

SUMMER 2020

HAMBERLEY HERALD



We celebrate our brave care teams and their tireless work

A WINNING TEAM

Residents show off their quiz skills



SHINE A LIGHT

A thank you to our wonderful nurses



COMMUNITY MATTERS

How local friends and neighbours stepped up



HAMBERLEY

CARE HOMES

WEST BYFLEET

A Luxury Care Home with a Heart



NEW LUXURY CARE HOME

OPENING EARLY 2022

RESIDENTIAL CARE | DEMENTIA CARE | NURSING CARE | SHORT BREAKS

Spacious en-suite bedrooms | Bright and stylish living spaces across all floors | Deluxe cinema

A private dining suite for residents and their guests to use for special occasions and family events

A bar and a café to enjoy a cappuccino and a slice of homemade cake with family and friends

For more information and to register for updates, please contact us at:

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

Parvis Road, Broadoaks, West Byfleet, Surrey, KT14

HAMBERLEY HERALD



CONTENTS

2

WELCOME

CEO Paul Hill reflects on a challenging time across Hamberley Homes.

Thank you for picking up this edition of the Hamberley Herald and a warm welcome from me and everyone at Hamberley Care Homes.

As you know, the past few months have been the most challenging time that many of us have ever encountered. In this Herald, Director of Clinical Excellence Michelle Kudhail and I both talk about Hamberley's experience of the pandemic, how we've protected our residents and the safeguards we've put in place for the future.

Throughout it all, the one thing that has shone through has been the dedication, compassion and care shown by every member of our staff. Those people on the frontline, working tirelessly to provide the best level of care, to keep our residents safe, and to help them lead meaningful lives.

I'm inspired by all of our Hamberley Heroes, and immensely proud to be part of such an incredible team of people. Whatever challenges we may face in the future, I know the Hamberley spirit will remain undiminished and we will continue to provide an outstanding care experience for our residents.

Paul Hill

CEO, Hamberley Care Homes

WELCOME TO OUR WORLD

Being apart from loved ones made lockdown particularly difficult for our wonderful residents, so we tried to keep spirits high by doing a host of fun activities within our homes. Here's a snapshot of some memorable moments created by our residents and staff.



GAME ON!

The residents of Newton House can rack 'em up whenever they want to – thanks to their brand-new pool table.

The Newton House team came up with the idea of getting a pool table after lockdown stopped one resident enjoying his regular hobby.

Alex Findlay loved going out on Fridays to play pool locally but had to stop in line with the Government rules. So, as Alex couldn't go to his usual pool table, Team Newton decided to bring the game to him.

Not only has Alex loved the chance to resume his hobby, but Project Manager Pauline Hunter said he's found some willing opponents among the other residents.

Pauline said: "The table has been a big hit here at the home, there are plenty of games being played already."

"We know that hobbies are vital for the wellbeing of our residents, and it was a real shame that Alex couldn't get out to enjoy his usual pool games. By bringing his hobby in-house, we've boosted Alex's spirits and got other residents interested in playing."

Newton has also recently taken delivery of the Mobii 'Magic Table' from health tech company OMI. The projector can be used on any flat surface and provides interactive games for residents to enjoy.



LOAFING ABOUT!

A new trend for bread-scented diffusers is helping residents living with dementia at Nesbit House with orientation around the home.

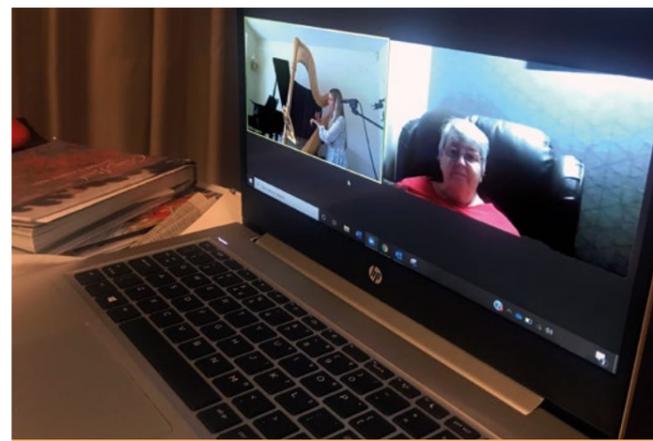
The unusual aroma is used because the smell of freshly baked bread stirs up memories of morning bread-making in the family home. While not everyone had parents who whipped up a sourdough each morning, the diffuser smell helps people living with dementia identify the time of day and where they are.

Although the bread diffusers themselves have been working well, the inevitable side effect is that now everyone is craving home-baked loaves.

Fortunately for Nesbit House residents, there are plenty of talented bakers in-house who have been happy to oblige. Staff and residents who enjoy baking have been making a wonderful selection of bread for all to eat, including sun-dried tomato loaves, tiger bread and sourdough. The talented group even have their own name, the Nesbakers!

For resident Joyce Smith, getting the chance to bake is a real pleasure.

Joyce said: "Baking keeps me moving. Kneading the dough, watching it rise, it's very fulfilling and even better when people enjoy the end product!"



MUSIC MATTERS

Chawley Grove has been lucky to welcome talented musicians to play for residents during the lockdown – through virtual music sessions.

Harpist Olivia Jageurs gave a heart-warming performance for Chawley Grove resident Françoise Jarman as part of her work for the Constella's Connecting Stars initiative.

