

HAMBERLEY HERALD

LIVING LIFE TO THE FULL

Meet our Wellbeing & Lifestyle Coaches

IT'S ALL 'RELATIVE'

How we help loved ones navigate the care journey

BLOOMING MARVELLOUS

Resident Billy rejuvenates Milngavie's greenhouse



HAMBERLEY

CARE HOMES

NEW CARE HOME IN HAILSHAM DUE TO OPEN IN EARLY 2021



Due to open in Spring 2021, our new care home in Hailsham, East Sussex will feature:

- Spacious en-suite bedrooms, beautifully appointed in a range of themes for comfortable and stylish living
- Our wellbeing and beauty salon which includes hairdressing and a nail bar for manicures, pedicures and hand massages
 - A bar and an elegant café to enjoy a cappuccino with family and friends, and bright living spaces for socialising across all floors
 - A deluxe cinema where residents can enjoy their favourite films or the latest releases in classic style
- A library and internet café to allow our residents to surf the internet, and keep in touch with family and friends

NEW CARE HOME IN WIXAMS

Due to open in
Spring 2021

NEW CARE HOME IN WEST BYFLEET

Coming soon

A stunning new care home in the picturesque village of
West Byfleet – due to open in 2021

NEW CARE HOME IN ENFIELD

Due to open in
Winter 2021

For more information email our team, or visit our website:

enquiries@hamberleycarehomes.co.uk | www.hamberleycarehomes.co.uk

HAMBERLEY HERALD

CONTENTS

2-3	NEWS	Find out the top stories from our homes across the UK.
4-5	NEWS	The latest stories about the events, fundraisers and activities happening in our care homes.
6-7	A SPOTLIGHT ON... RELATIVES	Discover how the 'Through the Eyes of a Relative' training helps us provide care for residents and their families.
8-9	LIVING LIFE TO THE FULL	Find out how our Wellbeing & Lifestyle Coaches are working to make every moment count.
10	RESIDENTS' STORIES	Find out how Billy Allen's love of gardening has given him a new lease of life at Milngavie Manor.
11-12	DEMENTIA FRIENDS ON TOUR	Here's a look at how we're helping to recruit new 'Dementia Friends' across the UK.
13	INTRODUCING RICHMOND MANOR	Our newest home is almost ready to open its doors to welcome in the community.
14	GLORY DAYS	There's plenty to celebrate for Team Hamberley at the LaingBuisson Awards.
15	NEW YEAR, NEW YOU!	Step inside our homes' salons where residents can get a style fix whenever they need it.



Welcome to the Hamberley Herald and Happy New Year from the whole team here.

We're starting 2020 on a high after a wonderful winter where all our homes excelled themselves by hosting fantastic events, fundraisers and community activities.

I'm fortunate enough to have stories popping up on my desk all the time, showcasing how our staff make a difference for residents by ensuring they enjoy full and happy lives. That's why I'm excited for you to get a glimpse into the work done by our Wellbeing & Lifestyle Coaches this issue. We're taking a deep dive into their world, and how they go above and beyond for the people they care for.

You'll also discover how we're expanding the Hamberley family by opening new home Richmond Manor, and the success we enjoyed at the LaingBuisson awards.

On a personal note, I'd like to send my thanks and best wishes for 2020 to every one of the many staff who make Hamberley Care Homes so special.

I hope that your New Year begins full of happiness and positivity. Be sure to drop in and visit your local home because – as you'll see from our news stories – there are plenty of brilliant events going on all year round.

Paul Hill
CEO, Hamberley Care Homes

WELCOME TO OUR WORLD

It's been a busy end to 2019 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.



GOING FOR A SONG

Milngavie Manor is alive with the sound of music every Thursday afternoon, courtesy of their dedicated dementia-friendly choir.

The singing sessions are led by Pam and Jim McJannet who run the 'Music Machine Dementia Choir', an initiative designed to engage people living with dementia through the power of song.

