

HAMBERLEY HERALD

AUTUMN 2020



FAMILY & FRIENDS LOUNGES OPEN!

We're excited to safely welcome you back into our homes

Ready, Steady, Bake!

We launch the Hamberley
Well Bread Bakery

Meet Richmond's Golden Girls!

Our fabulous foursome find friendship



HAMBERLEY

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Parvis Road, Broadoaks, West Byfleet, Surrey

HAMBERLEY HERALD



Thank you for picking up this edition of the Hamberley Herald – I hope we find you and your loved ones safe and well.

For obvious reasons, my focus for much of this year has been on keeping our residents safe and protected across every area of life within our homes. We've always prided ourselves on having infection control measures that exceed the industry standard, so our enhanced processes mean we're doing everything possible to keep our homes safe.

Although much of the work undertaken by our teams is about keeping our residents physically well, we've also ensured mental wellbeing is a priority. You'll discover heart-warming stories of family reunions, fun-filled activities and many examples of Hamberley Heroes helping residents enjoy new pastimes and make new memories.

I'm very excited to share news of the launch of our **Well Bread Bakery** in this edition. It's our new initiative where our residents will get to enjoy bread baking and all of its many positive wellbeing benefits. Whether that's coming together with family to enjoy virtual bread baking classes, sharing stories and enjoying social interaction or perhaps getting mindfulness involved with our 'mindful baking' sessions where we explore the basics of mindfulness and being present in the moment – let's face it, bread baking is good for the soul!

We'd love for you all to join in with the **Well Bread Bakery** so please do get in touch with your local home for more details on events. I'm looking forward to breaking bread with you all.

Paul Hill
CEO, Hamberley Care Homes

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WELCOME TO OUR WORLD

It's been a busy few months for our home teams as they've made sure our residents enjoyed a summer to remember. As well as making the most of their luxury indoor facilities, the teams have made sure residents have gone outside to enjoy a bit of sun – and had plenty of fun along the way.



LET'S GO CRUISING

The residents of Nesbit House set sail for the USA this summer as they took a virtual cruise across the Atlantic.

HMS Nesbit dropped anchor in New York, Las Vegas, Hawaii and Disneyland as residents enjoyed American-themed activities, food and fun. At every port, there was music, dancing and a flavour of the destination's most famous attractions. In Las Vegas, the Nesbit travellers even bumped into the King himself, Mr Elvis Presley.

"Who says you can't travel the world during the lockdown?" laughs Nesbit Home Manager Charles Knowles. "My team have worked so hard to provide a cruise tour to remember, and the residents have loved every minute."

"They've thoroughly enjoyed exploring different parts of America from right here in the home. I don't think they could have had more fun if they'd been in the Bellagio casino itself."

The whole Nesbit team pulled together to make the trip something to remember. They decorated the home each week to bring the USA tourist destinations to life, dressed up in fancy dress and devised musical entertainment that would bring the house down.

For residents Rene Leach and Kit Fenn, the chance to go on a cruise together has been fantastic for their blossoming friendship.

"Rene and Kit have become firm friends - they've loved the cruise days," shares Charles. "They have had fun dancing, chatting and laughing together at each destination. It's been lovely to see."



SWEET CHARITY

Residents at Milngavie Manor have enjoyed a series of delicious afternoon teas courtesy of Silver Stag of Scotland and STAND International. A mouth-watering spread of sandwiches and cakes have been laid on each time, plus entertainment was provided by Blossom and Tilly Elderflower, who joined in virtually.

The initiative was launched to bring some joy and happiness to residents shielding during the pandemic. According to Leisure & Wellbeing Officer Arlene Harrison, everyone thoroughly enjoyed their treats and virtual visits.

"It was incredibly kind of Silver Stag and STAND International to reach out to us and deliver such tasty gifts!" enthuses Arlene.

"Tilly and Blossom were a real tonic too. They help people living with dementia to enjoy moments of joy and laughter, and it was wonderful to see them engaging and entertaining residents."

