

**EXCELCARE LAUNCH
MONTHLY WEBINARS**

pg. 3

**BILLIE SHEPHERD
SPREADS THE LOVE**

pg. 5

**CARE HOME
HEROES GO ABOVE
AND BEYOND**

pg. 17

**EXCELCARE CELEBRATE
HAIR-RAISER DAY**

pg. 4



PUZZLES AND GAMES INSIDE!

Included in this issue - crossword and anagrams! Join in for your chance to win!

Welcome from Sam Manning

Wishing you a warm welcome to our Summer 2021 Excelcare Voice Newsletter!

As we enjoy the warmer weather and see COVID-19 restrictions easing across the country, we have been filled with joy in seeing families reunite and spend more cherished time together.

While our journey through the pandemic is not yet over, we continue to take time to look back over the last 18 months and reflect on the challenges that this time has presented. These are challenges that the people living and working within our care homes, along with their families, have not only dealt with, but outshone with their support for each other, their positivity and determination. This is something that takes a brave soul and a kind heart to achieve, and we are proud that each of you have shown your true colours and made it so far through these unprecedented times.

We are endlessly grateful to the special people who work in our care homes, and we have been joined by many other voices from residents and their families, as well as local schools and businesses who have expressed their gratitude.

We continue to welcome these kind words as they have played such an important part in keeping our team members feeling positive and motivated – so please keep showing your thanks through sending in letters and cards to brighten up our homes, or leaving kind words through a review on Carehome.co.uk, where it will be seen by the whole care home team! For now, we invite you to pour a cuppa and enjoy this edition of The Excelcare Voice!

Sam Manning
Chief Operating Officer

“Big things are often just small things that are noticed.” – Markus Zusak

“Thank you all for taking such good care of my Mum and the other residents. You have been amazing and always put their care first and foremost in what has been a challenging and very difficult time!”

– Anita, Ashlyn Care Home

“My mother has been a resident at Queens Oak for over two years. Her care, particularly under such difficult circumstances, has been exemplary. The staff, though incredibly busy doing a job that many of us would find impossible, also remain cheerful, creating a lovely and calming atmosphere. I’m hugely impressed!”

– Michael, Queens Oak Care Home

Contents

A POEM FROM OZZIE

page 1

GROUP UPDATES

pages 2-3

SUMMER ACTIVITIES FROM ACROSS THE GROUP

pages 4-12

HEARTWARMING STORIES FROM THE EXCELCARE FAMILY

pages 14-15

OUR EXCELCARE SUPERHEROES

pages 16-22

SHARING IS CARING

pages 23-25

“The work this amazing team does makes all the difference to families. They care for your loved ones like their own.”

– Kim, Water Hall Care Home

“We never knew such love and warmth could be given to our son outside of the family home. But it exists at Glennfield. The team are always professional and confident in their care and gave us enormous confidence and peace of mind that our son was being well looked after and cared for, even in challenging circumstances.”

– Debra, Glennfield Care Home



“ In a moment ”

In one moment - realisation hits and your world turns upside down

The man who stood tall and proud, led your family and dried your tears is now lost in his own home

The man who tucked you in to bed, who made all the nightmares go away is now living his own personal nightmare everyday

The woman who was your first love, your rock, your sounding board and your hero - is now unable to remember you

In one moment, all the plans you had have been stolen by a brain no longer able to find a word, a memory or a place

We understand these moments. We have held tightly to the hands of our extended Excelcare family as each one moves through dark days and as we help you find the sunshine in moments that matter every day

We will support the person you love to navigate a confused and sometimes scary world and enable each and every person to create moments of joy, love and purpose in our homes

We are with you, we are with your loved one, we are always putting you first and we are committed to guiding & supporting you through a journey you never have to take alone

Ozzie Ertosun - Chairman



Innovations in technology...

Joining the paperless revolution - The Excelcare family's mission is to be 80% paperless by 2025.



E-MAR - Moving to paperless working is the vision we are all working towards over the next 3 years – this forms part of that process

- E-MAR is an electronic medical records software or electronic medication administration record system that helps ensure medication is administered reliably, providing alerts for missed doses to our team.
- Enabling homes to access EMAR means a more robust system in place to manage medication in our homes – reducing risk of errors and increasing the ability for robust accountability.
- The system enables access to reporting from a Home Manager level to central team levels – enabling medication issues to be picked up in real time and enable trends analysis at point of use.

Electronic care system upgrade - Upgrading our current electronic care system to further enhance our support to residents

- We are introducing a customisable and easy-to-use software that supports recording at the point of care, saving time and allowing for more accurate notes.
- Our team will have access to live information, ensuring managers are kept up-to-date and can make informed decisions for better care with records that are secure, accurate and compliant.
- Handheld devices will enable team members to have contemporaneous records of care & support needs.
- Falls management and analysis support through the system.



RADAR - Implementation of Auditing & Risk Management System

- Radar Healthcare supports organisations to help change the culture of quality & compliance and is one of the most established quality and compliance software solutions on the market today.
- This system will replace our current paper-based double entry auditing system.
- Dashboard oversight of occurrences in our homes in relation to resident experiences, risks & outcomes.
- Time saved on double entry will benefit all residents.
- Improved experience for the people who live in our homes.

Monthly Dementia Webinars

Thanks to the success of our 'Let's Discuss Dementia' webinar during Dementia Awareness Week, Excelcare has launched a new monthly webinar series.

On Thursday 20th May, Excelcare ran a free webinar titled 'Let's Discuss Dementia', which was hosted by Samantha Crawley, Director of Care Quality and Transformation. In this webinar, relatives, team members and the general public gathered virtually on Teams, using the hour as a safe space to discuss their experiences alongside people living with dementia.

The webinar prompted such a fulfilling emotional response, with many attendees praising the cathartic session. One relative emailed in saying that 'It touched on so many different aspects of living with a loved one in a care home and I admit to shedding a few tears – other relatives releasing feelings we all keep hidden. Please thank Samantha and Anne Marie for their helpful input and discussion. I would definitely like to take part in any further Webinars on dementia.'

The overwhelmingly positive response has prompted us to begin hosting these webinars on a monthly basis, providing an opportunity for people to come forward and discuss their questions and concerns in a safe, comforting space.

We look forward to the conversations that await us each month, and hope that this will incite more open discussions regarding dementia.



Let's Discuss Dementia

*Hosted by Samantha Crawley
for Dementia Action Week 2021*

If you wish to join our Virtual Webinars, be sure to follow our Facebook page at facebook.com/excelcareuk, where we share the sign up form to each one. Future webinars are taking place on:

Wednesday 8th September
Wednesday 13th October
Wednesday 10th November
Wednesday 8th December

All running from 6:30pm to 7:30pm!



