

The Wellburn Post

Issue 12 / Summer 2018

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A cathedral with enduring appeal

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We discover some amazing friendships

PAGE 16 / SUMMER FUN

Things to do in the sun this summer



PAGF 4 /

IN NUM8ERS

When we did the maths, even we were surprised by some of the numbers involved with running our homes.

Raising money for





Venue

Grimston Court Care Home, Hull Road, Grimston, York YO19 5LE On the day No ticket require

No ticket required, with free entry on the day. £5 for all day parking



Would you like to find out more about:

Maximising your household income? Managing a health condition? Applying for benefits? Social activities or lunch clubs? Helpful services in your local area?

Call our friendly advisors on: 01670 784 800 Email: info@ageuk-northumberland.org.uk

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Contents



It's all change as



BOOK CORNER

We review a selection of some of the best **AGENDA** contemporary fiction A view from the novels out now top with Wellburn's Executive Chairman



EDITORS LETTER

The summer is here, and a big welcome to issue 12. Inside we take a look at some unbelievable facts about the inner workings of our homes (page 4), including the number of cups of tea we serve up, even we can't believe some of the numbers involved.

We take a look at one of our regions most enduring buildings, Durham Cathedral in our Icons feature (page 8).

In Grand Designs, we cover our ongoing refurbishment programme, with our latest revamp projects (page 10).

We also discover some lovely friendships that have been formed between residents in our homes (page 16).

There's lots more inside, including our latest book reviews, crossword and some great suggestions on some must-have essential summer buys (page 13).

Enjoy reading our latest issue, and whatever you're up to this summer, we hope to see you down at one of our homes, to join in with all of the summer events we'll be serving up.

Rachelx

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RUNNING ACARE HOME IN NUMBERS

The smooth running of a care home can throw up some odd facts. But when we did the maths, even we were surprised by some of the numbers*





For the sweet toothed, a yummy

cakes or pies are made in each home every week



Each week, one home washes

hand towels

which adds up to a whopping....

8,820

towels washed across all 14 of our homes each week, which means over...

458,000

towels are washed across all 14 of our homes in a year.
That's a lot of soap powder!

Each week, a thirst quenching

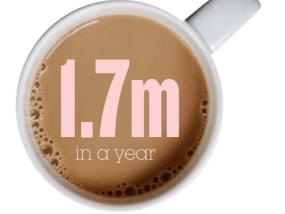


cups of tea are served in each home

which incredibly means

32,340

cups of tea will be served across all of our homes in a single week and an amazing...



which whisks up to an astonishing....

8,960

being made and served across all of our homes in a single week...

and over the year

465,920

cakes or pies will be made and served across all of our homes



pints of milk are

used in each home

that means

2,254

pints of milk are used each week across all 14 homes



and see how these numbers help create the special home from home feel we love to create? And of course, there'll be a nice cup of tea and a delicious slice of cake waiting for you. To find your nearest home, call us on 0191 229 3530 or visit us at: www.wellburncare.co.uk

Summer 2018 / Icons Agenda / Summer 2018

ICONS

Durham Catherdral Durham

urham Cathedral is without a doubt, one of our regions most recognisable and iconic buildings, capturing a thousand years of British political, social and religious history. Its value and importance has long been known to locals, academics and historians, but its place in world history was cemented in 1986, when the Durham World Heritage Site was inscribed by UNESCO. It was one of the first UK sites to be listed, and was awarded the status in recognition of its Outstanding Universal Value.

But we have to take a step back in history to understand why it's so important and held in such high regard. The site's architectural importance lies in the fact that Durham Cathedral and Castle are among the greatest monuments of the Norman Conquest of Britain. The Cathedral, built between 1093 and 1133, is one of the finest examples of Norman architecture in Europe.

The site is also significant because of its political history. The Castle and Cathedral reflect the unique status of the Prince-Bishops of Durham. The Prince-Bishops were religious leaders, who also had secular powers, governing a virtually autonomous state that formed the buffer zone between England and Scotland from the late eleventh century until 1603.

Today, the Cathedral in its present form





is one that has remained in use for almost 1000 years. The Cathedral as a religious building, educational centre, and place of pilgrimage, and the Castle, first as the home of the Prince-Bishops, was transformed into the home of Durham University. The University was established in 1832 and is the third oldest university in England. It is this unique twin appeal of the site that breathes life into the area.