Constella founder Leo Geyer launched the project after seeing the impact of his virtual performances on his grandmother, while she lived in a care home.

When COVID-19 hit, Leo and his team wanted to meet the needs of residents in care homes feeling isolated and give performers the opportunity to

work. So, their musicians have been doing beautiful recitals for care home residents.

For Chawley's Françoise, Olivia's performance was incredibly moving, and she told the staff that she would cherish the moment for a long time.

Chawley Grove was also delighted to welcome Kate Wilkinson, a talented clarinet player and music therapist, to do one-on-one musical sessions with our residents.

Kate's sessions are interactive and fun, allowing residents to use music to help them feel good and relax. The feedback from residents has been fantastic - they love Kate's virtual visits.

TIME FOR TEA!

Hamberley Care Homes took part in this year's National Tea Day celebrations in May, by attending a virtual tea party.

Regional Community Relations Lead Jacqueline Brown hosted the event where she invited her colleagues from homes across the UK to join in the fun.

While Jacqueline created a unique background for the call, which featured the Disney version of the Mad Hatter's Tea Party, her colleagues dug out their best china to take part.

Chawley Grove Wellbeing & Lifestyle Coach Megan Wilson upped the ante when she and the residents on the call revealed they had a cake stand full of goodies to enjoy as the party got underway.

This was the fifth National Tea Day, where organisations are asked to celebrate the beloved beverage while getting together with friends.

Hamberley's virtual tea party gave staff and residents in different homes the chance to



MICK'S KIND GESTURE

Luton Town football legend Mick Harford delighted his fans at Caddington Grove by sending them a special video message.

Big-hearted Mick leapt into action when staff contacted him to explain how tough the lockdown situation was for residents, particularly those living with dementia.

They explained that residents living with dementia found it difficult to understand why they couldn't have visits from their families, so staff were looking for ways to make them happy.

Mick was delighted to hear that one of the activities cheering people up were discussions about coming to Kenilworth Road to watch Luton Town play.

The 'Hatters' particularly loved watching Mick in action during his time as a striker for the club, especially during the 1987-1988 season when they took home the Littlewoods Challenge Cup after defeating Arsenal.

So, they were delighted when Mick answered a selection of questions about his football career on video and sent a personal message of support to them.

Mick said: "I'd just like to send all my best wishes to Caddington Grove Care Home and all the people who work and live there. I hope they are staying safe."

The full video can be found on www.lutontown.co.uk if you'd like to hear Mick's football memories.



catch up for a cuppa and enjoy some quality time together.

According to reports, Rene from Nesbit House was the life and soul of the party, singing and dancing to Tom Jones and chatting up a storm with the other Zoom-ers.

With all homes currently in lockdown, it's been great to build a virtual community together through our online activities. The virtual tea party was a big hit.

TIKTOK SUPERSTARS!

The residents of Hamberley Care Homes have been proving they're just as tech-savvy as the younger generation by making videos for social network TikTok.

Despite TikTok being famous for the creative video content shared by youngsters, the staff at Caddington Grove and Milngavie Manor invited residents to get involved.

The Hamberley TikToks have been posted on our Facebook page, and Milngavie Manor's Easter dancing video inspired plenty of comments as families enjoyed watching the fun. Staff danced around to 'It's A Beautiful Day' as residents enjoyed their Easter celebrations.

Caddington Grove was next to the TikTok party as they shared a fun dance routine video to 'Funky Town' by Lipps Inc. Commenters remarked on the

smooth moves displayed by the resident dancers, with one lady writing, 'They've got better rhythm than me!'

Newton Manor enlisted the help of a large group of residents to make their TikTok. The lively video featured residents adorned with garlands and showcasing their best moves.

Meanwhile, Milngavie Manor's Linda Watson took up the mantle next inviting resident Sadie Gray to join her for a bop. The ladies did a corridor dance to 'Coincidence' by Handsome Dancers and took the internet by storm.

Well done to all our TikTok dancers for their wonderful videos.



KINDNESS COUNTS

The team at new Hamberley Care Home, Richmond Manor, have been doing their bit to spread some community kindness, by delivering luxury bags to locals.

Although the doors of Richmond Manor weren't open yet, Regional Community Relations Lead Jacqueline Brown wanted to cheer up their neighbours in Amphill with a nice gesture.

Jacqueline put together a package of cheese, biscuits and sweet treats for the local people and then delivered them while wearing full PPE clothing.

