

HAMBERLEY HERALD

SPRING 2020



LOVE IS ALL AROUND!

Our resident Valentines share relationship advice

FAIRWAY FUN

Joyce gets her golf game on



PRIZE POOCHES

Meet the delightful doggies bringing joy to our homes



REGULAR EVENTS AT CHAWLEY GROVE:

COMMUNITY FRIENDLY WEDNESDAY

(all activities are dementia-friendly)

Weekly 9:30am – 4pm

- 9:30am-1pm:** Hair & beauty salon. Come and enjoy a treatment in our luxurious Port Meadow Salon – all provided by trained professionals at competitive rates.
- 10am-11:30am:** Free to attend, friendly coffee morning. Join us for a coffee and a delicious slice of homemade cake, make new friends and chat with others caring for a loved one living with dementia.
- 12pm-1pm:** Light bites and refreshments will be available in the Bistro.
- 2pm-4pm:** Dementia Friendly Cinema Club.

GENTLE/CHAIR EXERCISE CLASS

Every Friday, 10:30am

Come along and enjoy a gentle but energising class together. We have a variety of exercises suitable for all levels of mobility.

LINK UP WITH A LATTE

Last Thursday of every month, 9:30am-11am

Networking event for local like-minded business professionals. Come along, build connections, create friendships and enjoy a latte together.

All welcome but places are limited – contact us to reserve your space:

TEL: 01865 957650 | Chawley Grove, Cumnor Hill, Oxfordshire, OX2 9PJ

enquiries@hamberleycarehomes.co.uk

HAMBERLEY HERALD

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WELCOME TO
OUR WORLD

CEO Paul Hill reflects on winter
across Hamberley Care Homes.



Welcome to the Spring edition of the Hamberley Herald. 2020 is well underway now and it's been a great start to the year in our care homes.

We've begun the roaring 20s as we mean to go on, striving for a standard of care far above the level set by the regulators.

To give our care home teams a great incentive to aim for excellence, we've created some special awards for consistent quality and audit compliance – the QAs.

Each quarter, there is an award up for grabs. We begin with the QA Bronze award for the first quarter and if the standard is maintained through the second quarter, they receive the QA Silver award. For the third, the QA Gold award, and by maintaining this excellent standard to the fourth quarter, the home will receive the QA Diamond award. We're excited to see which one of our fantastic homes achieves QA Diamond status first.

Inside this Herald, you'll see that every home has been busy over the past few months hosting events, initiatives and groups for our residents and local communities.

Speaking of which, we're sharing an insight into the hard work done by our Community Relations Leads in putting their homes at the heart of their local areas.

I would like to end this month's column by personally thanking each and every one of our team for their continued hard work and dedication in caring for our residents. Thank you!

Paul Hill
CEO, Hamberley Care Homes

WELCOME TO OUR WORLD

It's been a busy start to 2020 at Hamberley Care Homes across the UK, with residents enjoying all kinds of different events, sessions and visits. Here's a snapshot of some memorable moments created by our residents, staff and visitors.



CHAWLEY DOES BUSINESS

Business people in Oxfordshire are being invited to network at Chawley Grove with the launch of a new group called 'Link Up With A Latte'.

The inaugural meeting was held on Thursday 27th February, where local professionals met in the home's luxury café to share coffee and contacts.

Regional Community Relations Lead Karen Fitzgerald hit upon the idea of hosting a business networking event at the home after hearing there was a shortage of meeting spaces in the local area.

After the first event was hailed as a great success by attendees, Karen plans to run 'Link Up With A Latte' on the last Thursday of every month between 9:30-11:00 am.

"It's fantastic for us to give local business people a place to meet up and make connections," smiles Karen. "We're fortunate to have excellent facilities here, so it's great to be able to share the space with members of the business community."

Among the professionals who attended the first 'Link Up With A Latte' event was Eddy McDowall, the CEO of the Oxfordshire Association of Care Home Providers (OACP). Eddy was so impressed with the facilities that he's decided to use Chawley Grove as the location of the OACP's next networking event too.



ALL YOU NEED IS LOVE

The residents of Hawthorn Grove had a Valentine's Day to remember on 14th February – as the home celebrated with a special romance-themed party.

Staff decked themselves out in red, the colour of love, for the festivities and provided special snacks and entertainment for everyone.

As well as feasting on a delicious buffet spread, the party-goers enjoyed a chocolate fountain and popcorn machine. The staff took part in a special raffle, and the music was provided by Elvis impersonator Kevin, who crooned some of the King of Rock n' Roll's most famous love songs.

"Nobody felt 'Lonesome Tonight' at our fantastic Valentine's Day party," grins Nadia Tabassum, Hawthorn Green's Wellbeing & Lifestyle Coach. "With our fabulous Elvis in the building, everybody was feeling the love. The party was well-attended by staff and residents, and we were delighted to welcome family and friends in to join us too. It was a lovely occasion for everyone."

As well as the party, staff led a discussion with residents about their favourite Valentine's Day over the years. There were some wonderful tales of love and romance as the group looked back on some very happy times.



READY, STEADY, BAKE!