On the one hand, Durham sees a steady turnover of annual visitors to the Cathedral, from all over the globe, making the journey to experience a slice of true English history, and perhaps a little bit of Harry Potter magic too. In fact, annual visitor numbers are around 750,000, making it one of the most visited free attractions in the country, and easily the highest in our region.

Twin this with the occupants of the neighbouring Castle, housing some of the countries leading academic students, who during term time, bring a whole new lease of life to the city. The steady stream of visitors to the Cathedral and the University students, both work in harmony to keep Durham bustling, on the map and relevant. The allure of the Cathedral remains, which continues to assure it remains an icon of our region.



Wellburn's Executive Chairman Rachel Beckett, offers her views from the inside.

"WE MUST ALWAYS
ALLOW OURSELVES
ENOUGH TIME TO
RECOGNISE WHEN
OUR HARD WORK AND
COMMITMENT IS
PAYING OFF."

Agenda

Making sure our business and our 14 care homes operate smoothly, takes an incredible amount of hard work. Our 'In Numbers' feature on page 4 takes a look at the more lighthearted side of things, with some dizzying numbers involved. We had a lot of fun putting the feature together, but of course, there's an extremely serious side to what we do, which carries a lot of pressure and personal and collective responsibility.

Foremost, the responsibility will and always should be to the care and wellbeing of our residents. Too many times, over too many years, we've seen negative headlines about the care sector, splashed across the broadsheets. Headlines that act as a reminder to all of us here at Wellburn, just how important it is for us to get our jobs right, every time. Taking care of our staff is equally important to me too. I don't want us to be just a very well run care home business. I want an environment that feels safe, comfortable and enjoyable, for our residents and staff.

In addition to our normal day to day best practices, we've recently been implementing a raft of new practices and initiatives to ensure this happens.

One of the most interesting initiatives we've embarked on recently, is our CCTV project. Referring back to those awful headlines that pop up all too frequently, exposing poor care, which can often shockingly border on neglect, stemmed a campaign to make the introduction of CCTV cameras in care homes compulsory. More about the project can be read in our news section on page 20.

Another initiative that we've been involved with, which again puts transparency at the forefront, is the Job Evaluation Scheme (JES). The evaluation is designed to help companies carry out what is in effect, a top to bottom audit of their staff, providing a hierarchy of jobs that is free from discrimination. Ultimately its aim,

and this is certainly the case for us, is to provide a solid base from which to form the basis of a fair pay system.

The evaluation has taken months to complete and a lot of hard work and patience from all those involved, but I have absolutely no doubt that taking part in the evaluation has brought nothing but positive changes to the business.

Numerous positions have seen a significant pay rise and in terms of salary alone, we're now without doubt, one of the most competitive care sector employees in the region. For a family run business, when it comes to our staff and the high regard we hold them in, this is something that makes me feel very proud. Without our staff and the amazing dedication they show day in, day out, all of what we achieve simply wouldn't be possible.

The Gender Pay Gap Study, is another fascinating and quite frankly much needed and long overdue initiative we've been involved in. The scheme was introduced and thankfully made compulsory, to identify employers that have gender bias in their company set up and pay structure.

Ironically, from that perspective, the main gender problem that we're facing, is attracting enough male employees into the care sector in the first place, particularly in direct care giving roles.

We are actively looking into our recruitment strategy, in order to make head way into addressing this.

In fact, from all the latest initiatives, all the signs are extremely positive. The results are telling us that whatever we're doing, we're doing it right.

Of course we can always do better, always strive for more, and we will. But we must always allow ourselves enough time to recognise when our hard work and commitment is paying off, and allow ourselves to feel a sense of pride in all that we've achieved to this point.



Grand designs

reating spaces that both our staff and residents feel at home in, continues as we complete the latest projects of our ongoing refurbishment programme. With well thought out design, which brings a sense of modernity, without compromising that home from home feeling, the latest work is something we all feel very proud about.

The refurbishment programme is ongoing and over the last two years, we've invested heavily in five of our homes so far. The programme continues at pace, with more work planned at our other homes. Executive Chairman Rachel Beckett explains the approach, "Before I took over the running of the business from my father, I ran my own interior

design company for more than 15 years, so I have a firm understanding of the importance of good design. It's not just about how much money we're investing, but making sure we're investing it in the right things. Of course design is very subjective, but we've tried to approach each project with something a little different. Each home has its own personality and geographical nuances, so we've tried to reflect this when creating colour schemes and design."

