's departure.

Adrian joined the Board in September 2015 and until recently, was Deputy Chair.

Between 2006 and 2013, Adrian ran his own business helping organisations manage change effectively, with a particular focus on strategic development.

Before that, Adrian was Head of Trading Standards for a local authority and has over 30 years of experience in the public sector.

Christine said: 'We're delighted that Adrian has become the new Chair of our Board and can continue the work that he and Karl have been leading in recent years.'

'It's an exciting time at WCS Care as we continue to develop our approach to care across all of our homes, while pushing the boundaries of innovation and creativity.'



Above: Adrian Levett (left) steps up from Deputy Chair to Chair of WCS Care's Board...

# Helping make every day well lived while shopping online

## Staff: Get savvy and shop with Perkbox

A couple of years ago, we launched a free benefits platform for staff which gave access to a range of high street and online discounts.

Following feedback, we've made some changes and are pleased to introduce a new package called Perkbox.

It gives staff instant savings at hundreds of stores, restaurants and pubs, as well as days out, cinema tickets, airport parking and holidays.

Our confidential 24/7 Employee Assistance Programme for staff and their immediate family continues through Health Assured, offering free, independent advice over the phone – just call 0800 030 5182 quoting 'WCS Care'.



## Shopping online? Give As You Live...

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

It's easy! Simply download the Give As You Live tool and shop through it on the internet at thousands of top retailers.

From booking holidays, switching insurance or topping up store cards, there are plenty of ways to get involved – and it won't cost you a penny.

So far, you've helped raise over £300 through Give As You Live and your free donation will help us provide even more activities, outings and entertainment for residents living in WCS Care homes.

Sign up now at: [www.giveasyoulive.com/join/wcs-care](http://www.giveasyoulive.com/join/wcs-care).

Thank you!



# 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 adding a splash of floral colour to their lounge to enjoying plenty of laughter with their neighbours, 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](http://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](http://www.twitter.com/wcs_care) where we share our latest stories.



## Facebook in numbers



Over 1,494 page likes  
\*up to 23 January 2020



Reaching 1,465,683 people  
from 31/05/19 to 23/01/20

## Twitter in numbers



Over 965 followers  
\*as at 23 January 2020



Over 559 tweets  
\*as at 23 January 2020

# WCS in Bloom: And the winner is...



By Christine Asbury  
Chief Executive

**L**ast Summer, we announced a new friendly competition within the homes called *WCS in Bloom*, where residents, their families and staff put their green fingers to work, adding a splash of extra colour to their outdoor space.

It was a great excuse to encourage people outside to get active, which can have a positive impact on health and wellbeing – and most importantly, it was a chance to enjoy plenty of fun and laughter together.

After months of hard work, our team of judges – including me – were invited along to admire the outdoor creations and enjoy the aromas of freshly potted plants and flowers.

*If you've not already seen the results on Facebook, you can see them below:*

## Gold (winners) Newlands

Judges were impressed with the accessible, colourful garden and variety of plants at Newlands, alongside clear evidence of resident and others' involvement through volunteers and community links, as well as a regular gardening club.



## Silver Castle Brook

Judges highlighted how staff encouraged residents, relatives and others to be involved with the upkeep of the garden at Castle Brook.

It was clear the outdoor space was well used and there were plans in place to ensure this continues.



## Bronze Sycamores

Judges were pleased with the effort and creativity that had gone into the outdoor space at Sycamores, as well as how residents and relatives were involved with planning and development.

Residents spoke about spending regular time outdoors, enjoying the garden.



# Highly commended

Overall, the judges were really impressed by the creativity and effort that went into the competition, so they wanted to recognise some of the other homes who were 'highly commended'.



Drayton Court

First impressions



Dewar Close

Garden planning



Westlands

Resident involvement

Drovers House

Others' involvement



Four Ways

How put to use, engagement and practicality, now and in future



# And finally...

Here's a few more photos of the lovely gardens at some of our other homes, who just missed out...



The Limes

Mill Green



Attleborough Grange



Fairfield



A special thank you to everyone who took part in the competition. We hope you continue to enjoy the fruits of your labour, whatever the weather! And watch this space for news of further competitions across the homes...

If you love the outdoors and fancy volunteering your time to run a gardening club in your home, please speak to your Home Manager.

