



OSJCT homes above industry standards
pg 12



Dementia – did you know?
pg 18



Trust in Care

SUMMER 2019 · EDITION 38

THE MAGAZINE OF THE ORDERS OF ST JOHN CARE TRUST



A Reunion of
Pure Chance at
Longlands

pg 03

Inside *this* issue

- 03 A reunion of pure chance at Longlands
- 04 In the press
- 07 Blue Light Breakfast
- 08 Time for a cuppa with animal friends
- 09 Playgroup
- 10 Resident veteran recognised for bravery
- 11 Carehome.co.uk Top 20
- 11 Engaging with the forces
- 12 OSJCT care homes beat the industry average for 'Good' rating
- 14 What's on across the regions?
- 16 Residential Care
- 17 Respite Care
- 18 5 things you should know about dementia
- 20 2019 Employee Awards
- 22 Looking for a career with OSJCT?
- 23 Care Home Open Day
- 23 A message from Don
- 24 Our homes



08



20

A message from Dan

Welcome to the new edition of our Trust in Care magazine.

There is something for everyone in this edition, and I hope you enjoy reading it as much as I have. Highlights for me since the last edition of Trust in Care include the number of homes which have been rated 'Good' by CQC. I'd like to congratulate all involved at The Cedars, Hayward Care Centre, Marden Court, Digby Court, Chilterns Court, Eresby Hall, and Patchett Lodge. I'd also like to thank everyone who has worked so hard to retain 'Good' ratings across our services.

During May we held our employee award ceremonies and it was a privilege, as always, to meet so many amazing colleagues and say thank you in person for what they have done for our residents and the Trust.

We have been recognised by Carehome.co.uk as a Top 20 provider in the Large Care Home category. This is great for the Trust overall and is a measure of the quality of the people who work for us across our services.

Our residents have been doing lots of brilliant activities across our homes. We have seen a reunion of two long lost sisters at Longlands, a 67th wedding anniversary vow renewal at Buckland Court, pet therapy with llamas at The Lakes and so much more.

With summer now upon us, our Trust in Bloom competition is underway. This year's theme is 'Gardeners Choice' and our residents supported by the care home teams and volunteers have been working very hard to create beautiful landscapes. I'm certain judging will be extremely difficult as the love and attention given to so many of our gardens is outstanding.

Finally, it's national Care Home Open Day on 28 June 2019. If you are visiting one of our homes for the celebrations, then we hope you have a great time and enjoy meeting with others in the local community. Care Home Open Day also helps give a better insight into our homes and increase the understanding and recognition of what we do.

Enjoy the summer and any holidays you may have planned! Best wishes *

Dan Hayes
Chief Executive



Pictured Left: Doreen Morgen (88 years old)
Right: Cynthia Steedman (87 years old)



A Reunion of *Pure Chance* at Longlands

Two sisters, Doreen Morgen (88 years old) and Cynthia Steedman (87 years old), met after nearly four years apart at OSJCT Longlands and with thanks to Lea Mason, the Home Manager at Longlands.

When Lea was working at OSJCT Stirlings in Wantage, she had spent much time with Doreen who spoke of her sister Cynthia a great deal. The two sisters had unfortunately lost contact as the families moved away from each other. When Lea moved to Longlands, as the Home Manager, she happened to see Cynthia's name and the penny dropped. What an amazing coincidence that they were both at OSJCT homes. Thereafter,



Lea organised for the sisters to speak on the phone and then a face to face reunion.

Lea comments: "It is beyond words and an honour to have been able to bring Doreen and Cynthia together again. I am so happy to have seen the connection and to put everything in motion with the help of the OSJCT team here at Longlands and at Stirlings. To make their wish come true and to see the joy on their faces is something I will never forget."

Cynthia's sons Adrian and Laurence said: "It is so wonderful what The Orders of St John Care Trust and Lea Mason did to help bring together our mother with our aunt. Both our families were present at the reunion and it was one for all of us as relatives, too. It was really moving to have witnessed such a special moment between the two of them."

Cynthia and Doreen enjoyed a lovely afternoon tea with their families, other residents and the carers at the home with a beautiful cake to mark this wonderful occasion.



Doreen expressed she was "absolutely over the moon" to be with her sister again.

"I had everything I wanted but not my precious sister."

At OSJCT, our employees are dedicated to our residents and it is very fulfilling to be able to help and to support their wishes. *

Longlands

 Blackbird Leys, Oxford,
 Oxfordshire, OX4 6AJ

 01865 779224

www.osjct.co.uk/longlands

In the Press

Some of the highlights from across the Trust over the past few months. Find more news stories online at www.osjct.co.uk



108th Birthday

At Avonbourne Care Centre, a surprise birthday party was organised for a resident of an amazing age.

The home had been secretly preparing this event over the past few months, including sending out a birthday card request to every home in the Trust and to the local Salisbury community. The response was astounding, the outpouring of birthday wishes from across the country and abroad was so immense and kind. The home and Mrs Hayley were overwhelmed with gratitude.

Early in the morning on that Friday, Avonbourne's Compass Café was turned into a birthday area befitting of our incredible resident. The tables were laid, the cake made ready and the guests on their way; the anticipation was building in the air. What made the day really sink in was setting out an entire table just for the birthday cards that had been sent in. At final count there were just over 450! Cards came from across the UK and some from the US, Canada and France. It was hard for the team at the home not to get

emotional over such an amazing outpouring from around the world.

At 10:30am the first guests started arriving for this momentous occasion and were taken to the Compass Café inside Avonbourne ready to surprise Mrs Haley. The children from a local nursery, and other guests remained quiet as the Activities Co-ordinators fetched the birthday girl.

As Mrs Haley arrived she was greeted by smiles and applause. The smile on her face as she saw everyone said it all. Mrs Haley was then taken over to the birthday card table to see the pile of cards, to which she responded that words couldn't express how amazed she was. She was astonished that so many people would want to wish "little old her" a happy birthday. She wished she could thank them all individually but wasn't sure if by the time she'd finished thanking everyone it would be her birthday again.