Another challenge major refurbishment brings, is that the work needs to bring as little disruption to our staff and residents as possible. Life in the home continues, so it's a balancing act that takes a lot of planning. ▶





"FOR ME, THAT'S DESIGN WITH FORM AND FUNCTION IN MIND. AND WORKING CARE HOMES ALWAYS NEED BOTH."



◀ "We include our residents and staff as early as possible, and continue to make them part of the process throughout." Rachel goes on to explain, "We want everyone to feel proud of the finished work. After all, it's their home."

With completed projects receiving rave reviews, the work seems to have gone down well with everyone. The refurbishment programme doesn't just focus on interior work either. "Good design doesn't just create nice spaces visually, it can also help with things such as dementia. Take our sensory gardens as an example (top left image). For me, that's when design is thought out with both form and function in mind, and working care homes always need both. So in keeping with this philosophy, our latest work not only looks fantastic, but works for both our staff and residents in other ways too, which is extremely satisfying."

Work continues and the team are already planning our next refurbishment projects. The bar is set high at Wellburn. ■



£37.00 Silent Pool Gin 70cl Silent Pool

Summer wouldn't be summer, without a refreshing glass of Gin and Tonic. If you're gifting a bottle, you'll be hard pushed to find a better bottle of summer gin. Distilled in deepest Surrey, it's an English gem of a drink.

available at: silentpooldistillers.com



£60.00 Embroidered Culver Boat Shoes Toms

The must have boat shoes this summer.

With a cool whale print to boot. Not as cool as the fact that for every pair of shoes you purchase, Toms give a new pair of shoes to a child in need, with their

One for One® scheme.

available at: toms.co.uk



£5.00 Classic Tandoori Bbq Rub Mrs Balbar Singh's Indian Cookery

If you're hosting or heading to a BBQ this summer, then this BBQ range is one addition that will leave everyone happy. The delicious tandoori rub is our favourite. available at: notonthehighstreet.com



Looking for what's hot this summer? We've discovered some of this summers essential must-haves.



£72.00 Picnic Hamper Joules

There's essential, and then there's essentials.

No picnic is the same without the quintessential English wicker hamper. This hamper from Joules is the perfect accessory for any day out in the sun.

available at: amara.com



13

Although a little on the pricey side, we're loving these wooden exterior deckchairs. When the sun is out and the BBQ is firing up, relax back in your Monaco Deckchair, and you'll be grabbing all of the attention.

Oli and Grace

available at: oliandgrace.co.uk



£29.95 FIFA World Cup Top Replique Ball Adidas

It's almost impossible to miss that it's a World Cup summer, and whether you're heading to enjoy the sun in the park or down at the beach, the official World Cup ball from Adidas is the must-have accessory.

available at: adidas.co.uk



£15.00 Lolligagger Sunglasses Vans

If you're on the look out for a slightly cheaper pair of sunglasses to kick around in this summer, this cool pair are perfect.

available at: vans.co.uk



"WHEN REAL FRIENDSHIPS ARE FORMED, IT ALWAYS TELLS US THAT WE'RE DOING THE RIGHT THINGS."

Making friends

ne of the joys of what we do, is that we're in the business of people. Whether that's our staff, residents or the local community. And when people come together, friendships and bonds inevitably form. We're a family run business, and we run it with the view that our staff and residents are all part of the extended family.

Over the years, we've seen some formidable bonds created. Often it's residents finding friendships with each other, and we regularly see residents and their families finding friendships too.

Which is extremely reassuring for those who may be considering a care home for themselves or a loved one.

When we receive visitors enquiring

about care, of course they ask and we answer all the important questions – safety, comfort and cost are always top of the list. But when they learn and hear of genuine friendships and bonds being made when residents move into our homes, you can really see their eyes light up, and you can understand why.

We always take the view that when friendships are formed, it tells us that we're doing all the right things. Creating an environment where friendship can flourish between our residents and their families, is something we actively encourage and it's what we strive for.

Here we explore three very special friendships in our homes, and learn how they came about.

DONALD & THELMA Grimston Court

Grimston Court residents Donald and Thelma's story of friendship goes back further than most. Now husband and wife, they first met at a Town Hall dance in 1943, and have been first and foremost friends ever since. After making the decision back in September last year, to move into Grimston Court together, they haven't looked back. They're loving life and both get heavily involved in most activities. Whether it's taking part in sing alongs, going out on day trips or enjoying walks in Grimston's stunning grounds, the most important thing for Donald and Thelma, is that it's done together.