Let's Discuss Dementia

Hair-Raiser Day

On Friday 21st May, we hosted a hair-themed fundraising activity across the group called 'Hair-Raiser Day'.

To mark the end of Dementia Action Week, we encouraged team members and residents alike to brave the shave, wear a wig, or come up with a creative hair-themed way of taking part. Our one ask was that, however people took part, they donated £1 to reception on their way in, which went towards the Alzheimer's Society.

Many homes took part in the day, with Castlemead Court, Glennfield, Hunters Down, Primrose Croft and Abbot receiving special mentions for their dedicated efforts!

Our Chief Operating Officer, Sam Manning, was tasked with choosing a winner for the event, who would receive a £10 Amazon voucher. However, after seeing all of the brilliant entries, she could not limit it to just one!

The final winners were:



Grace, Zoe and Lily from Castlemead Court



Kristine and Myrna from Hunters Down



The residents of Primrose Croft



Katie from Glennfield



And Mohammed from the Central Support Team

Billie Shepherd spreads love at Winifred Dell Care Home

The Only Way is Essex star, Billie Shepherd (formerly Faiers), visited Winifred Dell Care Home on Tuesday 22nd June to deliver smiles and a bouquet of flowers.

Like Corita Kent said, “flowers grow out of dark moments,” and after the challenging year that we’ve all had, Billie found that aside from her family and friends; flowers added comfort and hope. It was that thought that inspired Billie to call upon floristry and event owner, Fatma of Cupid Creative, to create something beautiful that Billie could then deliver to her local care home, by way of bringing sunshine and a message of solidarity.

Winifred Dell Care Home in Brentwood is part of the Excelcare group and local to where Billie lives. Billie arrived at the home to deliver the beautiful flowers and share her thanks to the dedicated and inspiring frontline team who go above and beyond to deliver love and care to the people living in the home, not only during COVID-19 but all year round.

When the caring team members asked Billie to pose for a photo with them, she said that she would be honoured to. It was at this point that Billie found out that Winifred Dell was part of the family-run Excelcare group of 32 care homes, after one of the team members joked about the other homes being ‘well-jel’. Billie instantly looked at Fatma to ask her to work her magical flair to create more beautiful floral arrangements and deliver them to all the Excelcare homes; so that they each knew Billie was sending them her thoughtful wishes for a brighter tomorrow.



Please note that masks were not worn in these photos as a thorough risk assessment was carried out in advance. Social distancing was maintained, LFD testing was undertaken, and the visit took place outdoors in the fresh air. Masks were immediately put back on once the photos were taken.

Sweyne Court Afternoon Tea

Sweyne Court has been making the most of the summer sun by moving some of their traditional indoor activities into the great outdoors.

Recently, the team hosted an afternoon tea outside for some of the people who live in the home. The willing participants had their biscuits and tea under the warm rays of sunshine, and had a great time chatting as they ate and drank their treats.

This was a welcome change, and they hope to move more activities into the sun as it continues to get warmer, which will aid the residents Vitamin D intake.



Green thumbs at Limetree

With the weather slowly but surely picking up, the people at Limetree Care Home in London wanted to get a start on the summer activities by sprucing up their garden.

They wanted their garden to look as good as it possibly can in preparation of all the fun summer activities they plan to do, and the garden visits people will hopefully have with their loved ones. So, the team members and residents got to work on some gardening, making sure that the garden looked blooming beautiful.

The people living at the home were assisted in potting some Blanda Chamer and Iron Cross

seeds to place on their windowsills. They also helped to tidy up one of their flower boxes, which they were then able to plant an apple tree in. They're hoping that the apple tree will bloom to produce some beautiful fruit for this time next year. As well as this, they also made a secret fairy garden, to add a touch of something different.

Everyone at Limetree is incredibly excited to see the fruits of their labour and look forward to watching everything bloom to life.



Thackray Williams Host a Jukebox Cream Tea

The teams at two of our Care Homes, Primrose Croft Care Home in Cambridge and Queens Oak Care Home in London, received an email from Bromley based law firm Thackray Williams, who invited them to a virtual jukebox cream tea event.

This leading, full-service law firm recently hosted a jukebox cream tea event, which invited care homes to sign up and take part. The homes taking part then received a wonderful cream tea hamper from Macknade. It looked delicious when it arrived, but the team and residents had to wait until the Zoom call started before they could tuck in!

The teams at both homes made sure to prepare as well as they could and laid all of the hamper items out beautifully on the table ahead of the event. After a short introduction from Elliot, a team member at Thackray Williams, they were treated to one hour of live music performed by talented pianist, Roger Lewin.

Residents enjoyed moving along to the music and talking amongst themselves whilst they tried the selection of cakes on offer. Roger was brilliant and some of the songs he played helped to bring back connected memories for the residents. Everyone said they had a brilliant afternoon and were very grateful to Thackray Williams, Macknade and Roger for making the event possible. Talk about the session continued into the evening, which is the sign of a well enjoyed day. We would like to thank Thackray Williams and all involved for hosting such a wonderful event!



A busy summer of activities at Westport

The people living at Westport Care Home love a chance to celebrate, shine and live each day to the fullest by doing as much as they can. Over this sunny season, the team have been doing the best they can to keep the home abuzz with new and fun activities.

The team at Westport purchase the majority of their supplies through Baker Ross as their catalogue is crammed full of ideas to suit any occasion and a variety of cultural needs.

One of their favourite recent activities took place during National Doughnut Day, when the team challenged the residents to try and eat a doughnut without licking their lips. It was very funny watching everyone's attempts at this and elicited a lot of giggles from both the participants and the viewers.

The people at the home have also been getting very in tune with nature. They recently put together and hand painted

some bird houses, ready to give to their loved ones when they opened the doors again. The home has also been making a big effort for each and every birthday, allowing everyone to let their hair down with an assortment of refreshments and some disco music.

As well as this, there have been games such as 'Make and Stack a Burger', decorating meringues with fresh fruit, and guided meditation set to low lights and soothing music.

Overall, the summer activities have been non-stop at Westport Care Home and the team intend to keep it that way!



Pear tree team make Dementia Awareness Week special

On Thursday 20th May 2021, Pear tree Care Home in London held a Dementia Awareness Fair for the people living in the home, as part of Dementia Awareness week.

The purpose of this event was to showcase how people living with Dementia can still live fun, fulfilling lives. The people living at the home wore bright yellow T-shirts for the day and took part in different activities of their choice, which all took place at different tables.

On the first table, the team worked together with some of the residents to decorate cupcakes with buttercream icing and sprinkles. This went down a treat, and proved to be incredibly popular, linking with the weekly baking sessions that the people at the home always enjoy.

