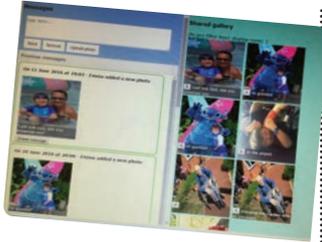




Technology lets us throw the book away!

Page 8



 Care Quality Commission
'Outstanding' results!
CQC recognises our innovations
Page 7

Wonderful friendships!

Page 10-11



The future's here... Transformational technology!

Ed Russell, WCS Director of Innovation and Delivery, shares some of the initiatives which are giving the people who live with us more choice, interaction or dignity.

At WCS we want to make sure that every day is a day well lived – that for the people who live in our care homes their lives are rich and diverse, full of the activities they enjoy and spent with the people they like to spend time with.

However, if you live or work in a care home, or have a relative in one, you'll know that back stage there's lots of essential care that needs to be recorded from medication to whether someone's eaten well, had enough to drink or brushed their teeth. Capturing all of this takes time and the job of writing all of those notes can take carers away from front line caring.

We're pioneering a new way of recording our care that uses small handheld devices, and at the same time, through a 'relatives' gateway' (with the resident's permission), gives caring next of kin access to real time care information and also a portal for sharing photographs and news with the person living in the care home at any time. Find out more about our new person-centred software on **pages 8 and 9**.

For people who are struggling to retrieve language, we've also got tablet communication devices so they can tell us what they want using symbols or photos. And one home (soon to be added in another) now has night time acoustic technology that is monitored and

can pick up unusual sounds in people's rooms at night, such as someone asking for help, a person in distress or at risk of falling. This means people can be responded to much more quickly. For those people who are asleep, they're not now disturbed by staff opening and closing doors checking on them during the night, meaning they get a better quality of rest. Those who don't sleep at night can be supported to eat, drink and relax by staff who have been redirected from time-consuming checks, safe in the knowledge that everyone else's sleep is being monitored by a colleague operating the acoustic system.

Getting active!

To increase the number of engaging activities that are available to residents, we're investing even more in our Oomph! programme (**more on page 6**) and in August we'll be taking delivery of, and testing, **our first dementia cycle** – a completely new way for residents, relatives and staff to share time together, exercise and have fun!



Above: WCS CEO Christine Asbury and Director of Innovation and Delivery, Ed Russell, try out a borrowed bicycle made for two

And there's more!

We're introducing double apartment rooms at our new home, Castle Brook in Kenilworth, for couples who want to continue living together, and have plans to bring more animals into the fold to join the birds and chickens we already have at some of the homes. We're also exploring new ways of letting residents choose a carer who shares similar interests and pastimes, and ways to ensure people who live in the same household have things in common, supporting the development of new friendships (**more on page 11**).

Whilst some of these solutions have required significant investment to make sure we've got the infrastructure and technology to support them, they all came about because we simply asked: "what will make people's lives better?"

About **WCS CARE** NEWS

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

We try to capture the everyday things that make life in people's homes fun, and show off how people carry on enjoying the

things they always have – which are two of the charity's principal values.

WCS News relies on the thoughts and ideas of everybody who stays or works with WCS – so if you have an idea that you'd like to see featured, please get in touch!



About **WCS CARE**

Everyone at WCS Care is signing up to our charity's values, which inform every decision we make.

Our **Charter for People** sets out the basic things that everyone living with us can expect every day.

You can read this and more about our story at wcs-care.co.uk or drop into one of our homes.



Kay Ward Head of Care Services and Quality

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

- WCS Care is a not for profit organisation set up over 20 years ago.
- We're based in Kenilworth and run 10 homes for older people, and two for younger adults.
- Looking to the future, we opened the first of our next generation care homes, Drovers House, in Rugby. Castle Brook, in Kenilworth, will open in December 2016.
- Verbally to any member of staff or to a home's Duty Manager (their name will be displayed in reception)
- Via telephone to WCS Head Office (01926 864242)
- By leaving a message on our Chief Executive's hot-line on 01926 856130 or chief.executive@wcs-care.co.uk
- Via telephone to the relevant home – these numbers are listed on the back page
- Email (info@wcs-care.co.uk) or the relevant home using the email addresses on the back page
- Via a WCS Comment Card (these are in each home's reception and can be filled in anonymously if you wish, and go directly to Head Office)
- Verbally at a Residents' Forum Meeting – ask your Home Manager about when your next meeting is
- By writing to Customer Service Support using the address on the back page

Contact WCS News:

Email: news@wcs-care.co.uk

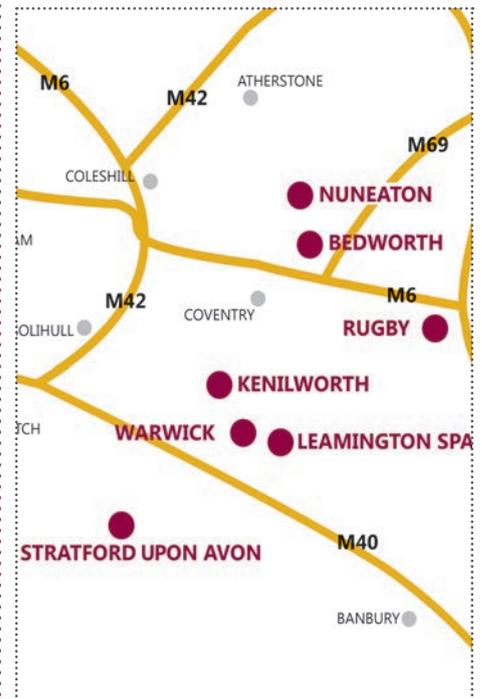
Or call: 01926 864242

See also:

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



Our locations:





When you're Dun Roaming there's no place like home

Residents at Woodside have recently completed a fantastic project to recreate a home of the past by decorating and furnishing a classic wooden dolls house.

Starting with an old pink house, residents all agreed on the new colour scheme which resulted in a soft cream house with brown shutters and a slate roof. The house, which has six rooms, is filled with carefully chosen furniture and includes fireplaces, a cooker, rocking chair and ceramic bathroom.

Woodside resident Val Hase provided guidance and advice about how the house should be furnished and was very specific about some items based on things she remembers from her childhood like the tin bath and the potty under the bed. Val, who was

absolutely thrilled with the finished result, declared, "it's beautiful, it looks select!"

But that's not the end of the story. The house which currently captures the 40s and 50s will have future makeovers and residents will be dressing it to represent different periods in the future, keeping it fresh and giving everyone the opportunity to share their design ideas.

Carol Jenkins, Lifestyle Coach at Woodside said, "I recently attended an Oomph! Foundation session where we were told about the opportunity to win funding for projects. I took this

Above: Woodside residents Sheila and Val enjoyed decorating the dolls house

information back to the residents and we talked about what we could do. The dolls house idea was born and we were over the moon when we found out that we'd won the money. The house has proved to be a big focus point, stimulating lots of conversation with residents reminiscing about their own homes, sharing memories and emotions."

Val and her friend Rose, who also lives at Woodside, had the honour of naming the house Dun Roaming, and agreed that it should be given the number 51 because Woodside already has rooms numbered up to 50.

There's a party going on!



This year's National Care Home Open Day was held on Friday 17th June with the theme of 'celebration'. If there's one thing we know how to do at WCS, it's celebrate in style!

Roll up! Roll up! Residents, family and friends enjoyed carnival fun in the sun at Fairfield.



Attleborough Grange residents enjoyed a beautiful wedding ceremony followed by dancing and a wedding breakfast.



Residents at Dewar Close had to make sure they didn't get sand in their chips at their seaside celebration.

It was red, white and blue at Drayton Court for their regal birthday party celebrating the Queen's 90th birthday.



There was fun in the sun for residents at Sycamores who celebrated the Queen's birthday.



Residents at Mill Green welcomed friends and family to their Queen's 90th birthday party celebration.



Cooking on the home range for Newlands cowboy and western themed BBQ.



Residents, family and friends tucked into a veritable feast of beautiful cakes at Westlands.



A busby day for residents at Woodside who celebrated with a royal knees-up.



To eat cake, or not to eat cake, that was the question for residents of Limes at their Shakespeare themed event.



Residents at Drivers House welcomed the Mayor of Rugby to their summer garden party.



There was music, dancing and good food at Four Ways' garden party.



Legs, bums, tums and brain!

There's more to Oomph! than exercise classes

Ash Wall, Lifestyle Coach at Attleborough Grange, gives us an insight into everything that Oomph! has to offer.

We all know that being active is good for our health and wellbeing and that's why we're investing even more into the Oomph! programme of activities. However there's far more going on than movement classes.

"Our energising Oomph! exercise classes are just the tip of the iceberg when it comes to the Oomph! offering. Every month we get a fantastic pack which includes the Oomph! digest, a music CD, activity sheets, exercise suggestions and quizzes. There are so many ideas that there's always something we can find to involve residents in a way that keeps their bodies busy and their minds active.

"I use the pack as a starting point and chat to residents to develop our own ideas and activities based on their likes and dislikes. The digest includes a fun idea for every single day of the year – from creative ice-cream flavour day to cousins day, lollipop day and compliment your mirror day. There's a bit of information about the day and suggested activities from cooking to art and games, as well as exercise movements. So whatever the weather, there's always an idea that we can use

from the pack to make sure we make the most of the day.

"Alongside this we use the music from the CD, either to get us moving, to sing along to or simply to have on in the background. We've been doing a music concert recently to liven up our exercises where residents name an instrument and we all play it so we've been strumming guitars, beating drums and bowing violins. It doesn't take long before everyone's giggling and having a good time, singing along and getting involved.

"And then there's the quizzes and Oomph! radio, which our residents really enjoy. As well as doing quiz sessions with groups I also take the questions to our residents who don't like to get out as much. While we'll have fun trying to answer them, the real value is in the conversations that come from trying to figure out the answer.



Above: Lifestyle Coach Ash has lots of tools to share with residents and make the most of every day

Below: Attleborough Grange took their Oomph! exercises on the road for the Nuneaton carnival

"There's always something fresh in the Oomph! pack that starts a different conversation and stimulates different memories."