Even though there were over 450 cards delivered to Mrs Haley, there were still a few more to give. Members of the royal engineer core presented Mrs Haley with flowers, a card and some wonderful chocolates. She was delighted to see the men who served in the same unit as her husband and thanked them profusely for coming to see her. The Mayor and his wife also presented Mrs Haley with a card and flowers. Mrs Haley felt truly honoured to have the Mayor there. The local nursery hand-made cards for Mrs Haley helping bring the total up even more. The nursery always brings a smile to Mrs Haley's face and today was no different.

It was truly a magical day and Mrs Haley was quoted saying: "Thank you so much! Words can't fully express my gratitude." When asked what her secret was to reach such an age, she said: "Live life normally, but be positive and love."

A big thank you goes out to everyone who helped make this day so amazing for Mrs Haley who we hope to share many more birthdays with!

To find out more about events at Avonbourne Care Centre please phone **01722 429400**. *

Buckland Court hosts *renewal of vows ceremony*

Buckland Court was bathed in warm sunshine to bring together a resident and his wife in celebration of their 67th wedding anniversary.

Residents and employees of the home greatly enjoyed preparing the decorations for the ceremony room and had a wonderful time working together on the arts and crafts which showcased a picturesque but personal feel on the day.

The couple were married in 1952 and the husband and wife – 92 and 88 years old respectively, were surrounded by family and friends as well as those at the home on this special day. The Home Manager's sister, who happens to be a minister, conducted the ceremony and blessing of the rings. There was a three-tier cake, an archway of balloons, spring scented flowers, and everyone seated in a wedding ceremony style with little flower girls and page boys to hand. Afterwards there was a buffet, music, dancing and merriment!

Esther Thomas, Home Manager, comments: "It was a privilege to have been able to help organise this day. We felt that this was a lovely thing to do for the couple as it will bring so much joy."

Everyone was there from their families, to the residents and carers who all witnessed a touching moment. Special times such as these and during these later years are so very important and cherished. New memories are created and the old are remembered and shared but all in a positive way."

She continues: "We are very dedicated to the welfare of each resident and whenever possible to help make a wish come true or to instigate new experiences, surface fond memories, and create situations of interaction and engagement. As a Trust we, therefore, believe that our homes 'are not just a care home'!"

To find out more about events at Buckland Court please phone the home on **01980 623506**. *



OSJCT Residents Comment on *BBC1 Food: Truth or Scare*

Boultham Park House in Lincoln and Old Station House in Abingdon each had a resident contributing to the BBC1 programme on the foods they eat and whether their diets have helped them to reach their grand ages of 99 and 103, respectively.

Les Bilsby and Audrey Gardener were broadcast at the start of Gloria Hunniford's 'Food: Truth or Scare' TV show. They responded to questions based on nutrition and lifestyle which included what they like to eat for breakfast and anything they tended to avoid.

Audrey noted that she did like toast and marmalade for breakfast and

Les was partial to fish and chips for dinner. Turnips happened to be something Les definitely avoided!

Dan Hayes, Chief Executive at OSJCT, commented: "We were delighted to see our two residents featured on the national programme and to have been able to help BBC1 Food: Truth or Scare."

Our homes have talented chefs and a team who prepare tasty, home-cooked meals on site daily from our own kitchens. We source seasonal, local quality produce for our excellent breakfast, lunch and dinner menus. All day dining is available for lighter meals and snacks, and all dishes are carefully balanced to get the best nutritional



value and cater for individual dietary requirements and preferences. Residents are also encouraged to help prepare their own food and to make snacks whenever they choose.

To find out more about how OSJCT develops Food and Nutrition in the homes, visit www.osjct.co.uk or call **0800 988 8133**. *

BLUE LIGHT BREAKFAST

for Health Care Professionals and Emergency Service Crews

As a small thank you for your work, our care homes would like to invite all public service men and women to join us for a FREE hot drink and bacon roll*.

For participating homes and for event information, contact: **0800 988 8133**, go to osjct.co.uk visit our facebook pages or see page 14 of this magazine.

...for Dementia Action Week

Can you remember in detail what you ate for breakfast, your journey to work or even how you spent the last few hours?

For people living with dementia, memory loss is often one of the first things that begins to worsen as the condition effects their cognitive behaviour and recall.

Research by Alzheimer's Society shows that reminiscence can help to maintain people's self-esteem, confidence and sense of self, as well as improve social interactions with others.

Bicester's Langford View Care Home drew attention to the benefits of reminiscence therapy during Dementia Action Week (20th – 26th May 2019).

Residents took a trip down memory lane by examining a range of different vintage objects and

reminiscing what life was like when they were commonplace.

Ranging from traditional typewriters to rotary phones, residents reflected on how everyday objects have changed over the years and shared their experiences of having used them in the past.

Angie Williams, one of OSJCT's specialist dementia Admiral Nurses, said:

“I am proud that homes across OSJCT like Langford View participated in various activities to mark Dementia Action Week. Many hundreds of thousands of families in the UK are affected by dementia so it is important we use opportunities like these to demonstrate ways we can all help enhance the lives of those living with the condition.”

If you would like to find out more about the activities and events at Langford View please call the home on **01869 252343**, visit the webpage at osjct.co.uk/langfordview or follow on Facebook @OSJCTlangfordview *



*Vegetarian options also available

Time for a Cuppa with animal friends



As a Trust we recognise the benefits animal therapy can provide for residents and homes. Homes are positively encouraged to arrange special days when animals come in to a home to visit, interact and spend time with residents.

It is believed that there can be physical benefits to animal therapy which include lowering blood pressure, the release of calming endorphins and it is also thought to lower overall pain. The psychological benefits of animal therapy can be plentiful and can lift spirits, lessen depression, lower feelings of isolation and alienation, encourage communication, provide comfort and help with speech and emotional disorders.