Louise, a resident at the home, also led an amazing flower arranging table. The team purchased various bunches of flowers, and everybody gathered to create beautiful arrangements in their vases. Louise loves running flower arranging sessions, as gardening has always been a favourite hobby of hers, and she loves to impart her wisdom to her friends.

An arts and crafts session took place at the third table, as residents Joyce, Phyllis and Sylvia love to draw and colour, and the team wanted to accommodate for this. They created some beautiful pieces of art and were very touched that the team thought of them.

Alongside the tables, they displayed Dementia Awareness Week posters, equipment, and old newspapers to encourage reminiscence. Also, Lifestyle Coordinator Sukhy treated the residents to hand massages whilst playing soothing music, to help everyone relax.

It was a lovely event, and everybody had a great time! They finished the event with soft drinks, teas, coffees and the beautifully decorated cupcakes.



Why it's great to hydrate

Every cell, tissue and organ in the body needs water to work properly. In fact, our bodies are believed to be made up of 60% water! Water has a variety of uses within the body and is used to maintain temperature, remove waste and lubricate joints. Therefore, it is safe to say that hydration is incredibly important!

However, the true challenge is not just knowing that hydration is important, but understanding how to provide varied and exciting hydration options that encourage us all to drink more.

It is, of course, very important to make sure that the hydration level of the people living in our homes is measured and maintained. However, it is also equally the case for our team members! Working a long shift and wearing PPE can be challenging, and it is often the case that people forget to properly hydrate.

This is why we are introducing the Hydration Station challenge in each of our homes within Excelcare. We are challenging each home to use their creativity and innovation to think of fun and innovative ways to stay hydrated!

Try these hydration recipes for yourself!

Cherry Jellies

Ingredients:

1. 1 cup cherry juice
2. 1 cup water
3. 1/4 cup sugar
4. 2 tbs gelatine

Method:

1. Dissolve the gelatine in water. In a saucepan combine juice, sugar, and water with gelatine
2. Bring it to boil over medium heat. Stir occasionally making sure gelatine is mixed well. Let it boil for about 2 minutes.
3. Remove from the heat pour into individual cups or molds, or in a small glass tray. Refrigerate for about 3-4 hours.
4. Jelly is ready to serve.



Did you know?

Mild dehydration can affect your ability to think clearly

Scientists say that when people drive dehydrated, they can make the same number of mistakes that drivers make while under the influence of alcohol.

Dehydration makes you sleepy

When you're dehydrated, your energy levels diminish. Staying hydrated keeps your muscles energised and wards off fatigue and sleepiness.

The UK does not drink enough

Up to 50% of the UK is dehydrated, with surveys saying that workers often only drink when they are thirsty. It only takes a 2% loss of total water content for your body to start feeling thirsty, and once you are at this point your body is already in a state of dehydration.



Coconut lollies

Ingredients:

1. 400-450ml coconut water (depends on the size of your moulds)
2. 1 Tbls maple syrup
3. Optional extras: Fruit of choice (oranges, strawberries, blueberries, kiwi, raspberries and mint)
4. Beetroot juice
5. Squeeze of fresh orange or lime

Method:

1. Pour 400-450ml coconut water into a jug and mix in the maple syrup (you can flavour this to your own taste)
2. Slice your fruit of choice and place into the ice lolly moulds (I use Zoku classic mould)
3. Pour the coconut water mix into each mould
4. Carefully wedge your ice lolly stick into the water
5. Freeze overnight



Events this Summer

Team Appreciation Week:

At Excelcare, we believe that it is important to reward our team for the hard work and effort they put into providing high-quality, person centred care each and every day to those who live in our care homes, and to those we visit through our homecare service. This year, those rewards took place in the form of our rainbow themed Team Appreciation Week, from 23rd to 28th August.



**Team Appreciation
Week 2021**

Odelia bakes her way to glory in the Excelcare Bake Off Final

Odelia from Okeley Care Home in Essex baked her way to glory as she was announced as the winner of the Excelcare Bake Off in a star-studded ceremony at the Marriott Hotel in Waltham Abbey on Wednesday 4th August.

To take home the title, Odedia had to win two qualifying rounds of friendly competition. The first round took place at care home level, ▶



open to residents and team members; and the second included winners from all homes within the region. Finally, Odelia came out on top after the judges tasted bakes from each of the winners of the regional rounds.

Her double-tier Alice-in-Wonderland inspired cake was topped with handmade decorations which included cups from the mad hatter's tea party, mushrooms from the forest, and characters from the film. Not only did it look magical, but it tasted great too according to the judges on the day.

The scoring was very tight as each of the bakes was wonderful. Camelia from Cambridge baked a crisp, well-layered mascarpone cheese and fruit cake, whilst Dionne from Milton Keynes baked a rainbow-inspired cake with a smartie surprise inside!

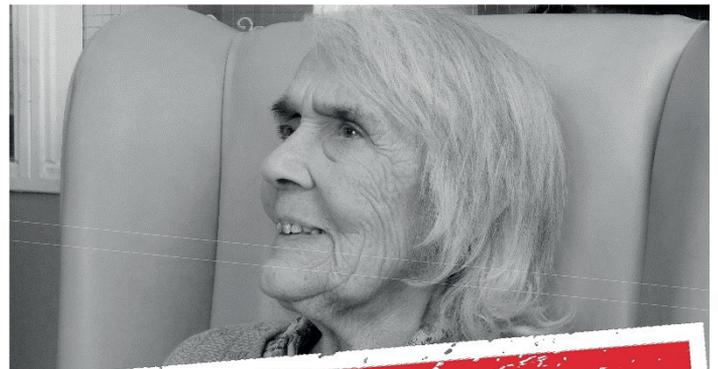
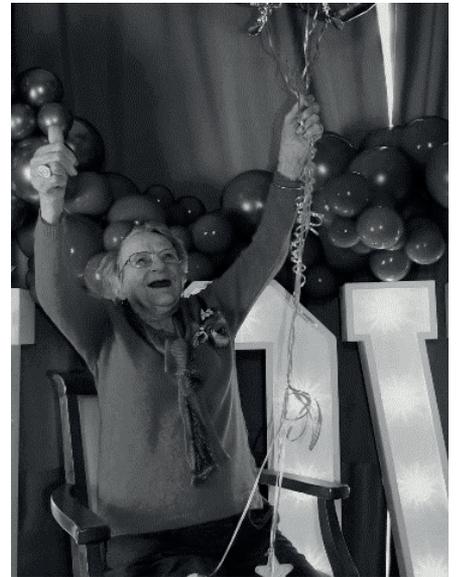
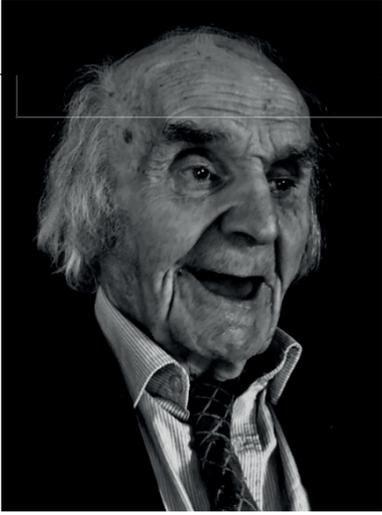
Judges on the day included representatives from Bidfood, the Head chef at the Marriott Hotel and Osa, the Director of Resources & Digital Transformation at Excelcare. They had a tough time coming to a decision, as each of the finalists showcased an attractive and delicious bake!