If you'd like to join in with our Oomph! Activities just speak to your home's Lifestyle Coach – if you need your own personal assessment or some bespoke activities we can do that too! You can also look out for Oomph! updates and activities on Facebook and Twitter and join in the fun!

Oomph!
stands for
Our
Organisation
Makes
People
Happy!



Molly celebrates her 103rd birthday with a gin and tonic

Molly Jarvis recently invited friends and family to help her celebrate her 103rd birthday with a garden party in the summer house at Woodside in Warwick.

Welcoming three generations of her family, Molly told her great grandchildren all about Woodside's doll's house project. Showing the children the tin bath in front of the fire, Molly told them, "I used to have baths in front of our fire in a tin bath, but I remember we moved to a house with a bathroom, which was really unusual at the time. Other family members who lived nearby would come to our house and queue up to use our indoor bathroom because it was so special."



Molly and husband Jim had two sons, Richard and John, and a daughter, Barbara, and Molly is now a proud grand, and great grandparent to Beth, Richard, Isobel and Sebastian.

When asked what she'd like for her birthday, Molly simply stated, "A gin and tonic."



103 YEARS OLD!

Above: Molly and family enjoy chocolate cake in the summer house

Where there's muck there's 'bronze'!

Working as a land girl on Tomlinson Farm in County Durham during the war kept **Florence Laybourne** busy milking cows, collecting eggs and mucking out stables and pens. It was also where she met her husband Larry at one of the farm's barn dances.

"I remember the first time I helped out with the haying in the fields. My friends didn't tell me to make sure that my trousers were always tucked into my socks and I soon had a mouse running up my legs," laughs Flo.

Flo, who's 93, joined the land army when she was 18 and her service was recently recognised with the presentation of her Women's Land Army medal at her home, Attleborough Grange. Flo welcomed 5 generations of her family to share the occasion with her.



Above: Flo and Lifestyle Coach, Ash, with her certificate and a photo of Flo in her uniform



Left: Flo's Land Army medal



We're delighted the CQC is recognising our innovative approach to care, giving 3 of our 12 homes ratings of 'outstanding' in recent inspections.

The CQC has recently rated **Attleborough Grange, Drayton Court and Dewar Close** as outstanding.



Left: Dewar Close resident, Beatrice, holding the CQC certificate

"I love my home – I recently had some decoration done to my room and I'm cock a hoop about it! I usually have a drop of brandy in my afternoon tea, so this is a great excuse to add a drop more," said Beatrice.



A new piece of wireless care plan technology we've recently introduced called Person Centred Software (PCS) is revolutionising the way our carers and managers record the care they provide, so it's out with the books as care moves online.

This is your life! Technology lets us throw the book away!

We use small handheld devices to capture all the elements of a resident's care quickly and efficiently. Using images to help carers find and enter the right data for each action they take, with space for additional personalised notes, the process is so intuitive it takes moments to capture care in real time. And even though we're only a few months into using it, everyone's already feeling the benefits and there are more to come.

Pearl Mackey, Manager at Four Ways in Lillington, and her team started to

use the care plan technology a couple of months ago: "All of the information that's put into the handhelds is available to me in real time.

"The system's really transparent and that creates trust. When a relative asked about her mum's fluid intake recently I was able to show her the fluid chart immediately and offer to print it off."

**Pearl Mackey, Home Manager,
Four Ways**

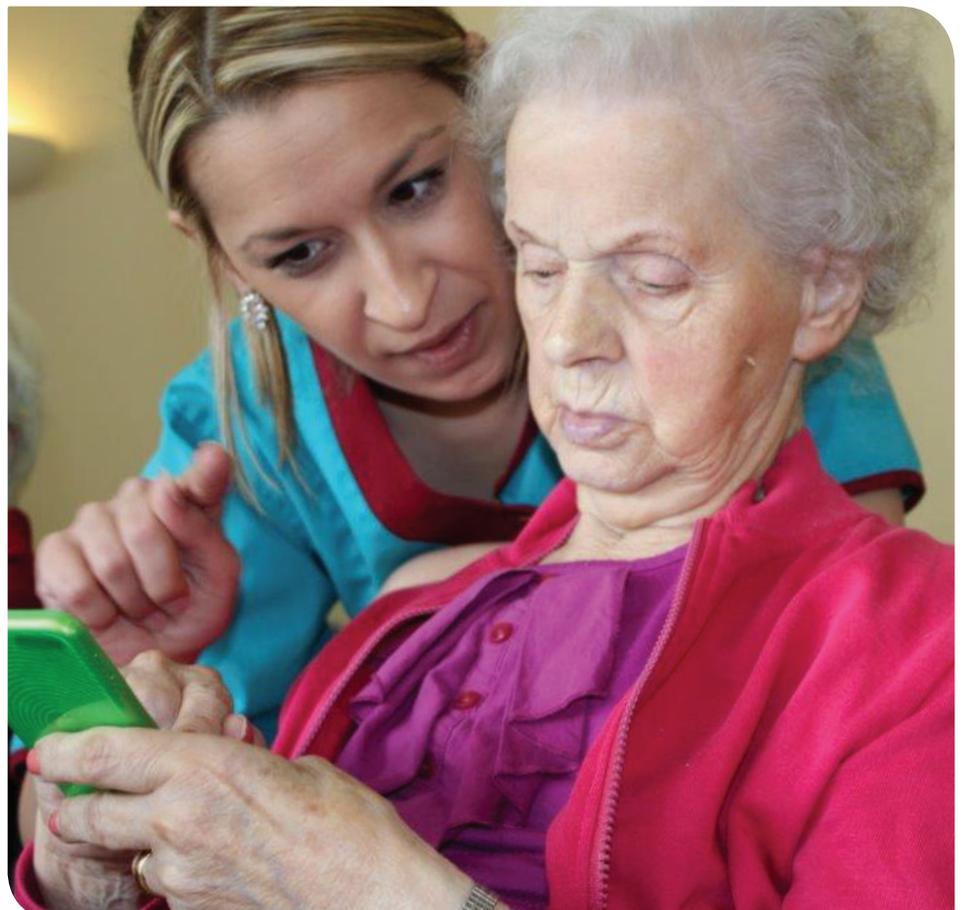
In what I now consider the old days, I'd have to go through everyone's paper files to check their care notes or find information on a particular resident – now it's all at my fingertips. Our old notes captured the

