

adeptnews

Issue 3

Summer 2017

www.adeptcarehomes.co.uk

- See what our residents have been up to
- Find out what our care assistants think about working here
- Read all about our company news including charitable support and our newest home



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Welcome to our Summer newsletter

The warmer months are always welcome by us at Adept Care Homes.

Usually it means lots more getting out and about and this year is no different. As always, we've had lots going on across all our homes and we hope you will enjoy reading about what our residents have been getting up to, from trips out to Bollywood dancing at home!

All our care homes opened their doors to welcome visitors, friends and family as part of our support for National Care Home Open Day and our Summer Fairs, and we were delighted with the turnout at all of these events. We also supported our care teams with visits from our Operations Director as part of our Carer's Week celebrations.

Building work is rapidly progressing at our new Chilwell-based home which now has a new name, Chetwynd House. Additionally, our £2 million plans for improvements to our existing homes are also developing nicely.

This is a bumper issue of our newsletter packed full of news and information. We welcome any feedback you may have; please do get in touch if you would like to share your thoughts on any of the stories featured.

Best Wishes

Dave Lock



In this issue you can:

- See our residents experiencing more, page 3 - 7
- Read the Adept group update, page 12 and 13
- Find out what our team have been up to, page 14 and 15
- And much more

Experiencing more

At Adept we celebrate life and aim to support our residents to experience more, from the everyday to the extraordinary. Here's a snapshot of what we've all been up to.

A Diamond Day for Kiwi House Couple

Kiwi House helped a resident celebrate his diamond wedding anniversary with his wife by throwing them a surprise party.

"We have simply loved our little party today. It took us right back to our wedding day and was a very thoughtful thing for them to do for us. It's been a wonderful 60 years and I wouldn't change a thing." said Mr Lister

60 years of wedded bliss is quite an achievement, thanks to all at Kiwi House for acknowledging this.



Green fingered residents enjoying getting their hands dirty (whatever the weather)

Residents have been busy in our gardens since Spring. There's been planting and lots and lots of watering, especially on the hot and dry days we've enjoyed! And on days marred by inclement weather, we used our imagination. With flower arranging and even making our own flower garlands!



"I love getting out in the garden and just pottering and dead-heading the flowers, I find it very therapeutic. It gives me a lot of pleasure and the raised beds they have provided make it easy for me to do." said Kiwi House 'Resident gardener' Pat Darke



Highest French honour ceremony for Moat House resident Ron

Veteran of the Normandy Landings, Ron Collyer, was formally presented with the Chevalier in the Order National de la Légion d'Honneur (Legion of Honour), France's highest distinction.

A representative from the French embassy, Jean-Claude Lafontaine, visited Hinckley especially to present it to the 93-year-old Moat House resident.

Royal British Legion stalwart, Mr Collyer, who was a radio operator, gunner and armoured vehicle driver during the Second World War, was awarded the medal last year.

He is one of a number of British veterans to receive the commendation for helping liberate the French from the Nazis.

Presentations have been made around the UK since the 70th anniversary of D-Day three years ago, when President Francois Hollande pledged to honour all the surviving British veterans who had served in France.

*"It is nice to know that our French friends recognise the help and support we gave them during this time."
said Mr Collyer*



Derby Silk Mill for Douglas Court and Kiwi House residents

Residents from Douglas Court and Kiwi House made the most of our mini bus with a trip to see the fabulous "Weeping Window" art display at Derby Silk Mill.

"The weeping window was stunning. We had such a fun day out." said Douglas Court resident Madge Kemm



It's only 'Films and Horses' for Bowood Court & Mews residents

We like to cater for all tastes when it comes to our activities and excursions. And Bowood Court & Mews residents certainly are an eclectic mix. We've had cinema trips, the latest to see Beauty and the Beast, and a day out at Worcester races for a small flutter on the Gee Gees.

"The day at the races was excellent. I think I had a winner too"
said Merric Henson



Singers tune in for competition

We now have four homes signed up to take part in our first ever singing contest. The competition will take place in December and we'll be sending information out nearer the time, but for now, good luck to everyone taking part!

