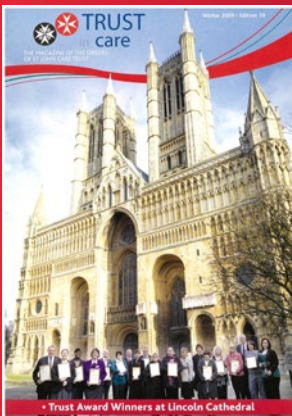
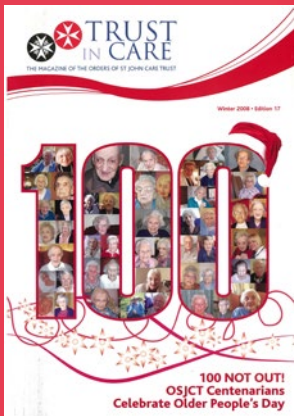


40th Anniversary Edition Ruby



40th Ruby
Anniversary Edition



A big
'Thank you'
pg 08



An emotional
farewell
pg 24



The Orders of
St John
Care Trust

Trust in Care

SUMMER 2020 • EDITION 40

THE MAGAZINE OF THE ORDERS OF ST JOHN CARE TRUST



100
club
pg 14

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This
Special Anniversary Edition

is a representation of over 20 years
of The Orders of St John Care Trust
'Trust in Care' magazine.

Copies are available on request

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04



A MESSAGE FROM Dan

When I wrote my last column for Trust in Care, we were looking forward to celebrating Christmas in our homes and schemes and planning exciting activities for our residents and tenants to get involved in during 2020.

None of us had any inkling of what the first half of the new year would bring, and how, as a Trust, we have had to adapt and change to ensure residents and colleagues remained safe in our homes.



I'd firstly like to pay tribute to the incredible teams in our homes and schemes, who have worked tirelessly in caring for our residents and tenants to keep them safe

during this difficult time. I'd also like to praise our central teams, many of whom have changed their roles to support frontline colleagues. Families and loved ones must be thanked for their flexibility, patience, and support for our teams and lastly, a big thank you to our army of volunteers who have adapted brilliantly to the situation and found innovative ways of continuing to provide an invaluable service to the Trust.

We have engaged at the highest levels of Government to underline the important role that care homes play in the social care system, being considered alongside the NHS in terms of access to Personal Protective Equipment, testing and so on. Thankfully, our voices have now been heard and we have seen improvements in accessibility to these essential tools to help us keep everyone safe.



Many of the articles in this, our Ruby edition of Trust in Care, focus on how we have overcome adversity in the most challenging of times; how local communities and suppliers have responded overwhelmingly to support us and of course how our residents continue to enjoy life.

We are now working very hard to achieve a sense of normality; we are facilitating visits; we are open for new admissions and we are continuing our strict protocols to ensure residents and tenants stay safe. *

Dan Hayes
Chief Executive



05

Rainbows of Hope

Life After COVID-19

Being told you've tested positive for the virus can be a very worrying time. We spoke to some of our residents who have recovered from COVID-19 and here's what they had to say.

Muriel - "It was a real challenge and it made me realise how vulnerable I was during that time; but for the encouragement of the staff I don't know how I would have got through as well as I did. A big, big thank you to the carers."

Words cannot express how thankful and grateful I am for all that you've done for me, especially when I was told I got the virus I felt I was sinking into a big black hole and you were able to encourage me to step out and look beyond the virus.

I would like to talk to others that have had the virus as well, and try to encourage them to see it as having been a challenge and there's a new chapter now and we need to live it."

Muriel also wrote a lovely letter to the home to express her personal thanks to everyone who had looked after her while she was unwell.

Margaret - "I can't thank the carers enough. They were marvellous. Now that I've recovered, I want to go dancing." Margaret was a dancing teacher so when she's up and about she's

Beryl - "I'm looking forward to having my hair done and then going for a walk in my wheelchair and going to shop for clothes. I suddenly realised that probably no-one attended my husband's grave so I phoned up my son who lives quite near; he told me that he's tidied it all up and he's going to the garden centre to get some fresh flowers to put on there."

Patrick - "When I knew about COVID-19 I was worried, very worried. I don't have a secret to getting better because I didn't know I was ill - I'm looking forward to a cup of tea and a bacon sandwich - thank you, you wonderful carers."