routine of care, whereas now we capture the real story of a day – it's lovely to see the things my team do with residents and we can share this easily with their families too.

"It gives me so much reassurance because nothing's hidden from me. It's great being able to see dad's care notes online from anywhere. It means I can see exactly what his day's been like, what care he's receiving and how happy he is."

The gateway really came into its own when we went on holiday recently. It's hard for dad to remember things with his dementia, but when we went on holiday it was really easy to send pictures to him that helped him remember where we were."

Emma Porter, daughter of David who lives at Drovers House.



Above: Filling in paper files at the end of a shift will soon be a thing of the past in all WCS homes

Right: It only takes minutes to learn how to use the handheld devices to record care

With this amount of data comes confidence – confidence that we’re making timely decisions and providing the best care. It gives me a huge amount of job satisfaction.”

And that’s not all! The system includes a relatives’ gateway – a real-time window into the care we’re providing.

Want to see if dad’s been drinking enough? Log in and check his fluid intake. Want to know if the doctor came out, or if mum had her hair done? Log in and check. Want to see photos of mum on her most recent residents’ outing, or grandad watching the football?

“I’ve got at least an hour more each day to spend with people living at Four Ways now. I got to join in with a game of skittles recently at a time when I’d normally have been writing up care plan notes – it was so nice!”

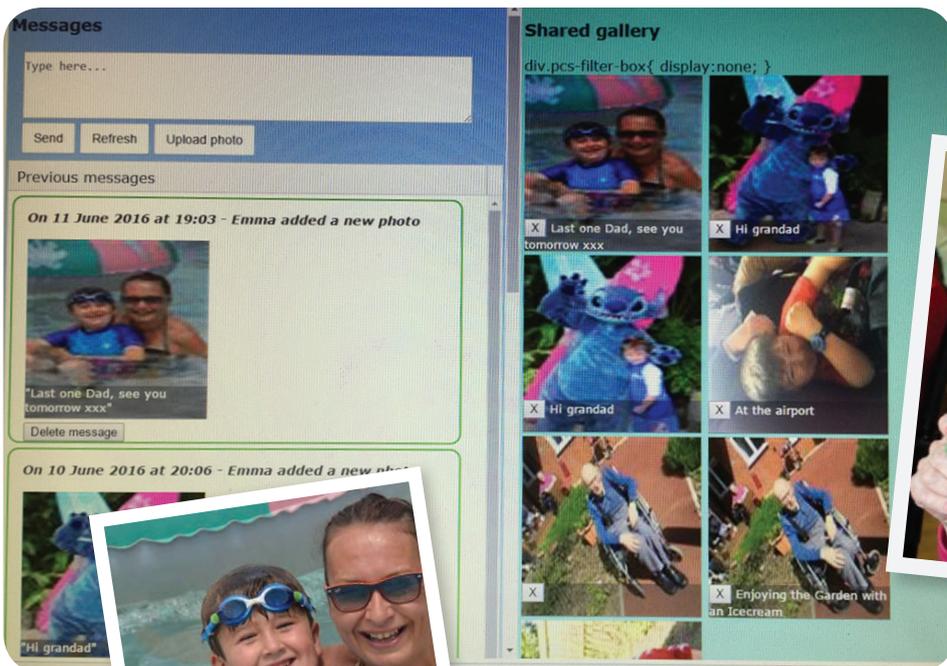
**Sammy O’Sullivan,
Lead Carer**

Log in to see pictures of them taken that day, week or month. Want to drop the WCS team or your relative a quick email or some photos from your holiday (while you’re on the beach in Spain)? That’s right – log in and you can!

At WCS we’ve nothing to hide. We understand the trust our residents and relatives place in us and we think the gateway offers everyone a fantastic new way to stay in touch with a resident’s care and life through easy to use technology. The system and gateway is currently available in 4 of our homes and will be coming to your home in the not too distant future.