The new baking club at Nesbit House has been a hit with both the home's keen bakers and their taste-tester residents.

Wellbeing & Lifestyle Coach Dean Champion set up the group after discovering that one of the residents had a long history of bread making. He was inspired by tales of daily soda bread making and soon found that there were plenty of keen bakers among Nesbit House's residents.

"It started as a club to make bread, but we soon branched out into other types of baking too," explains Dean. "There are quite a few Bake Off fans here, but we've also been watching Sugar Rush on Netflix. Soon, we were plotting sweet sessions too!"

So far, the baking club has made sun-dried tomato, garlic and soda bread, and baked double chocolate cookies, shortbread and scones. The makes are shared with other residents and staff, who are delighted to act as taste testers.

"I love the baking club, I find making bread and cakes very therapeutic," smiles resident Renee Leach. "We have a good natter while we are measuring and kneading, and our bakes have proved popular with the staff and other residents."

MILNGAVIE GETS MUSICAL

Milngavie Manor has been chosen by the Care Inspectorate Scotland to receive the new Arts In Care programme.

This programme will see artists going into care homes across Scotland, delivering high-quality creative activities for residents and staff alike.

Luminate, Scotland's creative ageing organisation, who developed Arts In Care in collaboration with Creative Scotland, the Baring Foundation and the Care Inspectorate, were inundated with applications from Scotland's 886 care homes.

So, Leisure & Wellbeing Officer Arlene Harrison was delighted to discover that her application was one of 30 chosen and that



LET'S TALK BOOKS

A book group designed to promote intergenerational friendship has been launched at Newton House.

The initiative is called Reading Friends and has been developed by UK charities Re-engage and The Reading Agency. Each Reading Friends session invites residents, volunteers and members of the local community to get together to chat about the books they love, current reads and articles they've recently enjoyed.

"Books can be a wonderful way for people across the generations to find common ground through the stories they love," says Lisa McTaggart, Development Officer for Re-engage. "The programme was devised so we could help bring together older people

suffering from loneliness and isolation with volunteers for regular social activities."

The café at Newton House is the perfect place to hold Reading Friends sessions, where refreshments are served as people enjoy their discussions.

Although the conversation is certainly not confined to talking about the written word, group members are invited to share book recommendations and use their reading choices to spark meaningful conversations.

"It's fantastic to be able to host this Reading Friends group at Newton House and to invite residents and local people to join in the fun," enthuses Lisa.



Milngavie Manor would be working with professional musician Ruth Rowland this spring.

"It's exciting to have Ruth here and to be able to learn how to run these creative, musical sessions for residents ourselves too," says Arlene. "Ruth is a wonderful musician and we are going to learn so much from having her here with us."

If the scheme is successful in the chosen homes, there are plans to roll it out to others too.

"We're excited to be working with Milngavie Manor on Arts in Care," says Luminare's Joanna Peace. "We know that embedding creativity in care settings has been shown to be hugely beneficial."

TREES FOR THE TRUST

Caddington Grove marked the 125th anniversary of the National Trust this winter – by planting two apple trees in the home’s grounds.

The historic conservation charity has asked people to help commemorate their milestone birthday by helping them to plant 20 million trees over the next decade.

So, Caddington Grove Home Manager Martyn Dawes invited Dunstable Mayor Cllr Sid Abbot to join the team for a ceremonial planting of two Granny Smith apple trees at the home.

“I am a keen environmentalist, so I was honoured to be asked along to help with the celebrations here at Caddington Grove,”

says Cllr Abbot. “It is a great initiative, and one I just had to be involved with.”

The National Trust is the largest conservation charity in Europe and looks after historic buildings, areas of natural beauty and coastlines across the UK.

Caddington resident Joyce Randall says that she hopes other organisations will get on board to help the National Trust achieve their goal.

“We need to act quickly to help the environment, and I am so pleased that our home is setting the standard in the community. We all need to do our bit,” says Joyce.



ANIMAL MAGNETISM!

Nesbit House had some very exotic visitors this spring, courtesy of local ethical animal experiences company Zoolab.

Rather than working with traditional petting animals, Zoolab bring unusual species to community groups for educational sessions.

During two lively sessions at Nesbit House, residents got to hold a Giant African Land Snail, a corn snake, a Chilean Rose Tarantula and a rat.

“I wasn’t keen on holding any of them at first,” admits resident Jean Bartlett. “But learning more about each different animal was interesting and I started to relax. In the

end, I really surprised myself by holding both a snake and a rat. I felt ever so brave.”

During their visit, the Zoolab Rangers deliver talks about the character, diets and behaviours of the creatures they work with. These fascinating insights help people to learn more about the natural world.

“We heard a great talk about the ‘Year of the Rat’ during Chinese New Year,” enthuses Wellbeing & Lifestyle Coach Dean Champion. “Our residents had lots of questions and the Zoolab Rangers were fantastic with them. We’re definitely going to keep inviting them back so we can continue to explore the animal kingdom.”



DIGGING DEEP

Newton House have partnered with therapeutic gardening charity Trellis to find new ways to use our outdoor spaces.