After winning the award, Odelia said, "It feels lovely to win the bake-off and residents at Okeley will be happy to know I'm bringing it home for them". She took home a total of £350 worth of gift cards, a framed certificate, as well as pictures of her with the trophy and her bake. Gift bags were also supplied by BidFood for everyone who took part, containing items donated by their partner companies.

Well done to everyone who got involved in the Excelcare Bake Off, especially Odelia for achieving this incredible baking feat!



**We fought wars to protect our country,
now we need you to fight this virus!**



WE NEED YOU

to have your COVID-19 vaccine!

Heartwarming stories from the Excelcare Family



John reunites with his furry friend

John was delighted this week as he was reunited with his dog Lucy, after almost a year without seeing her.

John moved into Neath House Care Home in August 2020, after losing a close family member. This was a difficult time for John, as when he moved into Neath House, he also had to give his beloved dog, Lucy to his friends to look after.

This was upsetting for John, as Lucy was his companion, and a very special part of his family. Due to the lockdown restrictions that have been in place, John has not been able to visit his friends or his dog Lucy which has been especially difficult.

During this time, he has established strong relationships with team members at Neath House, who supported him through his close family loss and the separation from his dog. They have been helping him to maintain a positive attitude and always said when it's possible, they would take him to visit his dog Lucy.

This week, John's wish was granted as the easing of the restrictions allowed him to go and see his friends and Lucy. The team arranged for a suitable taxi to come and collect him and one of the team members he is close to.

John's face was a picture when he was reunited with Lucy. The team said it was an emotional moment, as Lucy recognised him instantly and jumped on his lap for a cuddle. John was

delighted to be back with his beloved companion and in the company of his friends. They were excited to see John too, and whilst they had a catch-up, Lucy was either on his lap or resting in the shade under his wheelchair.

The team at Neath House will continue to facilitate these meetings with John, his friends and his beloved dog Lucy, as they are important to him and seeing them provides a huge boost to his wellbeing.

They all look forward to witnessing more heartwarming moments when John reunites with Lucy again.



As the year has gone on, the social distancing restrictions have started to ease, and the people living in our homes have been able to spend more time with their loved ones. We have seen many a tearful and smiley reunion and they have brought comfort to us all. JW's first face to face visit was very emotional. As soon as she saw her husband and held hands with him, the first thing she said was "I love you."



Mr and Mrs Walford were very happy to be reunited indoors again at Park Avenue Care Home in London when the restrictions lifted. It was lovely for them to spend some time together and to be able to hold hands again.

June's big day out

Now that the restrictions have lessened ever so slightly, the people living in our homes have been able to do more with their family and friends, whilst still observing the guidelines. At Winifred Dell Care Home in Essex, resident June was able to enjoy her first day out with her family.

Norman: A life fulfilled at Etheldred House

Norman, a resident at Etheldred House Care Home enjoyed sharing his life story during a zoom call with Friends of Histon and Impington. This is a local village charity that aims to support wellbeing, mobility and sport for those who live in the community.

Due to the current restrictions, they could not all meet in person, so a zoom call was organised so members of the group could benefit from time chatting with each other. During the call, Norman told his powerful life story.

Norman was a young doctor when he served in the Royal Navy during WWII. He was 17 at the time and although this wasn't his ambition, he said it was his duty to serve during the war. He found this all quite exciting as a teenager.

He was soon taken to Chatham Docks with no idea what lied in front of him, but looking forward to challenges life was going to throw at him.

Although serving in the war was scary, Norman recalled the positives of serving in the Navy, which included touring the world without having to pay for it.

Norman then recalled his number when he was in the Navy, which was C18877, and remembered there were 240 men aboard the ship in total. He said the food was lovely, especially when the Admiral was on board, and how they were allowed a shot of rum every day at midday.

He met his future wife, Geraldine, through his older brother as he was engaged to Geraldine's sister. They married when he was 18 at Green Leaf Baptist Church in Walthamstow, Essex, and said how important his leave periods were, as he could hold and hug his dear wife. This time was treasured, as during the war they could be called back to the ship at any time!

After serving in the Navy for 5 years, Norman left to pursue a different career and breathed a sigh of relief when he came home.

Norman then began teaching at Sir George Monoux Grammar School and thoroughly enjoyed his time there. After a long career, he then began helping trainee teachers develop their skills in the field.

Outside of his work, Norman said how he has always had a passion for music and how he used to sing in the church choir.

One of his proudest moments was when he was picked to sing in the London Church Choir and performed in front of esteemed guests such as Princess Anne. He was a soprano back then but says he sadly cannot hit those high notes anymore.

His two favourite singers, he said, are Pavarotti and Enrico Caruso who he believes is the best Tenor in the world.

When Norman was asked what age he would like to go back to, he said 17 because he was happy, spritely and carefree.

Norman's advice to the younger generation is simply to be happy! Norman said he is happy most of the time and how life is much better when you are happy.

Now living at Etheldred house, Norman enjoys getting involved with all of the home's activities and spending time with his friends. He says he is well looked after and how the team members make a lovely cup of tea.

After sharing his story, Norman was handed some pictures of the ship he used to serve on and said it brought back lots of memories. He then sat down with a cuppa and read a selection of facts about the HMS Woolston.



June was shocked and really excited when her son and daughter arrived at the home, ready to take her out for the day. She was placed in a wheelchair, given a hat and suntan lotion, and was placed in their caring hands to enjoy a day outside of Winifred Dell.

Her family whisked her away to the local park, where she visited the gardens and various displays. She loved looking at all of the beautiful floral displays and having a smell of the flowers. June was also able to see some wildlife while she was there, which she found

very exciting!

June said that it was lovely to be able to spend some quality time with her loved ones in the fresh air. She returned to Winifred Dell with a huge smile on her face, and was full of life, ready to tell the team about her perfect day.