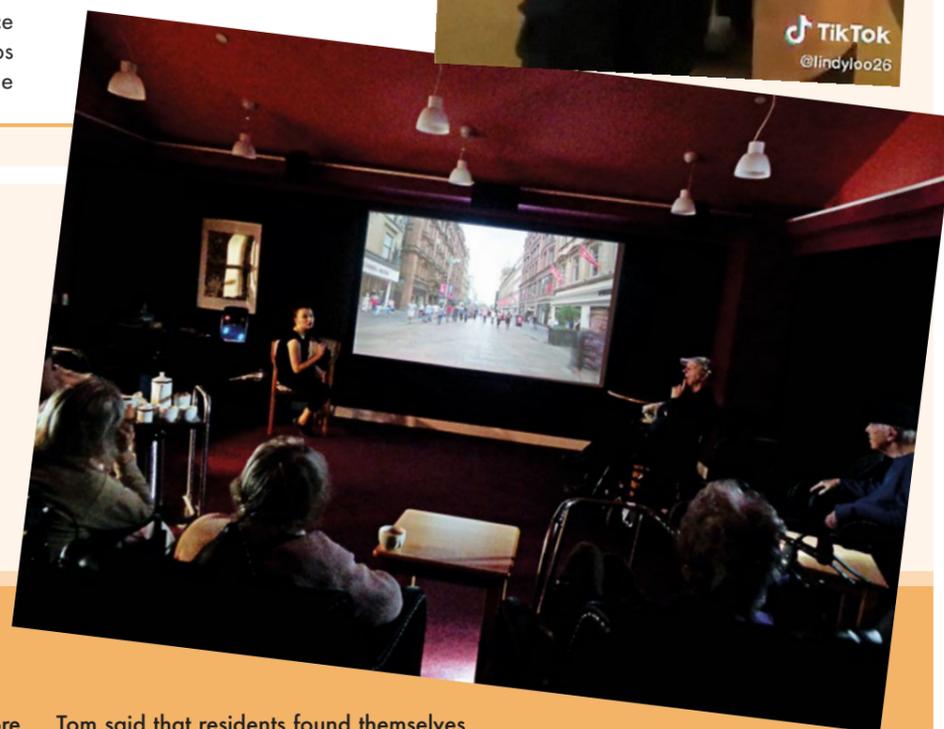
The bags were gratefully received by their recipients, who said it brightened their day to get an unexpected treat.

Jacqueline said: "It was lovely to be able to do something nice for our new friends and neighbours in Amphill.

"We are so looking forward to becoming part of the community and inviting them in for all kinds of activity sessions once it's safe to do so. In the meantime, being able to say hello and bring a treat was a good way for us to give something back to the locals who've welcomed us in.

"We look forward to getting to know them better once the lockdown is lifted."

Becoming an integral part of the communities we serve in is a priority for all Hamberley Care Homes, and we're lucky to have built some wonderful relationships.



GOING ON TOUR

Residents in Newton House got to explore the city of Glasgow during the lockdown, thanks to a virtual walking tour of the area.

The interactive session took place in the home's screening room, where Wellbeing & Lifestyle Coach Tom Horwood led the group as they travelled the city's streets on the big screen.

Not only did residents enjoy the opportunity to see their favourite Glasgow locations, but the virtual tour inspired moving conversations about the history of the city.

Tom said that residents found themselves swapping stories about their lives and how the city had changed over their lifetimes.

Tom said: "I think it's a great way to get the residents talking and socialising with each other because it's something they all have in common, that they are from or have lived in Glasgow! It is amazing to see and hear their reactions to hotspots and buildings that they remember.

"They spoke about how the city has grown and changed since they were younger and

shared stories about themselves growing up in Glasgow."

After the success of the Glasgow walking tour, Newton House intends to explore more cities via the power of technology.

Other homes have also got involved, with Chawley Grove residents enjoying a virtual tour of Blenheim Palace from the comfort of their home.

SPA TIME

Caddington Grove made sure their residents continued to look fabulous during lockdown by doing spa visits right outside their bedrooms.

The pamper sessions were conducted in the home's corridors, so residents could maintain social distancing but still get their favourite treatments.

Whether they needed a lovely manicure or a mini pedi, staff were on hand to make sure that lockdown didn't mean standards slipped among our elegant residents.

Community Relations Lead Kelly Cox said that these little touches were popular with residents who enjoy their usual spa days.

Kelly said: "Most of us love getting pampered, so we wanted to make sure our residents could still enjoy some spa action.

"Luckily, we've got plenty of staff here who are a dab hand with an emery board and some polish, so there were no chipped nail emergencies."

Most residents who want a pamper can just drop into their in-house spa to get their hair done, nails painted or have another beauty treatment. As the lockdown begins to ease, we've been able to reopen the spas and move the treatments to more comfortable surroundings.

V FOR VICTORY

Lockdown didn't dampen the VE Day celebrations in our homes – as our residents marked 75 years since the end of the Second World War.

The big plans we had for this milestone occasion were adapted so that they could take place safely indoors, but the atmosphere of joy stayed intact.

At Chawley Grove, residents attended a special VE Day dinner in the dining room, where they feasted on a special menu prepared by Chef. As well as cooking a delicious savoury selection, Chef also presented a VE Day trifle which was decorated impeccably with a Union Jack design.

Some residents could remember the excitement of 1945 when Sir Winston Churchill was finally able to address the nation to declare that the guns had fallen silent across Europe.

After a brutal six years in conflict, the feeling of relief that war was over has been unforgettable. For staff, it was moving to hear the residents talk about what it was like to live during such a historic time and their memories of the war.



SMILES ACROSS THE MILES!



“Throughout this difficult time, the love between our residents and their family and friends has shone through on these calls. It’s been a great privilege to do our bit in making sure they can still see each other regularly.”

— DEAN CHAMPION, WELLBEING & LIFESTYLE COACH



How video calling helped our residents and their families stay connected.

We love welcoming our residents’ relatives and friends into our homes for visits because we know how much it means to them. So, when lockdown forced us to close our doors, Team Hamberley knew that we had to make regular contact a priority.