The kind gesture wasn't just for residents, either. Both STAND International and Silver Stag wanted to provide treats for hard-working staff who've gone over and above to keep residents safe and happy.

"Their kind gesture of recognition meant a lot to our team here," says Arlene. "It certainly gave everyone a boost, and not just because of the sugar rush!"



SHE'S A DIAMOND

Chawley Grove hosted an emotional reunion in June when Hilary and Terry Case finally celebrated their Diamond wedding anniversary together.

The devoted couple had been apart since the lockdown began in March but were able to mark 60 years of marriage together when restrictions were eased.

Terry visited Hilary in the garden at Chawley Grove and shared bubbles and cake to mark their big milestone.

"I've loved Hilary for 60 years, and I will love her forevermore," says Terry. "It's been so hard not to be together, but the home and all the staff were fantastic, and I knew she was being well looked after."

"I've been able to see Hilary on video calls, but there's nothing like seeing her in person. It's been wonderful - I'm over the moon."

Staff decorated a special awning in the garden with bunting for the celebration. A beautiful cake was presented to the Cases, and they shared some fizz as they reminisced over their lifetime of happiness together.

"It's been wonderful to see Terry again," smiles Hilary. "I really didn't like being apart from him, so to celebrate our anniversary together like this is just fantastic."



BENGALI BRILLIANCE

Hawthorn Green's residents have been exploring Bengali culture with a series of Bangladesh-themed sessions.

Wellbeing & Lifestyle Coach Nadia Tabassum led the initiative with seven residents who wanted to feel connected to their culture and share their experiences.

The sessions include a range of activities from reading and writing in the Bengali language, decorating the Bangladesh flag and drawing pictures of different parts of the country.

Nadia said that it's also a good opportunity for residents to talk about their memories of Bangladesh and explore areas of the country they hadn't visited through scenic photography.

"It's a privilege to go on these journeys to Bangladesh with our Bengali residents, it's such a wonderful, vibrant country," shares Nadia. "It's very moving to see the impact sharing stories, memories and talking about their heritage has on our residents."

"It strengthens the friendships they've developed with each other at Hawthorn Green because they've shared personal recollections of home and it's so meaningful to each person."



A WARM WELCOME

The team at Richmond Manor say they've had a wonderful welcome from the local community after opening the home in August.

During a busy first month, Home Manager Fiona Smith and her staff have been introducing themselves to their new neighbours.

Despite the unusual circumstances, staff have been raring to go after completing their inductions and welcoming the first residents to their pristine new home. According to Fiona, the response from the people of Ampthill has been marvellous.

"Everyone has made us feel welcome - we've had lots of compliments about the new home and how nice it looks," smiles Fiona. "There's a couple who live in the flats next door who've been incredibly kind and supportive."

"Before the lockdown began, they looked around the marketing suite and told us they'd love to help out where they could. Every day they walk into town, and they've already offered to take residents for a coffee and a natter when it's safe to do so in the future."

OLÁ, PORTUGAL

UK Flight restrictions didn't prevent the residents of Chawley Grove from taking a trip to Portugal this summer.

Home Manager Theresa Whitford and her team came up with the idea of a Portugal-themed celebration in honour of the Portuguese staff who work at the home.

They wanted to celebrate the country's delicious food, fantastic music and fascinating culture through a series of special activities.

With chef Filipa Guerreiro in charge of the menu, the Chawley Grove celebrations got underway, and there was plenty for everyone to enjoy.

"It was wonderful to celebrate Portugal with our friends at Chawley Grove, and they said the food was 'delicioso,'" smiles Filipa. "We took them on a tour of the country through their tastebuds and with our stories. We're all so proud of Portugal and our heritage."

"It was very moving to share recollections, childhood experiences and aspects of our culture with them."

The menu consisted of dishes including Ensalada de Pulpo (octopus salad), Arroz de Pato (duck rice), Bacalhau com Natas (cod in cream) Arroz-doce (rice pudding) and

Pastéis de Nata (Portuguese custard tarts). After lunch, there was an afternoon of virtual tourism led by Wellbeing & Lifestyle Coach Megan Wilson, with help from Portuguese Homemakers Andreia Silva and Ana Guerreiro.