Residents Jean and Violet's friendship flourished, after first meeting at Eighton Lodge last year. You can often find them playing board games or taking part in arts and crafts activities together.

According to others, it seems where one goes, you'll normally find the other.

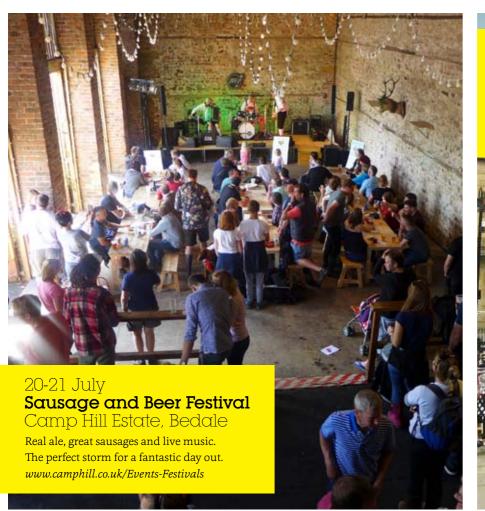
Some friendships can be slow burning, but the girls hit it off as soon as they met, which has made their transition into life in a care home that much smoother and easier. All the staff comment on how wonderful their friendship is, and both Jean and Violet hope it continues for a long time to come.



DOROTHY AND JESSE St George's

Resident Dorothy moved into our St George's home back in January last year. But it was in May of the same year, that she met a new resident Jesse and they both instantly hit it off. Staff love seeing the friendship the pair have struck and now consider them as inseparable. Enjoying the simpler, yet often under appreciated things such as just taking time out, sitting and chatting. They can happily sit for hours listening and telling stories to each other. They're also enthusiastic about taking part in as many of our activities as they can. As long as it's together, of course.

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LONG SUNNY SUMMER DAYS

We discover, there's plenty of different ways to spend your days in the North East this summer. With some slightly more alternative than others.

chool and the sun are out for summer, and the planning starts. As we all look for ways to spend those long sunny summer days, we've taken a look at what's going on in our region, and we've discovered that there's some pretty cool stuff out there.

With events planned across all four corners of the North East, there's something for everyone, and most of it is free for all of the family to enjoy.

From sausage and beer festivals, to open air cinemas, the North East summer scene is bustling with diversity and has never been in better shape.

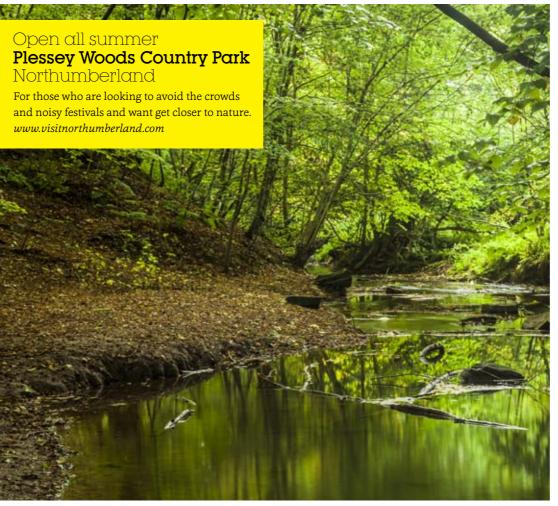
The hugely popular Summertyne Festival at the Sage in Gateshead, attracts thousands, with musicians from around the world across two free stages over three days, it is certainly worth a visit. With the iconic backdrop of Newcastle's quayside and bridges, the day will last long in your memory.

If however, you're looking for a quieter option that takes you away from the hustle and bustle, then look no further than Plessey Woods Country Park in Northumberland. With nature trails that take you through beautifully serene woodland, Plessey Woods is the perfect day out for the family. With picnic areas dotted around the park, there's plenty of opportunities for a break and to take in the idyllic surroundings.

If sitting back and relaxing in the warm summer evening appeals, then you can do it in style, while watching a movie, thanks to the free Screen on the Green ▶

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20-22 July
Newcastle Pride
Nuns Moor Park, Newcastle
From a parade and fun fair to live music,
Newcastle Pride is a fun filled weekend for all.
www.northern-pride.com/events



"FROM SAUSAGE AND BEER FESTIVALS, TO OPEN AIR CINEMAS, THE NORTH EAST SUMMER SCENE IS BUSTLING WITH DIVERSITY AND HAS NEVER BEEN IN BETTER SHAPE."