We were determined to make sure that, although they couldn’t see their families in person, our residents were able to stay connected to the people they love. That’s why we wasted no time in harnessing the power of technology to help us ensure nobody felt alone.

“It’s a blessing that we live in a time where we have things like FaceTime, Zoom, WhatsApp and Skype to help us stay in touch,” explains Nesbit House’s Wellbeing & Lifestyle Coach Dean Champion.

“At the beginning of this difficult period, we put our heads together to work out how we could offer as much contact as possible for residents and their families. We knew it required care and attention from our staff, an investment in technology and good communication with families.”

Our Wellbeing & Lifestyle Coaches were the perfect people to take charge of our Keep in Touch strategy in each home. Not only were they responsible for each Personalised Wellbeing Plan, but they also spent dedicated time working out how they could ensure residents stayed connected.

Each home was also provided with new tablet devices, perfect for video calling, so that multiple video calls could take place at the same time, giving every resident plenty of opportunities to chat.

“Everyone is different - so we wanted to make sure that we met the exact needs of every resident,” explains Dean. “It was incredibly tough for families not to have those in-person visits, but at least video calling meant they could see and talk to their loved ones. It was reassuring for everybody.”

We made sure we were flexible, so that families could use the video calling platform they were most comfortable with and talk at times that were most convenient to them. Happily, we received some lovely feedback that warmed our hearts.

“I’m very grateful that my Dad and I can see each other on video-call every day. As he has dementia, it’s really important to both of us,” said the daughter of a resident of Chawley Grove.

“These video calls have been a lifeline. Thank you all at Caddington Grove for making sure we are keeping connected,” wrote a relative of one resident on our Facebook page.

“Thank you to all the wonderful staff at Nesbit House who are working tirelessly to keep residents safe and well. They always have time to reassure residents’ relatives and the Skype calls are wonderful,” said the daughter of a Nesbit House resident.

As the UK begins to ease out of lockdown, we’re hoping it won’t be long until our residents and their relatives are reunited in person. Going forward, we intend to offer weekly video calls to any residents and their families who want to take advantage of them.

“Throughout this difficult time, the love between our residents and their family and friends has shone through on these calls,” shares Dean. “It’s been a great privilege to do our bit in making sure they can still see each other regularly.”





THANK YOU TO OUR HAMBERLEY HEROES!

“
Their dedication and commitment has been second to none – I cannot thank them enough.

PAUL HILL, CEO

”

IT IS THE PEOPLE WHO WORKED IN OUR HOMES THAT REALLY MADE THE DIFFERENCE

Coronavirus disease (COVID-19) has changed the way we live and work together, particularly within care homes. In this interview, we sit down with our CEO Paul Hill to reflect on his experience of the past few months, and he offers his personal thanks to the Hamberley team for their tireless work during the pandemic. Now, as we all look to the future, we explore how it's vital to achieve the right balance between providing a safe, clean environment and a nurturing and homely community for our residents to live in.

Thanks for talking to us today, Paul. Responding to COVID-19 has been very challenging for the care sector, what are your reflections now as we start to move forwards from the pandemic?

Firstly, I'd like to start by thanking each and every one of our team members who have all worked tirelessly over these past few months to provide outstanding care and support for our residents.

It's been a very challenging time, and we've been battling against a highly infectious disease, with many medical unknowns. Our brave team have put themselves forward day after day to serve in our homes, and they have inspired us all. Their dedication and commitment have been second to none, and I cannot thank them enough.

“Not only did they provide outstanding care by following all the correct infection control protocol, but they did so with great warmth and humanity.”

We were fortunate that we were well prepared for the outbreak, with robust infection control measures in place, a sufficient supply of PPE and appropriate training for our teams. Still, it is the people who have worked in our homes that really made the difference.

Not only did they provide outstanding care by following all the correct infection control protocol, but they did so with great warmth and humanity. Even though there was (and still is, of course) an increased clinical focus, these homes are people's homes, and that's what care is all about. Focusing on people and their experience, and that is always supported by the best medical care possible. But we cannot forget how people feel and their wellbeing.

So, you would say striking that balance between clinical safety and providing a warm, friendly home is important?

It's more important than ever. The safety of our residents and our staff is our number one priority, without a shadow of a doubt. But part of our approach to providing first-class clinical care is that we look at the different aspects of wellbeing – mental, emotional, physical and social. And we must support each of those areas. We've tried our best to make sure our residents continue to live fulfilled lives as much as possible, despite



very strict lockdown measures being in place and visits from family and loved ones being restricted. And I must thank all family members and loved ones of our residents for their support during this very trying time. The last thing we wanted to do was to stop our residents from having visits from the people they love, but we had no other option. It's been so difficult for families, but their patience has made it possible for us to keep our residents safe. They've all played a huge part and I want to thank them for everything they've done and the messages of support they sent to our teams.

I'd also like to thank our Wellbeing & Lifestyle Coaches for ensuring our residents have remained active wherever possible and for keeping a sense of fun and vibrancy within our homes. Our social media channels have been lit up by wonderful stories and photos from the homes – it's been great to see.

And do you think this combined approach (increased clinical governance coupled with compassionate care) is the way forward?

