

AveryTalk



I'm pleased to bring you the latest updates and heartwarming stories from our Avery Healthcare care homes! I hope you enjoy reading about these incredible events, celebrations and awards that have taken place over the past few weeks, all of which are inspiring and touching.

We are excited to announce the launch of two important initiatives this month, and everyone is encouraged to get involved.

First, our Avery People Recognition Awards. This is an excellent opportunity to recognise and celebrate our exceptional individuals and unsung heroes who make Avery Healthcare outstanding. Submit your nominations by Monday 30th September to help us shine a light on the stars among us.

Additionally, we launched our new Relatives and Residents Survey on Monday 8th July. As part of our ongoing commitment to excellence, we are seeking your valuable insights as well as feedback. This is crucial in helping us to continuously improve the care and experience we provide across all our homes. Please share your insights by Sunday 28th July.

More information about both initiatives can be found in this edition of Avery Talk. We deeply appreciate your participation and support in making Avery Healthcare better every day.

Sadie Deveraux, Director of Marketing and Communications

Care Home Open Week

We are delighted to report that Care Home Open Week was a resounding success, thanks to the exceptional efforts of our participating homes. The week was filled with joyous activities, heartfelt interactions, and meaningful connections, creating unforgettable experiences for residents and visitors.

Camberley Heights Care Home in Camberley and several other homes in our family welcomed local primary school students for an afternoon of fun and learning. The children brought a burst of youthful energy, engaging with residents through storytelling, games, and shared activities. These interactions brightened the day for our residents and built a sense of understanding across the different generations, a true testament to our positive influence in the local community.

Our communities went above and beyond to create a welcoming atmosphere, ensuring every visitor felt the warmth and hospitality that Avery Healthcare is known for. From beautifully decorated common areas to thoughtfully planned activities, the commitment and passion of our staff shone through in every detail.



Birchmere's Donkey Do-Gooders

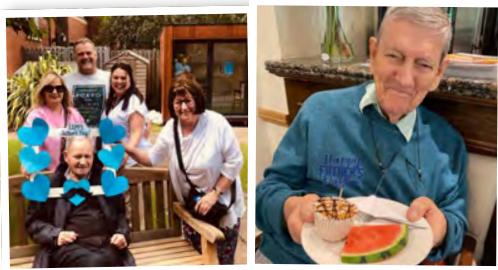
Have you ever wondered what the staff at Birchmere House Care Home in Solihull get up to on their days off?

Meet Kerry Counihan, Senior Well-being Co-ordinator, and Nicola Urry, Customer Service Manager, who spent a sunny Sunday helping local resident, Mark Roberts, save three donkeys from being put to sleep.

Mark, who rescued the donkeys, posted on a Knowle Village Facebook page seeking help with vet bills and passports, which are legally required in the UK. Birchmere House Care Home stepped in and fully funded the health checks and passports for the three donkeys, who are called Red, Pink, and Baby Blue.

Kerry and Nicola's efforts, along with the support of the local community, made a significant impact. They arranged for a local farmer to donate and deliver two large bales of hay, which was met with overwhelming support and gratitude.

Now with a fully equipped field for visitors, Mark expressed his deep appreciation and extended VIP access to Birchmere House Care Home residents. The residents will be regular visitors to their new braying buddies. Check their [Facebook page](#) for updates on their four-legged friends!



Happy Father's Day

Many father figures celebrated Father's Day in our communities on Sunday 16th June. They enjoyed unique visits from children, grandchildren, and even great-grandchildren. The lucky gentlemen at Brentwood Arches Care Home in Brentwood marked the day with a beer or two and opened some thoughtful gifts and cards they received from their loved ones and the staffing team at the home.

At St Giles Care Home in Birmingham, residents celebrated Father's Day with visits from family and friends, sweet treats, and a thrilling match of England in the Euros. Meanwhile, the dads at Elvy Court Care Home in Sittingbourne seized the opportunity to share their experiences of fatherhood and the father figures who have influenced them. This heartfelt conversation was accompanied by a cold beer and a collective 'cheers' to one another. Over at Esher Manor Care Home in Esher, everyone enjoyed a fantastic afternoon with live entertainment from Jimmy Van Lin.