◄ in Newcastle's Old Eldon Square. With deckchairs supplied and ice cream and refreshments available, it's a truly special time out and one not to be missed.

It's also a special year for one of the regions most famous events. The Sunderland Air Show celebrates its 30th birthday this year, with organisers promising an air show to remember. With fireworks and live music, to the backdrop of stunning aerial flybys from some of the most iconic aeroplanes in the world, including the Red Arrows, the whole weekend sounds unmissable.

We've picked out only some of the highlights of summer, but this only scratches the surface of the vast options available. You can discover what's going on in your area online.

We'll also be adding summer events and days out, to our activities across all 14 of our homes this summer, and they're usually open to all, so check out what's going on at your local Wellburn home and get involved as much as you'd like to. We'd love to see you down there. ■

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Guide to choosing a care home

We've just launched a new page on our website, which comes with an accompanying booklet. information for those who are about to begin

www.wellburncare.co.uk/choosing -a-care-home

SHORT

DIRECTORS CUT

Resident news

As part of our twinning project with Life View Care Homes in Australia, residents at our Glenholme House Home in Sunderland have created a short film to showcase the city in which they live. The film was written and presented by our residents, which gave them the opportunity to revisit old haunts and make new experiences within the city. Some even tried glass blowing at the National Glass Centre for the first time. The process of creating a film to give an idea of the local



area, and highlight all of the wonderful things going on in Sunderland, was an extremely uplifting process for all of our residents. The finished film really is a celebration of what our residents are able to achieve. The film is going to be shared with our friends over in Australia, making up part of a special parcel we've sent over to them. The residents are really looking forward to seeing how it's received. RB

SAFE AND SOUND Wellbeing

Here at Wellburn, the welfare of our residents is central to everything we do. Which is why we're whole heartedly backing a recent campaign, launched to make CCTV compulsory in all care homes. Our Executive Chairman, Rachel Beckett explains "Whatever we can do to make our residents and their loved ones feel safer and more reassured, then we'll do it. We back the campaign 100%, and hopefully, it will go some way to help safeguard those who are no longer able to safeguard themselves." We've installed CCTV in our Glenholme House home in Sunderland, with

a view to rolling it out across all of our homes over time. The CCTV is operational in communal areas and the residents rooms, with their consent. The complex CCTV system goes above and beyond a standard CCTV system, with state of the art sound and motion activation a key element.

Residents and their loved ones were all included, every step of the process and unanimously gave their consent. Our hope is that other care homes across the region follow our lead and throw their support behind such a wonderful and vitally important campaign. SM



STAYING FOREVER YOUNG

In the community

For two years running, we've hosted a festival, Forever Young. Set in the grounds of our Grimston Court home in York, the festival raises money for two superb local charities, St Leonard's Hospice and Age UK York. Each year, the festival has been bigger and better, with even more money raised. Now into our third year, we have no intention of lowering the bar, with this year promising to be even more exciting. With live music, food and craft stalls, a gin bar and fun for the whole family. We'll be promoting it over the next couple of months, so we'll keep you posted. For now, add September 1st to the diary. SM

KEEP TALKING

Activities

As part of this years Dementia Action Week, our Nightingale Hall home have been working on a project in collaboration with education and arts company Creative Minds.

Their initiative 'Everyone Has a Voice', was the inspiration behind the collaboration, helping to create a stunning mural for the home.

The mural consists of a tree, with each leaf on the tree representing a residents name, and a bird made up of comments and expressions from our residents. Nightingale Hall hold regular residents committee meetings to ensure that everyone feels they have a voice and collaborations like these, just cement our commitment to that belief. RB



Wellburn Post redesign

Since launching our new redesign of The Post with our previous issue #11, we've been overwhelmed with the positive response. Our readers seem to be loving the new look and feel. Excellent news.

Lights, camera, action!

Here at Wellburn, we've been busy filming some of our staff as part of our new recruitment campaign Keep an eye out on our social media channels and website for some familiar faces





SPOILT WITH KINDNESS

In the community

Our Craghall home in Jesmond, Newcastle has recently had a very special visitor. 3 year old pupil Ella had been learning about kindness in her class, and she came up with the idea of baking some cakes for our residents.