One of the homes in South Cerney welcomed a variety of animals to showcase the benefits of animal therapy and hosted a 'Time for a Cuppa' event with animal friends

in conjunction with Dementia UK. The day consisted of an informative talk from one of our Admiral Nurses Nikki Rowe and Activity Co-ordinator Chloe Gibbons. They talked about the positive effects animal therapy can have on those living with dementia.

Amongst those who came along to hear Nikki and Chloe talk were residents' family members, local professionals, volunteers plus members of the local community who were interested in dementia or animal therapy.

One of the animals to join in with the day were alpacas. Everyone was delighted to see the animals and to stroke the alpacas; their fur was very soft and thick and the change in atmosphere when the animals arrived put into practice all that Nikki and Chloe had been saying.

After the talks everyone had an

opportunity to see the animals and speak to the local professionals while enjoying a cup of tea and slice of cake.

Across the Trust a wide variety of animals have visited homes including penguins, squirrel monkeys, dogs, chickens, tortoises, rabbits, guinea pigs, donkeys, ponies, reindeer and even snakes and spiders! *

The Lakes Care Centre
Spine Road East, South Cerney,
Gloucestershire, GL7 5TL
01285 702410
www.osjct.co.uk/thelakes



An Intergenerational Playgroup

Isis House in Oxford held an intergenerational playgroup for residents and young children in the care home.

In collaboration with Oxford Mumbler's Maddy Burgess, Isis House Activity Co-ordinators Chanice Lyne and Maddie Pill helped to organise this engaging event across generations. The morning brought in a fabulous turnout of residents and parents with children from the local community.

Chanice commented: "We try to give our residents new experiences through various activities held regularly at Isis House. Children and the elderly have a connection and we have found that residents living with dementia relate very well to the young and make an emotional link. It is also wonderful for us to help support the local community through such an event."

She continues: "We are working closely with Maddy Burgess from Oxford Mumbler and will be hosting a playgroup once a month at the home.

It gives our residents a delightful time, aids the parent child group and most of all it is lovely to see all the engagement and interaction."

Maddy Burgess who runs the franchise Oxford Mumbler said: "Our aim is to bring children under the



age of five along with their parents/carers to various activities in Oxford.

The collaboration with The Orders of St John Care Trust was always a good idea because the home is so inviting, and the elderly and children get on so well and through activity. Our first session was a huge success and I would like to thank both the parents and OSJCT for making this happen. We will be doing this at Isis House every first Friday of each month."

“lovely to see all the engagement and interaction.”

At OSJCT, our employees are dedicated to our residents and it is very fulfilling to see them so happy and to be able to initiate experiences and support their well-being.

At OSJCT, many of our care homes across the Trust have organised toddler breakfast groups, baby groups, woodland walks with

families, digital interaction sessions with residents and pupils of local schools, and even sponsored activities where our homes help to raise money for local schools and our residents' amenities fund.

Recent studies show that interaction between different generations can have a long lasting and positive effect.

Jane Vass, Director of Policy and Research at Age UK has stated in a 2017 study:

“The many benefits of good contact between old and young include better attitudes towards older people, less stereotyping and less anxiety about ageing. Some fairly new research even shows better job satisfaction for care workers.”

To find out more about Isis House or any of the above activities, contact 0800 988 8133 or visit www.osjct.co.uk. *



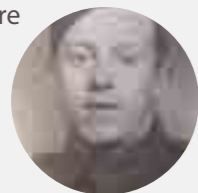
D-Day

Resident Veteran

Recognised for Bravery

The team at Gregory House hosted a special celebration high tea for their 93 year old resident, Frank Northing, to mark the 75th anniversary of D-Day. Frank stepped onto Normandy Beach 75 years ago and fought for liberty.

It was a harrowing time for him and his comrades. As an eighteen-year-old, he recalls waiting for the weather to be "right" on Tuesday 6th of June 1944. For breakfast that morning he was given half a mug of rum and to a non-drinker it did not go down well! But he knew it was for Dutch courage. Afterwards, they were all lowered into the water which was chest high and waded with their rifles above their heads. Almost immediately Frank was shot and eventually found himself on Southampton beach with wounds that needed attention. At Grantham hospital, on the military ward, he was the first soldier to be treated with penicillin. A month later Frank was discharged from hospital and after his recuperation he was sent to Caen in France where he made his way through Belgium and at the Albert Canal his unit



fought the Germans. He also helped to secure the bridge at Nijmegen in Holland. But during this time he was captured by the Germans when a tank shell targeting a nearby mansion knocked him out. He was patched up by a German doctor and was soon freed by his advancing comrades.

Frank was awarded the highest honour given by France which was The Legion D Honneur.

Louise Kirk, Area Operations Manager, commented: "We are really delighted to be able to hold this event to honour Frank. It is a cause of huge celebration and of thanks

“He stepped onto Normandy Beach as part of the military operation and fought bravely for all our freedom”

to an individual who was so actively involved in the second world war. He stepped onto Normandy Beach as part of the military operation and fought bravely for all our freedom. Here at OSJCT we really care and value our residents and aim to create wonderful memories and experiences. To hear their stories is inspiring and occasions like this help to support people in a person-centred manner. Everyone in Gregory House has been involved with organising this fabulous event and special thanks to them all.” *

Gregory House
 Welby Gardens, Grantham,
 Lincolnshire, NG31 8BN
 01476 562192
 www.osjct.co.uk/gregory-house

Recognised & Awarded as a Top 20 by carehome.co.uk



The Orders of St John Care Trust (OSJCT) is very proud and delighted to have been recognised, awarded and to maintain its position as a Top 20 in the Large Care Home category by Carehome.co.uk. In addition, Monkscroft in Cheltenham, has been bestowed the same rating accolade and again for the South West Region.