When will PCS and the Gateway be available in my home?

Drovers House	in operation
Four Ways	in operation
Woodside	in operation
Fairfield	in operation
Sycamores	September 2016
Dewar Close	October 2016
Drayton Court	October 2016
Attleborough Grange	November 2016
Westlands	November 2016
Limes	January 2017
Mill Green	May 2017
Newlands	June 2017



Right: Who knows what the future holds? Residents will be able to take control of their care in completely new ways

Left: Relatives can send and receive messages and photos from anywhere in the world

Focus on Friendships

Relationships play a fundamental role when it comes to our emotional wellbeing. When you move into a care home you become part of a whole new community with the opportunity to make new friends and meet all kinds of people. From new friendships to flourishing existing ones, here we take a look at some of the work WCS has been doing to help residents forge and maintain these important relationships.

It's all good up North



Above: Friends of the North have plans to travel near and far!

Right: The walls are up and the roofs on at WCS's new home Castle Brook in Kenilworth

Below: Tilly chats with her new friends at her Four Ways home

Residents who live in the North of Warwickshire at **Drayton Court**, **Fairfield** and **Attleborough Grange** meet on a monthly basis with each home taking their turn to host the visit.

"It's great to see the interaction when we're out visiting other homes. One person living at Attleborough Grange met a former neighbour who she was very friendly with before moving. It got emotional when they realised they live only a few miles apart and a few tears were shed, from staff too! Thanks to Friends of the North, people now have more opportunity to meet regularly and talk about old times," said Shirley Randle, Service Manager.

'Friends of the North' is facilitated by the Lifestyle Coaches (previously known as our Activity and Exercise

Co-ordinators) who organise transport for their residents and ensure lunch and activities are all prepared. Time is always made in sessions for residents to make suggestions for other outings they'd like to go on and fundraising activities they'd like to be involved with. The group has already started to raise funds for an exciting day out together which is planned for the summer. Suggestions to date have included a trip to Blackpool, a visit to Kenilworth Castle and even calling in to Head Office to try out the new dementia cycle and see **Castle Brook** being built!



Did you know?

Research has proven that friends encourage good habits, chase away depression, help you overcome diseases and cause satisfaction, pleasure and happiness.

Forging Friendships at Four Ways

People living at **Four Ways**, who've been going on a weekly visit to Mason Avenue's Dementia Café for some of their Oomph! activities, are proving you can never have too many friends and it's never too late to make a new one!

A bit of gossip with the local lollipop lady has blossomed into a lovely friendship for resident Tilly. Although they love to see each other at the café, Tilly's new friend's also been popping in to see her at Four Ways for a catch up over tea and cake.

Pearl Mackey, Four Ways home manager, explains "We regularly

support a group of residents who go out to the hugely popular Dementia Café.

"Maureen, who's lived at Four Ways for nearly a year, has managed to reconnect with a very old friend she'd lost touch with and they literally chat for hours now. We've even learned a few things about Maureen we didn't know, including the fact she used to be heavily involved in local Arts Festivals.

We're learning first hand that you're never too old to make new friends and it's heart warming to see our residents getting on so well with members of the local community. A lot of our residents have a more active social life than some of our staff!"





You're never too old to make new friends!

It can be nerve-racking when you move house, and moving into a care home is no different – wondering who your neighbours will be and looking for ways to get to know people. WCS Care is developing an app that will help to take some of that anxiety away and bring a little bit of fun to the experience. New residents and all WCS staff will complete a short questionnaire to tell us about themselves – what their hobbies and interests are, which TV programmes they like, the sports or games they like to watch or play, and a few details about their background – be that what they used to do for a living, for example farming, medicine or teaching, or where they grew up. We'll also be asking residents how they'd like to contribute to their new home, from cooking to volunteering in the shop – if they want to of course!

Using all of this data, we'll find carers with similar interests and experiences so people can choose who they'd like as their main carer. And we'll be able to see which household has similar people living in it, so residents can be assured that they'll quickly find someone to talk to who has a shared interest or passion.

The app is still in development so watch out for future updates.

If you know someone over the age of 60 who's lonely and might benefit from chatting to someone new, you can find out more about Age UK's telephone befriending service on their website at www.ageuk.org.uk, by ringing 0800 434 6105 or emailing callintime@ageuk.org.uk

Did you know?

September 1st is letter writing day, celebrating the art of putting pen to paper to add a bit of a personal touch to your communication.



There has been such demand for the **Oomph!** session at the dementia cafe, Four Ways, Lifestyle Coach Sue Fox has now moved the time to accommodate even more regular café visitors to join in. Sue adds: "So many friendships have formed that we're now hoping to arrange another weekly session for the ladies from the community to visit Four Ways for tea and a natter."



WCS is continuing its successful partnerships with Age UK with an important project expanding the existing Experts by Experience visits.

Noticing how pleased some residents are to see a new face and have the opportunity to chat to someone different, in particular those residents who have few or no visitors, volunteers suggested a befriending service whereby one or two volunteers will visit to specifically chat with residents who are known to have no or infrequent visitors.

