



### Food, glorious food...

Residents tuck into the new menu at Attleborough Grange...

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### Introducing circadian lighting...

Dr Shelley James shines a light on the benefits of circadian...

Pages 10 and 11



### Meet Duncan Lane

Lifestyle Coach Duncan Lane explains how he started his career in care...

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# Our care heroes continue to do the ordinary extraordinarily

Below: A token of appreciation for our care heroes...



By Ed Russell

Chief Executive

**It's almost two years since the start of the global pandemic, impacting millions of people around the globe.**

And while the world continues with its response to new Covid variants, our care heroes remain on the frontline, focusing on the quality of life for residents – from vaccinations and visiting

(see **page 3**) to expanding menus at Attleborough Grange (**page 5**).

As we reflect on the last 12 months, including new roles to improve social activities and introducing music to our workforce (**pages 7 to 9**), we also look forward to the next 12 where we'll continue to develop and innovate.

Whether that's updating décor based on people's lifestyles in our more established homes (**page 6**) to installing circadian lighting which can have

positive benefits to people living with dementia (see **pages 10 and 11**).

Whilst you may have read about recruitment challenges in the care sector, WCS continues to focus on the wellbeing of our staff and attracting people to a career in care. You can read about Duncan's journey to his role as Lifestyle Coach on **page 15**.

*This edition has taken a while but we hope you enjoy finding out what life has been like in our homes over the last few months.*

# From the Editor...



**By Stuart Goodwin**  
Head of Communications  
and Marketing

## 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 as we go through the keyhole – [www.facebook.com/wcscare](http://www.facebook.com/wcscare).

## About **WCS CARE**

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

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

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

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

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

## Ways to get in touch

-  **Talk to any member of the team** or to a home's Duty Manager, which 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)
-  **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)
-  **Email [info@wcs-care.co.uk](mailto:info@wcs-care.co.uk)** or the relevant home using the email addresses on the back page
-  **Send a message** through the Relatives' Gateway – speak to your Home Manager if you've not signed up yet
-  **Speak at a Residents' Forum** – ask your Home Manager about the next one
-  **Write to our head office team** using the address on the back page

If you're really happy, why not leave a review on [carehome.co.uk](http://carehome.co.uk) or [Google Review](https://www.google.com/reviews/). 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.



## Contact WCS News:

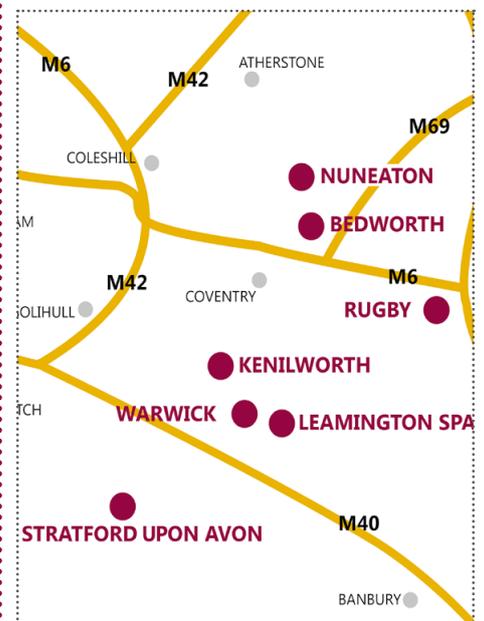
**Email:** [news@wcs-care.co.uk](mailto:news@wcs-care.co.uk)  
**Or call:** 01926 864 242

## See also:

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



## Our locations:



# From visiting to vaccinations - how we continue to help keep people safe this winter



**By Keren Salt**

Director of Quality and Compliance

***Throughout the pandemic, our staff have been working incredibly hard to help keep people safe and, as we head further into the winter months, our priority remains the same. Here's an overview of some of the key updates to visiting and vaccinations.***

## Visiting

We believe visiting is an integral part of care home life. It is vitally important for maintaining the health, wellbeing and quality of life for people.

Visiting is also crucial for family and friends to maintain contact and life-long relationships with their loved ones, and to contribute to their support and care. WCS Care expects and encourages residents to have visits wherever possible, and to do so in a risk-managed way.

Our 'at-the-care-home' and 'outside-the-care-home' visiting options have

been in place for some time, which you can continue to book online – over 4,000 visits have been booked via [www.wcs-care.co.uk/visitor-bookings](http://www.wcs-care.co.uk/visitor-bookings) over the last four months alone.

It's likely that online bookings will continue for the foreseeable future to help us safely manage the number of people in the home.

We continue to keep an eye on local and national guidance so we can quickly adapt to any changes that affect care home visiting, ensuring visiting options remain available, one way or another.