Anyone can join in as Jim leads the group through a selection of classic hits, songs from the movies, old Scottish folk tunes and many other memorable tracks.

"We really enjoy coming here, the residents are very good and extremely interactive," enthuses Jim. "They all sing very well and seem to enjoy themselves throughout the session, which is lovely."

Singing is widely regarded to be therapeutic for people living with dementia. Each week, Jim researches a bygone year and features hits from the time, plus a segment where he talks about popular social events and trends that happened during that year.

From who won the Best Film Oscar to big news stories of the day, the choir enjoys a trip down memory lane at each session, as well as a good sing-song.

These musical sessions are open to members of the public too, regardless of their singing ability.

HELPING HANDS

Over at Hawthorn Green, the arrival of some young volunteers caused great excitement as new friendships were established.

Students from the nearby Sir John Cass Secondary School and employees from law firm DAC Beachcroft arrived to meet the residents at the start of the new volunteering scheme.

They spent time chatting with the residents, doing activities and learning more about life at Hawthorn Green.

"Our first week of volunteering with the residents at Hawthorn Green truly exceeded all of my expectations," says Lois Duguid from DAC Beachcroft, who runs the initiative. "It was wonderful to see so many of the residents arriving into the day room to join in, and we were quite bowled over by how much they evidently enjoyed it.

"One of the pupils from Sir John Cass told me that the gentleman she'd been chatting to had said he had really enjoyed himself and he was looking forward to it the following week. I think that really touched her, and it boosted her confidence to know that she had made a difference to him in that way."

Each week, the group will return to Hawthorn to join residents in activities and develop the relationships further.



WHAT A CARVE UP!

Caddington Grove celebrated Halloween in style last October – with their first-ever community pumpkin festival.

Spooktacular activities on the day included a pumpkin carving masterclass, a Best Dressed Halloween Costume competition and trick or treat games.

Dunstable's Mayor Cllr Sid Abbot attended to judge the costume competition and also select the best pumpkin carving.

With visitors young and old throwing themselves into the fun, the inaugural festival was a great success.

"It was a Halloween we'll never forget," smiles Martyn Dawes, Home Manager at Caddington Grove. "The residents loved getting stuck in and carving their pumpkins, plus seeing all our visitors decked out in their scary finery.

"There were plenty of little visitors who took part in our themed activities, so it was a nice day out for families too!"

While the traditional Halloween activities were all featured, Caddington Grove also ran a pumpkin-themed cookery masterclass. They wanted to teach visitors how to make sure the tasty flesh of the pumpkin didn't go to waste.

The audience was given a demonstration in making pumpkin soup, muffins and pies, which they could try at home with their pumpkin leftovers.

Caddington Grove plans to run the event every Halloween and looks forward to welcoming more people in the local community to their next festival.



WELCOME TO WEDNESDAY

Chawley Grove has launched a weekly event called 'Dementia-friendly Wednesday' to welcome local people living with the condition into the home.

Visitors join residents for a coffee morning each Wednesday, where our Homemakers serve refreshments and delicious cakes made by our chef. Chawley Grove's salon is also open to the group, offering hair treatments and hand massages to those who want a bit of pampering.

Guests also get the chance to use our magic table, an interactive table that helps people living with dementia to engage socially and take part in games.

"It means a great deal to us to be able to open our doors to people in our local community who may be feeling isolated and lonely because they are living with dementia," shares Home Manager Theresa Whitford. "By offering a space for people to meet, share their experiences and stories and use the facilities we offer for dementia care, it can help our visitors feel less alone."

For visitor Bunny Leaver and her carer Rachael, attending the group has been extremely positive and they've enjoyed spending time at Chawley Grove.

"It is lovely to enjoy a coffee morning in such a welcoming space," says Bunny.



PETS AT HOME!

Chawley Grove welcomed some furry VIPs to their annual Macmillan Coffee Morning event – a prize pooch and a pair of alpacas!

