

WILTSHIRE HEIGHTS WHISPERER

WINTER 2019-20

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WELCOME TO OUR WINTER EDITION!



Sharon Adams

Home Manager, Wiltshire Heights

Over Christmas, we were busy as usual with tea dances, charity events and our very first Christmas shopping fayre. The home was an explosion of colour with our three floors in competition with each other for the accolade of the Bedwell Cup for the best dressed floor in the home!

We hosted an amazing community Christmas Concert at St Margaret's Hall and finished off the year with a joint resident and staff Christmas party on Christmas Eve. There is never a dull moment here at Wiltshire Heights and we wouldn't have it any other way. Enjoy this edition of our newsletter.

HOME NEWS

It's been a busy few months here at Wiltshire Heights! Here is a mere snapshot of what's been going on.



WILTSHIRE HEIGHTS PEDALS FOR PUDSEY

We hosted a 12-hour cycling marathon in November using our new Motiview system and stationary bike. Residents, relatives and friends cycled to various locations around the world, clocking up a total of 151.36 miles (243.6km). We held a raffle and we were kindly donated a signed shirt by Bath Rugby Club whilst Gloucestershire Cricket Club donated tickets for the 2020 season. In total we raised £347 and we want to thank everyone for their unwavering support.

CHRISTMAS SHOPPING MARKET AT WILTSHIRE HEIGHTS

Residents spent many afternoons preparing their stalls for the Christmas Shopping Market held here on 30th November. They made lamps, Christmas angels and photographic Christmas cards, notelets and postcards. Residents browsed a selection of stalls from the community whilst friends of the home, including Lily our carer, sold amazing Indian silks, jewellery and bags and our head chef Richard sold fabulous woodcraft.



ANOTHER OUTSTANDING AWARD!

It's celebration time again! Following our 'outstanding' rating by CQC, we are now also in possession of an 'outstanding' garden as recognised by the Royal Horticultural Society! As part of this year's South West in Bloom competition, we competed in the 'It's Your Neighbourhood' category with help from our residents, volunteers, the Trowbridge Police Cadets, Cllr Emma Franklin and the children of Westview Nursery. Thanks to everyone for their help and expertise, we are delighted!



WINTER BIRTHDAYS!

We have a number of residents celebrating their birthdays over the winter months but of course, not everybody likes to make a fuss. So in the interests of respecting residents' wishes, we will just say from all of the Wiltshire Heights team that we wish you a very happy birthday indeed. For those who do like a fuss, there will of course be cake!

WHAT'S NEW?

Keep up to date and get to know more about people and goings on at Wiltshire Heights!

RESIDENT PROFILE...



MEET TOM SAYER



Tom was born on a farm in Wensleydale, North Yorkshire. He went to Yorebridge Grammar School to obtain a good education as he wished to join the RAF which he did as an apprentice and finally was trained to fly. Tom flew several aircraft as a pilot in Bomber Command 4 Group, 102 Squadron.

How long have you been a resident here at Wiltshire Heights?

I moved into Wiltshire Heights in April 2019.

What do you like most about Wiltshire Heights?

I enjoy the atmosphere and the ability to settle in without a lot of fuss.

What is your favourite food on the menu?

My family say I am on a 'see food and eat it' diet so I enjoy anything as long as it's something edible!

Tell us something about yourself that others may not know.

I was instrumental in training some of the pilots to tow the gliders to Arnhem during World War II.

NEW ACTIVITIES FOR THIS WINTER A SELECTION FROM OUR PROGRAMME

TUESDAY MATINEE CLUB

DOORS OPEN AT 1.30PM, FILM STARTS AT 2.00PM

Join us for our highly popular Matinee Club on the first Tuesday of every month. The films for the first part of the year will be The Current War (7th Jan), Downton Abbey (4th Feb), Judy (3rd March) and Mrs Lowry and Son (7th Apr). The showings are fully accessible with dementia friendly seating and tickets are £4.50 including refreshments. To book a space, please contact Jane on jane.mapstone@porthaven.co.uk or by phone on 01225 435600 - your entrance fee will be requested on the door.

SING-ALONG WITH MELODY CROONERS

MONTHLY FROM 14TH JANUARY, 2.30PM

After a short break, The Melody Crooners are back with a bang! Led by the wonderful Cecilia, they will be singing for wellness during this monthly session.

DOTERRA HAND MESSAGES

MONTHLY FROM 12TH FEBRUARY, 2.30PM

Tanya Maidment and her DoTERRA team of volunteers will be visiting us to offer hand massages using essential oils. Please let leisure and wellness know if you would like a visit.