Chawley Grove also celebrated the work of nurse Susana Pinto Tavares, who grew up in Porto. She shared her experiences of nursing her grandparents in later life and how her experiences in Portugal shaped her career in care.

"It was lovely to learn more about Portugal, and I really appreciated all the effort that went into creating an authentic Portuguese experience," said resident Chris White.



KINDNESS MATTERS

Newton House residents got involved with a lovely project in July – gifting Silk Elephant hearts to their loved ones.

The idea is that by doing simple acts of loving-kindness, you can lift the spirits of people coping with life's challenges. Silk Elephant is the brainchild of Zoe Holland and Paul Nichols, the children of David Nichols who died of cancer in 2019.

They started a movement to help promote compassion and kindness, after realising that the little acts

of loving-kindness shown to their family during David's illness meant so much.

Wellbeing & Lifestyle Coach Tom Horwood said that residents thought the silk hearts were a lovely idea.

"It's a nice way to show you care and to give your loved one something special to keep," says Tom.

"Our residents liked the idea of being able to do that for their loved ones, and the whole ethos of loving-kindness. Silk Elephant is a wonderful movement, and we were happy to get involved."



CADDINGTON CUPCAKES!

National Cupcake Day inspired the keen bakers at Caddington Grove to get busy with their whisks in September.

A group of cupcake enthusiasts took over the kitchen to make some sweet treats for everyone to enjoy.

The mini Bake Off was the perfect way for the residents to enjoy a lively session of cupcake creating and chatting. Better yet, the results put a smile on the faces of all who were lucky enough to get a taste.

"There's nothing better than a delicious cupcake and a nice cup of tea," smiles Wellbeing & Lifestyle Coach Arfeena

Mehmood. "The residents really enjoyed the whole day – from baking to eating. Now we have to find another excuse to make something delicious for everyone to enjoy!"

As well as baking cupcakes, Arfeena has been doing lots of fun activities with the residents. Firm favourites include adult colouring sheets, regular cinema screenings, pamper sessions and playing games.

"We like to keep busy and active here," smiles Arfeena. "The residents have lots of different interests, so we make sure that there's something for everyone on our activity programme."



BOWLED OVER!

Our residents have been keeping fit and healthy over the past few months thanks to the physical activity sessions put on at the homes.

One of the most popular sports has been bowling, with our teams staging both indoor and outdoor games.

The residents at Newton House have been enjoying leisurely games of bowls in their lounge. Meanwhile, over at Nesbit



House, there's been fun in the sun as the tournaments took place out in the fresh air.

"It was great to see the residents getting into the spirit of the game, there's some competitive bowlers amongst us!" says Regional Community Relations Lead Rob McLaughlin.

"We know it's vital to ensure our residents keep moving and we're lucky to have some lovely outdoor space for physical

activities like bowls. There's been a great deal of enthusiasm and we've enjoyed helping residents stay active."

Up in Scotland, Milngavie Manor have started new keep fit sessions via Facebook Live with their instructor. Meanwhile, Caddington Grove's Wellbeing & Lifestyle Coach Arfeena Mehmood has put on some low-impact exercise sessions indoors and taken advantage of the good weather by doing regular walks in the garden too.



KEEPING YOU SAFE

Here's your guide to the range of enhanced measures we've put in place to ensure the ongoing safety and wellbeing of our residents.

Keeping our residents safe, well and connected with their families and friends is always the number one priority for every member of the Hamberley Care Homes' team. From our new Family & Friends Lounges to enhanced infection control, we've put in place a range of measures to ensure we're doing everything we can to meet the challenges of this unprecedented time.

Here's a look at what you and your loved ones can expect in all Hamberley Care Homes.



ENHANCED INFECTION CONTROL PLEDGE

We're proud to have always operated infection control measures above the industry standard, but in response to COVID-19 we've gone even further.