The team wanted to provide something very special for visitors and residents during the fundraising event and thought petting the adorable animals would be a real crowd-pleaser.

To ensure everybody could enjoy the food on offer, Chawley's kitchen team served up specially created canine cakes and a raisin bake that was suitable for the alpacas. The sweet treats went down a storm with both the humans and the pets.

Every year, cancer charity Macmillan asks people across the nation to host coffee mornings to raise much-needed funds for their work. By inviting members of their local community to come and join them for beverages, cake and animal petting, the team at Chawley Grove were delighted to put a twist on their event.

It certainly went down well with our residents and guests, including visitor Esme Wyatt.

"My husband and I very much enjoyed our visit – there was a great buzz around the place," says Esme. "There was a marvellous selection of cakes and the staff were delightful and welcoming. We look forward to coming again soon."



TAKE A SEAT

Newton House has donated a special bench to a golf charity that helps people living with dementia to continue enjoying the sport.

Golf In Society runs weekly sessions at the home's local club Mearns Castle Golf Academy, where founder Antony Blackburn helps players get in the swing of it.

Regional Community Relations Lead David Holbrook attended a session and discovered that the golfers needed a place to rest after walking from the driving range to the putting green and between shots.

So, he arranged for a bench to be delivered to the club, courtesy of Newton House.

"Anthony has created a wonderful group that helps people living with dementia to keep active, socialise and enjoy being in the fresh air," enthuses David. "When I realised that they had to borrow chairs from the clubhouse to sit on, I thought we could do something to help. I'm delighted that the bench is now in place and that the golfers can take a rest whenever they need to."

Following his successful work with people living with dementia, Anthony now runs sessions at other clubs suitable for those living with Parkinson's Disease too. If you want to learn more, go to www.golphinsociety.com.

TO THE LETTER

A new pen pal scheme has been launched between the residents of Nesbit House and pupils from Radnor House Prep School in Sevenoaks.

The first contact was made when the young letter writers visited the home on their annual 'Make A Difference Day' to spend time getting to know their new pen pals and to help out with some jobs.

One of the activities involved making and decorating a paper mache post box to match the one at Nesbit House, which will sit in their classroom ready to be filled with correspondence.

"The plan is for both residents and pupils to swap cards, letters and other missives through the special delivery post boxes," explains Dean Champion, Nesbit House's Wellbeing & Lifestyle Coach. "We will focus some of our crafting sessions around making things to send across to the children, and they'll do the same. It's a lovely way to build meaningful modern relationships in an old-fashioned way!"

On the 'Make A Difference Day' visit, the class also baked a rainbow cake for the residents, helped to plant up a grass bank to improve the look of an outdoor pathway, and their choir gave a special performance.

The residents were delighted with the visit and are looking forward to receiving their post.



TALKING TECH

Virtual reality company Dancing Mind paid a visit to Hawthorn Green this winter, to showcase their latest tech innovation.

Residents were given the chance to try the VR headset and experience the games and applications developed as part of Dancing Mind.

Company representative Tita Frizzo explained how Dancing Mind's programme is designed to help with physiotherapy, cognitive development and meditation.

"It is a brilliant piece of therapeutic equipment," says Home Manager Natasha Shillingford. "Tita showed us how the VR works and then explained how you could personalise the programme to make it bespoke for each resident. It allows you to do much more than deliver therapeutic activities because you can also monitor and track progress. That functionality is incredibly insightful."

While Dancing Mind has been developed for people living with dementia to use, it's also suitable for those who are bed-bound or have suffered strokes. The virtual reality simulations help to encourage movement from the person using the technology and have been shown to boost wellbeing.

It's exciting to see the latest innovations in care and to find new ways to help residents living with dementia and other conditions.





IT'S ALL RELATIVE

Choosing the right place for your loved one to live is a challenging and emotional decision for families. At Hamberley Care Homes, we train our staff to ensure they can support relatives at every step of this journey. We are committed to providing person centred care and that means engaging with and involving relatives too.