It's a musical extravaganza inside and out, for Old Vicarage residents



Thespians and theatre lovers at The Old Vicarage have enjoyed a double whammy of musical entertainment. First a show-stopping performance from the Land Girls provided plenty of opportunity to sing-along to some wartime favourites at home. Then a trip to the theatre to see the classic, Seven Brides for Seven Brothers, brought back some happy memories, and we heard a few singing along in the aisles there too!

"I love to sing along, the trip to see Seven Brides was wonderful"

said Annie Long

Living life well

Maintaining our residents' health and wellbeing is a key element of our care. With gentle exercise classes held at all of our homes, we also ensure other activities are offered which provide fun alongside obvious health benefits.

Pets at Home

The therapeutic benefits of stroking and petting animals are well reported. We'd like to say a huge thank you to our local Pets at Home for bringing the animals in and bringing joy to residents at The Old Vicarage.

"The animals are my favourite, their visits remind me of when I had my own dog at home" said Mary Pullan



On target!

Target practice is a firm favourite with many of our residents across all of our homes. Residents at The Knowles decided to make the most of the weather and took their exercise with a healthy dose of fresh air and vitamin D.

"I enjoy taking light exercise, doing it in the sunshine was a great idea." said Sheila Howes

Ahoy there ma hearties

Pirate-themed performers delighted residents at The Knowles. Sea-themed ditty's roused residents to join in and work up an appetite for their special post show buffet!

"We like to offer our residents a really varied programme of activities and entertainment. This performance was great for getting everyone up and joining in!"

said Lee Daly, The Knowles Manager.

A taste of the Caribbean at Douglas Court

Celebrating other cultures is part of our wellbeing programme and we were thrilled to see residents at Douglas Court getting into the spirit of National Caribbean Week with live entertainment (complete with plenty of audience participation) and some tasty Caribbean-themed refreshments.

"It was wonderful to try something different!" said Jean Havaron



New Adept Scheme to Connect Residents to Tackle Loneliness

Loneliness affects almost three quarters of older people according to a recent survey carried out for the Jo Cox commission on loneliness, so we're launching 'Adept Connect' a penfriend scheme, across all of our care homes.

Resident wellbeing is at the heart of our care at Adept and we focus a great deal of effort, via our dedicated Activity Coordinators to allow residents to continue to live an active, social and enriched life. Our new Adept Connect scheme has been created to ensure those residents who don't always wish to join in, still have the opportunity to connect with others.



"The letter writing scheme has been developed to give residents the opportunity to reminisce and share stories from their younger years, which is also important for residents with dementia. We're connecting residents with similar interests across our homes so that they can widen their social network and also get the lovely feeling of receiving a hand-written letter through the post!"

said George Dewis, Adept Wellbeing Manager

Bollywood comes to Bowood

Bowood Court & Mews residents added a sprinkle of Eastern Delight to their exercise with a special lesson in Bollywood dancing! Residents were shown everything from precise hand movements to nifty footwork.

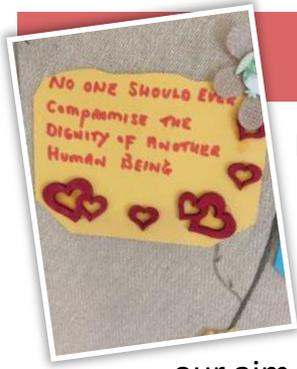
Gladys Sedgewick said: "I loved the dancing, learning something completely new at my age!"

"We're always looking for new and slightly different things to do, residents and our team loved this one!"

***said Breda Goulding,
Bowood Court & Mews Manager***



Dignity trees flourish



Many of our homes now have their own dignity trees, which are adorned with thoughts and wishes from residents. These include everything from resident's views on their care and how they wish to be treated, to activities and things they would like to see and do. It's our aim to turn these thoughts and wishes into reality.



"The Dignity Tree is a great way to get residents talking about their feelings as well as their hopes for the future!"
said Nicky French, Moat House Manager

The Willows welcomes Creative Minds



A Coventry-based company, Creative Minds, hosted a wonderfully fun and colourful painting session for residents at The Willows. Based on the creation of beautiful butterflies, we definitely unearthed, and in some cases, reinvigorated artistic flair.