"Before the pandemic, we were vigilant with infection control, with our teams conducting thorough daily cleans of bedrooms, bathrooms and living areas using anti-bacterial sprays and sanitising products that disinfect and prevent transmission," says Director of Clinical Excellence, Michelle Kudhail.

"In addition, we've now introduced UV Lightboxes on receptions and PPE stands throughout all homes. Our teams have increased infection control audits and handwashing audits, plus we spot check that all procedures are followed correctly. We don't just want to meet the industry standard for infection control, we are committed to exceeding it."

At the start of the pandemic, all Hamberley Care Homes staff revisited their infection control training and received additional guidance to ensure they fully understand what's required of them. There are regular team prompts and checks, so that all members of staff are continually reminded of our Enhanced Infection Control Pledge. Plus, our new, detailed visitor and admission policies protects our homes from the threat of external transmission.

"We looked at every area to make sure that this pledge included everything necessary to provide an outstanding level of protection for our residents," says Michelle. "They should be able to enjoy their lives in our homes, comfortable that we've got their safety in hand."



THE HAMBERLEY HEROES PROMISE

Our Hamberley Heroes have done us proud during the pandemic and we're grateful for their exceptional service.

To further our efforts to stop the spread of the virus, we've asked all of our colleagues to sign the Hamberley Heroes Promise, a commitment to keep protecting the most vulnerable people in society by upholding infection control measures, following guidance at work and when they are at home and in the local community.

"Hamberley Heroes and other social care workers must continue to do everything they can to protect themselves, their families and the people they care for, from this virus," says Hamberley Care Homes' CEO, Paul Hill.

"The response to the Hamberley Heroes Promise has been incredible - our team know they are in a unique position of responsibility. They have embraced that responsibility and are determined to keep providing an exceptional level of care and protection. I'm very proud of them all."



OUR ADMISSIONS POLICY

The enhanced admissions process is designed to ensure we can still welcome new residents without compromising the safety of people already living in our homes. Before any new resident is accepted, they will go through a testing process to ensure a safe admission.

"It's vital that we can continue to offer care to people who need us, but we will only do so if we've established they don't have COVID-19 or any of its symptoms," says Director of Clinical Excellence, Michelle Kudhail.

"Our admissions process includes a quality assurance screening – we ask for evidence of a negative test where possible, a full medical history and clinical observations, confirmation they do not present any coronavirus symptoms and that they are coming to us from a COVID-free environment. These measures help us ensure the safety and wellbeing of our new and existing residents."



KEEP IN TOUCH

We've done everything possible to maintain a regular connection between residents and their loved ones with our Keep In Touch policy.

We encourage people to make use of our tablets and wi-fi to hold regular video calls across Skype and FaceTime, and for residents who are not familiar with this technology, our Homemakers and Wellbeing & Lifestyle Coaches are on hand to help run these calls.

By incorporating the latest technology into our state-of-the-art luxury homes we can ensure that our residents and families can stay connected, wherever they are.

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



FAMILY VISITS

We know how important family visits are for the emotional wellbeing of our residents and their loved ones. Our visiting policy is always in line with Government policy and Public Health guidance so that where visits are permitted, they are carefully orchestrated to ensure everybody's safety.

The Family & Friends Lounge is a dedicated space where residents can enjoy visits with their loved ones, from within a safe and secure environment.