Keeping the bubbles flowing at Four Ways!

Laura McDyer, one of our head office administrators, has been getting out and about over the last few weeks to visit some of our homes. She recently went along to Four Ways to find out more about their new Ocean Spa. Here's what she found:

Below: Residents and visitors to Drovers House in Rugby can also enjoy a spa experience

Bottom: Everyone can treat themselves to a bit of pampering in the accessible spa



Ocean Spa

- jacuzzi
- aromatherapy
- colour
- sound

Experience and enjoy a relaxing soak in our spa, soothe away your aches and pains, feel 10 years younger!

Whether you are looking for total relaxation, me-time and pampering or to kick-start a healthier lifestyle, Drovers Ocean Spa is the place to be.

Upon arrival at **Four Ways**, I'm greeted by residents quite happily relaxing and using the new café style facility in their foyer.

This is where I found Christine enjoying a fresh cup of tea and happily saying hello to any of the staff and visitors who were passing through. Finding out that I was there to take a look at the spa, Christine smiled in delight and exclaimed: "Oh yes! I do love it, I want one every night!"

Mo, another resident, who overheard our conversation, insisted on showing the spa to me, explaining,

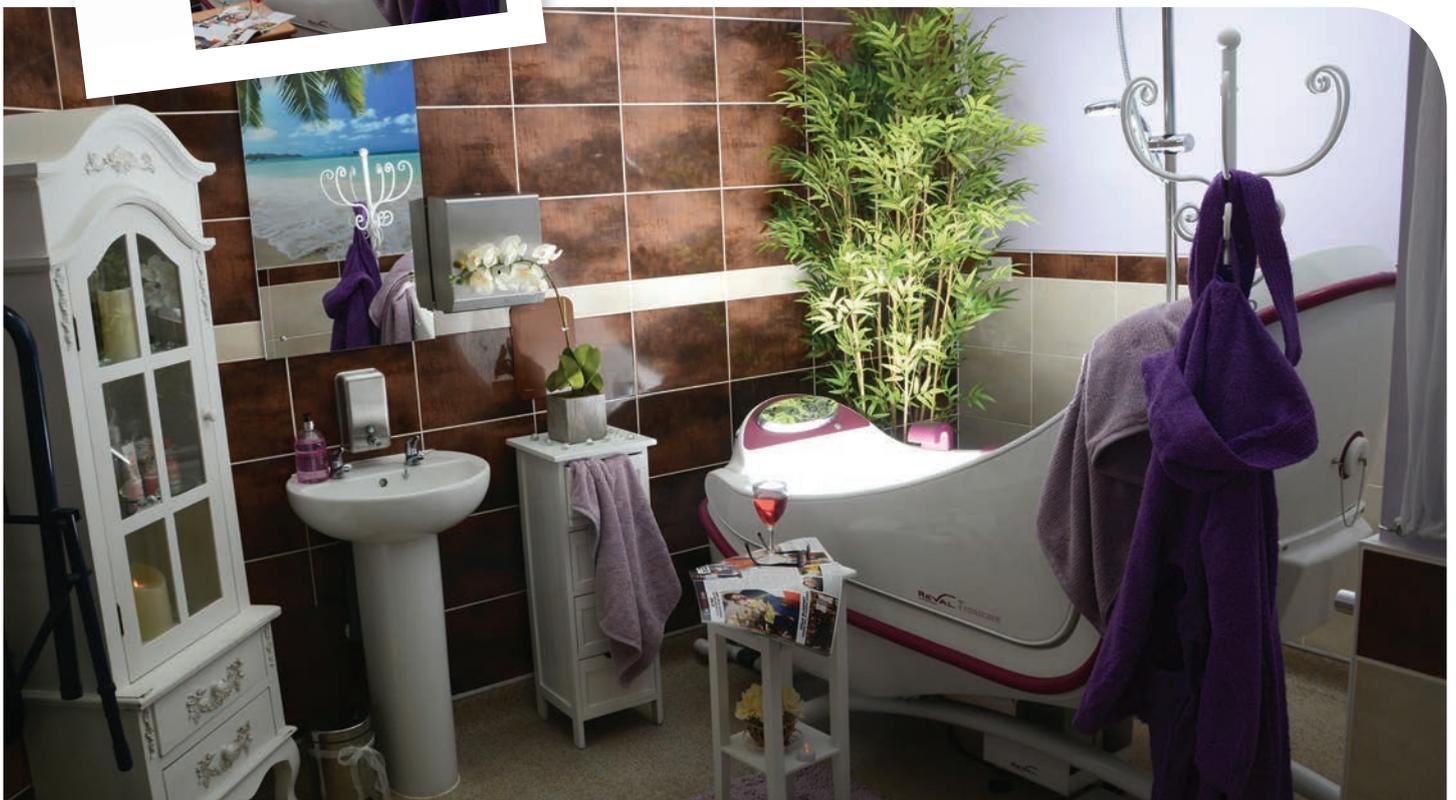
"The spa tub has loads of features. It gets lovely and warm, there's bubbles and it gently tilts back. That's great because my legs float and I can really rest and relax.