Ella then personally brought them in, to share out amongst our residents. Of course she stole all of their hearts and we were all overwhelmed by not only her act of random kindness, but just how engaging and compassionate she was. She lit up the whole room with her enthusiasm, and we all found it extremely heart warming. Thank you Ella. SM

Our Nightingale Hall home in Richmond, North Yorkshire, kick started their partnership with another local care home 'The Millings and St Johns House' with a Creative Minds session back in March.

Both residents and staff really enjoyed the experience of meeting their counterparts for the afternoon, with residents and staff alike swapping stories and chatting away. Plans are already in motion to pair the two homes up again for more social gatherings and our residents for one can't wait. A big thanks to all who took part. SM

HOME AND AWAY

In the community

JOINING GENERATIONS

WOW! OUR FIRST WINNERS

Earlier this year in May, we launched our new

staff initiative - The 'wOw' (Wellburn Outstanding

Replacing our former Star of the Month award,

we developed the wOw award to allow each of our

Home Managers from all 14 homes to recognise

to a member of staff that has gone above and

beyond what is expected of them.

their staff at a local level. Each award is presented

We've had some very worthy winners since the

initiative was launched, and our staff have really

embraced it. Well done to all winners so far. RB

Staff news

Work) award

In the community

Over the past few months, as part of a series of sensory workshops in partnership with Sensory Connexions, we've been busy welcoming local nursery and school children from around the North East into our homes.

Each sensory workshop involves engaging activities that benefit both the children and our residents, which in turn aids personal, social, and emotional development.

We've found that our residents really respond to an increased level of engagement and interaction, particularly when participating in meaningful activities, so workshops like these are vital to our residents wellbeing.



Sensory Connexions owners, Denise Wilson-Bainbridge and Gill Chapman reflected on the partnership 'We're passionate about the benefits our workshops bring, enabling residents and children to explore their creative sides together. Whilst working with Wellburn, we've all seen such positive results, which is a huge thrill.' SM

FOCUS

FEELING APPY Wellbeing

As a company, we're always looking our for any new technology that might benefit our staff and residents.

In our previous Issue #11 of The Post, we caught up with Dr Tony Young, from Newcastle University. Dr Young helped develop the fantastic 'Ticket to Talk' app. An app that helps the elderly communicate better with the younger generation.

We're now working with Dr Young and Youth Focus North East, with some follow up research on the app. We'll be keeping you all updated as we go. SM

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Readers

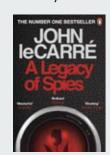
CORNER

As we enjoy long lazy summer days, it's the perfect time to sit back and relax over a good book. Here's three brilliant books for you.



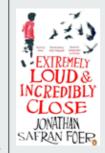
WHAT WE TALK ABOUT WHEN WE TALK ABOUT LOVE by Raymond Carver

What We Talk About When We Talk About Love is a 1981 collection of short stories by American writer Raymond Carver. Set in the Northwest among the lonely men and women who drink, fish and play cards to ease the boredom of life. A powerful collection of stories, that not only stand the test of time, but have firmly become one of the most influential pieces of modern literary fiction. A master craftsman at his very best. MC



A LEGACY OF SPIES by John leCarré

Epics such as Tinker Tailor Soldier Spy and The Spy Who Came in from the Cold have established leCarré as the master of the spy genre. But with his latest offering, leCarré has surpassed even himself. A Legacy of Spies is breathtaking, poignant and utterly brilliant, with leCarré exercising his gift as a storyteller so powerfully and to such thrilling effect. It will also undoubtedly make you want to go back and revisit the entire George Smiley sequence. MC



EXTREMELY LOUD & INCREDIBLY CLOSE by Jonathan Safron Foer

Safron Foer has created possibly one of the most intensely moving novels ever written. From the very first page, it's utterly engaging and a hugely involving read. An absolute heartbreaker that will take you on an emotional rollercoaster through the eyes of a nine-year-old coping with disaster. It's tragic, funny and intensely moving, and will most likely have even the hardiest of us fighting back the tears. Original impeccably imagined brilliance. MC

Interested?