Carehome.co.uk is the largest online referral site for national care homes and a forum for

independent customer feedback which we value greatly. This opinion allows us to ensure as a Trust we keep on delivering the highest quality of care and support to our residents and their families. *



Engaging with the Forces

Bringing new experiences to residents of Witney Care Home

Both residents and the uniformed service personnel spent the afternoon talking over cups of tea and slices of cake whilst being entertained by a guitarist who played and sang a medley of songs.

Flight Sergeant Pete Newnham came along to the event and surprised his wife's grandmother, Marge Kingdon. He said: "It's been a real pleasure and an honour to be invited to the tea dance and to also be able to catch up with Gran." *



Madley Park House Tea and Dance

Madley Park House held this event and was delighted when RAF Brize Norton accepted their invitation to join on the day.

Wing Commander Neil Bunce was also present and greatly enjoyed the afternoon. He noted: "It was a great opportunity to meet the residents and to learn about their life stories and to tell them more about RAF Brize Norton. It was so nice to make some new friendships across generations."

Laura Berry, Madley Park House Home Manager, commented: "We were very thankful to RAF Brize Norton for coming to join our tea dance. The residents had a wonderful time and really enjoyed conversing with the service personnel whilst having a lovely afternoon tea. Our employees as a Trust are dedicated to our residents and it is very fulfilling to see them so happy and for us to be able to initiate experiences such as this event and in liaison with our local community." *



Madley Park House
 Madley Way, Witney, Oxfordshire,
 OX28 1AT
 01993 890720
 www.osjct.co.uk/madleypark

OSJCT care homes beat the industry average for 'Good' rating

The Orders of St John Care Trust is very pleased to announce that seven of its homes have been awarded a 'Good' Care Quality Commission (CQC) rating post inspection.

As a Trust we are delighted by this recognition and thankful for all the hard work delivered by our colleagues to ensure this independently endorsed success. Equally important, the knowledge that our residents are happy and receiving the best possible care with tailored needs being met along with a happy and fulfilling life at the home.

National statistics indicate that OSJCT's Extra Care Housing (ECH) was at 100% 'good' rating compared to the industry standard of 83.7%. Residential care at the Trust was at 88.9% compared to the CQC average of 84.6%. Our homes that achieved an 'outstanding' rating topped at 6.7% against the CQC average of 3.2%. Overall, The Orders of St John Care Trust is at 88% in comparison to the national average of 83%. We are encouraged by these figures and glad to be above the national average.

Edwardstow Court in Stow-on-the-Wold

Deputy Home Manager, Sian Howse, said: "I would like to say what a fantastic outcome for our home and I am very proud of the whole team. Everyone has worked very hard to achieve this all-round 'Good' rating and from the report it clearly shows that our residents love to live here and our staff love to work here."

CQC Report quote: "How people and relatives commented on how knowledgeable and skilled staff were. One relative said, "I know that lots of staff have had dementia training; diversion and distraction training. I have watched them, they usually find a way." Another relative said how well staff had looked after their relative following an operation. The inspectors observed staff exhibiting genuine kindness, concern and friendship towards people. People and their visitors were keen to praise the staff. They spoke highly of them without exception. One person said, "They've all got lots of halos here." People were also keen to comment about staff individually."

Grace Care Centre in Thornbury

Peter Moore, Home Manager, comments: "We are delighted with the result of our CQC inspection. Every member of the team has worked so hard to achieve this and it is fantastic to see their passion and dedication being acknowledged in this report. Grace Care Centre is a wonderful place to work and to live and I am very thankful to the whole team for making this so."

CQC Report quote: "The carers here are very good and I feel very well looked after. There is plenty of staff to look after you here. I feel that all the staff here are great with my father and I feel he is very safe here". The CQC inspectors commented: "We were introduced to people throughout our visit and they welcomed us. They were relaxed, comfortable and confident in their home. The feedback we received from people and relatives was good. Staff we met and spoke with were happy and proud; they were loyal and fully committed and this was reflected in their attitudes and integrity during the inspection. All staff on duty were excited about the inspection and wanted to be part of it."



Digby Court in Bourne

Louise Kirk, Area Operations Manager for Digby Court, comments: "The whole team has worked incredibly hard during this last year to ensure residents are living in a 'Good' rated home which is a standard they all deserve. The report reflects the caring domain created by a very passionate and dedicated team under the strong and experienced leadership of the Home Manager."

CQC Report quote: "People were given the opportunity to express their views regularly and were involved in the planning of their care. Privacy and dignity was maintained to a high standard. The care received was responsive to their needs and captured their wishes, delivered by staff who understood the needs of the people they are supporting."

Apple Trees in Grantham

Louise Kirk, Area Operations Manager for Apple Trees, comments: "The team at Apple Trees has excelled in the care domain to achieve this result. Everyone always goes above and beyond their roles to ensure the residents living in the home receive excellent positive outcomes. The team has an inspirational leader in Denise Booth whose dedication and innovation has put Apple Trees in the forefront of specialist dementia care. The home has also been recognised by the Alzheimer's Society in being a pivotal member in developing 'Lift the Lid on sex and intimacy."

CQC Report quote: "Staff went above and beyond to ensure people received excellent care that was individual and important to them. During the inspection, staff consistently demonstrated a clear understanding of the provider's values of providing high standards of compassionate care, this was seen in the delivery of care and how staff talked about their work. They also showed great respect to people. A staff member said, "The residents live here it is their home, we are just visitors." Staff spoken with told us how they regarded people they cared for as 'extended family'. Feedback from people who used the service and visiting relatives, echoed this sentiment. Staff were consistently described as "excellent", staff go "above and beyond" and "I regard staff as my family."

Chilterns Court in Henley-on-Thames

Pasty Just, Assistant Operations Director for Oxfordshire, comments: "Chilterns Court has achieved and been commended for its dedicated service to care ensuring residents well-being continues to be foremost in the home. The team, alongside strong management support, has worked very hard to achieve this all-round 'Good' rating. Our residents greatly enjoy living in the home and our employees find it a very happy place of work."