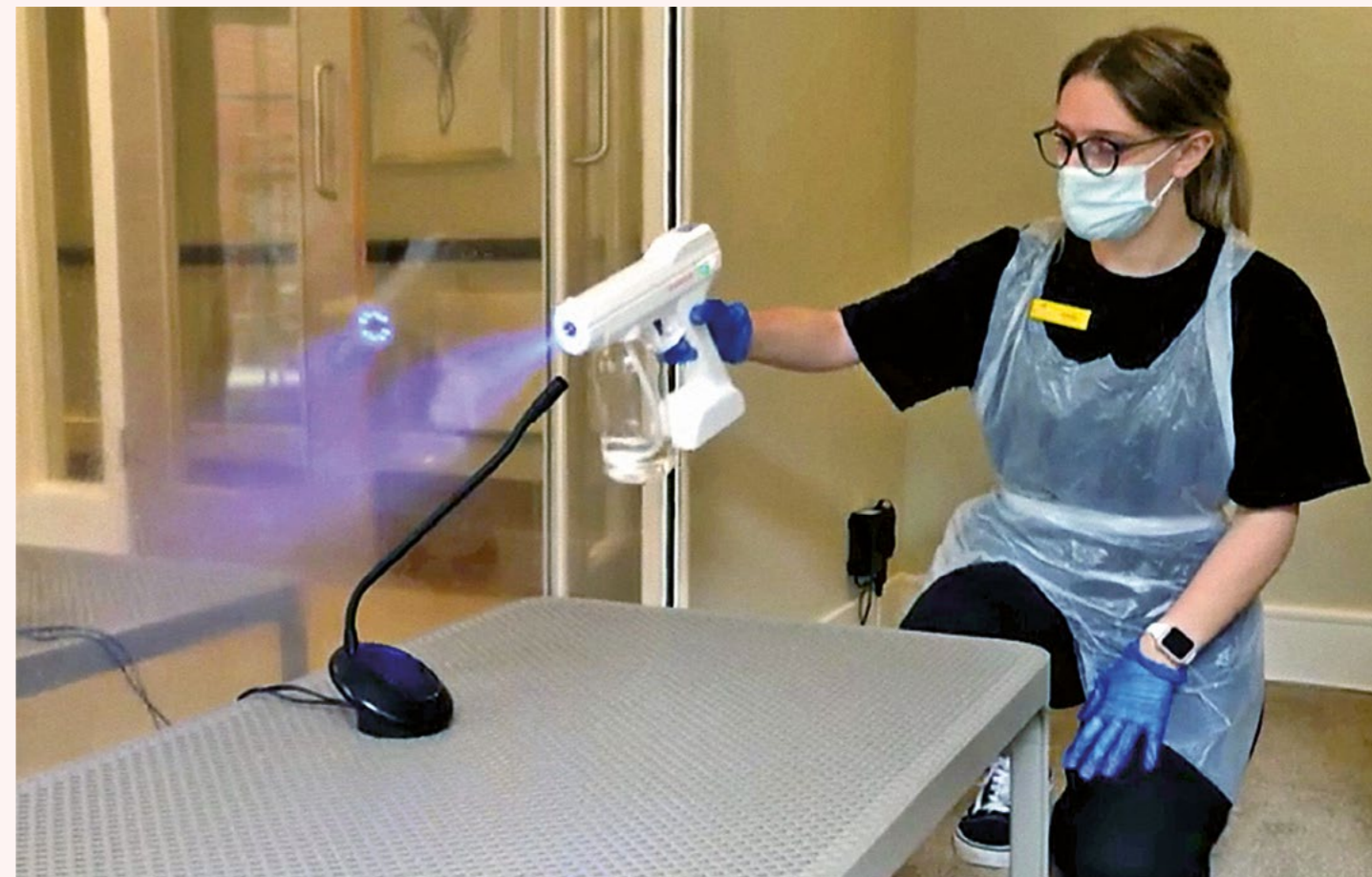
Within every lounge you will find a clear floor to ceiling screen which allows visits to take place without the need to wear masks and other forms of PPE.

There's no need to worry about not being able to hear each other during your visit because we have installed a state-of-the-art amplification system. Families will be able to laugh, share news and have a good old catch up, just as they normally would, with crystal clear sound.

Plus, there's also no need to worry about having additional contact with the rest of the

home. Each lounge is fully enclosed which means visitors can use a separate entrance and exit, so as well as enjoying a private and personal visit, families can rest assured that all of our enhanced infection measures remain in place.

In between each visit the lounge is fully sanitised with our robust cleaning process, ready for the next family to enjoy. The cleaning process includes the use of a nano blue light atomiser, which provides fast-acting atomisation, disinfection and sterilisation, so that we can be confident that every single surface is cleaned thoroughly.