Plans are underway to develop sections of the home’s grounds to boost their wellbeing impact. Trellis have already completed an audit of the Newton House outdoor area and the next step is to look over their suggestions and decide where to focus our efforts.

Regional Community Lead David Holbrook says that he hopes to include both staff and residents in the decision-making and get the project started. “It’s exciting to work with a charity like Trellis because they can introduce us to ideas that we might not have considered on our own,” explains David. “We know that some of our residents love gardening, while others just enjoy being outdoors amongst the plants and flowers. We want to give them a truly therapeutic experience.”

Research shows that being in sensory gardens can benefit people living with dementia by providing visual and olfactory stimulation. David is also keen to start growing vegetables to be used in the Newton House kitchen.

“I’m hoping to make this a real team effort that benefits everyone,” he explains.

COMPETE IN COLOUR

Staff at Chawley Grove filled their home full of pictures made by local children this spring – after over 600 youngsters took part in their Easter colouring competition.

The resident judges challenged local schools to get involved in the creative competition and offered a special Easter Egg as the top prize. Children from five different primary schools and a local pre-school took part, so there was an abundance of artwork to choose from.

However, it was talented Lily from Cumnor School who was crowned the winner after impressing judges with her Easter lamb picture.

“Well done to Lily, she is a brilliant winner,” enthuses Regional Community Relations Lead Karen Fitzgerald. “There were some fantastic entries, so it was hard to narrow it down to one champion.

“We ended up selecting the best picture from each school, as well as the overall winner.

“Colouring is one of the activities we do here when nursery and primary schools come to visit, so it was lovely to have so many fab pictures to look at.” Lily’s winning entry is now hanging in Chawley Grove’s reception area for everyone to see.

GREAT SCOTS

The residents of Milngavie Manor celebrated Burns Night in true Scots style this January, with two special celebrations.

On 25th January, young musicians Conal and Rory Macdiarmid gave a special performance of traditional Scottish music on their bagpipes and accordion at the home. Everyone gathered to hear the Macdiarmid brothers’ set before enjoying a rendition of Robert Burns’ poetry from resident Billy Allen.

“It was a sensational event for us all – the music from the boys was fantastic and captured the true spirit of Burns Night,” enthuses Home Manager Susan

Mcelhinney Leung. “It was lovely to have Billy deliver the reading for us too, he got a lot of compliments!”

Following the home celebrations, three residents went off to a Burns Night supper at local school Douglas Academy. Eileen Brooks, Helen Pettigrew and Bette Ellison, accompanied by staff, enjoyed a traditional three-course dinner and feasted on haggis, neeps and tatties.

“What a wonderful night – the food, the company and the entertainment was all first class,” says resident Eileen. “It’s great to see young people carrying on Burns Night traditions - we loved being their guests.”





SHARING THE LOVE!

Valentine's Day 2020 inspired the residents of Hamberley Care Homes to give love advice to younger generations.

Valentine's Day had a unique slant at Hamberley Care Homes this year as the wise residents got together to discuss love in its many forms and to deliver some sage advice.

While romantic love is the main focus of the annual celebration, the residents wanted to have their say on different kinds of devotion.

Residents across our homes got together for a lively discussion about life and love, pooling their wisdom on how to live together harmoniously to hand down to the younger generation.



ASPECTS OF LOVE

Talking about love came very easily to the kind-hearted residents, particularly as they've all had such wide-ranging experiences throughout their long lives.

When asked about parents and love, one Caddington Grove resident Peter Hubbard, 88, advised: 'Listen to what Mum says. Then take no notice!'

While this cheeky comment might seem flippant, Peter had a more profound point to make. He believes that while you should respect your parents, you need to make your own way in life and follow your own path.

Over at Chawley Grove in Oxfordshire, resident Hilary Case, 82, talked about her favourite family memory where they shared a Christmas full of love

"My fondest memory is of one Christmas we spent with the whole family – my daughter, son, their partners and grandchildren - at our house squashed into our dining room," smiles Hilary. "That year I also had to use the room as my temporary bedroom. It didn't matter. We had a wonderful time packed in there, laughing and celebrating together.

"My advice to young couples who want to enjoy lasting love is to always keep honesty, trust, love, commitment and communication at the heart of your family. My husband Terry and I will be celebrating 60 years of marriage in 2021!"

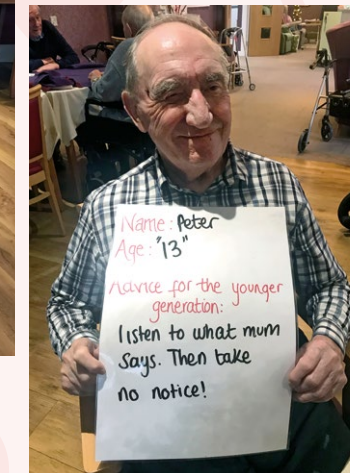
CAN'T BUY ME LOVE

According to Milngavie Manor residents Isobel Powrie and Doreen Martin, The Beatles got it right when they sang 'money can't buy you love'.

Both ladies enjoyed long happy marriages but say that flash gestures weren't the key to their success.