CQC Report quote: "Staff praised the registered manager. They felt valued, supported, guided and listened to. She was noted as "very supportive and will always help if needed" and how they "enjoy coming to work". Residents and Relatives said: "I feel really safe here and I am well attended to; a solid culture of caring and compassion."



Hayward Care Centre in Devizes

Sam King, Assistant Operations Director (Wiltshire), comments: "We are delighted to receive the 'Good' rating for Hayward Care Centre from the Care Quality Commission. It reflects how hard

the team work at the home to make sure that the residents happiness is at the heart of what they do and the environment in which they reside, along with the carers expertise, is to the highest standards."

CQC Report quote: "I would definitely recommend it as I am very happy here." The CQC inspectors



Patchett Lodge in Holbeach

Area Operations Manager for Patchett Lodge, Gill Clark, says: "I would like to say how delighted we are with this outcome for the home and I am very proud of everyone who worked very hard to achieve this all-round 'Good' rating. The report clearly shows that our residents very much enjoy living here and our staff find it a really happy place to work in."

CQC Report quote: "People told us they were happy at the home. They said that the staff were kind, friendly and supported them in a way which respected their dignity. There were enough staff to meet people's needs and staff had received the training and support needed to provide safe care. Care plans accurately reflected people's care needs and supported staff to meet those needs in a person-centred way."

commented: "Relatives told us they were made to feel welcome by the staff whenever they visited. We observed when staff engaged with people, they were kind and patient and their interactions were happily received by people who enjoyed speaking with staff."

What's on across the regions?



Memory Café
Please join us and share your experiences and ask for advice or information about any memory difficulties. Held at:

- Watersmead
- Monkscroft Care Centre
- Windsor Street
- Chilterns Court Care Centre
- Chestnut Court
- Athelstan House



BLUE LIGHT BREAKFAST
A 'thank you' for our Emergency Service Teams and Health care Professionals.

Reminiscence Club and Memory Café's

- Watersmead**
1st Friday of the month
10:30am – 11:30am
- Monkscroft Care Centre**
1st Wednesday of every month
2:00pm – 4:00pm
- Windsor Street**
Every 2nd Thursday
3:00pm – 4:00pm
- Chilterns Court Care Centre**
1st Thursday of the month
2:30pm – 4:00pm
- Chestnut Court**
Every 2nd Tuesday
2:00pm – 4:00pm
- The Lakes Care Centre**
Last Monday of the month
2:00pm – 4:00pm

Blue Light Friday or Wednesday

- Edwardstow Court**
Every Friday
8:30am – 10:00am
- Boultham Park House**
Every Friday
8:00am – 6:00pm
- The Lakes Care Centre**
1st Wednesday of the month
8:30am – 10:00am
- Grace Care Centre**
1st Friday of every month
9:00am – 10:30am
- Goodson Lodge**
Every Friday
9:30am – 11:00am



Coffee Morning at a home near you...
Coffee Morning to meet new people, so come and join us for hot drinks, cakes and entertainment.

CONNECTING COMMUNITIES

Coffee Morning/ Afternoon

- Stirlings**
Every Wednesday
2:30pm – 4:00pm
- Langford View**
Every Friday
10:30am – 11:45am
- Marden Court**
Every Wednesday
10:00am – 12:00pm
- Edwardstow Court**
Every Friday
10:30am – 12:00pm
- The Lakes Care Centre**
Every Friday
10:30am – 12:00pm
- Townsend House**
Last Friday of each month
11:00am – 12:00pm
- Windsor Street**
Every Saturday
10:30am – 12:30pm
- Grace Care Centre**
3rd Friday of the month
10:00am – 11:30am
- Patchett Lodge**
Every Tuesday
10:00am – 12:00pm



Cream Tea

Edwardstow Court
3rd Tuesday of the month
2:30pm – 4:00pm

Sunday Lunch Club / Fryday – Fish & Chip Club

Edwardstow Court
1st Friday of the month
12:30pm – 2:30pm

Brookside
Last Friday of each month

Grace Care Centre "Fryday"
Last Friday of the month
12:00pm – 1:30pm

Fry day fish & chip club



A lunch club for older people. Serving fish and chips from 12 – 1.30pm

£5 per person

Support Café for Carers and Relatives

Hartsholme House
1st Monday of the month
2:00pm – 4:00pm



THE LAKES GENTS' CLUB
3rd MONDAY OF EACH MONTH
10.00am – 12.00pm
REFRESHMENTS PROVIDED • DETAILS: 01293 202110

Gents' Club

The Lakes Care Centre
3rd Monday of each month
10:00am – 12:00pm

Cinema Club

Grace Care Centre
Every 2nd Thursday
4:00pm – 6:00pm



Cinema Club
Every Second Tuesday at 4:00 to 6:00pm (Approx.)
Showing at Grace Care Centre



Are you an unpaid carer or relative supporting someone living with dementia?
Pop in for a tupper and meet people in similar circumstances as you.
1st Monday of the month
Everyone is welcome and refreshments are offered.



BREAKFAST CLUB
We are offering the opportunity for youngsters to come and meet our residents

Toddlers Group

Marden Court
Every Thursday
10:30am

Athelstan House
Every Wednesday
10:00am – 11:30am

Isis House
1st Friday of the month
10:30am – 12:00pm

Knit & Knatter / Knit2gether

Larkrise Care Centre
Thursday mornings

The Lakes Care Centre
Every Thursday
10:00am – 12:00pm

Goodson Lodge
Every other Friday
10:30am – 12:00pm

Church Service

Apple Trees
4th Friday of the month
10:30am



KNIT & KNATTER
Thursdays at Larkrise Care Centre and The Lakes Care Centre

Get the best out of your move into Residential Care

Moving into a care home may feel like a daunting experience but there are steps you can put in place to help make the transition run smoothly, as explained below by Mandi Short, Home Manager of The Lakes Care Centre, South Cerney.