Her children really enjoyed their afternoon stroll with their mum and look forward to more in the coming months!



Sam sets off on a 100-mile cycle to raise money for resident's comfort fund at St Georges Court

Sam is a Healthcare Assistant at St Georges Court Care Home, who recently pledged to turn his hobby into a fundraising effort for the residents, by cycling 100 miles around Cambridgeshire.

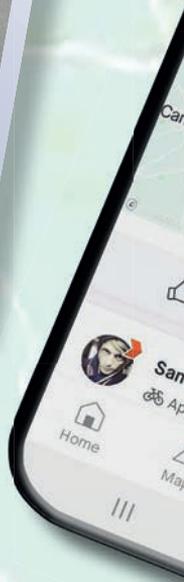
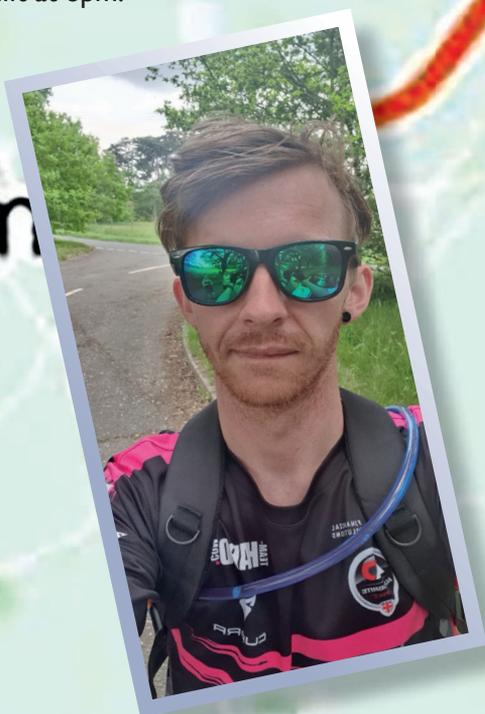
Sam enjoys cycling as a hobby in his spare time but decided to commit to a long-distance cycle to help raise money for the resident's comfort fund. This fund helps to provide fun and interesting days out for the residents, as well as new equipment.

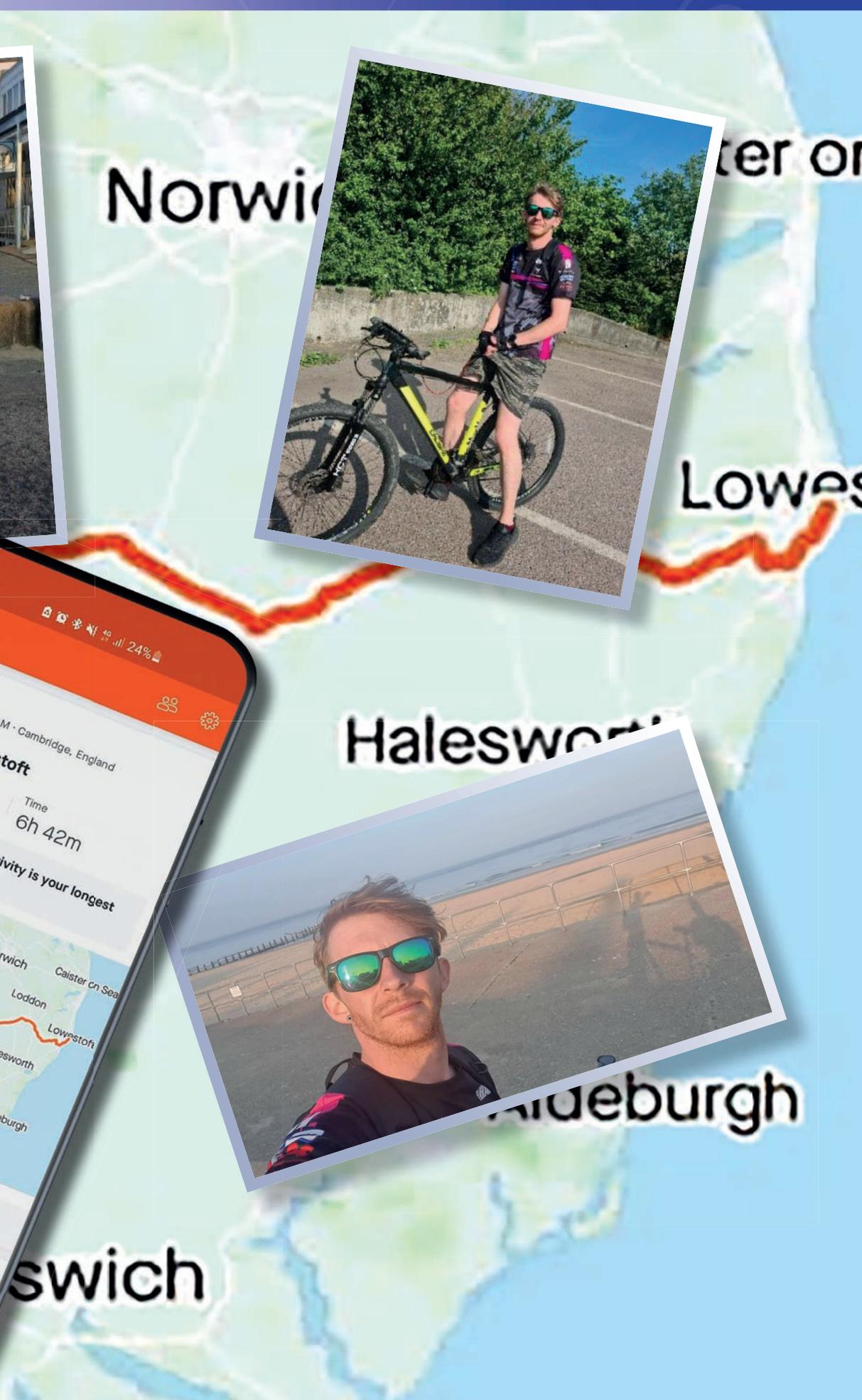
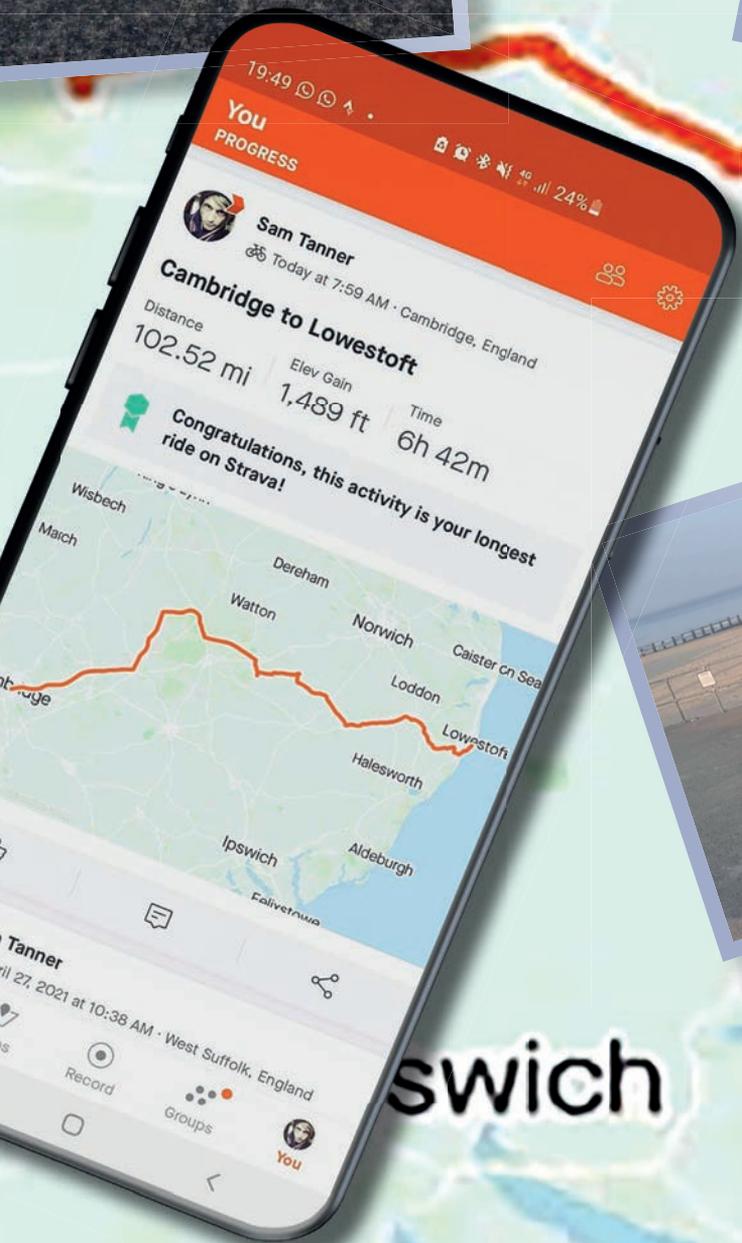
When asked what inspired him to do this, Sam said, "It's been a tough time for everyone this past year. We have all missed friends and family and I chose this challenge because the residents deserve more to enrich their lives, to give them more possibilities to come together as a family and as a home."