## Essential Care Giver

All residents are entitled to have an essential care giver who should be able to visit more often. It's a role that is important to residents' health and wellbeing. It comes with certain commitments including following the same regular LFD and PCR testing, infection control measures and PPE-wearing as staff, however the benefits to the wellbeing of residents and relatives are clear.

Please speak to your Home Manager to find out more about the essential care giver role.

**Right:**  
Spray gates are installed in all of our homes...



## Vaccinations

We're pleased to report that all staff and the vast majority of residents are now vaccinated against Covid 19 (or are exempt), with the booster campaign also underway.

The Government has said that anyone working in a care home – including visiting professionals – is now required by law to be fully vaccinated, unless they're medically exempt. If they're unable to provide evidence of medical exemption, they're now unable to enter any care home in England to work.

With such a high percentage of our staff fully vaccinated before the legislation started, our services have not been negatively impacted by its introduction. As the law stands, friends and family are not required to be fully vaccinated or show evidence of this before visiting loved ones in our care homes.

However, as we're now in the winter months, it's likely that you'll still be required to have an LFD Covid test in the home for same-space visiting options for some time (and we'll continue to ensure residents and staff are tested regularly too). We appreciate the continued support and understanding from relatives as we carry on working together to limit the risk of infection.

## As for the future...

While there's continued uncertainty globally around Coronavirus as new challenges emerge, one thing's for sure – we will carry on working together with our staff, residents, relatives and visitors to help keep everyone safe.



**Left:** Visiting rooms or pods are available at all WCS Care homes including Sycamores...

# Residents' and relatives' survey – 2021

**E**very year, we ask you to share your views about living in a WCS Care home through our annual residents' and relatives' survey – we also run other feedback throughout the year.

It helps us understand what you think is working well and what we could focus on for the coming year and beyond.

This year's survey is available in the homes as a paper copy and has been emailed out to relatives as an electronic version too. It should only take a few minutes to complete.

We'd really appreciate your time as it can help shape future plans for your home.

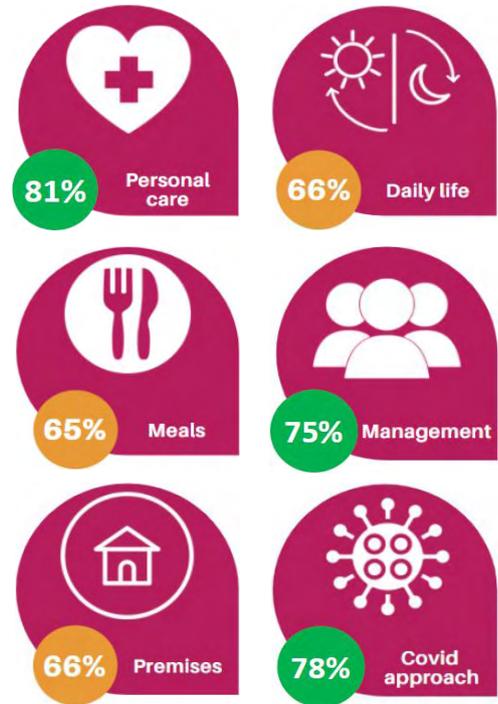
## 2020 feedback

You can find a copy of last year's feedback at your home or on your home's page on our website at [www.wcs-care.co.uk](http://www.wcs-care.co.uk) but, on the right, there's a reminder of the overall feedback for all of our homes.

Throughout this newsletter, you can see some enhancements that have been made to homes following feedback from surveys like this. If you have any specific questions about what your home has been doing since the last resident and relative survey, please speak to your Home Manager.

## Overall feedback from 2020

Percentage of people who rated each area either 'good' or 'excellent'



## Four Ways pleased that CQC recognised the home as 'good'

**F**ormer school lab technician Margaret is delighted that her Four Ways home has been rated as 'good' in all areas by our regulator the Care Quality Commission.

*'Life is very relaxed at Four Ways and people really do care about you', said Margaret, who moved in five years ago.*

*'The staff are fantastic, the food is very good and the accommodation is superb. It's just like being part of the family. There are always people to talk to and lots of support if you need it. There are plenty of activities to do such as quizzes, exercise sessions and breakfast meetings, so I'm never bored.'*

The home received the recognition after a planned inspection in the summer with inspectors highlighting how 'people were treated with respect by staff' and that residents' 'changing needs were responded to promptly by staff'.

Relatives told the CQC that they 'felt informed and engaged in how their family

members were supported' at Four Ways. A family member added: *'Staff go out their way to make (person) laugh... they are very caring and professional.'*

Inspectors were assured by the home's approach to preventing and controlling infection, meeting shielding and social distancing rules, admitting people safely, using PPE effectively and safely, accessing testing, promoting safety and facilitating visits in accordance with current guidance.