"This was a lovely activity, I loved all the colours" said Veronica Philips

Smells like summer

Many of our activities are designed to stimulate the senses. Our sense of smell is incredibly useful for lots of reasons. We like to use it to evoke memories from days gone by. From picking wonderfully fragrant lavender and mixing it with play dough at Douglas Court, to smelling old lotions and potions at Moat House.

"There were some really familiar smells and some brought back very fond memories!" said Moat House resident, Audrey Harvey



Can you guess what it is?

We set residents at the Willows a sensory challenge...with bowls filled with different textures and tastes; they had to guess what the contents were.



"This was a wonderful way to get residents involved with a sensory-based activity. It was a lot of fun, though we did get messy too!"

said Bev Jones, The Willows Home Manager

Many happy returns

Everyone is unique to us at Adept and birthdays are a time to really focus on the individuals who live in our homes. We've celebrated lots of resident and staff birthdays since our last issue, but here are a couple of special stories.

Jestina Guest, The Knowles, 100th



Five generations of Jestina's family gathered at The Knowles to celebrate her landmark 100th birthday.

'Tina' moved to Coventry with her husband Jack in 1952 to manage the Devonshire Arms, in Wyken. Following this, they moved onto the then newly built Black Prince in Tile Hill. After retiring in 1974, Tina came to reside at The Knowles in 2013 to be nearer to her daughter Joan.

"She was a very glamorous landlady, she was always made up to the nines and was a great dancer. She travelled the world, she's socialised a lot. She was a very social person which is the secret to her long life." Joan said.

Other notable things happened in 1917, including:

- Vera Lynn was born
- Sugar rationing was limited to just 8oz per person
- Wilfred Owen penned the famous 'Anthem for Doomed Youth'
- King George V proclaimed that descendants would bear the name Windsor



Lillian, The Old Vicarage, 101



It was wonderful to see Lillian celebrating her 101st birthday with all her family at The Old Vicarage.

"I had a really happy birthday and it was good to have family here." said Lillian



Congratulations to all residents joining our 90's club

Our update

Here you can find out more about what we've been doing across the Adept group as well as our future plans.

UK Top 20 care home groups

Adept Care Homes has been ranked in the Top 20 UK recommended small care home groups for 2017.

carehome.co.uk compiled the list of the Top 20 large, mid-size and small care home groups, based on over 45,000 reviews received between July 2015 and 31 March 2017 from residents and their family and friends.



“Featuring in the Top 20 UK care home groups is a reflection of just how hard all of our team works to ensure we provide residents with the highest standards of care. Ultimately, these reviews are from the people whose opinions matter most, so this is hugely rewarding and I’m extremely proud of all at Adept Care Homes.” said Dave Lock.

Thank you to everyone who submits a review on carehome.co.uk, we welcome your feedback as always.



Douglas Court #1 in Derby The Old Vicarage #1 in Chesterfield
 The Knowles #1 in Solihull The Willows #2 in Coventry
 Moat House #1 in Hinckley Kiwi House #3 in Derby
 Bowood Court & Mews #4 in Redditch
 as voted for by residents and relatives on carehome.co.uk

Bowood Court & Mews rated GOOD by the CQC

Inspectors visited Bowood Court & Mews in an unannounced visit in May and spent time speaking with staff, residents and relatives.

The report highlighted the friendly, positive atmosphere at the home, rating the home ‘good’ in all assessment areas which are: Caring, Safe, Effective, Responsive and Well-led.



“We are so pleased to have achieved this consistently positive feedback from our industry inspectors.”
 said New Home Manager, Breda Goulding, who took over in May

Inspected and rated

Good

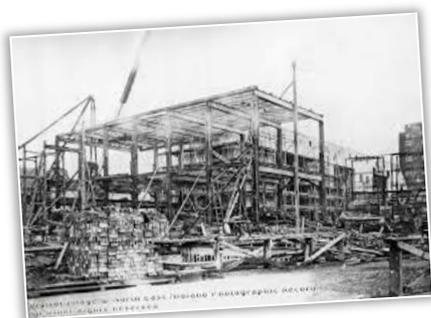


Welcome to 'Chetwynd House!' New name for Chilwell honours Chetwynd Barracks

Chetwynd House was chosen from our naming competition which we ran both with members of the public and with our own employees, for its historical military links with the Chilwell area.