Different times, same Trust

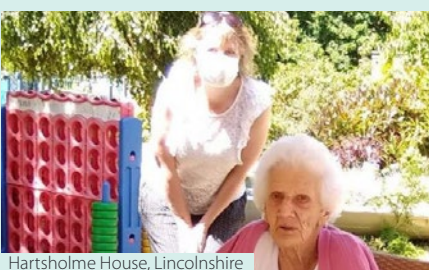


Life in our homes has certainly been different in the last few months as we have contended with the difficult challenges that the pandemic has brought.

Our teams in the homes, and also those in support functions, have worked tirelessly to ensure that loved ones were kept safe, supplies

of essential equipment such as PPE reached homes in good time and families and friends were kept up to date with changes and developments in our homes.

We've now been able to open up our homes to enable visits to take place, with a booking system to ensure we can facilitate as many reunions as possible. Visiting guidance is changing regularly but at the time of writing residents can have 2 visitors in our outdoor spaces or 1 visitor indoors if unable to be outdoors. More detailed information can be obtained from the home.



We're also exploring how we can safely open up communal areas so that residents can venture out of their rooms for a time and reunite with their friends in the home.

Here are some of the recent visits that family members have enjoyed with their loved ones. *



Hugh's Poems

The Best OSJ Team There's Ever Been!

They always arrive with a friendly smile,
No matter how great the task or trial.
They change quite quick into tunics
And, once on the floor, begin their work,
So residents feel safe and secure,
The best feeling all our Carers ensure.
Carers strive to engage and interact,
And with their residents laugh and chat.

But, let's herald other leading players,
For they, too, are seasoned stayers -
Those who serve Highlights of the Day
For the dining table or placed on a tray.
It brings a sparkle to residents' eyes,
Whether Sunday roasts or apple pies!
But guaranteed to bring a smile on lips
Is the prospect of ice cream or chips!

Though, in these times, it must be seen
A home is safe and also sparkling clean.
The Housekeeping staff play as a team,
Ensuring handles and rails always gleam.
They vacuum carpets, sweep the floors
And there's never been more shiny doors.
Handymen maintain fundamental roles,
Helping all Units achieve their goals!

'Front of House' staff we also applaud:
Keeping registers, rotas and records,
Hoping no computer ever palls or stalls,
While Activities go round making calls.
Tho' never before held at such a station,
Senior Staff all rise to this unique occasion -
Always expected from double cream -
To support their World Class OSJ Team!

Carer

I'm a Carer and due to you
I love the job that I do.

I'm a Carer and travel many a mile
To see the sunshine of your smile.

I'm a Carer neighbours catch a sight,
Early in the morning or late at night.

I'm a Carer who you can ask,
Whatever the need or the task.

I'm a Carer who makes you laugh
And prepares your food and your bath.

I'm a Carer who gives you a wave,
A warm wash and a smooth shave.

I'm a Carer who'll always come back
To have a laugh and share a chat.

I'm a Carer who comes to your home
And makes sure you don't feel alone.

I'm a Carer who'll always stay,
Whatever storm is on the way.

I'm a Carer and try to be strong,
So life for you won't go wrong.

I'm a Carer who understands,
Sometimes you need to hold my hands.

I'm one of those who give their time
To serve and stay on the Front Line.



A BIG Thank You!

Our homes sit at the heart of their communities. Local community groups, exotic and not so exotic animals, musicians, local DJs and even bagpipe players are regular visitors to our homes. Many of our residents also venture out from our homes into their local communities, engaging with local businesses and people and simply having fun.

The pandemic has meant that normal routines have been interrupted but our communities have responded brilliantly, and we have been simply overwhelmed by the generosity of local businesses. Gifts of food, flowers, plants, cakes, magazines, books and even hand gel have flooded in to keep our residents' spirits up. We just wanted to take a moment to say thank you...

Salisbury firm Radiquip Media Services had been due to attend an event at Avonbourne Care Centre, but this had to be cancelled because of the restrictions on access. To make up for this the company donated more than

60 bunches of daffodils for the residents.



Pizzas were on the menu at Monkscroft Care Centre thanks to the generosity of Cheltenham painting and decorating company Decorative Holmes. The home was also grateful for the flowers it received from local firm The Flower Man.



Coombe End Court was delighted to receive a delivery of surplus food and other items from Marlborough

College. The home also received flowers from Tesco in Marlborough.