As for the final word? We think that should be Margaret's: *'Since being here, I've found a side of me I didn't know existed and I'm enjoying life more now than I have for many years!'*



Above: Four Ways was recognised as 'good' in all areas by the CQC...



Above: Margaret's pleased that her Four Ways home has been recognised as 'good'!



*‘Dinner was beautiful and the meat was absolutely gorgeous.’*

**Gladys**  
Attleborough Grange resident

*Left: Pork in cider gravy is just one of the many meals residents can choose...*

## Velda and Gladys give thumbs up to Attleborough’s new menu...

**W**hat’s the sign of a good meal? Empty plates... and there were plenty of those at Attleborough Grange after residents were introduced to a new menu in the home from *apetito*.

From cottage pie to roast dinners and fish to curries, the variety of meals available daily to residents is now even wider, bringing more choice and familiarity to the dining experience.

The new extended menu started at Attleborough Grange at the end of November and includes freshly

prepared, nutritionally balanced meals that are created by chefs and dieticians at *apetito*, before being cooked in the home’s kitchen.

Residents can choose from a range of sides including veg and rice, followed by hot or cold desserts such as sticky toffee pudding or fruit crumble.

Velda was one of the first people to tuck into the new menu: *‘It was very, very good. The soup was very creamy. The dinner was absolutely lovely – I had pork and stuffing, suede and new potatoes which were beautiful.’*

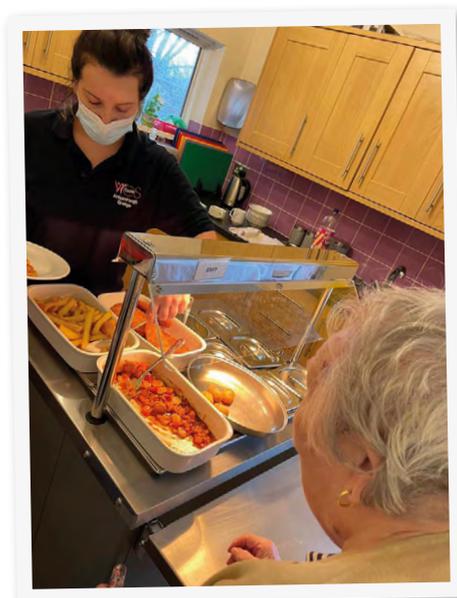
And Gladys shared her experience too, adding: *‘Dinner was beautiful and the meat was absolutely gorgeous.’*

Jo Rose, Head of People and Support Services, said: *‘Attleborough Grange also has a range of texture modified foods available for people who are living with dysphagia (or have difficulty swallowing), free-from meals, and foods linked to certain ethnicities.’*

You can read more about *apetito* and the meals available at [www.apetito.co.uk](http://www.apetito.co.uk).



*Above: Residents at Attleborough Grange tucked into a soup starter before the main course...*



*Above: Residents give *apetito* a big thumb-up...*



# Refurbishment underway at Sycamores

**Right:**  
A fresh look for  
a Sycamores  
lounge...



**Right:** A newly  
decorated dining  
area adds to the  
mealtime experience at  
Sycamores...



**If you're a regular visitor to Sycamores, you might have noticed that the home's corridors and households have been given a fresh look.**

We've been busy adding some new décor and furnishings to communal areas including the lounges and dining rooms across all floors. Each household is now styled in one of three themes, which reflect the personalities of the people who live there.

The ground floor is modelled on a country lifestyle, the middle floor is classical living and the top floor has been given a town-feel.

Home Manager Rachel Guest said that the new décor is already making a difference at Sycamores: *'Before people first move into the home, we spend time understanding their backgrounds and life histories, likes and dislikes, which helps us support people to choose the household that suits them best.'*

*'We recently had a gentleman who was on the middle floor, which became a classic household. We knew he was a farmer, so offered him the opportunity to move onto a country household as it matched his life history – he was delighted because it has easy access to the outdoors and is a more familiar environment, leading to an enhanced quality of life.'*

*'Staff and relatives have told me how pleased they are with each household's transformation, and they've noticed the difference it's making to people living and working at Sycamores.'*

We're also trialling new wet rooms in some of our bedrooms at the home and will let you know how things are going shortly.



Above: Home Manager Rachel Guest...

## New rooms at Castle Brook

**Earlier this year, we introduced the Kenilworth Suite to Castle Brook – a smaller household with three new ensuite rooms, a communal lounge and kitchenette.**



**Above:**  
One of the  
bedrooms  
in the Kenilworth  
Suite...



**Above right:**  
A kitchenette  
in The Kenilworth  
Suite at Castle  
Brook...

**Below right:**  
The Kenilworth  
Suite also  
features a  
communal  
lounge...



The family-style environment provides residents with a more familiar setting that promotes independence – but with the added security of help on hand if it's needed.