"As many local Chilwell residents are aware, Chetwynd Barracks is set to close so that the land can be used to develop new housing. We wanted to find a way to keep this part of Chilwell's rich heritage alive and, with our home being just one mile away from the old barracks which was a former munitions factory for World War I, this seems a fitting tribute."

said Claire Gordon-Rundle, Chetwynd House Care Home Manager.



Some Chetwynd Barracks History

- At the start of World War I, Lloyd George asked Lord Chetwynd to find a site for a munitions factory. The site needed good transport access, a nearby population for its workforce and be surrounded by hills in case of an accident
- The National Shell Filling Factory became the biggest ammunition store in Europe
- Women employed at the factory were nicknamed "Chilwell Canaries" as the chemicals and fumes turned their skin yellow!
- Workers were rewarded for their long shifts with many social activities including a band, a ladies tug of war team and a ladies football team



- Following a devastating explosion on 1st July 1918, the King awarded the factory a V.C medal and it became known as the V.C Factory
- With a formal closing ceremony taking place on the sports field, the factory closed in 1919.
- After World War 1, the Chilwell Depot was developed as a base, stores and barracks. The barracks were named in honour of Lord Chetwynd.

- Since becoming a barracks, the site has been home to many units including the 7th Infantry Brigade and Headquarters East, whose famous nickname is the Desert Rats



Well done to Linda Smith who suggested 'Chetwynd House' in our competition to find a new name. She kindly donated her winnings to the Douglas Court resident fund to purchase a new record player.



We've joined NAPA



We've reaffirmed our commitment to resident wellbeing with membership to the National Activity Providers Association (NAPA).

NAPA is the leading expert in championing activities for older people and supporting care teams to enable people to live life the way they choose to. In addition to accessing support materials and activity provisions, our Activity Coordinators can now benefit from specialist training and development.



Innovative Technology

We're in the process of introducing new technology at all our homes to help improve the quality of our care.

Person Centred Software (PCS) is a new care plan system, which works with care teams using mobile phones, to quickly and accurately update and provide evidence of the care they deliver to residents.

"The new PCS system works by care teams uploading information about resident care to the handheld device, as they deliver it. One of the main advantages is that there is little room for error or for care information not being shared between the care team. The system, which is fully secure, even tracks when information has been received and acted upon, Improving the quality of life for our care team is as important to us as the care we provide our residents. This system means that our team can spend more time with residents, caring and interacting, rather than spending time writing up care notes."

said Dave Lock, Managing Director



Mayors to Musicals

As always, we've enjoyed opening our doors to friends and family with our Summer Fairs. These have been a tremendous success in raising money for our resident social funds. A big thank you and well done to everyone involved.



Caring for our people

Our homes are filled with wonderful people. We're immensely proud of our hardworking and caring team. Here's some of their news.

Carer's Week

Carer's Week is a national week dedicated to those who work in care. To celebrate, we caught up with our care teams at all of our homes to deliver our gratitude and a small token of our appreciation, in person.

"It goes without saying that we appreciate the work our team does in taking such great care of our residents, but Carer's Week gave me the perfect opportunity to say 'Thank You' in person,"

said Emma Philpot, Operations Director.



Well Done Kiwi House

Readers of the Derby Telegraph voted Kiwi House the best care home and the home was a finalist in the National Care Management Awards!



We've relaunched Recommend a Friend

We are always looking for caring, friendly people to join our care team. Adept team members can earn a £250 bonus for recommending a friend to us. Ask your manager for more details.



Charity starts at home

Adept has pledged its continued support for care workers by signing up to The Care Workers Charity.

In addition to an annual donation, we're inviting our care team to unite and help with fundraising activity to further support the charity. Our team will also receive information about how to nominate local carers or ex-carers who may benefit from the charity's fund, which is known as a 'rainy day fund for everyday heroes.'