THE ALL-NEW VERWOOD HOUSE OPENS ITS DOORS!



AFTER A COMPLETE REFURBISHMENT, THE DORSET-BASED HOME IS READY TO WELCOME RESIDENTS.

We're delighted to announce that the renovation of Verwood House Care Home in Dorset is finished at last – and it's now open to accept new residents.

Back in 2019, we started work on the former Waypoints home – which focused exclusively on complex dementia care - and undertook a complete renovation to bring the facilities up to a luxury standard.

It was an extensive project, but the hard work has paid off as Verwood House is looking terrific and now Home Manager Janie Wilkins is preparing to welcome new residents.



"This is such an exciting time for us at Verwood House," explains Janie. "We'd already established an outstanding reputation for dementia care, but now we can offer a home to people with a variety of needs."

"Our existing residents are getting the full benefit of the fresh new look and enhanced facilities on their floor of the building. On the other floor, we're able to offer the person-centred care and luxury living already enjoyed by residents of other Hamberley Care Homes."

As an important part of the local community, Verwood House wanted to involve some of their friends and neighbours in helping to shape the new home. So, Janie and the team reached out to Hillside Community First School to help us name our new rooms.

We wanted to incorporate the history of Verwood into the names here, and the school children had plenty of ideas. We've now got rooms called The Potteries, Fairwood View, Crane Way and Hazel Walk, thanks to their suggestions.

As well as renaming rooms, changing the layout and upgrading the décor, the renovation team have also created an additional private dining suite for residents to use.

Situated next door to a beautiful nature reserve, the views from the first-floor balcony space across the landscape are awe-inspiring.

Residents can enjoy more fine dining in the restaurant, share a cuppa at the café, or get pampered at our in-house salon. There's plenty of space to relax and enjoy activities.

"We're lucky to be situated in a truly beautiful location, and now the interior of Verwood House is as good to look at as our surroundings," smiles Janie.

"I'm excited to introduce the unique Hamberley Homemaker model of care and to show potential residents the sort of busy, happy life they could have here. Verwood House has so much to offer."



BRIAN STAGES AN ANNIVERSARY SURPRISE!

Verwood House resident Brian Bainton gave wife Deidre a wonderful wedding anniversary surprise in August, with the help of Wellbeing & Lifestyle Coach Emilia Turner.

When Deidre came to visit Brian on their 63rd anniversary, he presented her with a beautiful bouquet of flowers and a romantic card after Emilia collected the special items for him.

"Brian wanted to make this visit extra special and I was happy to help him," smiles Emilia. "To see them back together again was very touching. They were laughing, reminiscing, and talking about their family who I'm sure would've loved to see this."

The couple married in Bournemouth on the 10th August 1957 after meeting at a dance in Westcliff following Brian's release from the army. He and opera singer Deidre went on to have three daughters together.

It was a moving celebration as Deidre and Brian looked over the photograph album from their wedding. They talked about going on a glamorous honeymoon in Switzerland together, and the wonderful years they spent bringing up their family.

"I work with Brian every day, so I know just how much he's missed Deidre, who he's spent nearly his entire life with," continues Emilia. "They are the very definition of true love."





Welcome to The Well Bread Bakery!

Baking Together, Enhancing Wellbeing: Our new baking initiative connects residents and their families through a social and therapeutic experience

It's no wonder that breadmaking became all the rage for the population during the lockdown. It brought people together in their homes and helped create a positive, nurturing experience during a challenging time. The simple act of making bread is incredibly therapeutic as you slowly knead the dough, take in the inviting smells as it bakes and finally taste the delicious results.

In our homes, many of our residents have had a great time taking part in baking sessions, which boosted their wellbeing.

So, when we started looking for additional ways to help residents and their loved ones share meaningful experiences together over video calls we realised bread making was the perfect fit. That's why we're excited to launch The Well Bread Bakery.

Our Wellbeing & Lifestyle Coaches will be joined by experts, including our in-house Chefs and local artisan Master Bakers, to lead bread baking masterclasses, sharing popular recipes from residents but also more unusual, artisan breads.