People living on the Kenilworth Suite can prepare drinks and light snacks on their household and join friends on neighbouring households for meals and group activities, or simply pop round for a cuppa and a chat.

Philip Rainsford is WCS Care's Trusted Advisor and said: *'It's been five years since we first opened the doors to Castle Brook and we've learned a lot about the ambitions of residents during that time, so we've developed the Kenilworth Suite to*

*continue to meet those now and in future.'*

*'Residents have the independence of living in a family-style environment with the added reassurance that there's a team on hand if people need it.'*

Philip also manages admissions to our stepdown rooms, supporting the NHS and Warwickshire County Council with respite-style stepdown accommodation, helping people return home after an admission to hospital.

For more information about the Kenilworth Suite at Castle Brook or to find out more about living in any of our care homes, you can have a chat with Philip Rainsford on 07802 728 447 or email [p.rainsford@wcs-care.co.uk](mailto:p.rainsford@wcs-care.co.uk)

# Familiar faces in new places

**Sam Spencer has taken up the role as Social Activities Manager and has already been busy working with our Lifestyle Coaches to enhance the offering in the homes, linked to the hobbies, interests and life stories of the people who live there.**

Sam's particularly passionate about introducing music to homes – but more on that later (see **pages 8 and 9**).

If you're a regular visitor to Drovers House, you might recognise Sam who was a former Lifestyle Coach at the Rugby home, so she understands how important quality of life is for residents and the role social activities have in helping achieve that.

Sam said: *'I love my new role as Social Activities Manager because it means I can focus on providing a wider range of activities for residents in all of our homes, supported by our fantastic team of Lifestyle Coaches and Community Musicians.*

*'We've continued to develop group and one-to-one activities, based on people's life histories, hobbies and interests, and have brought in a fresh focus on music, arts and crafts.*

*'More recently, we've launched the SAM Challenge which is a regular, friendly competition between the homes where staff and residents work together to create artwork based on a theme. It can be 2D art, a performance, a song, painting or poem – in fact anything – which has already gone down well.'*

Pumpkin-making competitions, visits from Pets as Therapy Dogs, and fundraising

activities – such as a sponsored walk to all our Rugby homes – have also been popular with residents and staff.

If you'd like to find out more about social activities in your home or have some ideas about what you'd like to see, please speak to Sam Spencer, your Lifestyle Coach or Community Musician.



Above: The SAM Challenge has launched some friendly competition between homes...



Above: Sam Spencer is WCS Care's Social Activities Manager...

Below: There's plenty of smiles when pets drop in for a visit...



Below: Staff at Dewar Close dressed up to raise money for their home's Residents' Fund, providing even more opportunities for entertainment and activities...



## New faces in familiar places

**Elizabeth Basten has joined WCS Care as a member of our Board of Trustees, a dedicated team of volunteers responsible for agreeing our strategic plans for the organisation and ensuring everything is in place to help us achieve what we've set out to do.**

Elizabeth brings over 25 years' experience of marketing and brand development, working with many successful large corporates and, in later years, start-up companies and scale-ups in Fintech and Legaltech.

More recently, Elizabeth was also the Managing Director of MyEva, and currently works as the Chief Marketing Officer for a Leamington-based Legaltech.

*You can find out more in the About Us section of our website.*

# The power of music

**Y**ou might have read in our Winter 2020 newsletter that we were on the search for part-time musicians to support residents with their tuneful ambitions.

Well, twelve months on, and the concept has grown with several WCS homes now having Care Home Community Musicians or Social Activities Gurus with a focus on music, so that even more people can benefit from the power of music. We sent our Editor Stuart Goodwin to find out how it was going...

There's nothing quite like the sound of laughter and music echoing in the great outdoors – and thanks to the design of the open air plaza at Woodside Care Village, it's a regular occurrence as residents and staff enjoy each other's company for a sing-a-long.

At the beginning of the year, we set out to support residents with their love of all things music by recruiting for a care home community musician – something



we'd seen in other countries (notably Australia) as part of our research: music by prescription was a phrase often coined down-under.

***'Projects like this, which incorporate music into people's every day life, have a profound effect on people's wellbeing.'***

It sounded like complete sense to us, particularly as the effects of music can be pretty powerful and long-lasting – just think about your favourite song and how it makes you feel.



Above: Grahame Stokes is Woodside Care Village's Community Musician...

Grahame Stokes has been a Community Musician for 20 years in Coventry and Warwickshire. He's worked with people living with learning disabilities, as well as with children with a range of disabilities.

