

Summer Newsletter

A word from

Alison Boote, Wren's Operation Director

As we head towards Autumn, I am reflecting on what a wonderful summer it has been across our care homes this year. To witness our residents, enjoy the sunshine, create memories, and embrace every moment confirms what a caring community every team member has worked towards creating for our residents, family members and loved ones.

Through the summer months, we have been busy with many of our homes that have taken part in national events including Father's Day, Afternoon Tea Week, World Senior Citizens Day, Allotments Week, Australian Day and Good Care Month to name a few. It is wonderful to see such creativity within our homes and sharing this on social media for your communities to see.

At Featherton House, our residents have been experiencing happiness while caring for their new companions, Thumper and Bumper. It's been wonderful to witness pet therapy in action.

Meanwhile, at our Wren House care home in Warminster, the bonds between generations have never been stronger. As an organisation, we believe that bringing older and younger individuals together creates a beneficial blend of experiences, strengths, and perspectives and I am so happy to see this happening within our homes.

I would also like to take this opportunity to congratulate the team members at Linden House who have been awarded the prestigious Gold Standard Framework (GSF) Accreditation, recognising their notable contributions to the care sector. Well done for this recognition and I am excited to see further accreditations and award wins from across our portfolio over the next quarter.



Pen Pals & Residents Close Together

A sunny afternoon at our Wren House Care Home was made even brighter as residents had the opportunity to spend time with pen pals from Warminster School.

With the sun shining brightly, residents took to sketching portraits as well as drawings of the beautiful surrounding buildings. The residents and students shared life stories that meant everyone was enriched by the intergenerational gathering. Bringing together younger and older generations has benefits for both age groups, sharing the experiences and strengths that different ages have to offer, as well as nurturing understanding and mutual respect.

Tracy Atkins, care manager at Wren House, says that engaging with youngsters is great for our residents: "Our residents have been helping children from Warminster School with their writing and have really enjoyed hearing about their lives. Getting to meet their pen pals in real life was really exciting for them and they were all chatting away like old friends. It was really lovely to see!"



Australia Day at Patcham Nursing Home

The blokes and sheilas at Patcham Nursing Home enjoyed an arvo in Aussie style. Celebrating Australia Day in the sun surrounded by bunting, the residents got stuck into a meal of hot dogs and chips – sadly there was no shrimp on the barbie! Even the famously vicious Aussie wildlife made an appearance, though thankfully it was just inflatable sharks and crocodiles! Victoria Bobes, our manager at Patcham, said: “We had a right g’day with our Aussie themed day. Some of the residents had been to Australia and were telling us stories about their trips, and relatives they had there.”



Featherton's Green Fingered Success

Vegetables, cucumbers, runner beans, aubergines! Our gardens at Featherton House in Oxfordshire are the centre for all kinds of home-grown fruit and vegetables.

Maintained by our wonderful residents and staff, the oasis has had another year of success over the summer growing a true bounty of delicious crops that have gone towards creating mouthwatering meals.

Not only do fruit and vegetables thrive in the gardens, Featherton House also boasts a variety of sunflowers, gladioli, and herbs, all lovingly tended to by the people who live there. Spending time outdoors, and especially gardening, gives a huge boost to our residents' wellbeing, and being able to enjoy the fruits of their labours is the cherry on top!

Featherton's manager, Hilda Sanyika, praised the residents' green fingers, saying: “It's been amazing to see the transformation of the garden over the summer. It just seems to get better and better every year. Everyone is always very proud when food is made with something they've grown – I swear you can taste the difference!”



Furry Friends at Featherton

Our animal-loving residents at Featherton House have been having a wonderful time caring for and loving their two new residents, Thumper and Bumper.

As the names might suggest, the two adorable animals are little bunnies and have settled into the home



nicely. From relaxing in the sun to sharing songs and even bingo sessions, our residents are appreciating every moment with these adorable companions.

They have even been enjoying some of the fruit and vegetables from the residents' garden – we may need to grow more carrots next year!

Featherton's manager, Hilda Sanyika, welcomed the duo: "Thumper and Bumper have been a huge hit with the residents and their families. They have such distinct personalities and everyone loves getting them out and about!"

Gold Standard for Linden House

We'd like to give our Linden House care home in Epsom a huge WELL DONE! Our team there has been awarded the prestigious Gold Standard Framework (GSF) Accreditation. This nationally recognised certificate is a testament to the hard work and high-quality services that the care home provides to those coming towards the end of their lives.

Having been the UK's top training provider for generalist frontline staff caring for people in their last stages of life for more than 25 years, GSF is both a practical and evidence-based end-of-life care improvement programme. The GSF reflects our strong collaboration with local GPs, primary care teams, and specialists, ensuring that every resident receives continuous and compassionate care during their final months, weeks, and days.



Reshma Tupsy, Linden House Home Manager, reflected on the journey to accreditation, "The GSF programme was challenging, especially for a residential home. Over the last year or so we gradually integrated every aspect of GSF into our home's culture.

"After submitting comprehensive documentation and hosting an assessment visit in July 2023, we were successful in receiving accreditation. We are now committed to reaccrediting every three years to ensure our care standards remain unparalleled."

Tony Stein, chief executive of Wren Retirement Living, added, "First and foremost, congratulations to the entire team at Linden House care home on this achievement! The meticulous process Reshma described, paired with the team's unwavering dedication to upholding the standards, embodies our commitment to offering the pinnacle of care for our residents in their final days. The Gold Standards Framework is not just an award; it's a testament to the exceptional care we aspire to provide across our homes."

Alpaca Escapades at Wren House Care Home

We love to create memorable and exciting activities for our residents - and an afternoon with alpacas perfectly encapsulates that!

A playful pair of alpacas visited our Wren House care home in Warminster, leaving trails of smiles across the garden. And for those residents who weren't able to get outside, the Peruvian animals stopped by their rooms.

Animal therapy, such as interacting with alpacas, offers a wide range of benefits that contribute to physical, emotional, and mental well-being. This includes reducing stress,

enhancing relaxation, uplifting mood, and fostering social interaction.

Resident June Tanswell said, "The alpaca visit was an absolutely marvellous experience! Being able to pet and interact with these magnificent creatures was truly brilliant. The alpacas' calm and friendly nature made it even more special, and I'm looking forward to their next visit".

Tracey Atkins, Wren House Manager, said "Our goal is to consistently plan delightful activities for our residents, and the alpaca visit proved to be an extraordinary triumph."



5 Minutes with . . . Zoe Adams Administrator, Westerham Place

What makes Westerham Place so special?

It's the atmosphere, the staff and residents and their families.

What attracted you to work in the care sector?

I was looking for a new role after being in transport and distribution for 19 years and then 18 years as a civil servant. I felt that my skills were suited to a supporting role, and I know it sounds cliched, but I felt I could be giving something back in a role in the care sector. I also have a personal interest in the care sector as my mum is in a care home, and I have a wonderful

relationship with all the staff that look after her I feel they care about me and my family as much as they do for her, and I believe the families of all care home residents should feel that way about the people and places where they are cared for.

Could you tell us a highlight of your work at Westerham Place?

Being able to assist the staff, help the residents and support the families makes me feel proud. Recently some family members thanked me for everything I do, I was so touched and felt I really was making a difference.

Who inspires you and why?

At work, I am inspired by the care staff and their dedication to the residents. On a personal level, I am inspired by those who stand up for what they believe (my partner says I would have been a suffragette) or who are battling mental or physical health issues but are determined to keep going.