Through the Eyes
of a Relative



“I want every carer to know that family and friends are grateful to them for helping make their loved ones’ life happy and content.”

NATALIE HERNANDEZ

To this end, we work with Natalie Hernandez, who provides a learning experience for our staff called ‘Through the Eyes of a Relative’. This workshop-based training ensures that everyone who works in our homes gains empathy and understanding of the journey families go on.

Natalie became an “expert through experience” when her mother, who lived with dementia, moved into a care home. Their journey inspired Natalie to create this unique training for care home staff, so they can better understand the perspective of a relative and how to improve the experience for residents and their loved ones. The training also impresses on staff that they play a vital role in the lives of relatives and their work is genuinely valued.

Here’s a look at what Natalie’s interactive workshops focus on.

Settling in

Finding the right place for your loved one to live is one of the most important decisions any family will make. The moving-in process can be emotional for both resident and relative. Listening, talking with families and being mindful of the myriad of feelings that can be experienced is vital.

Whether that is through offering reassurance or explaining the many different elements of care and what it entails in further detail, this interaction must be bespoke to the family’s needs.

Developing meaningful friendships

Engaging relatives in conversation about their loved one’s past, their likes and dislikes, and what’s important to the family is crucial. Chatting about these things during day to day interactions with residents makes a huge difference and allows the care experience to be a partnership between family and home.

Natalie has based ‘Through the Eyes of a Relative’ on her own journey as a relative of a loved one in care. She shares personal experiences in the workshop sessions as well as interactive scenarios. This unique combination

helps team members look at different ways to build friendships and engage with residents as well as their families and friends.

“My mother loved flowers and seeing them had a positive impact on her wellbeing through her life including her time living with dementia.” says Natalie. “In one of the roleplays we do, I show how something small like pointing out a flower display on the way to lunch is a little touch that makes a big difference. As a relative, somebody caring enough to do those things meant an awful lot.”

Knowing what matters most

It’s the tiny details that can often make the biggest positive impact on a resident’s life. Involving family in the discovery of these details is an essential way of ensuring the care experience is truly personalised.

It can be anything from having Mum’s nails painted to how Dad and the family like his wardrobe organised. This means the family can spend quality time together rather than sorting out the wardrobe each visit.

The learning experience encourages staff to make it a priority to find out these small, yet vital, details. Once understood, these are then shared with other colleagues so that everyone can build meaningful friendships.

Positive relationships

For a care professional, a small gesture might seem insignificant, but ‘Through the Eyes of a Relative’ shows them the positive impact they have on relatives by hearing it first-hand from an actual relative of someone in care.

“I want every carer to know that family and friends are grateful to carers for helping make their loved one’s life happy and content,” explains Natalie.

“Of course, there may be times when a relative will ask for some changes or improvements but I remind staff that by building positive relationships it’s much easier to help meet the different needs that a relative may have now and again. As a relative we only have the best interest of our loved ones and their carers at heart.”

LIVING LIFE TO THE FULL!

Meet the Hamberley Wellbeing & Lifestyle Coaches who are expanding our residents' horizons in our homes.

The role of Wellbeing & Lifestyle Coach in Hamberley Care Homes is crucial. These are the caring professionals who help engage residents in activities, find out their likes and dislikes and encourage them to try new things.





In the reception of Caddington Grove care home in Dunstable, a crowd has gathered to watch something quite extraordinary.

A 93-year-old resident called Cyril is doing a series of jabs, upper-cuts and crosses, showcasing the highlights of a boxing exercise session he's just completed. Wellbeing & Lifestyle Coach Amy Humphries beams as he gets a round of applause, knowing that she's played her part in making his day.

"I made sure we filmed it and when Cyril's family saw it, they were blown away!" smiles Amy, who started working at Caddington Grove in summer 2018. "When Cyril first moved in, he'd said, 'This place isn't for me, I'm much more able' and I thought, 'Right, this is my kind of guy!' I discovered Cyril loved exercise and was ex-RAF, so I did some 1-2-1 personal training with him in his room, including boxing. He was so happy with his progress that he wanted to show everyone and that's when we filmed the video."