*'At Woodside Care Village, I go to different households and meet the residents and gather information about the sort of music that they grew up with, then perform songs from their favourite singers and songwriters to brighten up the day.'*

*'When I play music with the residents, I get a lot of smiles and a lot of nice compliments like 'that was a lovely piece of music' or 'I really enjoyed that'.'*



Above: Residents and staff regularly sing and dance in the home's outdoor Plaza which has great acoustics...

Music plays a part in daily life at Woodside Care Village seven days a week – from spontaneous moments using Alexas on households (which we're rolling out to every home) to regular music workshops, performances and one-to-ones.

Grahame added: *'Sometimes you get people coming up to you and saying 'when are you coming to see us again' or 'when are you coming back to our house' because they haven't seen me for a few days, and that leaves you feeling that you must have left a mark as they're asking you to come back – and that is very fulfilling.*

**Right:** Music plays an important role in daily life at Woodside Care Village...

And what does Grahame love most about his role? He said: *'My role is really special because I get to raise a smile all day long.*

*'I can go into a room where it's a bit of a gloomy day and after a few minutes of music, you can see the smiles, people singing along and interacting with each other – and I find that's really special.'*

**You can find out more about Grahame and his role as Care Home Community Musician on our website.**



# Woodside Care Village wins regional construction award

**A**s residents and staff prepared to mark Woodside Care Village's second birthday in November, news reached us that the home had been recognised with a major regional construction award and is now in line for a national industry prize – another reason to celebrate!

The village has been given the LABC People and Place Award for New Housing – Best Purpose Built Accommodation in the West Midlands, with the opportunity to take home the national prize at a ceremony in London in the New Year.

*'I was taken a back by the pride felt by our team and residents who I regularly chat with*

*at Woodside Care Village when they heard about the award',* said our Chief Executive Ed Russell.

*'We're of course delighted that the home has been recognised for its innovative design and construction regionally – and we're keeping our fingers crossed ahead of the national finals',* Ed added.

We'll let you know how the home gets on in the New Year.



**Below:** The care home has been named as the Best Purpose Built Accommodation in the West Midlands...



**Right:** The design of Woodside Care Village has been recognised with a regional construction award...



**Above:** General Manager Samantha Stuart shared out the celebratory cake...



# What Dr Shelley James can tell us about Circadian lighting



By Dr Shelley James

Lumenologist and founder of Age of Light Innovations

**W**CS Care first introduced circadian lighting as a trial on the ground floor at Drovers House several years ago. Since then, the technology has been installed throughout Woodside Care Village. But what is circadian lighting and how does it work?

**Dr Shelley James, is an international expert on light and wellbeing and founder of specialist light consultancy Age of Light, who visited us a few months ago as part of our discussions to potentially retrofit the lighting as part of our refurbishment programme...**

Do you remember the last time you were on holiday somewhere sunny? Feeling your aches and pains literally melt away?

And now can you remember spending time inside throughout lock-down for weeks on end: how did you feel? Trouble sleeping? A bit on edge?

Mood swings? Losing track of time and feeling a bit blurry?

These are similar symptoms for people with dementia. And all are linked to light. These things that people experience when they don't spend enough time in daylight are compounded by changes in the eye and brain that mean that they are even more in need of light than we are.

**Let's take a brief look at those changes in the eye and brain...**

Our eyes become cloudy and 'yellow' with age. An 80-year-old receives 10%

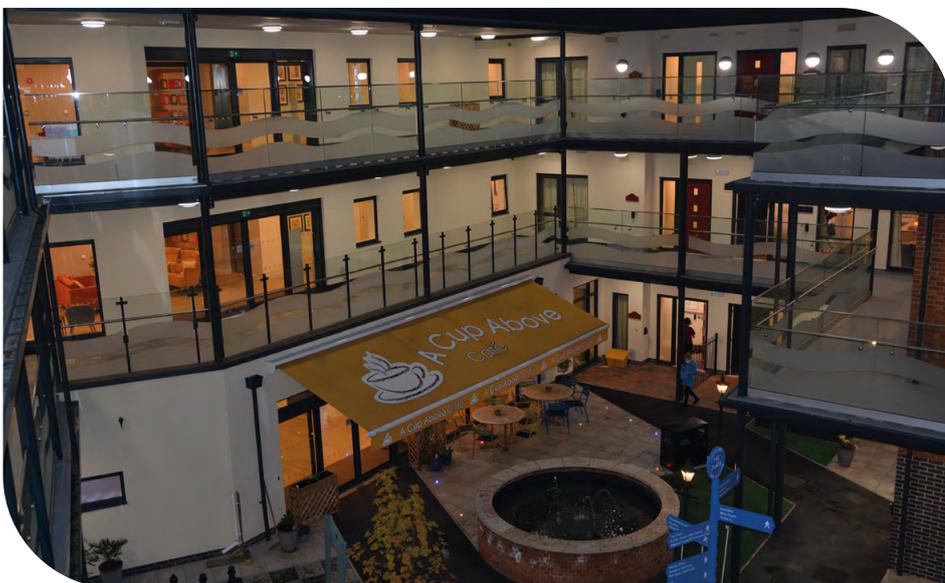
of the light of a 10-year-old. The average care home resident spends just three minutes per month outside in sunlight – however, WCS is a brilliant exception, where people are encouraged to be outside for as much as possible every week.