He also added, "I enjoy cycling but I am very much a recreational cyclist so 100 miles is quite a daunting prospect! I know I can, and will rise to the challenge though for everyone at St Georges Court. I aim to set off from St Georges at 8am on Thursday 3rd June on a route that will take me up to Thetford Forest before heading down the Waveney Valley to Lowestoft, taking in Bungay and Beccles along the way. I hope to maintain a good average speed that should see me complete the route before the amazing team finish their shift at 8pm."

Sam's journey took place on the 3rd June at 8am, with plans to raise £300 and complete the 100-mile route before his colleagues finish their shift. He ended up massively exceeding this, raising an incredible total of £570 and finishing 10 minutes before the end of day shift!

St Georges are so proud of Sam, as are the Excelcare group as a whole! He has accomplished a magnificent thing which will greatly benefit the wellbeing of the people living at St Georges.





Amm brings her hospitality experience to care at Okeley Care Home

Prior to joining Excelcare, Amm worked in the hotel industry for nine years. During this time, she progressed from a Housekeeper, to a Supervisor, and finally, she became a Manager. This means she experienced and mastered every part of these roles, from ensuring each room was clean and presentable, to some of the more specialist skills like creative towel folding.

Amm shared with us how she took on many different roles during her time in the hotel industry. One day she may have been cleaning bathrooms and making beds, whilst another day she could be decorating a room for a couple who were coming for their honeymoon. This developed her skills in many different areas and was one of the reasons she is always progressing. Amm was also motivated and showed initiative to learn in her own time too. One of the things she took upon herself to learn was how to fold towels to make them look like swans, as this would create a 'wow' factor for her guests when they entered the room and show that the hotel really cared about presentation.

When asked if these jobs have helped her in her role at Okeley, Amm said, "Yes, I brought with me my knowledge of supervising, and keeping Okeley clean to my expected high standards all around. I'm always trying to improve the way the home looks, so that it truly feels like a home for all the residents."

Amm's skills have been a hit with the people living at Okeley, who always comment how nice and clean the home looks

and smells. Her towel folding skills have also delighted everyone, as they enter into their room and see fresh towels on their bed in the shape of a beautiful swan, it brings big smiles to their faces.

Away from her skills in the hotel industry, Amm has been keen to show off her cooking skills too. Amm is of Thai heritage, so when they host cooking events or competitions at the home, she is always keen to show off her skills and bring a different style of cuisine for everyone to taste. She is very proud of her heritage and is happy she has the opportunity to take part in activities that allow her to express herself.

"Amm has worked hard and used her hospitality skills and knowledge that she gained from working at hotels in the past to improve the induction and development training with her team. She always demonstrates how she expects the standard to be right down to that fine crease in the finished bed linen of the show room. She is definitely an asset to Okeley Care Home," said Okeley's Home Manager, Hayley.

Amm is proof that regardless of your past, background or heritage, there is always a place in the care sector for you and the set of unique skills you bring with you.

Amm has kindly allowed us to share a tutorial of how you can make swans using towels at home and she hopes this helps to bring a smile to someone you love!

How to make kissing swans using towels

By Amm

What you will need: A clean & disinfected floor to begin. Two bath towels, two hand towels, a glue stick and four sequins.



Step 1

Lay the bath sheet on the floor and fold in half to get a centre line, then reopen.



Step 2

Holding one corner and placing the other hand at the halfway mark, fold over to make sure both sides are equal, then reopen.



Step 3

Holding one corner and placing your hand on the halfway line, start rolling from the edge of the towel really small and tight.



Step 4

Keep rolling at an angle until you get to the centre line (using your knee to hold the edge).



Step 5

Now start the other side until you get to the middle keeping both sides tight.



Step 6

This is how it should look when rolled tight.



Step 7

Flip it over and place on the bed. Willy Wonka!



Step 8

Adjust the body as per the picture.



Step 9

Repeat the process for the second swan and place them facing each other so their beaks are touching.



Step 10

Using the hand towel, fold it concertina backwards and forwards like a fan.