The role of Wellbeing & Lifestyle Coach in Hamberley Care Homes is crucial. These are the caring professionals who help engage residents in activities, find out their likes and dislikes and encourage them to try new things.

"From the moment a new resident arrives, I make sure to introduce myself and have a chat about my role," explains Megan Wilson, our Wellbeing & Lifestyle Coach at Chawley Grove in Oxford. "I love helping them to get settled in and build a friendship initially. After we've got to know each other, I can begin to suggest things that they might like to do. In conversations, I'll be trying to find out about what they did for a living, their hobbies, the music or films they like, and more. Once I've built up a picture of them, I'm ready to recommend activities we can do together."

For people who've never set foot inside a Hamberley Care Home, it may be a surprise to discover that there's lots going on. Our residents input into the events and activities based on their personal preferences. There are also lots of events that Wellbeing & Lifestyle Coaches, like Amy and Megan, are constantly coming up with to help get people involved in new things.

Over at Newton House, Thomas Horwood says that he ensures there is a good mix of activities – both to help physical movement and to improve mental wellbeing.

"Recently, we've participated in Paths For All, a community walking initiative, which hosts weekly walks beginning and ending at Newton House," shares Thomas. "That helps gets residents moving and meeting new people. In the home, we've done things like animal therapy, crafting and singing. We've also got a monthly cinema club and hold regular community Musical Minds sessions, where residents get the chance to interact with local people. It's about finding a range of activities that will engage all of the residents."

The Wellbeing & Lifestyle Coach role is varied, as professionals try to bring fresh new ideas to the work they do. It's a challenge that Dean Champion at Nesbit House relishes.

"I like bringing fresh energy into the home and helping residents to try new things," enthuses Dean. "For me, it's not about seeing the residents as elderly and in a care home, but as people still full of life to live. I want them to make the most of every day and it's my job to help those days be as full of new, fun and interesting experiences as possible!"



THE POWER OF TOUCH



Introducing the Hamberley Hand Massage, the bespoke therapy treatment that boosts our residents' wellbeing.

When you join any team at a Hamberley Care Home, part of your induction will be to learn this massage treatment that we've made our own.

The Hamberley Hand Massage uses the power of touch to promote wellbeing and relaxation. Here's a look at the benefits and why it's become so important to us.

#1

Ultimate Relaxation

This massage is not a deep tissue treatment, instead the pressure is light as the intention is to create a state of relaxation and comfort. The 12-step massage combines aspects of Korean hand massage and reflexology. The practitioner uses scented cream to perform the hand massage, so there are aromatherapy benefits to it too.

#2

Targeting Pain

Although the massage is gentle, by working different pressure points in the hands, this type of massage has links to pain relief. It can help reduce physical discomfort and encourages relaxation.

#3

Anxiety Relief

The impact of anxiety and stress are known to cause physical issues too, so this wellbeing massage is used to help people destress and become calm. By working with the hands like this, our team are able to soothe and help the person receiving the massage to feel more grounded and safe.

#4

Accessible to All

The hand massage can be performed anywhere – so residents unable to leave their beds, or those who prefer to stay in their rooms can still enjoy the treatment. It can also be adapted to suit the needs or preferences of the individual, the masseuse will check what works best each time.

#5

Making a Connection

The feeling of touch is very comforting for most people, so the hand massages are a great way for our staff to engage with residents. The massages are available whenever a resident would like to enjoy the benefits of them.



BLOOMING MARVELLOUS!

How an empty greenhouse took gardening enthusiast Billy back to his roots.

For many people, the humble garden is their happy place. Gardeners find cultivating plants, growing their own produce and seeing flowers in bloom to be the best kind of therapy.