To make things worse, the average home is relatively dark compared to the light outdoors. Even in a brightly-lit room, the level is around 300 lux (a measurement of illumination), whereas the average light, even on a cloudy day is 10,000 lux. As you can see, less light is reaching the light-sensing membrane at the back of the eye.

This matters because the eye sends signals to two parallel systems. One is for vision – your ability to 'see' the world. Scientists discovered a parallel 'non-visual' system around 20 years ago, confirming the mechanism that underpins the 'body clock' and the alerting, mood-enhancing power of light that we have known about since ancient times. This system directly controls our sleep-wake cycle, mood, memory and attention, all directly relevant to people living with dementia.

## Changes in dementia

However, the part of the brain that receives light signals from the eye steadily shrinks in people living with dementia. The neurones that fire in response to those signals and send the



Left: From the outside – Circadian lighting at Woodside Care Village...



Above: Lighting the way: Circadian lighting inside a household at Woodside Care Village...

## A word from our Chief Executive, Ed Russell



**‘We first installed circadian lighting as a test in the communal areas of one of our existing homes and we saw a positive difference in mood for residents living with dementia. It was enough to convince us to install it throughout our newest home, Woodside Care Village.**

*‘As Dr James explained, lighting has an important role in daily life, which is why we aim to encourage residents to spend time outside every week – and why we’ve introduced circadian inside for people who either cannot or choose not to go outdoors as much.*

*‘The impact has been profound and we’re already seeing a difference in*

*people’s wellbeing and behaviours at particular times of the day such as reduced anxiety and confusion, which are associated with sundowning.*

*‘Moving forward, we’re continuing to assess circadian lighting and whether it’s feasible to retrofit into older buildings – so watch this space.’*

information to the rest of the body are also growing weaker. In some types of dementia, the pathways in the brain that process faces and facial expressions are also changing.

So – less light is reaching the brain as we get older. And in people living with dementia, the part of the brain that uses light signals for those vital ‘non-visual’ effects – as well as for recognising faces and emotions – is also shrinking.

### How can lights help?

This is the perfect time to be working with light. Not only do we have a new ability to see what is happening in the eye and brain ‘in real time’ in response to light. But LED technology is now mature, reliable and affordable.

That means that we can, in the same, standard fitting, mimic the life-affirming effects of sunlight, even for those who cannot get outside. These LED’s deliver bright, cool ‘blue’ light in the morning to give their body clocks a solid wake-up, feel-good signal. And then through the course of the day into evening, shift to soft warm light, so they can wind down for sleep.

The results speak for themselves: a reduction in sundowning, better mood, better engagement with the team. This leads to a happier, healthier and more relaxed environment.

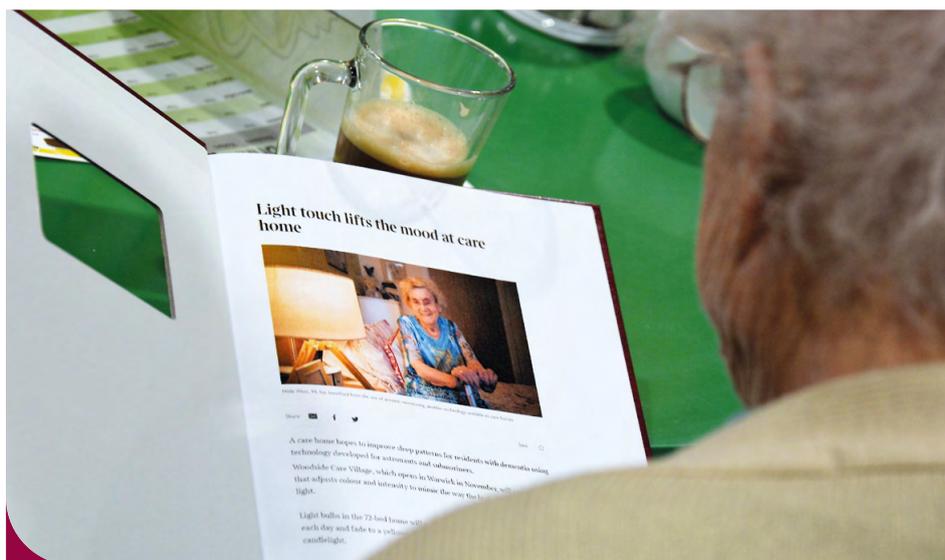
### Conclusion

People who spend a lot of time indoors simply don’t get the light they need to be healthy and happy.