We recommend that you visit the home and get to know both the care team and the residents before the move. You could attend a coffee morning, visit over lunch and chat with the residents, or join in with an activity, such as gardening, baking or singing.

Your new home should be just as fulfilling as independent living, if not more so, and remaining part of your community is an important part of that. At The Lakes, we encourage all of our residents to remain part of the community by getting out

and about from visits to other local towns, pub lunches and garden centre visits. We also invite the community in on a regular basis to join our activities and coffee mornings and regularly host guest speakers, including Oxfam and Guide Dogs.

Your new home should welcome your friends and family at all times and enable you to still be able to socialise with them and have the space for relaxation, mindfulness and to enjoy group activities.

“Your new home should welcome your friends and family at all times and enable you to still be able to socialise with them.”

Everyone’s needs and interests are different and that is why it is essential you visit the home to get a good feel for it and check they can meet your needs both on a care basis but also with your well-being.

Residential care provides round-the-clock care, housekeeping, home-cooked meals and a tailored activities programme. You also have access to so many other services under one roof including: hairdressing, chiropody and accompanied medical appointments. You can receive extra support whenever you need it and still remain independent. *

For more advice on moving into Residential Care, please get in touch

0800 988 8133

www.osjct.co.uk



A much needed break with Respite Care

A respite or short-term stay may be needed for a period of recovery after an operation, accident or illness, or because the individual’s usual carer is on holiday or a short break.

Respite stays, by their short-term nature, can perhaps be a little daunting at first for both our residents and their loved ones. At OSJCT we understand this and make every effort to make our respite residents feel welcome, happy and valued.

It is not unusual for short stays to be repeated, and often our respite residents decide to stay for the longer term once they have experienced life with us here at OSJCT.

As a relative, friend or carer you can relax knowing that your loved one, patient or friend is in a safe, comfortable and friendly environment where they will receive high quality care that’s respectful of their privacy and dignity.



At OSJCT, our approach to respite care is no different to our approach for our longer-term residents. We know that being able to keep up existing hobbies and interests is a great way of maintaining independence. We also believe in giving people the opportunity to try new things – it gives a great sense of achievement and often fulfils long held ambitions to just “give it a go”.

Therefore, we offer the opportunity to enjoy a short care break in a comfortable and friendly environment, supported by our professional

team of carers. During a period of respite with us your loved one will be invited to join our home’s community and enjoy a short break tailored to their needs. Respite residents have the opportunity to take part in activities, join excursions, or simply relax in the home and enjoy freshly cooked meals, whilst maintaining their independence in the knowledge that our team is there to support them throughout their stay. Our respite residents are also able to book appointments with our visiting hairdressers and chiropodists as well as join day trips where available. *

For more information on our homes providing respite care or simply to find out a little more – please call 0800 988 8133, email enquiries@osjct.co.uk or go to www.osjct.co.uk/respite





things you
should know about
dementia

Dementia is something that affects families all over the UK and the number of families is expected to rise over the next few years. By 2025 more than a million people will have been diagnosed with the condition, which can have a considerable impact on the lives of the individuals and their families.

1. Nearly half of people with dementia go undiagnosed

The symptoms of dementia can often be mistaken for other conditions, especially in young people because it is often thought to be something that only affects the elderly. The term dementia describes a wide range of symptoms that steadily worsen over time, but early intervention can ensure people get the support that they need to plan and prepare for the future.

As dementia is caused by damage to the brain it's not possible to reverse the effects, however, there are a number of treatments that can slow down the disease progression. Healthy lifestyle and keeping active can reduce the risk of developing dementia.

2. You can still lead a full life with dementia

Dementia care has come a long way in the past few years and there are a variety of treatment options available for those who want support. This involves medication to slow the progression of symptoms, lifestyle changes and help or advice for family members.

People living with the condition can live active and independent lives for a long time but knowing what support and dementia care is available.

3. Younger people can be diagnosed with dementia

Although most people with dementia are older (over 65), more than 40,000 individuals have an early-onset version of the condition. This is usually caused by Alzheimer's disease but is often misdiagnosed as something else like mental health problems because of their age.

4. It's more than just memory loss

People often think dementia is just about memory loss, which can lead to misunderstandings about what is 'just old age' and what may be more serious. The symptoms a person experiences depends on what part of the brain is affected by the condition but there are a few that are common:

- Day-to-day memory loss
- Problems concentrating or planning
- Difficulty keeping up with conversations or finding the right word
- Problems judging distances
- Becoming confused about the day/date or about where they are
- Sudden mood changes

Experiencing one or more of the above symptoms doesn't mean you have dementia but it's best to consult a doctor as it may be a sign of something else. Depression, chest and urinary tract infections, vitamin and thyroid deficiencies and brain tumours can all cause similar problems.

5. You're not alone

It can be difficult discussing this sort of topic with a loved one, especially if they have been experiencing changes in mood or dislike visiting the doctor. There are lots of charities like the Alzheimer's Society that can help you talk to your relative about dementia and encourage them to see their GP. Reaching out to these support networks can make all the difference should you get a dementia diagnosis as they can advise you on the best type of care and treatment to get. *

Dementia Care at OSJCT

0800 988 8133

www.osjct.co.uk/life-at-osjct/types-of-care/dementia/

2019 Employee Awards

The shining stars of care homes, offices and schemes across the counties have been celebrated at our annual Employee Awards.

Dan Hayes, Chief Executive of The Orders of St John Care Trust, said: "I am constantly blown away by the hard work and dedication of our colleagues, who are committed to enhancing the lives of those who call our residences home. Celebrating employees who have gone above and beyond is one of the highlights of the year for me, and once again our colleagues have shone. A big congratulations to all of our well deserved winners."