100%. I would never have one without the other, they go hand in hand. We must always provide the safest and best care possible for our residents, but in a way that means they live with dignity, respect and a sense of purpose. We're here to help our residents to live a life they choose, and we're going to do everything we possibly can to ensure that remains possible, no matter what challenges we face. And I'd like to end by thanking our team again for everything they have done to help us achieve this and everything I know they will do for our wonderful residents in the future – thank you.

“I must thank all family members and loved ones of our residents for their support during this very trying time.”





COMMUNITY SPIRIT

Our friends and neighbours have rallied round.

If the past few months have taught us anything, it's the importance of community.

We've been inundated with kind and thoughtful gestures during the lockdown from people in the areas local to our care homes.

Those acts of kindness helped lift spirits and boost wellbeing when times were hard, so we wanted to share them and offer our sincere gratitude to everyone.

In Sevenoaks, a local garden centre brought spring joy to the residents of Nesbit House by donating hundreds of bedding plants and flowers.

When the lockdown forced Pohill Garden Centre to close temporarily, the family-owned business wanted to find a good home for their current stock.

Managing Director Allison Novell invited the team to come to Polhill and take away as many plants as they could carry to plant up at the home.

Over in Oxfordshire, keen baker Layli – who lives just over the road from Chawley Grove – has been dropping off delicious treats twice a week.

Layli has made cookies, chocolate cupcakes, blueberry muffins and more for our grateful residents and staff, coming over in full PPE to drop them off safely.

Like Layli, another family local to Chawley also sent us homemade cakes, while we got a whole basket of sweets from the family of a resident at Milngavie Manor.

As well as cakes and sweets, our residents were also the recipients of some heart-warming letters. Isabelle, a pupil from St Cadoc's School near Newton Manor, sent some lovely drawings and a message to residents.

Elsewhere, Healthwatch Central in Bedfordshire organised stories and pictures from local school children to be sent to Caddington Grove. Callan and Mylie – the children of Nurse Emma from Milngavie Manor - drew some gorgeous pictures to lift spirits, as did Jenson, the son of Chawley Grove Wellbeing & Lifestyle Coach Megan.

We also had support from local businesses, with Chivas Brothers in Dunbarton donating 50L of hand sanitiser to Milngavie Manor, and Aromabar sending soaps to Newton House.

Finally, The Munro Piper gave the residents of Milngavie Manor a Mother's Day treat by doing a special outdoor performance for them on his bagpipes.

We couldn't cover everyone's generosity in this article so thanks again to everyone who showed us such kindness during this difficult time.



If the past few months have taught us anything, it's the importance of community.



SHINING STARS!

We celebrate our incredible nurses.

International Nurses Day was extra poignant for our hardworking staff this year, as we paid tribute to the nurses across all Hamberley Care Homes.

We wanted to mark the day by giving each of our nurses a goodie bag with a few little treats to show how much we appreciate them.

The tote bags were adorned with Florence Nightingale's famous quote, "Let us never consider ourselves finished nurses. We must be learning all our lives." Inside were some beauty products, chocolates, and a diffuser.

Nurse Emma Fielder, who works at Chawley Grove, took to Twitter to express her thanks for the little surprise. "Proud to be a Nurse. Proud to work for an A-mazing company. Thank you so much Hamberley Care Homes," she wrote.

It's no coincidence that International Nurse's Day falls on 12th May as that's "the lady with the lamp's" birth date too. This year is the 200th anniversary of her birth, and it's also been designated The International Year of the Nurse by the World Health Organisation.

For this year's celebration, Chief Nursing Officer for England Ruth May asked the public to shine a light from their windows at 9pm to recognise the efforts made by nurses to tackle the coronavirus.

Ms May said: "International Day of the Nurse is particularly special this year not just because we mark the 200th anniversary of Florence Nightingale's birth, but because of the extraordinary work all those who have followed in her footsteps are doing in the fight against coronavirus."



Across Hamberley Care Homes, we made sure to shine a light to recognise the work of our nurses.

Our Director of Clinical Excellence Michelle Kudhail paid her tribute to the nurses who are caring for our residents.

Michelle said: "The hard work, dedication and courage of our nurses have been incredible, we're proud of each and every one of them."

"This has been the toughest nursing challenge of our lifetime, and the way our nurses have met that challenge has been nothing short of inspirational."



Nurses posing with the Hamberley Easter Bunny



"This has been the toughest nursing challenge of our lifetime, and the way our nurses have met that challenge has been nothing short of inspirational."



MICHELLE KUDHAIL, DIRECTOR OF CLINICAL EXCELLENCE



“The pandemic really brought the importance of infection control into focus, and fortunately, we were well prepared to respond.”

INFECTION CONTROL

WHAT WE’VE LEARNT FROM A GLOBAL PANDEMIC

Coronavirus disease (COVID-19) has highlighted the importance of robust infection control and associated monitoring measures within care homes more than ever before. Michelle Kudhail, Director of Clinical Excellence of Hamberley Care Homes, talks to us about what the group has learnt through responding to the global pandemic, and how we take those learnings forward to continually improve the standard of care we provide for our residents.

Thanks for speaking with us, let’s start our chat with the main learning. If you were to take one thing away from responding to the COVID-19 pandemic, then what would it be?