Step 11

Attach the fan folded towel to the base of the swan's neck and fan it open towards the tail. Repeat the steps both sides.



Step 12

Attach the sequin eyes with a small amount of glue on each side.



Step 13

Make any adjustments if necessary.

Buchan House carer Veronika's act of kindness

Veronika Sivakova is a carer at Buchan House Care Home in Cambridge and is known for the kindness she displays to the people living at the home. Recently, Veronika has gotten particularly close with Margaret, a woman living at Buchan House.

Veronika knew how hard the lockdown has been for everyone, with people not being able to go out and having to keep themselves entertained inside. So, she wanted to do something special to lift spirits.

Veronika is a very talented artist and has created many a wonderful art piece in her time at the home. This time, she gathered together some cardboard and clay to create a magical, fairy tale house for birds and mice. She filled the house with birds; one of which was made from clay tiles, and another made from wheat. The house also contained a garden that she adorned with artificial flowers and even attached a swing to!

When Margaret saw it for the first time, she was overcome with emotion. Even more so when Veronika told her that she had made it for her to place on her cabinet. Margaret really appreciated this, as she could see how much time and effort had gone into the beautiful piece of art. She thanked her greatly, but Veronika insisted that Margaret had actually done her a favour, as it gave her something to do while she couldn't go out.

The art piece has been admired by so many residents and members of the team, who agree that this was a wonderfully thoughtful gesture from Veronika.



Healthcare Assistant Daniel goes above and beyond at St Fillans

Daniel James has been a Healthcare Assistant at St Fillans Care Home in Essex for over 9 months now and has been going above and beyond his role since he started.

Daniel has worked in the care sector for 10 years and is currently working towards his nursing degree. In his spare time, he is incredibly passionate about singing, and strives to bring his love for music into his work life.

Daniel has had a great time showcasing his talents at St Fillans through live performances for the people living at the home. He regularly takes requests, asking individual residents for their favourite songs and serenading them with his amazing voice.

The team have been sharing some of Daniel's beautiful performances over Facebook Live. Be sure to head over to facebook.com/StFillansExcelcare to see them for yourself!

The superheroes of Park Avenue

The team at Park Avenue Care Home in London recently organised a 'Superhero Day', where the team members all came in dressed as Superheroes.

Residents were delighted to see the variety of different costumes and smiled and laughed at the team's effort. There were some classics, with people coming as Batman, Bat Woman and Wonder Woman to name a few. Some people also went more out of the box, with Home Manager Gemma Weldon dressing as an Excelcare Carer, as they are truly superheroes each and every day.

The ultimate winner of the competition was Yamini, who came dressed up as Katherine Johnson – a mathematician at NASA. Yamini won a colouring book, pens, a candle and a glasses holder.



Learning, Development and team spirit at Westport

Denise, the Home Manager of Westport Care Home in London is incredibly proud of her hard working and consistent team.

They have never used any agency care, as the team go above and beyond what is asked of them and adapt their roles to suit all the needs of the home.

Many members of the team undergo training that is well above the required level for their roles, because they enjoy it so much. In fact, one of their Healthcare Assistants is currently doing her level 3 training so she can progress further in her career.

The most recent training that the team undertook together was Mental Health training, provided by Hazel Stacey at Central Support. This had great feedback from the team who all thought it was amazing and were very excited to learn more about Mental Health.



Promotions across the group

- Taylor Boul, Laura Ward and Vikki Daniels have all been promoted from Healthcare Assistants to Senior Healthcare Assistants at Sweyne Court Care Home in Essex.
- Ryan Sivertsen has been promoted from Senior Healthcare Assistant to Deputy Manager at Sweyne Court Care Home in Essex.

Family news across the group

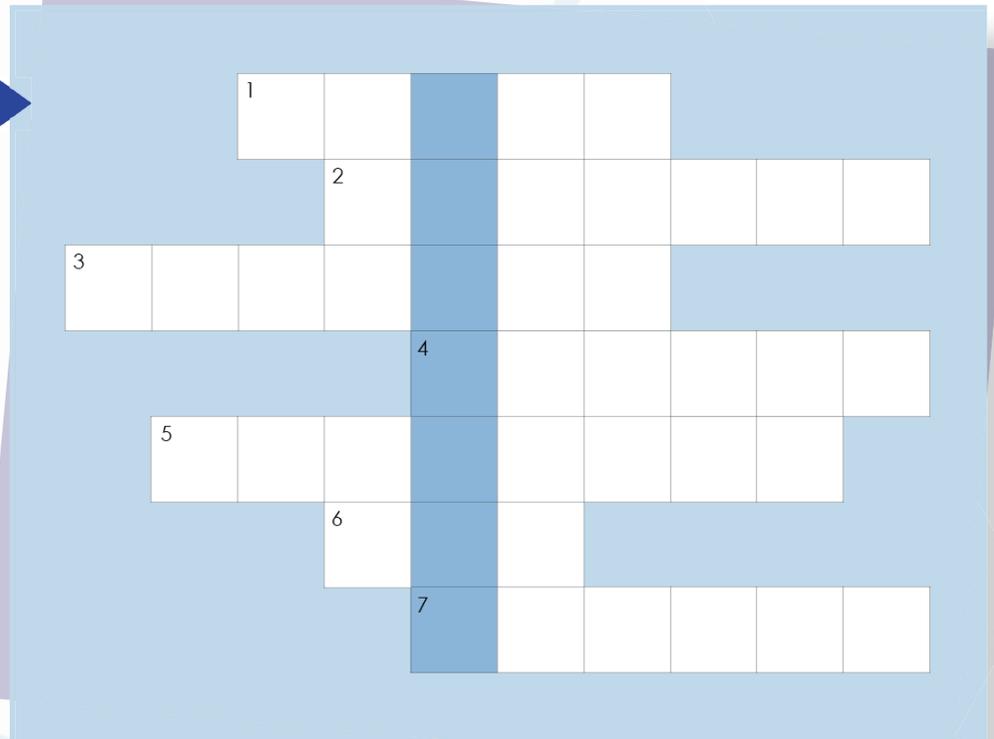
- Sweyne Court's Healthcare Assistants Danny Baugh and Charlie Shorto have both had baby girls. This was Danny's second child and Charlie's first.
- Windmill Lodge's Healthcare Assistant Samantha Koroma has given birth to a beautiful baby boy named Christopher
- Windmill Lodge's Lifestyle Coordinator Susanna Collumbell is about to become a Grandma again, courtesy of her daughter, Leanne
- The daughter of Windmill Lodge's Lifestyle Coordinator, Grace, just performed on the BBC show 'I Can See Your Voice', dancing as the salsa queen. Congratulations, Joy-Princess!