The tub lights change colour, there's always music playing and it smells really nice too – it's a feast for all your senses!"

Sue Cox, Lifestyle Coach, told me, "We have a resident who really didn't enjoy bathing, however after some gentle persuasion, she's tried the spa and really enjoyed it. Even Christine wasn't keen at first, but once she was in, it was hard to get her back out!"

Because the tub has easy access and can be lowered and tilted, it really can be used by anyone so Sue explained they're rolling out a schedule which will give every resident the chance to experience the spa – hopefully encouraging more regular use by most of them.

"After suffering for years with poor circulation, the bubbles really helped with the pain in my legs."





Residents get a taste of their past with 'Come Dine with Me' mealtime

Residents at Rugby-based Drovers House care home ordered a 'Come Dine with Me' mealtime with a difference.

Having invited their friends and relatives to join in and dress up, residents enjoyed a complete restaurant experience with WCS Care staff donning chef whites and custom waiting staff attire at the event, which aimed to increase their appetites for a good hearty meal accompanied by lashings of warm company!

Choosing some all-time cuisine favourites for their specially created menu, residents savoured the delights of chunky vegetable soup, steak pie with flaky pastry, or roast beef and the highly popular sticky toffee pudding and summer fruit crumble to finish, all prepared by event partners, food specialists 'apetito'.

Ed Russell, Director of Innovation for WCS Care, explained why the event left a sweet taste of success for residents and staff: "Inviting smells are often linked with family and the home kitchen. Home-cooked meals remind people of past times, give sensory pleasure and break down the sense of institutional life. Sadly in some residential and respite settings, eating can become part of a regimented routine rather than the fun social occasion it is for most of us at home.

"This event really paid off for us and is definitely something we will look to repeat and replicate across all WCS homes. We saw first-hand how home-cooked smells, such as freshly baked bread and roast beef, lifted spirits and reminded residents of their family and past times, even those in late stage dementia, where sensory experiences are often reduced.

"The simple but effective event was a huge success in that we had residents sharing their memories associated with food and particular mealtimes they remembered and we definitely saw a number of residents with improved appetites, which is always a joy to see."



Top: Residents get to judge the Come Dine with Me offering

Above: From soup to cake the food got taste-buds tingling

"Turning mealtimes into a fun occasion like this, complete with nourishing and tasty food, can help improve residents' appetites and make mealtimes more enjoyable."

**Ellen Brown,
Divisional Manager Care Homes
at apetito**

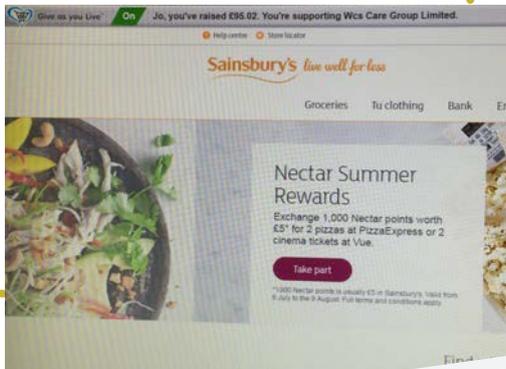


Hands up if you've ever bought anything online. Got your hand up? Great! Have you heard of Give as you Live? If not, it's a really simply way to shop online, compare prices, benefit from lots of exclusive shopping offers and give a donation to the charity of your choice without it costing you a penny!

Give as you Live®

There are 6 ways to shop and give.

Option 1 is the easiest way to donate without even thinking about it. Simply visit the **Give as you Live** website and click on 'ways to raise'. Choose 'Donation Reminder' and install the browser extension. Once this is running on your computer it will let you know if the website you're using supports **Give as you Live**, show who you're supporting and tell you how much you've donated. It's as easy as that!

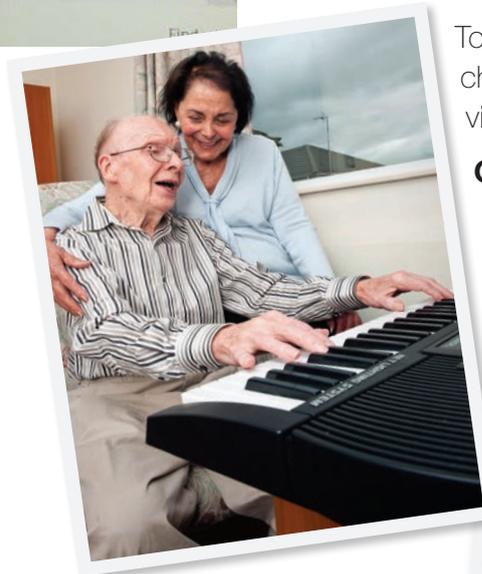


1. Add the donation reminder tool to your website browser. It takes a minute to download and then appears across the top of any of the shopping sites you visit which support **Give as you Live!** It's really easy and makes donating really simple.
2. Set the shopping start page as your homepage, so your favourite online shops are always just a click away and you know you'll be making a donation as you shop.
3. Compare insurance quotes with **Give as you Switch** – this one can generate some big donations, still at no cost to you.
4. Buy or top-up a store card and raise up to 6% in free donations.
5. Shop for your business and raise funds as a team – another way to raise big donations.
6. Invite your friends and you'll raise £5 per friend who joins and raises £5.