Don't forget our regular events including body and mind workout, gentle chair-based exercise followed by word games every morning at 11.00am. Every Wednesday, at 2.00pm, we welcome Pets as Therapy. For our full programme, see the L&W or visit porthaven.co.uk.



LOOK OUT FOR OUR UPCOMING SPECIAL EVENTS

21 JAN

CYBER TUESDAY PHOTOGRAPHIC APPRECIATION 2.30pm

Richard Bedwell will be providing amazing photographs and will be speaking about birds and planes during his talk, 'On the Wing'. An offer by a wonderful amateur photographer to visit us and showcase his fabulous work.

14 FEB

VALENTINE'S DAY

Come along to a Valentine's Day performance by Lyndon Sparks Musical Memories whilst enjoying refreshments.

22 MAR

MOTHERING SUNDAY

We'll be hosting a pamper afternoon for mothers, daughters and friends. There'll be a talk on aromatherapy oils and an opportunity for trying these out afterwards over tea and cakes.

STAFF UPDATE

Get to know us better... who are your team at Wiltshire Heights and what have they been up to recently?

STAFF PROFILE...



MEET JANE MAPSTONE CSM



How long have you worked at Wiltshire Heights?

I started working at Wiltshire Heights on 2nd December so I'm very new!

Describe your role here.

I am the new client services manager taking over from Libby Miles who has moved to Porthaven's new home in Tetbury and who will be a hard act to follow. My role here is to support families and friends who are looking for a supported environment where their loved ones will be well looked after and to support our home as part of the local community.

What do you enjoy the most about your role?

I am just getting to grips with my new role but I have been in the care industry for some years and enjoy supporting people.

What are your hobbies and interests outside of work?

I love spending time with my grandchildren, knitting and sewing, reading and dancing.

Tell us something about yourself that others may not know.

I hold medals in ballroom dancing and have been learning modern jive for the past year.



WE SAY HELLO TO... SALLY BULLOCK HEAD HOUSEKEEPER

Sally Bullock is our new head housekeeper and started with us in September. In her busy role, Sally makes sure our home is cleaned to a high standard and that the laundry for residents is done. Outside of work, she enjoys card making, sewing, drawing and painting and spending time with her three dogs.

Welcome, Sally!

STAFF NEWS AND ACHIEVEMENTS



GREAT BRITISH CARE AWARDS

In our last newsletter, we mentioned that we had two finalists at the South West regional finals of the Great British Care Awards. On Friday 25th October, our team from

Wiltshire Heights attended a glittering award ceremony at Ashton Gate Football Ground to celebrate the achievement of nominees **Libby Miles** and **Richard Senior**. Libby was nominated in the 'Ancillary Worker' category and the 'Dignity in Care' category whilst Richard was shortlisted for the 'Care Home Cook/Chef' award. Sadly, they did not win their categories but we are so proud of these nominations. To be recognised at a regional level is a tremendous achievement and we shared a wonderful evening with our colleagues from our sister home in Chipping Norton, Penhurst Gardens. Don't we all scrub up well?

OUR CONGRATULATIONS TO THE FOLLOWING...

TRAINING UPDATE

The training never stops at Wiltshire Heights and our home manager **Sharon** and receptionist **Shirley** have been keeping up to date with all of our teams e-learning with great success so well done to those staff members who have successfully completed their e-learning and are currently up to date.

RESIDENT AND RELATIVES' MEETING'S SUMMARY

There were no actions from our latest residents meeting before Christmas but it ended up being an update on all of the plans in the run up to Christmas. There was a lot to take in but we do enjoy being busy here and there is always something for everyone.

We did note as a group that the trial of two meeting times during the working day didn't work as our residents and relatives were attending the afternoon session with the majority of the morning sessions being cancelled due to lack of attendance. In 2020, in agreement with residents and relatives, we will have three single meetings at 3.00pm.

DATES OF NEXT RESIDENT AND RELATIVES' MEETINGS
WED 22ND JANUARY 2020
WED 22ND APRIL 2020
WED 21ST OCTOBER 2020

If you have an item you wish to be discussed and you are unable to attend the meeting, please let Sharon know and she will add it to the agenda. Alternatively, if there's anything you would like to discuss privately, Sharon's door is always open so please do pop in.



CQC rated and inspected | Overall **OUTSTANDING** ★



HOME MANAGER'S COMMENTS

I want to say a massive thank you to the team for all of their efforts throughout 2019. Last year saw us attain an outstanding rating from the CQC and the Royal Horticultural Society - there are not many homes that have an outstanding garden to match their outstanding home! We had two regional finalists at the Great British Care Awards, we have been on the BBC and ITV news programmes and even hosted the BBC Radio Wiltshire Breakfast Show from a lounge at the unearthly hour of 6.00am!