As a keen gardener, Billy Allen found it tough to say goodbye to his patch of paradise when he moved into Milngavie Manor a few months ago. But, thanks to thoughtful staff, his green fingers won't be going to waste. Instead, he's become the guardian of the Milngavie Manor greenhouse.

"Our greenhouse stood empty before Billy arrived, so we gave it to him to make his own," explains Arlene Harrison, Milngavie Manor's Leisure & Wellbeing Officer. "Billy got straight to work, sorting out exactly what he wanted to grow in there and getting everything ship-shape. It's only been a few months and he's already grown tomatoes, courgettes and cucumbers – all of which are used in our kitchen to make meals we can all enjoy together."

As well as providing delicious produce for other residents to feast on, Billy has also been able to pass on his knowledge to younger generations. Milngavie Manor often plays host to a nursery class who enjoy spending time with Billy and finding out about what he's growing.

"Billy is a lovely and generous man who always has time for the children," says Arlene. "He is a fountain of knowledge about gardening and the little ones love to explore the greenhouse with him.

"Hopefully, he can inspire them to get involved in gardening themselves and put what he teaches them to good use.

"Making sure that residents can continue to live the lives they want and keep enjoying their favourite pastimes is vitally important to the team here. Through getting to know each new resident, we work hard to discover all the things that make them happy and then facilitate opportunities for them to do those activities."

"Stories like Billy's will hopefully inspire other residents to have a think about what they'd like to do and find out if we can help them fulfil those aspirations," says Home Manager Susan Mcelhinney Leung. "My team are delighted when they get the chance to enhance a resident's day-to-day life.

"We've got plenty of space here, both indoors and outside, so it's great for our residents to make full use of it."

"Making sure that residents can continue to live the lives they want and keep enjoying their favourite pastimes is vitally important to the team here."

ARLENE HARRISON,
MILNGAVIE MANOR'S LEISURE
& WELLBEING OFFICER



LET'S TURN DUNSTABLE DEMENTIA FRIENDLY!

The team at Caddington Grove are on a mission.

Becoming a Dementia Friend is extremely easy and makes a massive difference to people living with dementia.

As proud members of the Alzheimer's Society initiative, the team at Caddington Grove decided they wanted to start training more people in their local area to become Dementia Friends.

So, Community Relations Lead Kelly Cox decided to stage a Dementia Friends tour to help Dunstable become a dementia-friendly town. She and her team went out to local theatres and hotels to lead training groups and also invited community and business leaders to Caddington Grove to complete the sessions there.

"Many people don't realise how simple it is to become a Dementia Friend or the impact you can make in your local area when you join," explains Kelly. "Once you learn how to help people living with dementia, you can take actions to help them manage in the community.

"We are leading by example in Dunstable, so it meant a lot that local businesses, the police, council leaders and members of the public have all come to do their Dementia Friends training. Together we can make Dunstable a dementia-friendly town."

The Dementia Friends training lasts approximately an hour and is flexible to the needs of the audience.

Hamberley Care Homes hope to be able to run Dementia Friends sessions in all of our care homes, raising awareness and teaching

people how to support people living with dementia as they go about their lives.

Many of the people who've received the training so far say that they've come away with a lot of new ideas.

"I run services for older people, some of whom are living with dementia, and I thought I knew a lot about it, but I learnt a lot," says Sandy Coyle, Community & Young Persons Service Manager from Dunstable Town Council.

Lucy Hatcher, Front of House at the Grove Theatre in Dunstable says "The session was very informative and I have a far better understanding of dementia now."

If you'd like to find out more about the Dementia Friends initiative, visit dementiafriends.org.uk.



3

WAYS TO BE DEMENTIA FRIENDLY

1

SMILE

If you see somebody struggling in a public situation and you think they could be living with dementia, greet them with a big smile. Presenting a friendly and welcoming smile can put the person at ease and enable them to be responsive to help.

2

BE PATIENT

It can take people living with dementia slightly longer to do specific tasks, but given time they may be able to complete what they are doing. By being patient and polite, and giving them space, you can avoid making a situation stressful for them.