"My first date with my husband Ron was to the cinema in Dundee and then some chips afterwards because we didn't have the spare money to go out for a meal," says Isobel. "We never did special meals for Valentine's Day because we didn't have the money. But it was super, I had a lovely husband."

"I'd make my husband Gavin poached egg on toast for Valentine's Day," adds Doreen. "We went to the New Brighton Ballroom across the river from Liverpool on our first date. I just wore a normal dress and took the ferry over to meet him. My advice for young people looking for love is just to know yourself."



My advice to young couples who want to enjoy lasting love is to always keep honesty, trust, love, commitment and communication at the heart of your family.

— HILARY CASE, 82

LET'S STICK TOGETHER!

Caddington Grove's Peter also had advice to share on marriage, since he and wife Kathleen have been wed since 1958. They met at work and told us that nobody thought their marriage could last. But almost 62 years later, they are still in love.

"They said they felt sorry for him where we worked because we're completely different. We are! The marriage is never going to work, they said!" laughs Kathleen, 84. "He's a completely good fella, this fella. He's English, I'm Irish. I'm mad, and he's quiet!"

The couple, who have two daughters and a son together, remain devoted to this day.

"She kicks me up the backside, she loves doing that," laughs Peter. "My advice? Get out while you've got the chance! No, I'm joking. We have a great time."

LIVING A GOOD LIFE

Relationships can be complex, whether they are friendships, romantic, familial or any other kind.

Whatever type of love it is, Caddington Grove's residents say that the same rules should apply.

"Don't be selfish, get along in life. Don't argue over silly things," advises Betty Hemmings, 94.

"Work together through all the hard times," counsels Patricia Turner, 89.

"Always keep a good sense of humour," adds Bobby Burgess, 82.

“
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create genuine
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Paul Hill, the CEO of Hamberley Care Homes, has a vision to radically improve resident outcomes through reorganising the traditional approach to delivery of care seen across much of the UK.

His inspiration comes from 30+ years of working in the care sector and seeing first-hand the benefit for individuals when they receive holistic, gap-free care within a genuine home-like community.

We sit down with Paul to discuss the award-winning Homemakers of Hamberley model and find out what inspired his innovative approach to care.

HI PAUL, CAN YOU EXPLAIN TO US WHAT A HOMEMAKER IS?

A Homemaker is a self-directed carer, housekeeper and companion all in one person. So instead of having separate roles for each of these three areas, we've combined them and one team member, a Homemaker, holds responsibility for them.

This means that if a resident wants to organise a trip to the shops, a Homemaker can help make that happen. If the resident's room needs a quick tidy, a Homemaker will do it instead of waiting for a scheduled clean, and if a resident needs to take their medicine a Homemaker is trained to administer it. A truly person-centred approach.

WHAT ARE THE BENEFITS OF THE MODEL AND HOW DOES IT IMPROVE RESIDENTS' LIVES?

Well, first of all, it makes the experience for the resident a lot more like living in their own home. Within a family environment typically everyone shares responsibility for looking after each other and this creates a really nurturing, caring space.

Sometimes this feeling or attitude is lost in care homes, and that's something that I wanted to ensure doesn't happen in a Hamberley home. I want them to be genuine home-like communities where people want to live and work.

This model of care also means that our residents have the best chance of experiencing truly person-centred care – support that is really tailored to their individual needs.

If you split the holistic care role up into different departments, you're reliant on different teams updating each other to make sure tasks are completed. Often this results in delays or things not happening, for example, "I thought that was 'X's' job."

You can, of course, have a positive culture where information sharing works well but the Homemaker model, by design, is structured to make this the way things happen anyway!

“Support that's really tailored to their individual needs.”

I think we have to focus on what the individual needs and wants first and foremost.

I'm a firm believer that we must put the people that we support at the heart of what we do, and, the only way I think that can be done, is to train and empower our care givers so that they have everything they need to do just that.

If a resident wants to do some baking, why do they need to wait until it is on the activities schedule? Or if sitting and listening to relaxation CDs is part of a resident's evening routine then they must be supported to do that

at a time they want. It's often the small things, the mini-engagements, that we find creates the most satisfaction.

It's these tiny details that can make a huge difference to quality of life and the Homemaker model is a great way to ensure these details are recognised and acted upon.

WHAT INSPIRED YOU TO CREATE THE HOMEMAKER MODEL? WHY ARE YOU DOING THINGS DIFFERENTLY?

I've worked in care for the past 30 years. I first started as a care worker in 1989 (a long time ago now!) I'm a qualified nurse and I've held various positions, both delivering hands-on care and holding senior management positions within care companies. So, I've seen first-hand the benefits to individuals, residents, staff and relatives alike, when the care experience is good. And conversely what happens when it isn't up to scratch.

When I gained my post graduate qualification in Gerontology, which had a mental health focus, I started to explore how the person's experience of care was then in turn reflected in their personal health.

So, by that I mean I started to ask, how does the care we receive impact our general wellbeing? Are we being treated well as people, are we maintaining a positive sense of wellbeing? And then how does this feeling affect our health.

“We are looking after someone's mum or dad, brother or sister, someone's grandma or grandad.”