We have 'Pedalled for Pudsey', raced internationally in the Road Worlds for Seniors competition, saluted the Trowbridge Police Cadets, sung our hearts out with Dorothy House and Fitz School and started to learn Makaton with the children from Shambles Nursery. We are a massive part of the Bradford on Avon community and this is shown by the regular visits from our MP and local councillors. This home is truly special, and I am not just saying that as its manager but as a part of the family which helps keep the home running smoothly and being a fantastic place to live and work in.

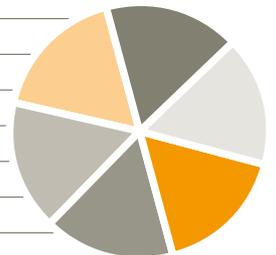


RESIDENT QUESTIONNAIRE FEEDBACK RESULTS

POSITIVE APPROVAL RATINGS

12 months to December 2019

CARE & MORE	100%
FOOD & DRINK	98%
LEISURE & WELLNESS	98%
CUSTOMER CARE	97%
HOME ENVIRONMENT	97%
RECOMMEND TO OTHERS	100%



Carehome.co.uk review score

9.7 OUT OF 10

THANK YOU FOR YOUR VALUABLE COMMENTS
KEEP THE FEEDBACK COMING!

FUN TIME!

DID YOU KNOW... IN ANGLO-SAXON CULTURES...

Years were counted by the winters, so a person could be said to be 'two winters old'.



DID YOU HEAR THE ONE... WHAT DO YOU CALL A SNOWMAN PARTY?

A snowball!



WORDSEARCH

Find all the hidden winter words:

BOOTS - COLD - FLAKE
FREEZE - HAT - ICE - MITTENS
PLOW - SCARF - SHOVEL
SKATE - SKI - SLED - SNOW

M	I	T	S	H	O	V	E	L	C	O	M
F	R	E	E	Z	E	B	O	O	S	K	I
L	C	S	K	A	T	E	P	H	L	S	T
A	I	C	E	P	L	C	L	A	K	N	T
K	T	A	X	B	B	O	O	T	S	O	E
E	Q	R	S	L	D	L	W	B	X	W	N
H	A	F	S	L	E	D	C	O	D	L	S

Words can be spelled forwards, backwards, diagonally, up or down.



CHEF'S SEASONAL RECIPE

WINTER VEGETABLE & LENTIL SOUP

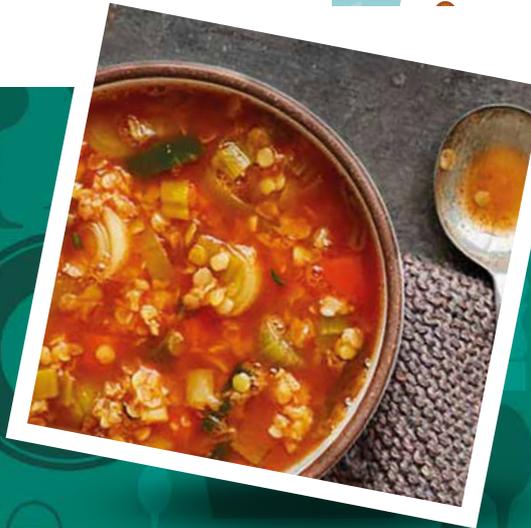
Prep 10 mins • Cook 30 mins

Ingredients (serves 2)

- 85g dried red lentils • 2 carrots, quartered lengthways then diced
- 3 sticks celery, sliced • 2 small leeks, sliced • 2 tbsp tomato purée
- 1 tbsp fresh thyme leaves • 3 large garlic cloves, chopped
- 1 tbsp vegetable bouillon powder • 1 heaped tsp ground coriander

Method

1. Tip the lentils, carrots, sliced celery and sliced leeks into a large pan with the tomato purée, fresh thyme leaves, chopped garlic cloves, vegetable bouillon powder and ground coriander.
2. Pour over 1.5 litres boiling water from the kettle, then stir well.
3. Cover and simmer for 30 mins until vegetables and lentils are tender.
4. Ladle into bowls and eat straightaway, or if you like a really thick texture, blitz with a hand blender or in a food processor.



WILTSHIRE HEIGHTS CARE
HOME INVITES YOU TO

GET IN TOUCH

We would love to hear from you. If you have any feedback or are interested in any of the information covered in this edition...

FIND OUT MORE AT
PORTHAVEN.CO.UK
OR CALL US ON
01225 435600

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WILTSHIRE HEIGHTS

BRADFORD ON AVON
A PORTHAVEN CARE HOME