There'll be sessions which explore 'mindful baking' where participants can relax and learn basic mindfulness techniques and how to be present.

We'll be running dementia-friendly sessions too, as the sensory stimulation of bread making can evoke recollections and facilitate social interaction for people living with dementia. Research shows that the textures and aromas can stimulate the memory as well as the senses.



A chance to rediscover childhood joy

The Well Bread Bakery is launching with favourite bread recipes chosen by our residents and staff.

For Chawley Grove resident Francoise Jarman, choosing a bake for The Well Bread Bakery was easy. As a former chef, her favourite recipe is a brioche with camembert (shown above).

"I was a chef for many years, and I've worked in different kitchens, but baking bread is that activity that always brings back some of my fondest memories," explains

Francoise. "It reminds me of my childhood, with my mother baking in our family kitchen, together with our family.

"My hands don't work quite as well as they used to, but baking bread still brings me great happiness and is very relaxing. I hope lots of other residents and their families enjoy baking my brioche recipe."

The Well Bread Bakery bakers will also get the chance to learn the Irish soda bread recipe passed down through Nesbit House resident Annabelle Diver's family.

She grew up on a farm in Donegal, Ireland and the ingredients for the loaf were always to hand. Each day, when the family set off to work on the farm, they would take soda bread for lunch.

Nesbit House Residents have been making Annabelle's soda bread during baking sessions for a while now, and they are looking forward to other bakers learning the secrets of this tasty recipe.



The physical act of baking, the way that you knead bread, for example, takes your mind out of the intellectual and connects you to your body

JULIA PONSONBY
THE ART OF MINDFUL BAKING





Creating a family connection

One of the loveliest things about developing the Well Bread Bakery sessions with our talented in-home Chefs has been learning more about their recollections of baking as children.

For Richmond Manor Chef Ian Woods, a delicious Eastern European sultana and walnut loaf represents a precious piece of family history and brings back moving memories.

"My grandfather Colin spent time in Eastern Europe during the war and fell in love with this recipe," shares Ian. "When he returned home, he gave my Gran Ethel (as we called her) the recipe so she could recreate it for him."

"Every Sunday, we'd arrive and be desperate for the bread to cool down enough for us to devour it. That wonderful aroma takes me right back to her Manchester kitchen!"

Through The Well Bread Bakery sessions, we hope to create more lovely memories for residents and their families. They'll get the chance to learn baking skills together, share experiences and enjoy a new way to connect.

We know how important family time is for our residents, so we're always looking for new ways to facilitate joyful and meaningful moments. Even if we can't be in the same kitchen, we can still break bread together.

BAKING FOR THE FUTURE

Starting The Well Bread Bakery gives us the chance to bring mindful breadmaking into our care homes and the kitchens of our residents' loved ones.

We're hoping to involve local artisan producers, learn about different cultural bakes and discover wonderful new taste sensations along the way.

Baking bread is so connected with our pasts, and we're going to make it a big part of our future too. The team can't wait to see where this baking journey will take us. Who knows, one of our amateur bakers might end up in Paul Hollywood's infamous GBBO tent!

“There is something about the meditative process of bread making that enables me to lift my mood and take control

JOHN WHAITE,
WINNER OF THE GREAT BRITISH BAKE OFF 2012.



MEET RICHMOND MANOR'S GOLDEN GIRLS

Four ladies who were among Richmond Manor's first residents have been crowned 'The Golden Girls' after forging firm friendships during their first few weeks together.

Joyce Randall, Barbara Aggett, Wendy Cox and Vera Sutcliffe have been busy getting to know each other with a host of activities during their initial weeks in the home.

The fun-loving foursome were unable to meet in person initially, so got acquainted by writing cards and letters to introduce themselves.

From there, the Golden Girls started corridor chit-chat sessions and even enjoyed doorway discos before they were able to begin spending proper time together.

Now they are enjoying regular afternoon teas, lively singing sessions and film afternoons in Richmond Manor's in-home cinema.

According to Joyce, meeting Barbara, Wendy and Vera has been a treat and she's having a wonderful time getting to know them.