Well it’s hard to just take one main learning as COVID-19 has changed so much in a relatively short space of time. Infection control and hygiene have always been of paramount importance for Hamberley, and

we are continually reviewing our protocols and procedures so that they are in line with best practice and the latest government guidance. Well before the Government lockdown, we were able to introduce new measures such as UV Lightboxes to monitor the effectiveness of our handwashing technique. We were also prepared with extra training for all staff – from head office and our support teams, to all our homes and all team members. These measures will be sustained long term. The pandemic really brought the importance of infection control into focus, and fortunately, we were well prepared to respond to such a highly contagious disease.

But if I was to group or collate our learnings into one main point, then I think it would be the idea of interconnectedness and how everyone’s actions impact someone else, at every level of our organisation. When you are responding to a potentially deadly disease which can be passed so easily from person to person, person to surface etc, and you can be asymptomatic and still transmit it, it means infection control is only possible through complete teamwork.

So we learnt to respond quickly and effectively to COVID-19 through collaboration and ensuring that we implemented the most joined-

up approach possible – from our Operations teams ensuring we always had PPE, our Quality team reviewing updated guidelines and providing protocols to facilitate implementation, and to our training team making extra resources available to support our staff. From restricting visits and the incredible sacrifices made by residents and families, finding new ways to keep in touch and to the enormous commitment and dedication showed by our care teams. A comprehensive, joined-up approach is the only way infection control was truly possible.

“Infection control is only possible through complete teamwork.”

And how did the use of technology fit into this collaborative approach?

Technology played a central role - the ability to connect our teams and collate data through tech had a huge influence on our response. Again, we were well placed to respond to coronavirus because we already used systems such as Person Centred Software (PCS) and Radar Healthcare, which is a system that helps you manage a culture of quality and compliance by recording specific care data and monitoring trends across the homes. Having this overview of the group and then the ability to drill down into specific care home data was critical as we were responding to a novel disease with many, many unknowns. This meant that our Quality Assurance Team could work remotely, continually monitoring the situation, and then provide one-to-one support to the homes when they needed it.

And how did technology help the residents’ experience during ‘lockdown’?

The technology was vital in keeping residents and their families and friends connected and informed about what was happening. We were acutely aware that restricting visits into our homes was a huge sacrifice for everyone, and we made sure that we did everything possible to bridge that gap. From a quality point of view, we ensured that families received regular written communication from our home

managers and centrally, from Paul Hill, our CEO, updating them on our COVID-19 response and our policies. And we’ll continue to do this – as I said earlier, working collaboratively and keeping everyone informed is the only effective way to respond to a pandemic.

Residents and their families were able to have regular video calls with each other, and we used several different approaches to this. We made video calls from the private link in the PCS software, or we connected families through Skype, Zoom, WhatsApp, and FaceTime calls. We tried to fit in with the tech that the families had access to. As we move forwards out of this pandemic this is something that I want our homes to continue with - many families cannot visit as much as they would like to, so we will continue facilitating video calls as much as possible.

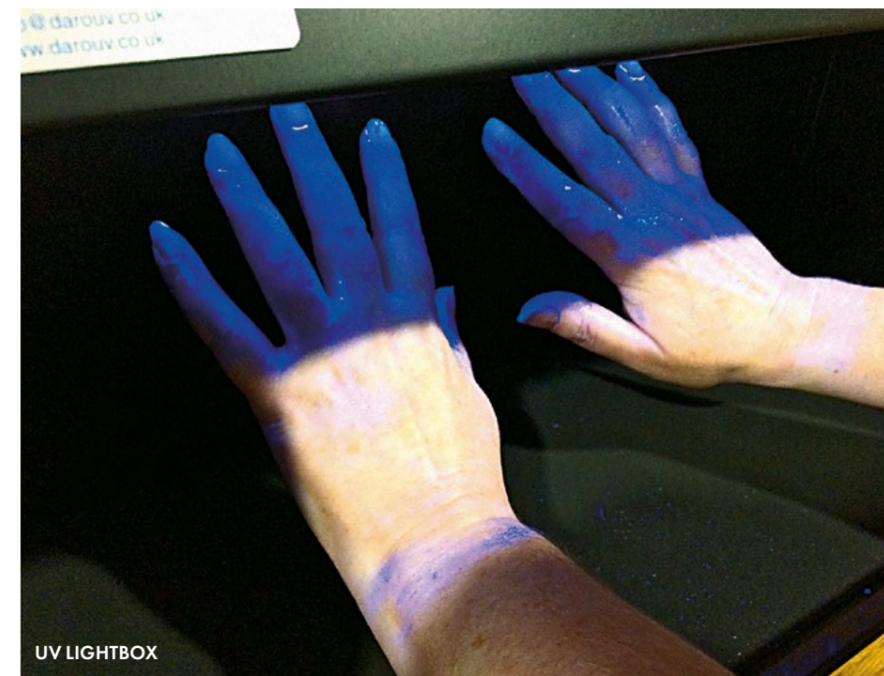
We’ve also been exploring how tech can support other areas of our residents’ wellbeing. In many of our homes, residents that are living with dementia have access to the ‘Magic Table’ designed by health tech company OMI. The Mobii interactive projector contains a suite of games that promote social interaction and stimulate the senses of people living with dementia. We’re also trialling Exergames at Caddington Grove, which is a technology-based interactive exercise programme that has been clinically designed and can be tailored to each individual resident’s needs, with the aim of maintaining their mobility, strength and staying active.

Hamberley Care Homes is a growing care group, how has COVID-19 impacted the design of future homes?