Well done to everyone who took part and thank you to everyone in the Trust who works so hard! ✨

Oxfordshire

This year's awards were presented by Millie Wentworth-Stanley, Deputy Chairman and Oxfordshire Trustee, to:

Residential Homes

Carer of the Year
Kristina Richens (Langford View)

Young Carer of the Year
Holly Paget (Isis House)

Leader of the Year
Lyndsay Sard (Larkrise Care Centre)

Hospitality Award
Jason Rees (Marston Court)

Unsung Hero
James Heavens (Marston Court)

Volunteer of the Year
Eric Cashman (The Meadows)

Activity Co-ordinator of the Year
Angela Lindsay (Stirlings)

Newcomer of the Year
Ellie Glenn (Townsend House)

Office (Homes) Employee of the Year
Patricia Thomas (Langford View)

Extra Care Housing

Carer of the Year
Katrina Rowland (Moorside Place)

Young Carer of the Year
Courtney Hudspath (Petypher House)

Leader of the Year
Susan Woodley (Fernleigh)

Unsung Hero
Joint 1st - Tara Barber (Oxlip House) and Molly Clune (Erdington House)

Newcomer of the Year
Louise Marshall (The Paddocks)



The Long Service Awards were presented by Don Wood CBE, Chairman of the Trustees. These included:

- 30 years**
- Susan Crierie (Madley Park)
 - Cristina Mackrell (Marston Court)
 - Griffiths (Henry Cornish)

Wiltshire

This year's awards were presented by Mrs Sarah Troughton, The Lord-Lieutenant of Wiltshire, to:

Carer of the Year
Kelly Broad (Watersmead)

Young Carer of the Year
Taylar Ford (Seymour House)

Leader of the Year
Helen Butler (Hayward Care Centre)

Hospitality Award
Kirsty Comley (Marden Court)



Unsung Hero
Gary Bayliss (Seymour House)

Volunteer of the Year
Issy Warren (Athelstan House)

Activity Co-ordinator(s) of the Year
Jackie Davies (Buckland Court) & Lianne Jones (Coombe End Court)

Newcomer of the Year
Sara Leigh (Watersmead)

Office (Homes) Employee of the Year
Chris Sykes (Goodson Lodge)

The Long Service Awards were presented by Don Wood CBE, Chairman of the Trustees. These included:

- 40 years**
- Linda Jefferies (Hungerford House)
- 30 years**
- Elaine Evans (Buckland Court)
- 25 years**
- Julie Hatchman (Bemerton Lodge)

Gloucestershire

This year's awards were presented by Mark Cummings, BBC Radio Gloucestershire, to:



Carer of the Year
Debbie Dyson (Southfield)

Young Carer of the Year
Cerys Jenkins (Millbrook Lodge)

Leader of the Year
Lynne Donaldson (Monkscroft Care Centre)

Hospitality Award
Ruth Habgood (Paternoster House)

Unsung Hero
Matt Gresty (Henlow Court)

Volunteer of the Year
Don Wagstaff (Windsor Street Care Centre)

Activity Co-ordinator of the Year
Karen Doig (Bohanam House)

Newcomer of the Year
Lesley Strange (Southfield)

Office (Homes) of the Year
Sarah Griffin (Grevill House)

Trust Nurse(s) of the Year
Tracey Click (Bohanam House) & Kirsty Hopton (Millbrook Lodge)

The Long Service Awards were presented by Dan Hayes, CEO. These included:

- 40 years**
- Jane Matthews (Rodley House)
- 30 years**
- Lynda Preston (Paternoster)
 - Annette Davies (Rodley House)
- 25 years**
- Sandra Bartlett (Millbrook Lodge)
 - Linda Rivers (The Coombs)
 - Lynne Williams (Monkscroft Care Centre)
 - David Edwards (Chestnut Court)
 - Jackie Jones (The Coombs)
 - Julie Fluck (Rodley House)
 - Melanie Wicks (Chestnut Court)
 - Jennifer Newport (Millbrook Lodge)

Lincolnshire

This year's awards were presented by Jill Hughes, Trustee and HM Deputy Lieutenant of Lincolnshire, to:

Carer of the Year
Emily Grech (Digby Court)

Young Carer of the Year
Anne Courton (Digby Court)

Leader of the Year
Shelly Perry (Whitefriars)

Hospitality Award
Vanessa Burrows (Whitefriars)

Unsung Hero Award
Fosse House Team

Activity Co-ordinator of the Year
Susan Mottram (Whitefriars)

Volunteer of the Year
Ann Brown (Ermine House)

Homes (Support) Employee of the Year
Lisa Lawlor (Gregory House)

Office (Support) Employee of the Year
Stuart Furnish (Eyre Court)



Newcomer of the Year
Nutti Miscoci (Boultham Park House)

The Long Service Awards were presented by Don Wood CBE, Chairman of the Trustees. These included:

- 35 years**
- Jacqui Luke (Fosse House)
- 30 years**
- Sarah Porter (Gregory House)
- 25 years**
- Gill Cooch (Skirbeck Court)
 - Barbara Gilbert (Whitefriars)

Find out more about the great work by our employees:

0800 988 8133

www.osjct.co.uk

Looking for a *career* with OSJCT?



We've grown significantly since we started caring for residents 25 years ago and now we need more people with the right mix of skills, passion and ambition to help us grow even more.

Don't worry if you're new to care – we'll provide training and development before you start.

Great training and development

We're proud to offer excellent training and development and nationally recognised qualifications – it means we can help you take the next step and pursue the career you want.

Why being a charity matters

As a 'not for profit' organisation, we invest every penny we make in the people who live in our homes and the people who work here too. This means better quality care and lovely homes for our residents, along with competitive pay and benefits and great training and development for our people.

We're currently modernising our portfolio of care homes – refurbishing our existing

properties and also building new inspiring, contemporary care homes.

Most importantly, we provide outstanding care, working closely with leading experts on dementia and care for older people.