All books are available to order online at *Amazon.co.uk* and if you've read a book that you'd like to recommend for the next book corner, please let us know: thewellburnpost@wellburncare.co.uk

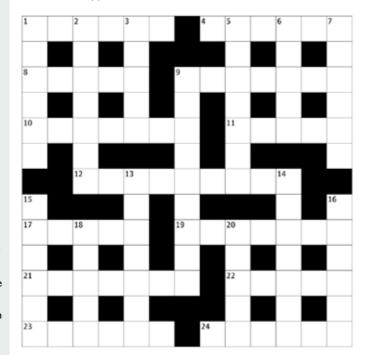
CROSSWORD

ACROSS

- I Aim dissent (6)
- Plant disease calamity (6)
- 8 Lizard than can't blink (5)
- 9 Nutty confection (7)
- 10 Large retail outlets (7)
- II Rabbit residence (5)
- 12 Drunk stole (9)
- 17 Mosque prayer leaders (5)
- 19 Grand dinner (7)
- 21 Unit of heat energy (7)22 Sesame flour and
- honey confection (5)
 23 One of the Home Counties (6)
- 24 Consisting of a haphazard assortment (6)

OWN

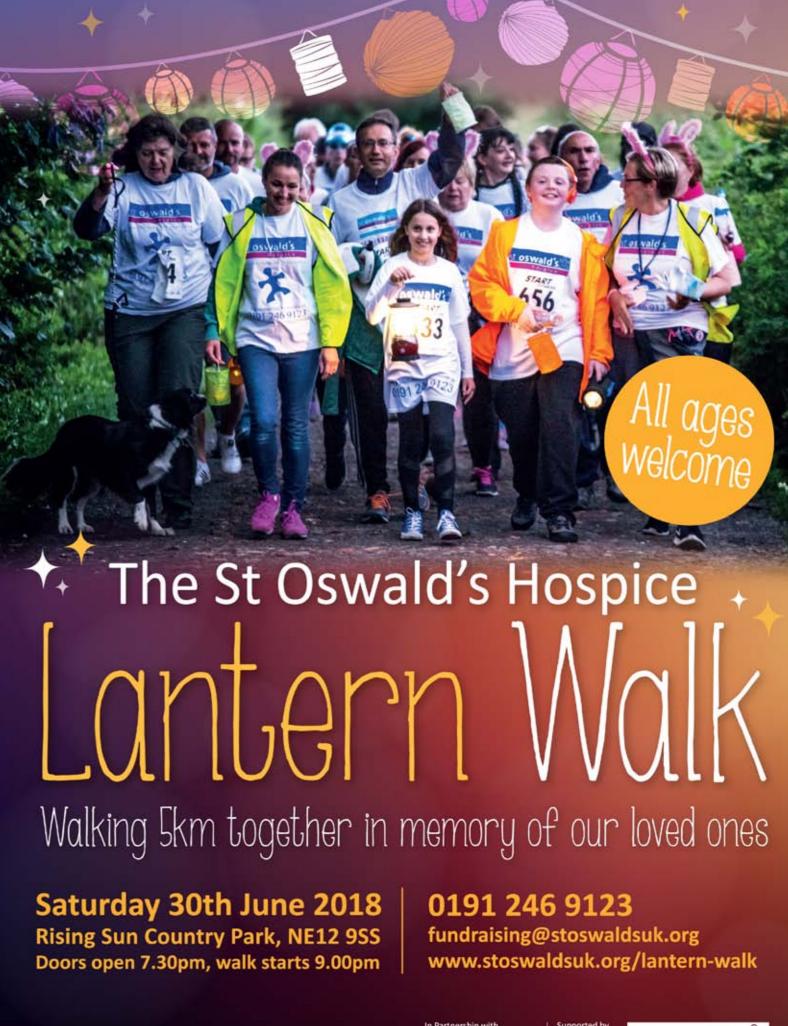
- I Wild parties (6)
- 2 Kitty top prize (7)
- 3 Singing group (5)
- 5 Tanned animal skin (7)
- 6 Grain for grinding (5)
- 7 Develop gnashers (6)9 Apparently reasonable (9)
- 13 Watch carefully (7)
- 14 Increased 100% (7)
- 15 Throwing event (6)
- 16 Not subject to change (6)
- 18 More capable (5)
- 20 India's first prime minister (5)



SUDOKU

Keeping your brain active, has all sorts of positive impacts on your health and wellbeing. Try our crossword or why not give our Sudoku puzzle a try? Answers to both puzzles are on page 21.

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3 4				6		8		
4			1		5			
	1	7						



St Oswald's Hospice, Regent Avenue, Gosforth, NE3 1EE. Reg Charity No. 503386.

f /stoswaldshospice @@stoswaldsuk @@stoswaldsuk
All money raised in Sunderland and South Tyneside will support our Children and Young Adults Service.