ENTER TO WIN

Summer Crossword

Complete the crossword below and discover the word in the middle! Once you know what it is, email info@excelcareholdings.com with your name, address, and the answer for a chance to win one of two £25 Love2Shop vouchers!



- 1) European football competition, took place Summer 2021 (5 letters)
- 2) Injection designed to combat a virus (7 letters)
- 3) Two or more people coming together again after a long period of time (7 letters)
- 4) Category including plants, animals, landscapes and general features of the Earth (6 letters)
- 5) A meal or gathering in which the food is traditionally prepared outside on a grill (8 letters)
- 6) The official flower of the Alzheimer's Society: Forget-Me-_____ (3 letters)
- 7) Moderate heat (6 letters)

Just for fun!

Put your brain to the test with these fun Excelcare themed anagrams! Unscramble the letters to reveal each hidden word. Each answer is one word long, even if the anagram is more!

- 1) BURTY FELT
- 2) RACE
- 3) CITESVITIA
- 4) ELMS IS
- 5) EEL POP
- 6) ALFI MY
- 7) ELGA RUTH

Sharing is Caring

Mr Forget-Me-Not

The residents of Primrose Croft Care Home have recently enjoyed celebrating the 50th anniversary of the Mr Men books.

These books are popular children's books that are each centred around a different Mr Men character that has their own unique characteristics, for example, Mr Strong, who as you guessed it, is stronger than the rest. As well as entertaining younger readers, they also educate children about different emotions, feelings and physical attributes.

Mr Calm and Little Miss Brave are the two newest additions to the Mr Men family, so the residents at Primrose Croft decided they wanted to have a go at inventing their own Mr Men character.

This activity coincided with Dementia Action Week, so the residents decided they would base their character around raising awareness of this annual event. After sharing ideas together, they decided to name their character Mr Forget-Me-Not.

They then sat down and discussed what they wanted the character to look like as well as the story that would surround him. Ursula, who lives at Primrose Croft, said their character had to resemble the Forget-me-not flower, which everyone agreed with.

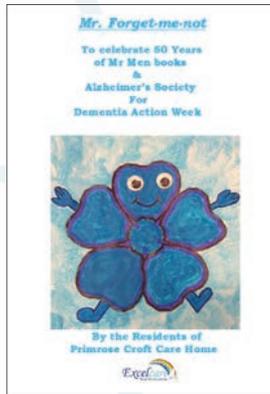
Next was the task of discussing the story for the character, which got the group speaking about the ways people can recall memories from their past. This involves using objects that can stimulate their minds and take them back to a moment, so they started to use this idea to come up with a story.

The story was soon complete, and everyone then started to focus on the visuals. They drew a forget-me-not flower for the body, then added his arms, legs and facial expressions.

Residents then began drawing, painting and colouring the pictures for their book. A resident of the home, Mary, used to illustrate children's books, so she really enjoyed taking part in this project. It helped her connect with a skill from her past and you could see how much she enjoyed getting creative.

Lifestyle and Wellbeing Lead, Pearl, then helped to bring everything together, by typing up the story, adding the illustrations, and printing it in a book form.

Residents thoroughly enjoyed taking part in this project and were very proud of what they created. Because this was so popular, they may start creating a Little Miss book in the near future!



NOTES

Julia's Poem

Julia, a resident at Queens Oak Care Home in London, really loves to write poems and prose. Below is a poem she wrote about Queens Oak Care Home:

*Queens Oak Garden is the place to be, why not
come out into it with me to see
Birds and flowers everywhere and a lovely tree
to sit on a comfortable deck chair.
This surely must be the place to fare
Among all the flowers and grass are everywhere.
How can you resist it the answer should be no.
But leave room for me to still be there even so*

Find the answers on page 25!

Other creations



The people living at Sweyne Court Care Home in Essex have been very creative, making wall art using dry leaves and flowers out of paper:



Carmina from Limetree Care Home's Domestic Team created an oil pastel drawing of one of the Lifestyle Coordinators and her late father:



The residents at Windmill Care Home in London created colourful butterfly art:



And Periena at Windmill also made a wall of coloured in art for D-Day:



The Willows Care Home in Milton Keynes have been getting creative in the kitchen, with a pretty impressive cake sale:

Park Avenue's inspiring quotes

Gemma Weldon, the Home Manager of Park Avenue Care Home in London, recently set up a competition in the home for team members to get creative. She noticed that a space in the lift needed filling with a bright and inspiring decoration, so encouraged everyone to pitch a moving quote that could be written out and displayed.

The people who live and work at Park Avenue are all inspirational, so Gemma's goal was to remind everyone of this as they make their way between floors in the lift. It's safe to say Stacey's quote will keep every moving forward with a smile on their face! See her winning entry below;

**We are the PRIDE of Park Avenue
We are the new HEROES of the era
A STAR that gives light to our residents
We are the FRONTLINERS of Excelcare**
by Joyce and Rachel

**Next time you're stressed take a step back,
inhale and laugh. Remember who you are and
why you're here. You're never given anything in
this world that you can't handle. Be strong, be
flexible, love yourself and love others. Always
remember just keep moving forward'**
by Stacey

Just for fun! - answers

Well done for attempting this issue's anagrams! Take a look at the answers below to see how you did:

- 1) BURTY FELT (Butterfly) 2) RACE (Care) 3) CITESVITIA (Activities) 4) ELMS IS (Smiles) 5) EEL POP (People) 6) ALFI MY (Family) 7) ELGA RUTH (Laughter)

6 excellent reasons to choose Excelcare



Something for everyone

Our varied activities and events plan includes daily activities chosen by the people who live here, and provide the perfect opportunity to socialise and discover new hobbies!



A home from home

Throughout our home, everyone is welcome to spend time relaxing, socialising or enjoying watching some films. We also welcome you to make your own room homely by bringing any personal possessions with you.



We love wellbeing

We understand the importance of keeping well and active. Our schedule, mealtimes and environment are each carefully and expertly designed with comfort and happiness in mind.



Connecting through technology

People are also able to keep in regular contact with their friends and family by telephone, or video calls on our dedicated wellbeing tablets.



Our dedicated team

Our friendly and welcoming team are on hand to support you 24 hours a day. We also benefit from regular visits from our local GP's, District Nurses and Primary Care Teams.



We're here for you

We are proud to provide care that is as individual as each person who lives here. We speak to everyone to find out their likes, dislikes and interests, to find the best way to support everyone.

Your suggestions for The Excelcare Voice



Coming this Autumn – our 'Excelcare Team Special' of the Excelcare Voice!

In this issue we will be exploring the special people who work in our care homes, and the unique opportunities to grow and develop that await when you begin a career with us!



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