It’s changed how we use the physical space within our homes. With increased infection control measures, this means we have additional needs from the physical building that weren’t there before. We’re in a process of continuously reviewing how to optimise the space we have to make sure we can provide the safest care possible, for example by adding extra hand-sanitising stations and identifying secure storage areas for the additional supplies of PPE. We are also exploring future-proofing options regarding temperature monitoring and telehealth possibilities.

We’re also reflecting this understanding within the design and build of our new homes, adding additional entrances to receive deliveries and rooms for unpacking and cleaning deliveries, larger storage for PPE supplies, isolation units and additional handwashing sinks in convenient locations.

“We’ve also been exploring how tech can support other areas of our residents’ wellbeing.”



UV LIGHTBOX





With the UK under lockdown, quizzing became a national obsession – not least for the residents of Hamberley Care Homes.

We've got plenty of keen quizzers in our midst, and game shows like *The Chase*, *Who Wants To Be A Millionaire?*, *Tipping Point* and *Pointless* are firm favourites with many of our residents.

Everyone loves to show off their general knowledge and the chance to shine in their favourite categories – whether you're a sports nerd, a film fanatic, or well-versed in literature.

So, Hamberley Care Homes Marketing Co-ordinator John Davis decided to get all the homes together for a special inter-home quiz so that they could compete for the ultimate accolade.

"It's always fantastic when we get the chance to do something that brings all our care homes together – so the Hamberley Quiz was the perfect solution," says John.



"We got Dean from Nesbit House to be our answer to Bradley Walsh – and he did an awesome job hosting. All the homes loved joining in, but there could only be one winner.

"Chawley Grove triumphed with an extra impressive 13 correct answers out of 15!"

SETTING THE STANDARD

Although our residents enjoyed being the ones answering the questions, we also wanted to get them involved in setting some brainteasers too.

We knew that the relatives of our residents would be looking for quizzes to do themselves, or inspiration for questions if they were designated quizmasters elsewhere. So, John got all the homes involved in doing their very own quiz rounds.

"We use our Facebook page to keep connected with relatives on social media and so we decided to set them a quiz round each week to play," says John.

"I contacted the Wellbeing & Lifestyle Coaches from every different home and asked them and their residents to come up with a theme for their round and 20 questions.

"If a resident is particularly knowledgeable about a subject, they'd contribute questions that would form part of the home's quiz. That helped to stimulate conversation in the homes, as well as making a brilliant quiz for people to participate in from our Facebook page."

Nesbit House set a sports round, Newton House did geography, and Caddington Grove went royal with 20 questions about Queen Elizabeth II. Milngavie Manor set their round on general knowledge. Meanwhile, Chawley Grove posed some music-based teasers.

It was terrific to see so many relatives and followers get involved on Facebook, letting us know how they did against our resident quizzers.

A MESSAGE FROM THE DARK DESTROYER!

With all this quizzing going on, Caddington Grove's Community Relations Lead Kelly Cox knew it was time to bring in the professionals. She reached out to Shaun Wallace, aka The Dark Destroyer from *The Chase*, to ask if he'd be part of our efforts.

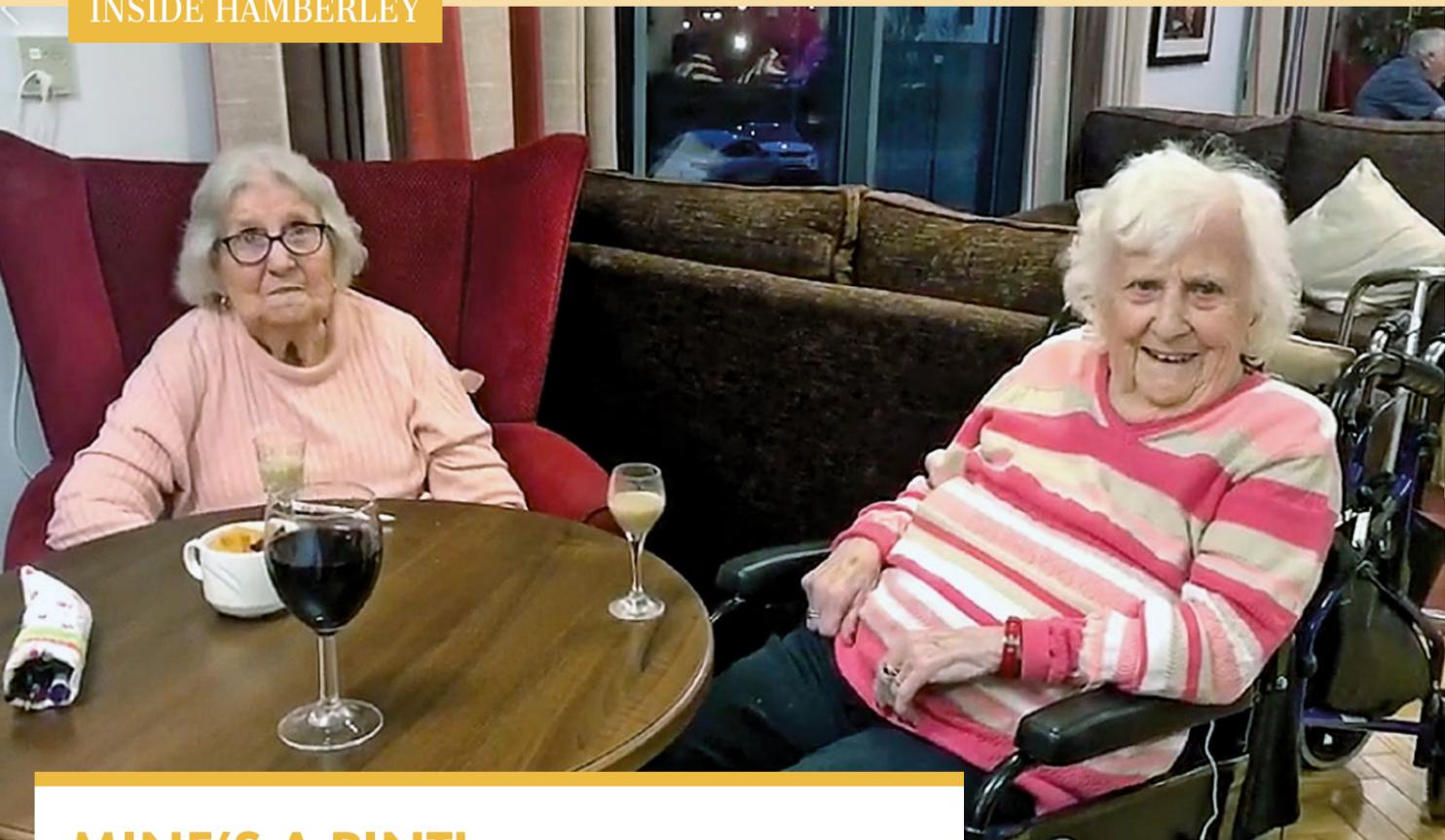
Kind-hearted Shaun recorded a wonderful video message where he sent his love and best wishes to all of our residents and staff. He also sent over five questions for them that he'd set especially – and as you can imagine, they were *Chase*-level tough.