WCS Care is one of the thousands of charities that are registered with **Give as you Live** and we'd love it if you'd choose us as your charity of choice. Funds raised will go directly to homes for items such as dementia cycles, wii-fits, garden plants, water features, instruments and much more.

To find out more, set WCS Care as your charity of choice, download the reminder tool or start shopping visit www.giveasyoulive.com

Oh, and you can put your hand down now!



5 minutes with...

Beatrice Leatherbarrow, 104 and Marjorie Timms, 102, residents of Dewar Close



Laura McDyer, 28, head office administrator, had never met a centenarian before so we sent her off to speak to two ladies who have at least 74 years on her...

Hello ladies!

Beatrice: I grew up in Morecambe, so I'm a Lancashire lass. I went to school with the actress Thora Hird – she was the true spirit of Morecambe and Lancashire. When I was older I worked at my family's guest house, lending a hand with whatever was needed so in the end I did a bit of everything. I had 3 girls – obviously couldn't make boys – and now I have 5 generations in my family.

Marjorie: I was a country girl I suppose – I grew up in Gaydon Village in Warwickshire and met and married my husband who was an aircraft engineer there in 1937. I didn't have a fulltime job when I grew up, apart from being a mum, but I was always busy.

What did you like to do as a child and as you grew up?

Beatrice: I always loved dancing, particularly ballroom dancing, and can remember doing the Charleston from an early age. In fact my mother would always say to me 'for goodness sake would you sit still?' I'd go to Blackpool for the tea dances where we'd wait outside for a group of boys to pay us in. I had a wardrobe full of dance frocks. I still like dancing – in fact I've got my dancing shoes in my room – my silver New Yorkers which are just like the ones on *Strictly*.



And I was known as the 'marble queen'. Because I didn't have enough to buy real marbles I'd make my own from clay I collected on the sands, baked and painted. Then I'd hope they lasted long enough for me to win real marbles from my friends. I made my first 1,000 marbles that way!

Marjorie: We were one of the first families to have a television on our street so we'd have a bit of a tea party with the neighbours and it was a real social affair when we watched a movie, everyone coming round to ours to share the experience.

Later on I got into sewing and really enjoyed making dresses from scratch – I made all of the children's clothes, knitting and sewing. And I enjoyed the garden. We'd go to the market in Banbury once the buses started and I'd swap fresh produce from our farming for things like chocolate and silk stockings with the Americans from the RAF base. I remember taking the children with me.

What's your secret for living a healthy life and keeping so well?

Beatrice: Well I do like a drop of brandy in my afternoon tea which many think is my secret!

Marjorie: My son Gordon thinks it's a healthy diet and lifestyle. Plus I've been lucky enough to need minimum medication which is probably also key.

5 minutes with...

Louise Goode, Manager at Attleborough Grange

**Hi Louise! Please introduce yourself:**

I'm the Manager at Attleborough Grange – one of our 3 homes, so far, that CQC have rated as outstanding. I've been the manager there for 18 months now, however I've worked for WCS since 2007 in various roles in other WCS homes – carer and lead carer at Four Ways, senior at Sycamores, then deputy manager at Drovers House, so I've learned a lot over the years.

So what led you to working in care?

That's easy. My great-grandparents. I adored them and still miss them. It sounds mushy but I want people to know they're loved and I know I can do that. Helping people to have happy, fun-filled and enjoyable lives is what makes me happy.

You've mentioned the outstanding rating that Attleborough Grange has achieved, however 3 of the key areas scored 'good' – will you be pushing for outstanding across the board?

Oh yes! I'm a very competitive manager and my first response when we got our report was 'why not 5 out of 5?' But then I had to remind myself that only around half a percent of care homes have achieved outstanding – so that makes us pretty special. And now I'm working with the team to put in

place everything we'll need to get a full house next time. That doesn't mean I'll be forgetting about the areas that we've already got outstanding in though – there's always room for improvement so we won't be standing still. Watch this space!

So what's the highlight of your working day?

I suppose it links back to wanting to show affection – I enjoy getting hugs from our residents and giving them in return. And hearing our residents and the team having fun – sometimes it gets quite loud and you can't help but smile too. Knowing you've been there for people at the end of the day leaves me with a great feeling.

What do you do when you're not working?

Well I have a large family and I'm lucky that they all live near to me so I tend to spend time with them – be it a planned family event, an impromptu BBQ or just a catch up. And then when I can, I like to travel – I love Turkey but exploring anywhere new is fine by me.

As someone who likes family get togethers, which 3 famous people would you invite to join you for dinner?

Well two movie heart-throbs for starters – Danny Dyer – I love all of his movies and now he's in Eastenders I can watch him all the time and Jason Statham – someone else I love watching in the movies.

And the other is a football heart-throb, however I'll give you a few clues and see if you can guess who he is rather than me naming him! I'm a big Liverpool fan and this guy was captain of Liverpool before he captained England in the last World Cup. He now plays for LA Galaxy. Any ideas?

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