I guess what I'm trying to explain is that when running a care home, yes, we are treating illnesses and the conditions that come with old age, but, ultimately, we are caring for people. We are looking after someone's mum or dad, brother or sister, someone's grandma or grandad.

Sometimes in care systems, the focus is on the condition or the limitations and the person gets forgotten. And that's generally not the fault of the individuals providing the care, they are trying their best. I believe it's the fault of how the home is being operated, the structures that are in place to organise the care.

So that's what inspired the Homemaker model, the wish to always remember the person, the individual that we are caring for.





HOW DO NURSES FIT IN TO THE HOMEMAKER MODEL? ARE THEY STILL NEEDED?

Yes, absolutely they are. Nurses are vital within the homes to provide clinical guidance and oversee the medical care provided.

Typically, nurses (in care homes) spend the majority of their time administering medication or attending to low level care needs. Now that the Homemakers are doing these tasks as well, it frees the nurses to use their knowledge and experience to identify the changing care needs of residents before they become an issue.

As nurses we are required to follow our professional code, the 'Professional Standards of Practice and Behaviour' to be registered - all of which is perfectly aligned to the Homemaker model.

Most notably, there is a standard that states nurses should *provide leadership to make sure people's wellbeing is protected and to improve their experiences of the health and care system.*

It means we can spot when residents may need extra care or new medication, and this helps reduce hospital admissions. We can also guide Homemakers to look out for the same issues and empower the team to be more proactive. Enabling residents to continue living in the home rather than being on a hospital ward means they are more comfortable and there's less disruption to their daily lives.

YOU'VE NOW WON AND ALSO BEEN SHORTLISTED FOR A NUMBER OF DIFFERENT AWARDS FOR THE HOMEMAKERS OF HAMBERLEY. WE KNOW THE JUDGES LOVE THE CONCEPT BUT WHAT HAS THE FEEDBACK BEEN LIKE FROM RESIDENTS AND THEIR FAMILIES?

I've been really pleased so far with feedback from our residents and their families. It's very rewarding to know that an idea that you came up with is having a positive impact on people's lives.

I always say that Hamberley homes should be great places for people to live and work – and I feel the Homemaker model allows residents and our staff to connect properly and enjoy living and working together.

The model is about the people and one of the best things for me has been the engagement from the teams themselves and the pride they have in fulfilling the role.

I'm a bit of a perfectionist though. I know we can always do better and there's lots of ways to improve what we are currently doing. I'm not sure I'll ever be satisfied, because the people that we care for are too important. I just want the best for them.

Nurses should provide leadership to make sure people's wellbeing is protected and to improve their experiences of the health and care system.



PARK VIEW COURT NEUROCARE OPENS ITS DOORS

Hawthorn Green's specialist unit is ready for residents.

Local medical professionals joined families and the general public for the launch of Park View Court Neurocare at Hawthorn Green at the end of last year.

The new neurological unit in Stepney, east London can provide long-term complex care and rehabilitation for 30 residents with a range of conditions.

Visitors were given a tour of the purpose-built luxury rooms and then enjoyed refreshments as staff invited any questions. The response from all was overwhelmingly positive.

"There's been a lot of hard work put into the unit, so it was extremely gratifying to get such a great response," says Rob McLaughlin, Regional Community Relations Lead. "We will be working closely with community medical professionals to provide the best level of care and support we can for our residents.

"So, having Neurodevelopmental Pathway teams, GP practice staff, social workers and council health workers among those impressed with Park View Court was fantastic."

Local Labour Councillor Amina Ali – Cabinet Member for Adults, Health and Wellbeing in Tower Hamlets – also came to look around

in January, alongside Denise Radley, the Corporate Director of Health, Adults & Community for the borough. Denise took to Twitter to let us know how impressed she was by the unit and the refurbishment of Hawthorn Green, which is entering its final phase this spring.