People living with dementia have an even greater need for good-quality light because of the changes in their eye and brain.

LED technology has ‘come of age’ and is able to deliver the benefits of daylight from day into evening reliably and affordably.

*Woodside Care Village is living proof of how investing in lighting can transform the quality of life for residents and their families and enhance the working environment for the team.*



## Just before you go...

You might remember reading an article in The Times on 27 May 2019 about our use of circadian lighting and other technology, featuring Hilda who lives at Castle Brook.

**If not, you can read more by searching ‘Light touch lifts the mood at care home’ online.**

# News in brief

## Thank you for the music...donation!

**W**e'd like to say a big thank you to **Graphic Arts** who've recently donated over **£900** to **WCS Care** as part of their annual charity pay back scheme.

Over the last few years, more than £5,000 has been raised for us through the scheme, which was initially set up by the Coventry-based print and branding company to reward local charities. It's now grown to provide support to many larger, national third sector organisations.

The money raised this year for WCS Care will go towards Amazon Alexas, meaning more households in more homes will have access to a huge catalogue of music simply by asking the smart speaker to play their favourite songs!



## 'appy New Year – Give as you Live

**I**f you're getting ready for the January sales online, it's now even easier to generate free donations for WCS Care using the new Give as you Live app for Android.

Download the app from the App Store or Google Play, then browse over 5,500 stores including Argos, Boots, Just Eat and Tesco to shop as usual. Your donation will not cost you a penny but can make a big difference to people's lives.

*And don't forget...you can also raise money for WCS Care for free by simply shopping as you usually would on Amazon.*



Simply log in to your Amazon account through <https://smile.amazon.co.uk> and type 'WCS Care Group Limited' in the search to make us your charity of choice (terms and conditions apply). You've already helped raise over £500 so far! Thank you.



## Carehome.co.uk



**W**e're proud that people have rated us **9.6** out of **10** (December 2021) on [carehome.co.uk](http://carehome.co.uk) – the UK's 'leading independent care home review website', listing nearly **18,000** care homes.

You'll find the rating and reviews for your home on reception or on the home's page on our website at [www.wcs-care.co.uk](http://www.wcs-care.co.uk)

# Time for a coffee break!

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



## WCS word search

To mark the time of year, we have an autumn/winter theme to our word search. We've hidden 15 words in the table opposite – look left, right, up, down, forwards, backwards and diagonally!

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

### Words list

Autumn	Frost	Reindeer
Chestnuts	Gloves	Scarf
Christmas	Leaves	Snowman
December	November	Toboggan
Fireworks	Presents	Winter

## Spot-the-difference

We took a photo of one of the kitchen and dining rooms at Woodside Care Village (left-hand photo) and made a few changes! Can you spot five differences in right-hand photo?

Original photo...



Spot the difference!



## Answers

Here are the answers if you need a little help!

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



# I can see a rainbow too...



**You might have noticed that our staff uniforms have been given a splash of extra colour lately.**

Our teams choose which worktop colours best represent their personalities, rather than the role they do, which has been incredibly popular.

We've included everything from fuschia, pumpkin orange and pistachio to red, sky blue and khaki in the range of 23 shades.

You'll still be able to identify the roles people do though by their name badges or by asking any of the team for help.

And here's the science bit – some studies suggest that the colour of workwear can have a positive impact on others. For example, blue can be a trustworthy colour, while yellow is seen as a warm colour that can give people a happy feeling.

Rue Ndabalime, Care Manager at Castle Brook, said: *'I love the new uniforms and know my colleagues do too. It's great hearing the stories behind why people have chosen the colours they have – from wearing their favourite shade to representing them as a person.'*

*'The new uniforms are also catching the eyes of residents too – they've received a big thumbs up!'*

We've also presented staff with a WCS Care 'care heroes' fleece recently, as a small thank you for their continued hard work and to help keep them warm when they're out and about in the winter months.



*Left: Staff are now able to choose worktop colours that suit their personalities...*

*Right: There are 23 colours to choose from...*



*Above: We've presented our 'care heroes' with a new fleece...*

## Through the keyhole

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

### Facebook...

Our Facebook page is packed full of everyday photos and stories. From residents enjoying their favourite hobbies such as football to spending time with loved ones in our visiting rooms and pods, 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](https://www.facebook.com/wcscare) to like, comment, and share with your friends and family.



### Twitter...

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 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](https://www.twitter.com/wcs_care) where we share our latest stories.



### Facebook in numbers



Over 1,942 page likes  
\*up to 17 November 2021



Reaching 275,609 people  
from 11/11/20 to 17/11/21

### Twitter in numbers



Over 589 tweets  
\*as at 17 November 2021



Over 1,042 followers  
\*as at 17 November 2021

5 minutes with...