Lake House was sent some delicious cakes. The team at Spencer Court loved getting two boxes of creme eggs, a huge box of biscuits and a hamper of chocolates. Townsend House was delighted to receive a special thank you cake from a resident's relative in America!



Tesco in Brackley delivered these beautiful blooms for residents at Larkrise Care Centre, which also received food from A&C Fish Bar in Banbury and the Gaydon branch of Subway.



Rodley House has had kind donations from Greggs, Aldi UK and Homesense.



Gregory House employees were touched by the Local Community District Nurse Team sending them a carrot cake to say thank you for their ongoing support, and the care team at Oxlip House really appreciated a care package of snacks and toiletries donated by the local community.



Residents at The Meadows were delighted to receive a donation of orchids and potted plants from Chilton Garden Centre.



The generosity of the local community over the past few weeks has overwhelmed the staff at Gregory House on Welby Gardens in Grantham.

Resident, Jean Miller said: "I am so happy with my goodie bag from Grantham Lions, receiving this has put a big smile on my face."



Morrisons donated food items to Gregory House and flowers to Whitefriars which also received a food package from Café Nero.



Superdrug in Abingdon very kindly managed to source Old Station House 40 large and 40 small bottles of hand gel.



Athelstan House had a donation of plants for its garden from Malmesbury Garden Centre and Millbrook Lodge was given some gorgeous indoor flowers from Brockworth Garden Centre. B&Q Trowbridge kindly donated flowers to be planted in the gardens of Goodson Lodge and Southfield House received a donation of bedding plants from Kindergarden Plants as well as lovely flowers from Spalding Parish Primary School.



The Tesco store in Kidlington donated enough flowers for all the residents and carers at Moorside Place which really brightened everyone's day and even prompted a few happy tears!



Thank you cards have poured in from residents' families to the team at Boutham Park House, who are so grateful for such support.



Watersmead benefitted from a donation of flowers, magazines and books from the Warminster Waitrose and Townsend House has also had deliveries from their local Waitrose of plants, flowers, puzzle books and magazines.



Thanks to Alexandra Workwear, based close to Grace Care Centre in Thornbury, near Bristol, for their generous donation of PPE including gloves, face masks and aprons which we have distributed across our homes. *



The impact of iPads

Learning a new skill in your later years is not the easiest of tasks, especially when it involves technology. While younger generations have grown up with mobile phones, evolving into smart phones and associated “tech”, many of our residents have not had such exposure.

But curiosity and a desire to learn certainly took centre stage when iPads were delivered to all our homes and residents discovered that this technology could help them stay connected to their friends and family during the lockdown. There has been a lot of fun and laughter as residents learnt how to Skype with their loved ones and share special moments that would normally happen face to face.

A big thank you to our IT department who did a sterling job in setting up and distributing the iPads as a priority into the homes to allow family members and friends to easily keep in touch with residents via Skype. As well as staying in touch with people who are unable to visit in person, the iPads are also being used for virtual GP consultations.

The iPads have also proved a crucial lifeline in helping relatives and residents connect special occasions, including residents’ birthdays.

The team at Jubilee Lodge made sure Mary celebrated her 100th birthday in style, with a card from The Queen and a super cake with candles and sparklers!

Although a bigger birthday party is now on hold, Mary was able to have a video Skype call with her daughter in Scotland and enjoyed a visit from her other daughter who was able to wish her mum ‘happy birthday’ through the window.



Mary was also treated to a manicure and presents, balloons and cards galore before the whole home sang ‘happy birthday’.

Colin, of Langford View, also enjoyed being able to chat with his family via Skype on his 90th birthday after his plans for a big family party at the home had to be postponed.

The home even managed to hold a group family Skype call where all his family were on screen at the same time so they could all sing ‘happy birthday’ to him together!

Colin, who was particularly delighted to see his granddaughter via Skype, said he couldn’t believe the technology of today!



trust
we
care.