New Residents and Relatives Survey

We are thrilled to announce the launch of Avery Healthcare's new Residents and Relatives Survey!

As part of our ongoing commitment to excellence, we highly value the feedback of our residents and their loved ones. Your insights are vital in helping us to continuously improve the care and experience we provide across all our homes.

The survey is now live and will remain open for three week, closing on Sunday 28th July. Conducted in partnership with Care Research, this survey is a vital tool for gathering your valuable opinions.

You can participate in the survey online at www.research.net/r/averysurvey or by scanning the QR code below. Those who prefer a paper copy can request one from their home's reception desk. Once completed, please return the paper survey back to the reception desk.



Scan Me

The anonymous survey takes just five minutes to complete and includes 20 key questions, with an optional comment section for additional feedback.

Thank you for your dedication and support. Together, we can shape a brighter future for our residents and their families.

OneFamily | Avery | Avery | The Hawthorns

Our New Residents & Relatives Survey Launches on 8th July!

As part of our commitment to excellence, we encourage you to share your valuable feedback to help improve the experience in all our homes.

Your input is not just important - it's invaluable.

Survey is open from 8th July - 28th July.

Survey consists of 20 questions, it is anonymous, and only takes 5 minutes to complete.

Prefer Paper?

If you'd prefer to complete a paper version of the survey, please ask reception for a copy.



Thank you for helping us shape a brighter future for our residents and their families!

Avon Valley's 5th Anniversary

Last month, residents, staff, and loved ones were overjoyed to celebrate five years of Avon Valley Care Home in Bristol with a Hollywood Oscars-themed party. Everyone dressed to impress and mark this milestone in style. Guests received a red carpet welcome, stepped into a world of glitz and glam, and enjoyed delicious BBQ food, live entertainment and a glass of bubbly.

Speaking of the day, Sarah Donaldson, Home Administrator, said, "Thank you to everyone who came to our 5th anniversary party. We had an absolute blast! We couldn't do it without the support we get from all our staff, residents, and their families. What a team we are!"



Celebrating Our Exceptional Team Members

Kirsty Brown, Well-being Co-ordinator at Brentwood Arches Care Home in Essex, won the Well-being Award at The Dementia Care Awards 2024. Kirsty's dedication to enhancing our residents' lives through compassionate and engaging activities has earned her this prestigious recognition.

Kirsty, smiling ear-to-ear, shared, "Making a difference, no matter how small, brings me so much joy and fulfilment. I feel like I have the best job in the world. Winning the Well-being Award was a moment I'll never forget, and I'm grateful to my Well-being Team at Brentwood Arches Care Home."

Meanwhile, Moorlands Lodge Care Home in Hindhead celebrates Jim Kilby, their hardworking Kitchen Assistant, who has tirelessly supported the Royal British Legion in Haslemere for five years. Known for his commitment to selling poppies, Jim was recently honoured with a Certificate of Appreciation and an invitation to the Veterans March at the Cenotaph on Remembrance Sunday.

"Jim's dedication to supporting veterans is truly inspiring," said Rachel Yoxall, Home Manager. "He exemplifies the values of community, service, and commitment we hold dear at Moorlands Lodge Care Home. Jim's story is a poignant reminder of the impact of individual efforts in making a difference in the community."

Schools Spark Naming Competitions

Local schools have enthusiastically collaborated with several of our care communities in creative naming competitions.

Natalie Maxwell, Home Manager at Waterhouse Manor Care Home in Peterborough said, "Students from Hampton Lakes Primary School named our three new suites 'The Meadows,' 'The Lily Pad,' and 'The Waterfalls,' reflecting the serene beauty of our surroundings and adding a personal touch to our new home. Their creativity and connection to the local area truly brightens our community."

