

WILTSHIRE HEIGHTS WHISPERER

WINTER 2021-22

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WELCOME TO OUR WINTER EDITION!



Throughout the winter months, our home has been an explosion of colour with decorations across all three floors. We enjoyed competing in the annual festive competition which got us all into the Christmas spirit. We celebrated the big day in style with a delicious traditional lunch cooked by our in-house kitchen team.

On reflection, it has been a great year for us at Wiltshire Heights as our dedicated team have continued to deliver an exceptional standard of care to our wonderful residents. There is never a dull moment here and we wouldn't have it any other way.

I do hope you enjoy reading this edition of the winter newsletter and we look forward to seeing more of you in the spring.

Sharon Adams
Home Manager, Wiltshire Heights

HOME NEWS

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



NATIONAL DAY OF ARTS IN CARE HOMES

We enjoyed a full week of music, photography and art, working with materials such as wood and textiles to create a gallery of art for our residents to enjoy. To celebrate NDACH, classical music was provided by the Wiltshire Rural Music Society and we had a fantastic singalong on the Thursday with Sian and Rob. We also took part in the sewing bee at our local town hall and our residents designed T-shirts using recycled materials for The Great Big Green Week in Bradford on Avon.

A CELEBRATION OF DIWALI – THE FESTIVAL OF LIGHT

Lily, one of our wonderful carers, brought in her colourful selection of saris and we thoroughly enjoyed looking at the beautiful coloured fabrics. Lily's traditional ornate jewellery was tried on by the ladies and everyone enjoyed tasting khoya barfi and taaza sweets. Our new Head Chef, Andy served a delicious chicken curry accompanied by poppadums, naan bread, mango chutney and lemon pickle. There have since been many requests for this to be a regular on the menu!



WILTSHIRE HEIGHTS CHRISTMAS FAYRE

Our residents thoroughly enjoyed the opportunity to purchase Christmas cards and presents as part of our festive raffle and tombola. We raised an amazing £210, which our residents requested to be split between Julia's House Hospice for children and the Alzheimer's Society. Thank you to the Leisure and Wellness Team, residents and staff for the items that were so kindly donated.



WINTER BIRTHDAYS!

We have a number of our residents celebrating their birthdays over the coming months but of course, not everybody likes to make a fuss. So, in the interests of respecting our 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 JOAN ALLAN



Joan lived in Burnside, Rutherglen and as a young girl, she attended the High School of Glasgow for Girls. After completing her education, Joan went on to be a secretary at Glasgow University before leaving to marry her husband Richard and look after her three children. Joan then went back to work as a sales rep for preschool education equipment before moving to Bradford on Avon to be close to her daughter, Heather.

How long have you been a resident here?

Since October this year, so I have been a resident for a few months.

What is your favourite dish from the menu?

My favourite dish is the Sunday roast, it is delicious! All of the meals here, however, are lovely.

Which leisure and wellness activity do you enjoy most?

I really enjoy taking part in the daily exercise and the regular minibus trips are always brilliant.

Tell us something about yourself that others may not know.

I was a founding member of the Amateur Dramatics Eastwood Entertainers Club.

NEW ACTIVITIES FOR THIS WINTER A SELECTION FROM OUR PROGRAMME

CUBII EXERCISE CLASS

In January, we will be commencing our new Cubii exercise class. This great new edition to the activities schedule will involve the newly purchased Cubii bikes, which are conveniently portable. We will also be incorporating our existing leg exercise machines to create an enjoyable, yet beneficial morning of exercise.

COMEDY CLUB

In February we are starting a Comedy Club. This will be a monthly occurrence and we will be viewing many popular comedians on screen chosen by our residents. We are looking forward to reminiscing together and enjoying a good laugh!

GARDEN CLUB

Around March time, we will be welcoming spring with the return of our Garden Club. Join us outside in the beautiful garden where we will be potting and planting with the objective of working towards the 2022 annual Porthaven Garden and Hospitality Challenge.

For dates and times for all of the above, speak to a member of the Leisure and Wellness Team or see the weekly programmes.

LOOK OUT FOR OUR UPCOMING SPECIAL EVENTS

13 JAN WILTSHIRE HEIGHTS AWARD CEREMONY

On this day, we will be holding an awards ceremony for all of our residents who compete each week in the indoor sporting activities. The winners will be attending to see the overall champions for 2021 be crowned, receiving medals and cups.

09 FEB NATIONAL PIZZA DAY

We will be celebrating National Pizza Day with a virtual trip to Italy. As part of this, there will be lots of cooking and of course tasting involved!

27 MAR MOTHERING SUNDAY CREAM TEA AND PAMPER TIME

To celebrate Mothering Sunday, we will be enjoying a beautifully crafted cream tea, handmade by our in-house kitchen team.



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 ROSANNE WHEATLEY DEPUTY MANAGER



Rosanne is originally from the Philippines and started as a senior carer. She completed the Overseas Nursing Adaptation Programme in 2005 and has worked in the UK now for 18 years. Her qualifications extend to a BSN (Bachelor of Science in Nursing) and a level 5 in management. In her spare time, Rosanne looks after her two young boys.

How long have you worked here?

I have worked here for five years.

Describe your role here at Wiltshire Heights.

I am the Deputy Manager and a nurse here, responsible for infection control, home Covid testing, end-of-life care and I am a clinician at Wiltshire Heights. In the absence of the Home Manager, I support all of the nursing and care teams.

What do you enjoy the most about your role?