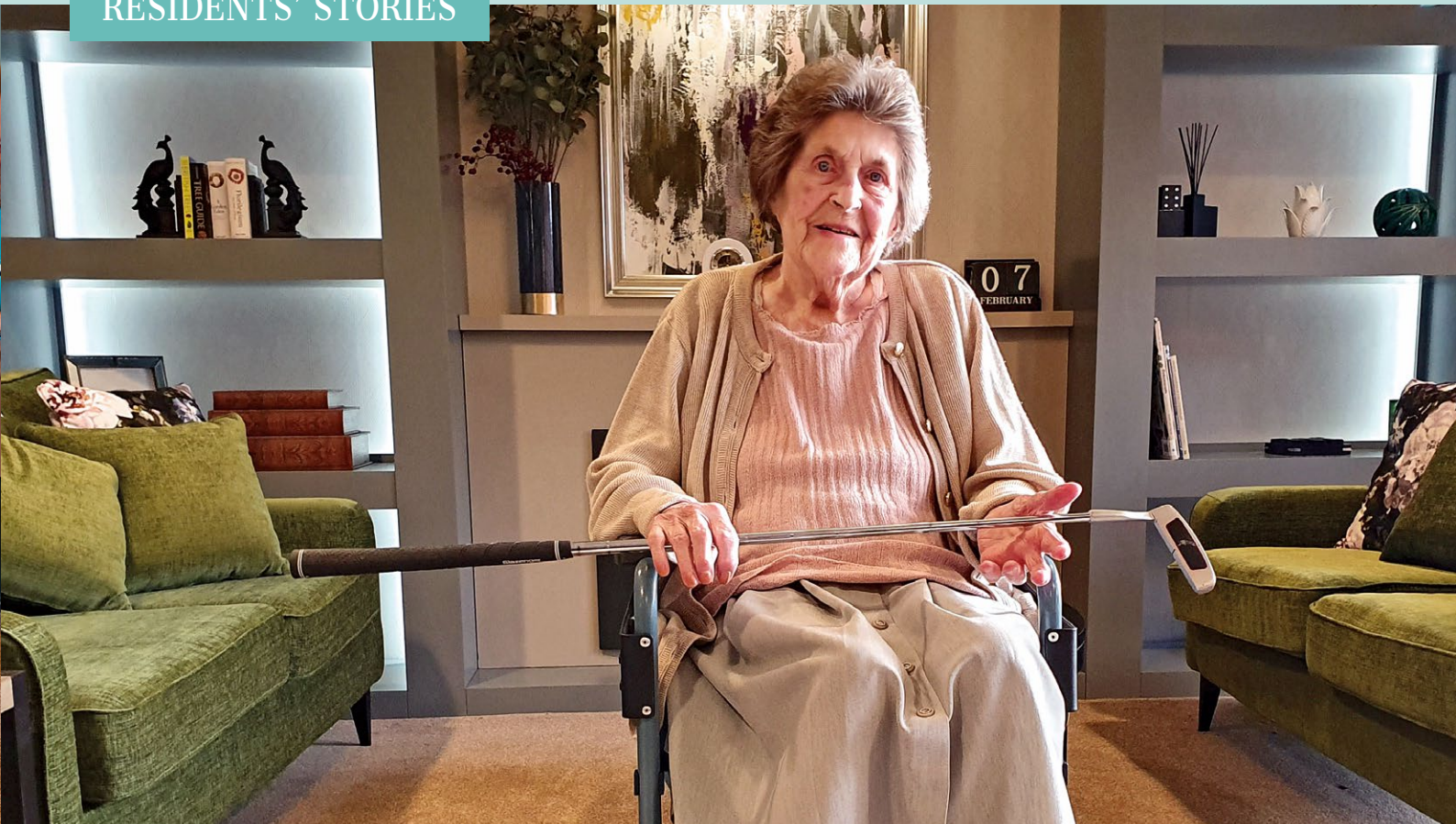
Park View Court will provide specialist care for people living with neurological conditions including motor neurone disease, multiple sclerosis, Parkinson's and Huntington's disease.

We can also support people living with dementia, traumatic, acquired or hypoxic brain injuries, spinal cord injuries, or strokes. There is also a range of cognitive behavioural disability, neuropalliative and end-of-life care services on offer.

"We want families of residents living with these complex conditions to feel safe in the knowledge their loved ones are getting the best care possible," explains Rob. "We're confident that Park View Court will deliver everything they need."

"We want families of residents living with these complex conditions to feel safe in the knowledge their loved ones are getting the best care possible."

ROB MCLAUGHLIN,
REGIONAL COMMUNITY
RELATIONS LEAD



FOR THE LOVE OF DOGS!

Meet the pet pooches bringing joy to residents at Milngavie Manor and Nesbit House.

There's no doubt that pets bring happiness into homes, that's why the teams at Milngavie Manor and Nesbit House are delighted to have special doggie visitors.

The pet pooches both belong to staff members - and spend plenty of time at the homes entertaining residents and staff with their lovable antics.

At Milngavie Manor, Leisure & Wellbeing Officer Arlene Harrison recently adopted pet Schichon Roxie, a Bichon Frisé and Shih Tzu cross and is training her to be a therapy dog for residents.

"We are a home full of dog lovers, so Roxie has been a big hit," smiles Arlene. "I wanted to adopt a new dog, but I didn't want to leave her in the house all day while I was at work. Knowing that we could train Roxie to be a therapy dog was the perfect solution. It means that the residents can enjoy the benefit of pet therapy, and Roxie isn't alone at home during my working hours."

Meanwhile, over at Nesbit House, Maintenance Officer Cy Gadd regularly brings his border collie, Billy, into work.

The handsome boy is a firm favourite with residents, and Wellbeing & Lifestyle Coach Dean Champion says his visits help to boost wellbeing.

"Billy is such a good boy - he loves the fuss and attention he gets," smiles Dean. "He regularly goes around the lounge and lets the residents stroke his coat and pet him. If it's a nice day outside, some of the residents like to take Billy out to play catch in the garden."

Roxie and Billy are great examples of the way that pets can help bring therapeutic benefits to older people. Research shows that spending time with animals not only boosts mental wellbeing but can also encourage older people to move more and improve their agility.

For Roxie, the work to become an official therapy dog has already begun as she's now undergoing a year of training before sitting her exam at soon after her 1st birthday.