Better yet, Shaun also made a promise that he'll visit Caddington Grove, the home nearest to him, when it's safe to allow visitors to come back. It's fair to say that Shaun's visit is one of the things the staff and residents are most looking forward to post-lockdown.

LET'S GET QUIZZICAL!





MINE'S A PINT!

The UK's pubs were shut, but Hamberley taverns stayed open.

Enjoying a nice, cold pint in the company of good friends, or enjoying a glass of wine in your favourite bar is something many of us had to do without during the lockdown.

However, while bars across the country shut up shop, the in-house pubs at Hamberley Care Homes remained fully operational.

Giving our residents easy access to their favourite facilities is something we pride ourselves on, which is why most homes have their own dedicated pub.

So, although the doors were closed to visitors, residents were able to convene for a night at their local whenever they wanted to.

"There are plenty of people counting down the days until their favourite drinking establishment reopens, but our residents have never stopped visiting the pub," smiles Kelly Cox, Community Relations Lead at Caddington Grove.

"Our pubs are a place where residents can get together for a fun night in, yet still feel like they are having an evening out."

Although things are different at the moment, Hamberley Care Home pubs are often the location for community activities. For example, it was Caddington Grove's pub that hosted a special evening of quizzing for the residents and local football team Dunstable Town FC.

For now, the guest list is restricted for safety, but when the time comes, our home's pubs will reopen for relatives and friends too. They are a comfortable place for people to spend time together and also enjoy a glass of the good stuff.



"Residents and their relatives often tell me that having the chance to pop into the pub here makes visits extra special," shares Kelly. "We like to offer flexibility so that everyone can enjoy their visits in the surrounding of their choice. So, if they like a fancy coffee in a café, we can offer that, people can have a simple cuppa in the lounge, or grab a pint in the pub. They have plenty of options to choose from."

"Although the doors were closed to visitors, residents were able to convene for a night at their local whenever they wanted to"

KELLY COX
COMMUNITY RELATIONS LEAD



HAMBERLEY

CARE HOMES

HAILSHAM

A Luxury Care Home with a Heart



NEW LUXURY CARE HOME

OPENING EARLY 2021

RESIDENTIAL CARE | DEMENTIA CARE | NURSING CARE | SHORT BREAKS

Spacious en-suite bedrooms | Bright and stylish living spaces across all floors
In-house chef and complete nutritional support | Elegant café for socialising with family and friends
Luxurious beauty salon for hairdressing and spa treatments | Deluxe cinema
Library and internet café | Private dining suite for special celebrations

For more information and to register for updates, please contact us at:
enquiries@hamberleycarehomes.co.uk | www.hamberleycarehomes.co.uk

London Road, Hailsham, Sussex, BN27 3AS



HAMBERLEY

CARE HOMES

RICHMOND MANOR

A Luxury Care Home with a Heart



NEW LUXURY CARE HOME

OPENING THIS AUGUST

RESIDENTIAL CARE | DEMENTIA CARE | NURSING CARE | SHORT BREAKS

Spacious en-suite bedrooms | An elegant café and bright living spaces for socialising | Deluxe cinema
Luxurious wellbeing and beauty salon | Landscaped gardens | Resident chef and complete nutritional support

For more information or to arrange a visit:

01525 308 000 | enquiries@hamberleycarehomes.co.uk | www.hamberleycarehomes.co.uk

Richmond Manor, 14 Dunstable Street, Ampthill, Bedfordshire MK45 2JT