# Duncan Lane

Lifestyle Coach at Dewar Close



**I**n 2022, WCS Care will be celebrating its 30th year, so we thought it was a great opportunity to take a closer look at the people behind their roles. In this edition, we visited Dewar Close to meet Lifestyle Coach Duncan Lane.

Above: Duncan works at Dewar Close in Rugby as a Lifestyle Coach...

## Could you tell me about you first of all and your role?

I have been at Dewar Close for almost two-and-a-half years now. I love my role as a Lifestyle Coach. I started as a carer and then went into activities to bring even more fun and enjoyment into daily life.

I really do like to get the most out of people, make them laugh, we have a sing-song regularly.

We do lots of varied activities including a game called ping-pong box. We have regular competitions between the households including ball darts and table tennis.

## What do you enjoy most about your role and why did you choose to work in care?

Making people laugh, helping with the fun – that's what every day should be about, enjoying life as best as possible. And I'm just the facilitator in that. I like working in care because I've always liked helping people. I get a lot out of it.

## What does a good day look like?

A good day for me is certainly a Wednesday when we invite Gift of Years into the home.

We have a church service, prayers and a sing-song, which puts a smile on lots of people's faces including mine, followed by lots of games like dog bingo and bird bingo.

## Which of our values sums you up the most?

I would say a lot of the values I take to heart. Being there is key for me because I like to be there for the residents and give them some fun.

I would say choosing your attitude too – the minute you walk through the door, you're in the residents' home as a guest and you're there to make their day as fun as possible.

## What would you say to someone who is thinking of working here or who is just about to start?

Most of all, you're coming here to support residents on a day-to-day basis and to have fun.

You can talk to residents and make their day – just making someone a cup of tea with a bag of chips and sitting down for half an hour puts a smile on people's faces. It's a good, wholesome, loving job.

## How important do you think training is?

You get on the job training when you come in, shadow shifts and online training as well as training in-person. It's spot-on. You can also do your NVQs and other additional relevant qualifications if you want to and get lots of support.

## What three words best sum up working for WCS Care?

Loving, caring and fun.

*If you're thinking of a career in care, take a look at our new video 'A career in care: more than just a job' on the Opportunities page of our website.*



Above: Duncan loves bringing fun to his role at any time of year

# 5 minutes with...

## Doreen Coombs

Resident at Attleborough Grange

*Former Hosiery worker Doreen Coombs has an interesting story to tell – from swimming with dolphins to an exciting three-wish challenge she set herself, so we sent our Editor Stuart Goodwin to her Attleborough Grange home to find out more...*



Above: Attleborough Grange resident Doreen Coombs

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

I was born in Stockingford in Nuneaton and grew up around here. I spent much of my early years with my grandparents and worked in a hosiery factory, putting pairs of tights together.

I was lucky enough to have a linking machine at home, so could actually work from home too – which was unusual at that time. I did that job for quite a while, working on the machines and really enjoyed that.

I met my husband when going home from dancing one day – I'd just got

off a bus in the rain and that's where I saw him for the first time. He was a toolmaker.

We got married at the Atherstone Registry Office but had photos taken outside Keresley Church. Sadly, my husband passed away.

I have two sons, Carl and Stephen (who lives in France), who I speak to regularly.

**And what about your hobbies – what do you enjoy doing?**

I really enjoy going on holiday. Even after my husband passed away, I carried on travelling to places like Switzerland, Italy, Lapland and America, where I swam with

dolphins. I love knitting, gardening and going on outings to garden centres and antiques fairs. I also have a collection of teddies.

**I understand you've set yourself a wishes challenge, could you tell me about that?**

One of the wishes I've always wanted to do was to get a tattoo, so I did!

I wanted an infinity tattoo on my arm and I got that sorted recently.

It's still not finished yet as there is a bit more I want to add, however I can now tick that off my bucket list!

**Thank you for talking to us, Doreen.**

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### Our homes:

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Dewar Close	<a href="mailto:dewar@wcs-care.co.uk">dewar@wcs-care.co.uk</a>	01788 811 724
Drayton Court	<a href="mailto:drayton@wcs-care.co.uk">drayton@wcs-care.co.uk</a>	024 7639 2797
Drovers House	<a href="mailto:drovers@wcs-care.co.uk">drovers@wcs-care.co.uk</a>	01788 573 955
Fairfield	<a href="mailto:fairfield@wcs-care.co.uk">fairfield@wcs-care.co.uk</a>	024 7631 1424
Four Ways	<a href="mailto:fourways@wcs-care.co.uk">fourways@wcs-care.co.uk</a>	01926 421 309
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