I love my team and I have built some solid relationships here which ultimately makes the lives of our residents better. I have been working alongside our Home Manager since 2003!



WE SAY HELLO TO... JOSH LYNCH AND BERNARD THOMAS KITCHEN PORTERS

Welcome to Josh Lynch (left) and Bernard Thomas (right), two of our new kitchen porters. They are both working towards completing their online training and have settled into their roles very well. Welcome to you both!

STAFF NEWS AND ACHIEVEMENTS

OUR CONGRATULATIONS TO THE FOLLOWING...



STAFF TRAINING

A warm welcome to **Lisa** (left), who joins us as a twilight carer and **Teresa**, who has joined our housekeeping team. They have completed all of their required training to date and settled into their roles very well. Welcome both, and well done!

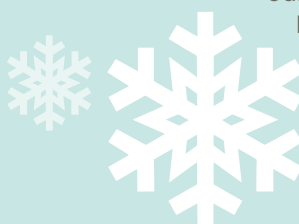
Both **Alison Lowrie**, Home Trainer and **Rebecca Lucas**, Residential Care Manager, recently went on a four day training course at our sister home, Falkland Grange in Newbury, to complete the Dementia Care Mapping course. They are currently awaiting their embossed certificate from Bradford University.

Julie Adcock, our Leisure and Wellness Lead provided a 45-minute training video for the **National Activity Provision Association** (NAPA) to use during their training week for all of their members.



ANDY NORTHEY

We congratulate **Andy Northey** on his promotion to Head Chef. Andy joined the team in 2014 and our residents were delighted to learn of his new role. Here, his lasagne is legendary and in his spare time, Andy loves gardening and spending time at the beach with his family.



FEEDBACK CORNER

How are we doing?

Your views, opinions and news from our meetings.

RESIDENTS MEETING SUMMARY

A number of topics were discussed at our last residents meeting. Here is a summary of a few of the main points:

NON-ALCOHOLIC PUB

You said: We would like our non-alcoholic pub to run more regularly.

We said: We think this is a great idea so we will be running this fortnightly. This will come with a theme. One of our residents recently held a themed evening and presented a quiz which went down a treat!

BOOK CLUB

You said: As part of Book Club, we would like to meet an author.

We said: After we'd particularly enjoyed *Missing in Action*, Jim Baxter came in to visit us and spoke about his father's book. It was appreciated and enjoyed by everyone in attendance.

CHICKEN CURRY!

You said: We loved the chicken curry so much during Diwali, can we make it a regular meal on our menu?

We said: Absolutely! Our Chef loved making the dish and will include all of the condiments as they were all so well received.

DATE OF NEXT RESIDENTS MEETING
WEDNESDAY 26TH JANUARY, 3.15PM



HOME MANAGER'S COMMENTS

What a fantastic year we have had! I am so proud of all of our team for the hard work and dedication shown by everyone. We continue to receive such positive feedback from our residents, relatives and visitors and I am always so happy to feed this back to our staff.

We thoroughly enjoyed supporting Bradford on Avon in the Britain in Bloom contest run by the Royal Horticultural Society and we look forward to fully immersing ourselves in the local community next year.

Bradford on Avon won a gold award and our gardens here at Wiltshire Heights won the Level Four Thriving Award. We can't wait to get back out into the gardens and get to work on our plans for spring with our gardening committee.



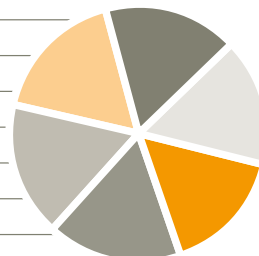
Overall
OUTSTANDING

RESIDENT QUESTIONNAIRE FEEDBACK RESULTS

POSITIVE APPROVAL RATINGS

12 months to March 2021

CARE & MORE	100%
FOOD & DRINK	96%
LEISURE & WELLNESS	94%
CUSTOMER CARE	100%
HOME ENVIRONMENT	100%
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...

THE WINTER OF 1963 IS ONE OF THE...

coldest on record, and the coldest since 1740.
Temperatures consistently reached lower than -20°C!



DID YOU HEAR THE ONE...

WHAT DID ONE SNOWMAN SAY TO ANOTHER?

Can you smell carrot?



CHEF'S SEASONAL RECIPE GINGERBREAD MEN

Prep time 40 mins

Ingredients

- 225g plain flour, plus extra for dusting • Half teaspoon salt
- 2 teaspoons bicarbonate of soda • 1 heaped teaspoon ground ginger
- Half teaspoon cinnamon • 50g unsalted butter
- 100g soft brown sugar • 100g golden syrup

Method

1. Heat oven to 190°C / 170°C fan / gas 5 and line a baking tray with baking parchment. Sieve the flour, salt, bicarb, ginger and cinnamon into a large bowl. Heat the butter, sugar and syrup until dissolved. Leave the sugar mixture to cool slightly, then mix into the dry ingredients to form a dough. Chill the dough in the fridge for 30 mins.
2. On a surface lightly dusted with flour, roll out the dough to a quarter-inch thickness. Stamp out the gingerbread men shapes with a cutter, then re-roll any off-cuts and repeat. Place your gingerbread shapes on the lined trays, allowing space for them to spread. Cook for 10-15 mins, then remove from the oven and leave to cool.



WORDSEARCH

Find all the hidden winter words:

COAT - COLD - FROST - ICE
IGLOO - SCARF - SNOW - WINTER

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

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



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

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