"We are having so much fun together, we never stop chatting and laughing," enthuses Joyce. "It didn't take long to feel as though I'd known the other girls for years. They are lovely company and we enjoy doing a lot of the same things."

"When they asked which film we wanted to watch first, we unanimously decided on 'The

Full Monty'. It appealed to our cheeky sense of humour."

Just like the original TV Golden Girls, Richmond Manor's ladies also like to lead full, busy lives. Barbara says that they've been enjoying doing activities together.

Barbara said: "We're very lucky because there's so much for us to do together, which is part of what friendship is about."

"We've done seated exercise sessions, we've been taught how to make aromatherapy bags with herbs from the garden, done plant potting for our patios, all sorts."

"It's good to be with a group of people who are also interested in different things and don't take life too seriously. I've had a very happy time getting to know the other girls, and I'm looking forward to all the things we're going to be doing together in the next few months."

Meanwhile, Home Manager Fiona Smith said that her team were delighted to see the Golden Girls settle in so well.

"It's been wonderful to watch these ladies strike up friendships and take such pleasure in each other's company," smiles Fiona. "Richmond Manor feels like a home now they're here and they've created a fantastic atmosphere."

"The staff love them and now we're welcoming more residents, we're looking forward to seeing more friendships blossom."

"It didn't take long to feel as though I'd known the other girls for years. They are lovely company and we enjoy doing a lot of the same things."

JOYCE RANDALL
RESIDENT,
RICHMOND MANOR



A HANDY MAN TO KNOW!

Nesbit House Maintenance Officer Cy Gadd goes over and above to help residents and colleagues.

When handyman Cy Gadd joined the team working on the construction of a new care home called Nesbit House in late 2018, he had no idea where the job was going to take him.

When the building project drew to a close, Cy got recommended to become the Maintenance Officer at the new home because he literally knew the place inside out.

From day one, Cy proved himself to be a real team player, going over and above to help residents and keep them entertained, on top of his regular work. After volunteering to train as a Homemaker so he could provide care support too, Cy made a huge sacrifice to help residents when the pandemic hit.

“I’m one of those people who like to help out wherever I can,” explains Cy, 24. “If I’m doing a maintenance job and I see a resident who needs some care on the spot, I want to be able to step in and help them.”

“When we went into lockdown, I did my Homemaker training and moved into Nesbit House for a few months so I could help out with both maintenance work and care.”

Not content with doing two different types of work at Nesbit House, Cy’s also proved himself to be quite the entertainer. He’s got stuck in with all sorts of events and activities – including dressing up as Elvis for Las Vegas night and channelling Tom Cruise in Cocktail for a breast cancer awareness fundraiser.

“I’m the Swiss Army Knife of Nesbit House!” laughs Cy. “I had such a laugh doing the Elvis and cocktail events, the residents loved it. I didn’t sing, though, because I’m tone-deaf and I didn’t want to hurt their ears.”

Cy’s usually inseparable from his pet dog Billy, who is a firm favourite with the residents. However, new restrictions mean that Billy can’t visit at the moment and Cy says that he’s looking forward to the day when the adorable boy can reunite with his friends at Nesbit House.

“I really missed Billy when I was living here during the lockdown, but my family looked after him and sent us lots of videos and photos of him,” explains Cy. “It was hard to be apart, but it felt good to stay here where I was most needed and be there for the residents. I don’t like to say ‘no’ if I can help, so now I’m a fully trained Homemaker too, I can be there for them whenever they need me.”

“I’m one of those people who like to help out wherever I can, If I’m doing a maintenance job and I see a resident who needs some care on the spot, I want to be able to step in and help them.”

CY GADD
MAINTENANCE OFFICER



HAMBERLEY

CARE HOMES

ABBOTS WOOD MANOR

A Luxury Care Home with a Heart



NEW LUXURY CARE HOME

OPENING EARLY 2021

RESIDENTIAL CARE | DEMENTIA CARE | NURSING CARE | SHORT BREAKS

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

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