"Roxie is doing so well with her training - she's learnt to lie down and stay in the laying position when she's on people's laps or beside them," explains Arlene. "She's only little, but she's already very calm and learning how to remain so in more challenging situations. It's heart-warming to see how loved she is by our residents already."

Both Roxie and Billy are already making a significant contribution to their respective homes, and Dean says that Nesbit residents only have one question when it's time for Billy to leave for the day.

"The first thing they ask is, 'When's Billy coming back?'" smiles Dean. "He's the most popular visitor we have!"



JOYCE TEES OFF!

Our 95-year-old golfer proves it's never too late to learn something new.

If you'd have told Nesbit House resident Joyce Smith that she'd have her first taste of golf aged 95, she would have thought you were mad.

So, we're delighted to share that it's true, all thanks to her care team and fellow residents.

Joyce was encouraged to get involved in a new golfing game being played in the lounge at Nesbit House, despite initially being worried about participating.

The reason Joyce had hesitated was that she uses a wheelchair and felt it would be too difficult for her to take a shot accurately. However, with gentle encouragement from Nesbit's Homemakers and her fellow golfers, Joyce teed off.

"I'm very pleased that I can now call myself a golfer - whoever would have thought of that!" laughs Joyce. "When I rang my daughter to tell her, she thought I was joking. But it has been great fun, and I was touched that everyone rallied around to encourage me to have a go."

For Hamberley Care Homes, it's vital to find new ways to engage residents and give them opportunities they might not have discovered on their own.

All our Wellbeing & Lifestyle Coaches draw up Personalised Wellbeing Plans which are regularly reviewed, taking into account the resident's current interests and finding new activities that might be suitable for them.

For Nesbit House residents, golf is just one of the many activities they can enjoy in the comfort of the lounge. The team have also stocked the room with jigsaws, board games and put up a dartboard. It means that residents like Joyce can enjoy different levels of activity, all to encourage them to socialise together and move more.

"I use a wheelchair, so I had thought my sporting days were behind me, but I spoke too soon!" says Joyce. "It was just about finding the best angle for me to hold the golf club and then aiming at the ball. I'm so glad I trusted everyone when they promised me that I could be part of the golf game - they were right, and it was a lovely experience for me."

The golf game also went down a treat with keen golfer Bert James, who still goes out to play a round at a local golf club with his son-in-law now and then. With Bert's golfing expertise and Joyce's new game attitude, we predict that golf will become a regular fixture on the Nesbit House activity programme.

"I'm very pleased that I can now call myself a golfer - whoever would have thought of that! When I rang my daughter to tell her, she thought I was joking. But it has been great fun."

JOYCE SMITH, 95



CONNECTING WITH THE COMMUNITY!

We aim to put our homes at the heart of their local communities, so our Regional Community Relations Leads play a vital role.

Creating strong connections between our care homes and members of the local community is incredibly important to us. We value these relationships so highly that we've got dedicated staff called Regional Community Relations Leads positioned in each of our homes. Our RCRLs work hard to establish partnerships with groups in the area, inviting them into the home to engage and interact with residents. Here's a look at the community groups they work with and how these connections benefit our residents.

EARLY YEARS



"We love working with local pre-schools and primaries - we've got an intergenerational learning programme ongoing between Milngavie Manor and Clober Primary School at the moment. The children come to us to do learning sessions on everything from crafting to gardening to thinking about how to approach older people living with dementia. For the residents, it's wonderful to spend time with the youngsters and share their knowledge, and we've had fantastic feedback from the nursery teacher who says the children love coming to visit."



David Holbrook
Regional Community Relations Lead in Scotland

STUDENTS

"It's always great to have students at Hawthorn Green as they bring fantastic energy with them and our residents respond really well. There's a volunteering initiative going on right now with a local secondary school class where the pupils help us to put on special activities to boost the wellbeing of residents. It's a tonic for our residents to get to know these young people and to build meaningful relationships - they get a lot out of those interactions."



Rob McLaughlin
Regional Community Relations Lead, Hawthorn Green

SPORTS CLUBS

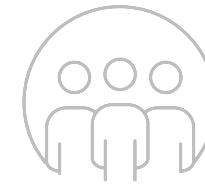


"It's been brilliant to forge a relationship with Dunstable Town Football Club, our local team. They sent a group of players to surprise residents at our Christmas quiz night, which thrilled them. There are plenty of football fans here, so when the club issued an open invitation for us to attend their matches for free, everyone was delighted. It also meant a lot to us that the club's Community Engagement Officer Peter Burrows said that the players got a lot out of spending time here."



Kelly Cox
Community Relations Lead, Caddington Grove

SUPPORT GROUPS



"Working with local support groups is beneficial for our residents and people in the community living with complex conditions. We host a sight loss support group at Newton House for the Macular Society every month and invite local people to come along. It's a wonderful way to make use of our lovely facilities and a great opportunity for residents to socialise with group members and share their experiences. Research proves that peer-to-peer support is very important for people living with conditions like macular degeneration."