# Time for a coffee break!

Grab a pen and a cuppa for some well-earned down-time with our word search and spot-the-snowmen 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 Winter/Spring theme to our word search. We've hidden 15 words in the table below – look left, right, up, down, forwards, backwards and diagonally!

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

### Words list

- |          |          |           |
|----------|----------|-----------|
| Blossom  | January  | Snowflake |
| Daffodil | Lambs    | Soup      |
| Gloves   | Leaves   | Spring    |
| Grass    | March    | Umbrella  |
| Hedgehog | Raincoat | Winter    |

## Spot the snowmen

We have hidden five snowmen in the picture below. Can you spot them all?



## Answers

Here are the answers if you need a little help!

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



5 minutes with...

# George Lister

## Resident at Westlands

*Former All England Darts Champion George Lister, who lives at Westlands in Rugby, shares his life story so far with our PR Manager Stuart Goodwin...*



Above: Former England darts champion, George

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

I grew up in Spalding in Lincolnshire. It was a lovely place. Later, I was in the Forces and it was then that I met the lady and got married, otherwise I wouldn't have been in Rugby, where I built my own bungalow during the weekends.

### **It sounds like you enjoyed being busy. What did you do in the Air Force?**

I was in the Air Force for a long time working in the cookhouse and enjoyed every moment of it.

I spent a lot of time in Wales for work back then on the coast. When it came to the weekend, you could go home for a break. After a few weeks, one of the Officers came in and said: 'I've not seen you go home yet!'

I said: 'I couldn't because the return journey on the train would mean I would be half an hour late every time' (something you certainly wouldn't get away with in the Air Force often).

But he said: 'Next weekend, go home and have a break! Never mind what time you come back!' and that has stuck with me all of these years.

### **Did you get time for any hobbies?**

Yes, I love darts. I used to see my dad play when I was a child and it went from there. I was quite young when I started – my dad would put the dart board low to the floor at first before raising it as I grew taller. His training obviously worked as I became the All England Darts Champion and won two trophies.

### **Wow, that's great! How did that come about?**

I played in clubs originally. Only one person could go to finals from the pubs or clubs, I won a final in the North of England and then had to go all the way down to Portsmouth to play in the final for the South of England, where I won that one too.

### **Thank you for talking to us, George.**

*'I became the All England Darts Champion and won two trophies.'*



## 5 minutes with...

# Angela Kotti

Carer at The Limes



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

I came from Greece three and a half years ago because of financial reasons basically. I separated from my husband and didn't have any help for me and my children, so I decided to change my children's life first.

I decided to come here because I was able to speak English and I thought it was a good opportunity to try a new life in a different country. I was a carer in Greece but because of the financial crisis there, I wasn't able to find a similar job there, so I brought my skills here.

**What do you enjoy most about your role?**

It's in my nature to be a caring person and it's a role that makes me feel full. I like to look after other people and to make people happy, it's just something that's inside me. Making people smile is what I enjoy most about being a carer.

Care is not a task-driven role here – we're here to help make people happy and our values give us the tools to achieve that.

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

There are lots of moments. I cherish those one-to-one moments because I like to know more about people – it's the best way to ensure you can give appropriate, personalised care too.

Everybody is different, so everyone likes different things. They're brought up differently, so you have to ensure you speak to and approach people differently, knowing exactly what helps to make them smile.

**What hobbies do you have outside of work?**

I love to sing and dance. I always put music on my shift because I know residents love it. When residents are having a good day, they sing along with me.

Sometimes they'll say 'don't give up your day job' or 'stop singing now,

you'll make it rain' – I make people laugh either way, so it's good with me.

**So what song would best sum you up?**

'Fly me to the moon' by Frank Sinatra. It's my favourite – it's the one I always listen to first. The lyrics are positive, it makes me happy and the music is great.

**And if there was a movie about your life, who would play you and why?**

That's a difficult one. I have loads of favourite actors but maybe Courtney Cox, the actor who plays Monica in Friends?

Her character in the TV show is a bit like me – I love things being in order, I'm obsessed with cleaning like she is and want things to be tidy like she does.

**Thanks for talking to us, Angela!**

And if you would like a career in care, take a look at the latest opportunities on our website: [www.wcs-care.co.uk/opportunities](http://www.wcs-care.co.uk/opportunities)

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