3

SHARE ON SOCIAL

On the Dementia Friends website, there is a short video that explains how to be more dementia-friendly. Share this video on your social network channels to raise awareness and encourage others to become Dementia Friends too.





INTRODUCING RICHMOND MANOR!

We're about to open our newest care home.

After months of hard work, we're almost ready to open the doors to our newest care home – this is your first look at Richmond Manor.

Located in Bedfordshire, just 10 miles south of Bedford itself, Richmond Manor is in the pretty town of Ampthill.

Residents will be able to enjoy a luxury living experience in the new property, which includes a stylish bar and café, a deluxe cinema and a beauty salon.

"We're really excited to welcome our first residents and visitors to Richmond Manor," says Fiona Smith, Home Manager. "We're already planning our launch event so the public can come and have a look around. It's our mission to wow them with what we can offer to residents, combining care excellence with luxurious surroundings."

Richmond Manor is the second home Hamberley Care Homes have opened in Bedfordshire, following Caddington Grove in Dunstable. Staff will be committed to building links with the local Ampthill community and hosting events that the public can enjoy.

"It's important to us to become part of Ampthill and to do our bit in the local area," shares Fiona. "We'll be coming up with fun events, regular community initiatives and making sure everyone knows they are welcome to drop in. It's going to be great to get to know our new neighbours."

Our new care home will feature:

- **Spacious en-suite bedrooms**, beautifully appointed in a range of themes for comfortable and stylish living
- **Our wellbeing and beauty salon** which includes hairdressing and a nail bar for manicures, pedicures and hand massages
- **A bar and an elegant café** to enjoy a cappuccino with family and friends, and bright living spaces for socialising across all floors
- **A deluxe cinema** where residents can enjoy their favourite films or the latest releases in classic style

To find out more about our new luxury care home in Ampthill, Bedfordshire email: enquiries@hamberleycarehomes.co.uk

"We'll be coming up with fun events, regular community initiatives and making sure everyone knows they are welcome to drop in. It's going to be great to get to know our new neighbours."

FIONA SMITH,
HOME MANAGER



TEAM HAMBERLEY SHINE AT THE LAINGBUISSON AWARDS 2019

Recognition for our residential care and a development win make it a night to remember.

This year's LaingBuisson Awards gave us plenty to celebrate as we were shortlisted for the Residential Care award and Hamberley Development won Property Developer of the Year.

In the Residential Care (smaller organisations) category, Hamberley Care Homes was selected as one of the finalists. The judges shortlisted us because of the excellence in the care we provide and our focus on innovation and engagement with residents.

For Hamberley Development, it was a night of triumph after they were named Property Developer of the Year. The team took to the stage to receive the award from host Jo Brand and say that it's a great honour to be recognised for their hard work.

"We are driven by a desire to improve the quality of care homes in the UK to deliver the best possible care for residents," says Tim Street, Director and co-founder of Hamberley. "Having been recognised at the LaingBuisson Awards in previous years, we are pleased to add another award to our collection, reflecting the focus and dedication of the team, who have been instrumental in ensuring our developments are of the very highest standard."

The LaingBuisson Awards are considered to be the Oscars of the health and social care sector. This year's ceremony took place at Park Plaza on Westminster Bridge, London, where an audience of more than 1,000 people watched the industry winners collect their accolades.

"We are driven by a desire to improve the quality of care homes in the UK to deliver the best possible care for residents,"

TIM STREET,
DIRECTOR & CO-FOUNDER OF
HAMBERLEY



STYLING IT OUT!

Residents of our care homes have been encouraged to start the New Year off in style by visiting their in-house salon.

Step into most Hamberley Care Homes and you'll discover that there's a boutique salon in situ, ready to ensure residents can look and feel their best all year round.

In those homes, residents get a weekly hair appointment for a style and blow-dry, and a haircut every few weeks. So, there's never long to wait if you want to refresh your look and enjoy some serious pampering.