David Holbrook
Regional Community Relations Lead in Scotland

COMMUNITY GROUPS



"We are opening this summer, so I'm busy reaching out to local community groups to invite them to come and spend time at Richmond Manor. It's great to be able to invite them to use our space and to know that our first residents will have lots of socialising to look forward to. I'm particularly excited about some potential events such as a cream tea event with the Amphill Women's Institute and a reading group in conjunction with the town library. We're also hoping to build some intergenerational group links, and to have the veterans from the RAF Benevolent Fund in for a visit."



Jacqueline Brown
Regional Community Relations Lead, Richmond Manor

RESIDENTS' ASSOCIATIONS



"We want to make sure that we are good neighbours to those around us - friendly, approachable and communicative. That's why we hosted a dinner party at Nesbit House for the Badger's Mount Residents' Association in Sevenoaks. They had a sneak peek at the new home here before it opened, and to try out our dining facilities before anyone else. The meal was a great chance to get to know them and for the Association members to ask us anything that was on their minds. It set the scene for us to collaborate well moving forward."



Rob McLaughlin
Regional Community Relations Lead, Hawthorn Green

HOSPITALS



"We do plenty of fundraising for charity, but there are sometimes practical things we can do to help local people in need. At Christmas, we were able to donate a huge haul of 60 presents - which I wrapped and delivered - for older patients at Luton and Dunstable Hospital. Too often, older people in hospital get forgotten at Christmas, but we wanted to make sure that didn't happen here. It really helped the hospital because they'd experienced a fall in donations for adults and cancelled their volunteer wrappers. Now they know that they can rely on the team at Caddington Grove to step in when they need us."



Kelly Cox
Community Relations Lead, Caddington Grove

BUSINESS GROUPS



"We've had a great response to our new business networking event 'Link Up With A Latte'. We wanted to bring local professionals into the home so they could enjoy our luxury facilities and see how vibrant and interesting our residents are. Getting the chance to talk about their careers and find out about the latest happenings in the business world is great for residents. Plus, the event has solved a problem that business people were facing as there's a real lack of affordable meeting space in our area."



Karen Fitzgerald
Regional Community Relations Lead, Chawley Grove



A WARM WELCOME

Amphill's Mayor cuts the ribbon at Richmond Manor.

The newest Hamberley Care Home has been declared open at an event attended by the Mayor of Amphill in Bedfordshire.

Guests were welcomed into Richmond Manor's marketing suite at the ceremony in February to watch Cllr Ian Titman cut the ribbon. The Mayor was joined by Mayoress Cllr Maggie Fuller at the event, where he encouraged local people to take a look at the luxury new build.

Mayor Titman said he was delighted to declare the first stage of the home open.

He said: "As Mayor of Amphill I am pleased to welcome the opening of Richmond Manor - I am sure they will fit in well with the Amphill Community. This well-equipped nursing home will offer 69 rooms and will include a well-being and beauty salon, an elegant café and cinema.

"They are committed to reducing isolation and loneliness within the retired communities in and around Amphill. This will include offering a range of free community clubs and activities within the home, including a dementia-friendly cinema club, an event specifically for carers and their loved ones living with dementia.

"I look forward to Richmond Manor becoming a big part of the Amphill Community."

For Home Manager Fiona Smith, the event was her first chance to give visitors a guided tour of the facilities.

She also introduced the guests to the innovative Homemaker care model that characterises all Hamberley Care Homes.

"The building and the interiors are absolutely stunning, and I know people will be impressed when they look inside," says Fiona.

"But equally innovative is our Homemakers model of care. It's our mission to provide an outstanding care experience for both our residents and their families, who'll feel happy in the knowledge that their loved one is receiving the highest level of care here at Richmond Manor."

The care home is set to start welcoming its first residents in from June.

"As Mayor of Amphill I am pleased to welcome the opening of Richmond Manor - I am sure they will fit in well with the Amphill Community."

CLLR IAN TITMAN



REGULAR EVENTS AT NEWTON HOUSE:

DEMENTIA FRIENDLY CINEMA CLUB

First Friday of every month, 2pm-4pm

Our monthly cinema club, showing a variety of different films. Accessible and welcoming environment, suitable for people living with dementia and their families/carers. Film suggestions come from staff, residents and the community attending the afternoon.

MUSIC FOR THE MIND

Third Tuesday of every month, 10:30am-12pm

Sounds to stimulate the senses, with guest musicians who sing old favourites, so everyone can join in. We even have some musical instruments available for those feeling a bit more adventurous.

MACULAR SOCIETY SUPPORT GROUP

Fourth Thursday of every month, 2pm-3:30pm

A support group for those living with macular disease and their families/carers. The group, led by a member of the Macular Society team, offers practical and emotional support. Meeting other people with macular disease can help you understand your condition, come to terms with sight loss, share information about treatment and ultimately stay independent.

RE-ENGAGE READING FRIENDS GROUP

Second Sunday of every month, 2pm-4pm

Bringing people together to read, share stories, interests and life experiences. A chance to meet new friends of a similar age who have an interest in reading.

All welcome but places are limited – contact us to reserve your space:

TEL: 0141 616 5060 | Newton House, North Greenlaw Way, Newton Mearns, East Renfrewshire, G77 6GZ

enquiries@hamberleycarehomes.co.uk



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