Supporting



the
care
workers
charity

What our care team think

As part of our Carer's Week activity, we spent time
Here a handful of our team share their thoughts

Julie Downes, The Willows

It's fair to say I've seen a lot of changes in the past 25 years, but on the whole I think they have been for the better. There are now formal NVQ qualifications for starters which just didn't exist when I started. This is good though as can only mean consistent levels of care for residents. The principles of care giving remain the same though, as does an average (if there is such a thing) day.

The life of a carer is a busy one but hugely rewarding. I'm being completely honest when I say I sometimes wish I were at work on my days off. And I have a happy home life! I just love being here and making a difference to the lives of our residents.

To me, being a care worker has to be in your blood. Yes there are challenges and it's not always for the faint hearted, but the positives far out-weigh some of the trickier times.

Michelle Quinn, Moat House

The best part of my job is looking after and interacting with the residents and their families. My motto is 'always expect the unexpected'.

Since becoming Deputy Manager at Moat House, I still get to be hands on with the residents, which is great because I would genuinely miss the interaction with them. But it also means I am more involved in the running of the home too. I definitely think working as a care assistant has helped me in this role as I feel I can speak on their behalf, knowing what they like and also what works for the team too.



Bobby Mahoney, Bowood Court & Mews

I honestly can't imagine doing anything else but this. Being there for the residents and seeing their faces light up when they see you is all the reward you need.

Obviously you need to be friendly, kind and caring to do this job, but the important thing I think is to treat the residents how you would like your own parents or older relatives to be looked after.

Making time to sit and actually listen to residents talking is the best bit of my job, which has its challenges at times – as care assistants, we do see some sad things but that's the reality. Without question, my best day at work was last year's summer fete. We had all the residents outside as it was a glorious day and to see them out and surrounded by friends and family having fun was heartwarming.



Andree Yates, The Knowles

I just know I can come to work and make a difference. Whether it's offering reassurance to relatives or by allowing a resident to maintain their dignity through the care we give. Getting feedback from a family member about how well a resident is doing here, that's the most reward you could wish for.

Think about working in care

Talking to some of our care teams about their work.
Thoughts and feelings about working in care.

Carly Fox, The Old Vicarage

I tell people I have 41 grandparents, we are a family here and I think to be a carer, you have to be totally open to that.

If I were to give advice to someone just starting their career as a carer, or considering becoming a care assistant, I'd just say this: Working as a care assistant exceeded my expectations and continues to do so every single day.



Yes, sometimes there are challenges but I wouldn't change anything about my working life. It's a passion and I think it needs to be. If you're not prepared to be dedicated to your residents, I'd say it's not the career for you. You have to be genuine and genuinely interested in resident wellbeing or what's the point? For me, I'm here to make a difference to people's lives and if I'm making residents smile, I know I'm doing my job.

Nick Champion, Kiwi House



The most important thing to me is that as care assistants, we're here to help residents maintain their lifestyle, which means assisting them to enable them to remain a level of independence.



I love being able to really make time to listen to residents. This one-to-one time is the best bit of my job. Learning new things about residents and also when you hear from their relatives how well they are doing – it's just the best feeling. Kiwi House is a lovely place to work, I was made to feel instantly welcome and I personally feel supported and appreciated everyday. At the end of the day, we're like one big family!



Paige Smith, Douglas Court

I knew I wanted to work caring for elderly people from a relatively young age. This really came from looking after my granddad, my rock, who sadly suffered with Alzheimer's. This really taught me about the importance of treating residents with dignity at all times. I try to treat every resident as I would my much-loved granddad.

I love being hands on with the residents and spending time just listening to their stories. Today I brought in a birthday card for one of our residents, Jean, who turned 80. She cried when I gave it to her. It makes me so proud to work with our residents and to genuinely be able to make a difference to their lives, you don't get that kind of job satisfaction in some careers.

Please call your care home if you have any questions, *a superb place to live or work*
our team will happily assist you.

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For further information about any features in this newsletter, or to suggest future stories, please contact your care team or our marketing manager Louise on 07951812297 or email marketingmanager@adeptcarehomes.co.uk