Special roles for nurses

Nurses at OSJCT enjoy a great deal of autonomy and responsibility. You'll often take on leadership roles while continually role modelling ways of working. You'll also enjoy seeing the daily impact you're having on the home and the health and happiness of our residents. We will support you with your continued professional development, making sure your skills and knowledge are up to date while helping you reach your full potential.

Friendly environment

At OSJCT we care about our residents and we care about each other. At each of our care homes, you'll find a friendly, inclusive, welcoming environment. Binding all our 4,000 plus employees together right up and down the country are OSJCT's five heartfelt Values, which put our residents firmly at the heart of everything

we do. You can read them in full at OSJCT Values (www.osjct.co.uk/about-osjct/values). Our Values also underpin all our employment policies, so you can be reassured that our recruitment processes are transparent and fair.

Register at our talent bank for future opportunities

Even if you don't see a role for you now, we are always looking for great people across a wide spectrum of roles, so please register at our talent bank so we can contact you in future.

So if you want to join a vibrant team and help take great care of our residents, please get in touch. ✱

www.osjct.co.uk/find-a-job



Join our local homes for

Care Home Open Day 2019

Celebrating Arts in Care
28th June 2019

Join us while we celebrate 'Arts in Care' for Care Home Open Day 2019.

Find out more at www.osjct.co.uk

A message from Don

I was delighted to receive the news in May that our Care Quality Commission compliance levels (Outstanding and Good) have leapt up to 87.9%, meaning that the Trust currently sit significantly above the national average. This magnificent outcome is a testament to the commitment, determination and hard work of all the teams involved and an excellent example of what can be achieved through taking a collaborative approach.

Congratulations to the individuals who were nominated for the OSJCT Employee Awards. There have been wonderful ceremonies in all of the

regions where the Trust operates. It has been a privilege to attend some of the events to celebrate individual successes, made even more special by the fact that they were nominated by their colleagues.

We have continued to renew our estate with two brand new homes, Edwardstow Court Care Centre and Grace Care Centre, opening in September and October respectively. The purpose-built home environments were specifically designed to support the needs of older people and those with dementia. Both homes were recently rated as Good by the Care Quality Commission at their first inspections. Feedback from residents and families has been positive with both homes scoring very highly on the Carehome.co.uk ratings website.

Since the last Trust in Care we have welcomed a new Trustee, Tim Church, to the Board. Tim's appointment particularly strengthens the financial expertise of the Board. Tim will be visiting homes in due course, as part of his Trustee duties.

Finally, I would like to thank Jo Blackburn (Care Quality Director) who after almost three years of service, will soon be leaving the Trust. My colleagues and I wish her every success in the future. ✱

Don Wood
Chairman



Where we are

Gloucestershire

- | | |
|--------------------------|-------------------------------|
| 1 Chestnut Court | 11 Rodley House |
| 2 Edwardstow Court | 12 Southfield |
| 3 Grace Care Centre | 13 The Coombs |
| 4 Grevill House | 14 The Elms |
| 5 Henlow Court | 15 The Lakes Care Centre |
| 6 Jubilee Lodge | 16 Westbury Court |
| 7 Millbrook Lodge | 17 Windsor Street Care Centre |
| 8 Monkscroft Care Centre | 18 Wyatt House |
| 9 Orchard House | |
| 10 Paternoster House | |

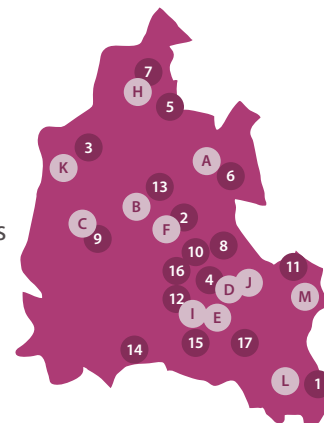


Lincolnshire & Suffolk

- | | |
|--|--------------------------|
| 1 Apple Trees Care & Reablement Centre | 9 Gregory House |
| 2 Becksides | 10 Hartsholme House |
| 3 Boultham Park House | 11 Patchett Lodge |
| 4 Digby Court | 12 Skirbeck Court |
| 5 Eresby Hall | 13 Southfield House |
| 6 Ermine House | 14 The Poplars |
| 7 Fosse House | 15 Whitefriars |
| 8 Foxby Court | 16 Oxlip House (Suffolk) |

Oxfordshire

- | | | |
|-------------------------------|---------------------------|-------------------|
| 1 Chilterns Court Care Centre | 10 Marston Court | B Erdington House |
| 2 Glebe House | 11 Meadowcroft | C Fernleigh |
| 3 Henry Cornish Care Centre | 12 Old Station House | D Isis Court |
| 4 Isis House | 13 Spencer Court | E Mayott House |
| 5 Lake House | 14 Stirlings | F Moorside Place |
| 6 Langford View | 15 The Meadows | H Orchard Meadows |
| 7 Larkrise | 16 Townsend House | I Petypher House |
| 8 Longlands | 17 Westgate House | J Shotover View |
| 9 Madley Park House | | K The Paddocks |
| | Extra Care Housing | L Towse Court |
| | A Centurion House | M Windmill Place |



Wiltshire & West Sussex

- | | | |
|--------------------------|------------------------------|--|
| 1 Ashwood Care Centre | 9 Fives Court | 15 Seymour House |
| 2 Athelstan House | 10 Goodson Lodge Care Centre | 16 The Cedars |
| 3 Avonbourne Care Centre | 11 Hayward Care Centre | 17 Watersmead |
| 4 Bartlett House | 12 Hungerford House | 18 Willowcroft |
| 5 Bemerton Lodge | 13 Marden Court | 19 St Wilfrid's Arundel Priory (West Sussex) |
| 6 Brookside | 14 Ridgeway House | |
| 7 Buckland Court | | Extra Care Housing |
| 8 Coombe End | | A Florence Court |

FOLLOW US

@OSJCT

f /osjct

@OSJCT

www.osjct.co.uk

0800 988 8133