In recognition of their contribution, Waterhouse Manor Care Home presented Hampton Lakes Primary School with a £250 cheque, helping to create a positive relationship between the younger and older generations. "We love involving our local community," Natalie added. "It's lovely to see how the children's involvement has resonated with our residents."

Similarly, Notley Green Primary School brought their creativity to Braintree Mews Care Home in Essex, renaming their Top-Tier café to 'Views from Mews.' This initiative not only celebrates the welcoming atmosphere and scenic views but also supports Diabetes UK, a testament to Avery Healthcare's unwavering commitment to community support and meaningful engagements.

These friendly competitions highlight Avery Healthcare's dedication to excellence in care and community involvement.



A Taste of Somerset

Last month, the Hawthorns Clevedon hosted an extraordinary 'Taste of Somerset' celebration, bringing residents, families, friends, and the local community together. The event was a huge success, with over 300 guests attending to relax on bales of hay and sip cider in the sun.

Guests were welcomed with a toast of Prosecco, Cheddar strawberries, and apple and elderflower fizz. The beautiful performances of the Miscellany Choir enhanced the atmosphere, serenading attendees with local Somerset songs and setting the perfect tone for the day. The celebration continued with a sumptuous alfresco BBQ lunch, followed by traditional ice cream from a local vendor.

Attendees also indulged in a variety of local Somerset cheeses, apples, and ciders, highlighting the region's rich flavours. The Barnacle Buoys entertained with their enchanting sea shanties, creating a spirited and enjoyable atmosphere.

Aggie Jasinski, Customer Services Manager for the Hawthorns Clevedon, expressed her heartfelt thanks to all the residents and visitors who made the event a success. Their presence and participation created a heartwarming day filled with community spirit.



Fundraising Triumphs at Avery

Our #OneFamily recently showcased their commitment to community and compassion with two inspiring fundraisers at Bridge Manor Care Home in Wombourne and Sonning Gardens Care Home in Sonning.

These fundraisers were a resounding success, which showcased the unwavering support of our residents, the dedication of our staff, and the love of their friends and families.

At Bridge Manor Care Home, everyone honoured Roman, a brave young boy who battled a rare genetic condition, with a heartfelt fundraiser. Nicole Moss, the home's Well-being Co-ordinator, immersed herself in a custard bath and endured ice for two hours. The event raised £290 to ensure Roman received a beautiful farewell and lasting emotional impact on everyone involved.

Meanwhile, Sonning Gardens Care Home raised vital funds for Cancer Research UK during a successful Summer fayre event. At the fayre, staff members Yvonne Dicks, part of the home's Activities Team, and Nanda Bielec, part of their Concierge Team, boasted over 20 stalls and received enthusiastic participation from residents and community members alike. Their tireless efforts resulted in a £1000 donation to Cancer Research UK, highlighting the power of collective effort and community spirit.



Ciao Bella! Celebrating Italy's National Day in Style

In June, our communities embraced their inner Italian to celebrate Italy's National Day with delightful activities, food, and fun. Southbourne Beach Care Home in Southbourne hosted a "Bellissimo" Day, where residents indulged in an Italian feast, enjoyed a social gathering with friends, and even picked up some popular Italian phrases. At Wandsworth Common Care Home in Wandsworth, residents showcased their culinary talents in their cooking club, crafting delicious homemade pizza and creamy tiramisu. The festivities also included crafting Italian flags and sipping wine-based cocktails, as well as a stunning soprano performance by Imogen.

At Wimbledon Common Care Home in Wimbledon, residents were taken on a virtual tour of Italy, allowing them to explore the canals of Venice and the streets of Rome from the comfort of their seats. The experience was enhanced with Italian music and tasty nibbles, creating an interactive and engaging celebration. Meanwhile, at Moorlands Lodge Care Home in Hindhead, residents delved into Italy's culinary traditions, learning to make Cappelletti pasta and sampling Limoncello liquor, followed by a sumptuous Italian supper.