"There's nothing quite like the thrill of stepping out of the hairdressers, is there?" smiles Susan Mcelhinney Leung, Home Manager at Milngavie Manor.

"Salon and beauty treatments are all part of our luxury care experience. Our ladies love popping in and having their hair or nails done, and the gents are no slouches on the style-front either. It's a lovely part of life in a Hamberley Care Home."

Each salon has the facilities needed for our stylists to wash, cut and dry hair with all the mod cons. The in-house hairdresser is always there, while a number of homes have nails, waxing and other treatments provided by local beauty therapists.

Some homes offer community salons, where people in the local area can come to have their hair or beauty treatments done by our team. That's a great opportunity to get to know new people and try out the Hamberley salon experience.

"We always love showing prospective residents the salon, we get a lot of compliments about it," shares Chrissie Heyes, Home Manager at Nesbit House. "I'd encourage people to drop by and take a look. Also, if your loved one is a resident with us, make sure they keep their weekly treat. It's too good to miss!"





HAMBERLEY

CARE HOMES

UPCOMING EVENTS ACROSS OUR HOMES

CHAWLEY GROVE

3:30pm, 22nd January 2020

A talk on Alzheimer's disease and other dementias

Hosted by the Chawley Grove team in partnership with Home Instead Oxford

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

NEWTON HOUSE

2pm, 29th Jan 2020

Understanding Dementia

With speaker Nicola Kennedy from Alzheimer Scotland

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

CADDINGTON GROVE

6 – 8pm, 3rd Feb 2020

Care Fees Planning Seminar

With speakers Johanna Haigh & Mark Ireland from Lyndhurst Financial Management

TEL: 01582 320750 | Caddington Grove, 175 London Road, Dunstable, Bedfordshire LU6 3DX

NESBIT HOUSE

10:30am, 7th Feb 2020

Care Fees Planning Seminar

With speakers Johanna Haigh & Mark Ireland from Lyndhurst Financial Management

TEL: 01959 580220 | Nesbit House, Orpington Bypass, Badgers Mount, Kent TN14 7AG

All welcome but places are limited – contact us to reserve your space:
enquiries@hamberleycarehomes.co.uk



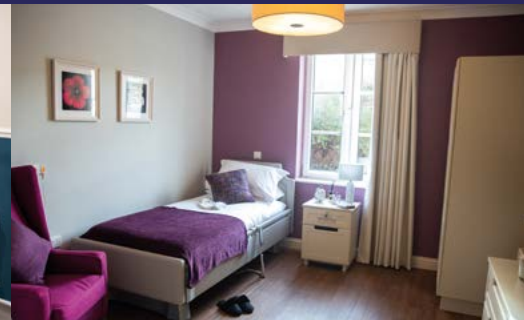
HAMBERLEY

CARE HOMES



PARK VIEW COURT NEUROCARE

A luxury care home with a heart



Our specialist teams work in partnership with community physiotherapists, speech and language therapists and occupational therapists to support people to reach their individual goals, providing expert support as their needs change.

Providing specialised care with a focus on reablement and independence, Park View Court Neurocare elegantly combines style and function to create an environment of comfort, possibility and potential.

Park View Court Neurocare's offering is unique to East London, allowing people with very complex needs to be cared for in the community – closer to friends and family.

At Park View Court, a unique purpose-built neurocare service provides specialist long term complex care and rehabilitation for 30 individuals aged 18 and above.

We support people with a range of complex conditions and symptoms, including:

- Neurological conditions including motor neurone disease, multiple sclerosis, Parkinson's and Huntington's disease
- Dementia, including Alzheimer's, Lewy body and Pick's disease.
- Traumatic, acquired and hypoxic brain injury, spinal cord injury and stroke
- Cognitive and behavioural disabilities
- Neuropalliative and end-of-life care

For further information about this event, or to find out more about Park View Court, contact us:

enquiries@hamberleycarehomes.co.uk
www.hamberleycarehomes.co.uk

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