Edenbridge Manor Care Home in Edenbridge began their celebrations with armchair travel and fresh Italian coffee, followed by a creative afternoon making Venetian masks adorned with pasta. Aire View Care Home in Leeds joined the festivities with a celebration featuring Italian-themed dishes, including lasagne, garlic bread, salad, and tiramisu. Residents enjoyed pasta and pizza while singing Italian music and sipping wine. Each of our homes brought a slice of Italy to its residents, making it a truly memorable celebration.



Avery People Recognition Awards

We are excited to announce that the second quarter of our Avery People Recognition Awards launched on Monday 1st July!

Last quarter, we were thrilled to receive over 200 nominations, showcasing the incredible enthusiasm for recognising the outstanding contributions within our Avery #OneFamily. These awards celebrate the dedication and talents of our teams, reinforcing the strength of our community.

Each quarter, one winner per division is selected, with quarterly winners being shortlisted for the Annual Awards ceremony in November 2024. The first quarter winners will be announced soon.

The nomination period is open from Monday 1st July to Monday 30th September. Award categories include Dementia Champion of the Year, Hospitality Champion of the Year, Manager of the Year, Nurse Champion of the Year, and many more. More details can be found on www.averyhealthcare.co.uk. Nominations can be submitted by staff, relatives, and residents via email to averyawards@averyhealthcare.co.uk.

This is an excellent opportunity to recognise and thank the exceptional individuals who make Avery Healthcare outstanding. Join us in honouring the stars among us by submitting your nominations. Thank you for your support!



D-Day Commemorations

On Thursday 6th June, the nation came together to honour the 80th anniversary of the heroic events of D-Day in Normandy, a day that will forever be etched in history.

Our homes spent the day remembering the bravery and sacrifices made during World War II, which allowed the world to live free and happy.

At St Giles Care Home in Birmingham, residents gathered with Union flags waving proudly, singing along to the beautiful wartime tunes of Becca Gee, who topped off her performance with Vera Lynn's iconic "We'll Meet Again".

Over at Adelaide Care Home in Bexleyheath, veteran residents dressed smartly in their forces uniforms shared riveting stories from their wartime experiences. They recited heartfelt poems, paying tribute to their fallen comrades.

Nature Photography Day

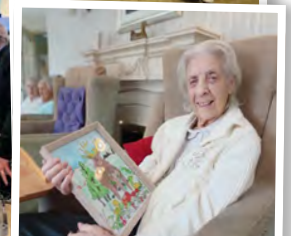
Nature Photography Day, celebrated on Saturday 15th June, brings people together to raise awareness about preserving our natural environments.

Acacia Mews Care Home in Hatfield explored a local park, photographing flowers, trees, and little insects, engaging residents in the wonders of their natural surroundings.

At Acorn Lodge Care Home in Nuneaton, residents visited Riversley Park, capturing stunning images of flowers, plants, and wildlife, celebrating the park's biodiversity. Meanwhile, residents at Rowan Court Care Home in Newcastle-under-Lyme focused on their own garden, documenting the vibrant colours of blooming flowers.

Eastbourne Gardens Care Home in Eastbourne embarked on a memorable trip to Drusillas Park Zoo, where residents interacted with animals and skillfully photographed their experiences. Their photos, shared on [Facebook](https://www.facebook.com), sparked a lively competition with meerkats charming viewers and showcasing residents' photography talents.

Nature Photography Day highlighted the creativity and appreciation for nature within our communities, emphasising the importance of preserving and enjoying the natural world around us.



Milestones at Avery



Beryl
Camberley Heights
100th Birthday, 7th May



John & Pauline
Ascot Grange
60th Wedding Anniversary



Veronica
Acacia Mews
101st Birthday, 7th June



Yvonne
Virginia Water
104th Birthday, 10th June



Elsie
Sonning Gardens
100th Birthday, 19th June



George and Maureen
Beckenham Park
70th Wedding Anniversary

PHOTO OF THE MONTH



For any queries, comments or to submit articles, please contact marketing@averyhealthcare.co.uk

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Avery Avery Collection

CHA WINNER 2023
CARE HOME AWARDS