Every resident has access to
**iPads to enable
video calls**



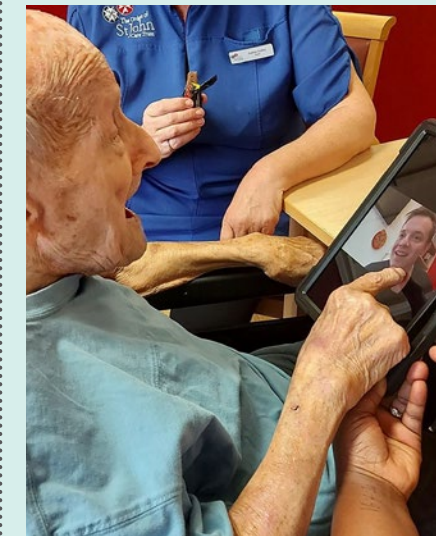
Phyliss from Gregory House also tried out the new iPad on her special day! Phyliss said that although she couldn’t see her family in person, she had a lovely birthday and received some beautiful flowers and lots of cards.



Here’s Gillian of Townsend House having her first Skype call. The home said Gillian was thrilled to be able to speak to her daughter and that it had brought her “priceless” pleasure.



Townsend House also captured this special moment when William chatted with his family via Skype!



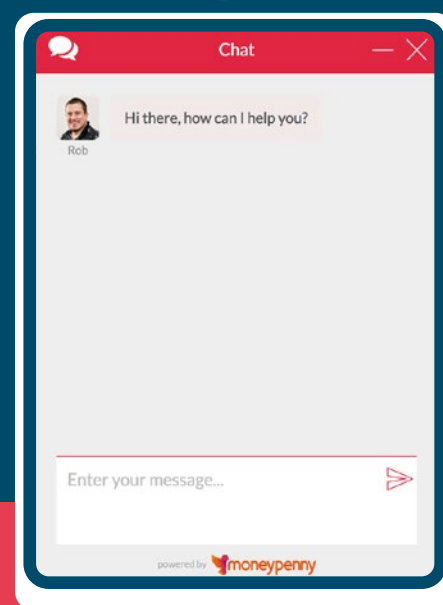
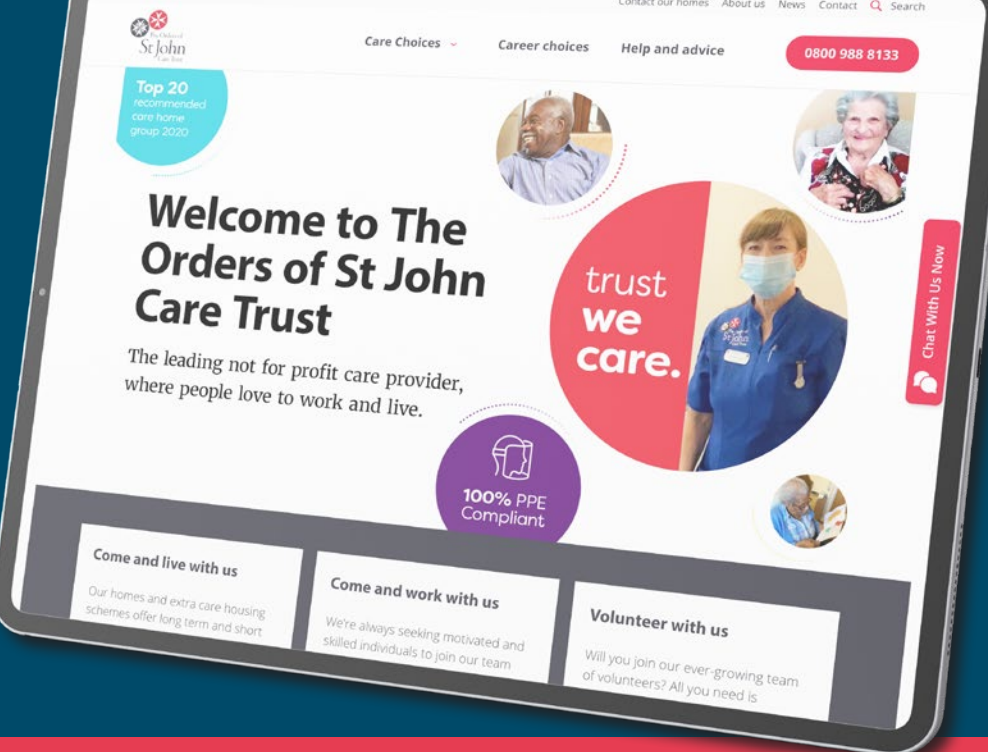
Old Station House resident Pat Wheeler’s face lit up when she saw her daughter Trish and heard her say “Hello Mum” from the iPad!



Kerry Dearden, Deputy Chief Executive, said:

“

This technology has helped to provide a vital link between residents and their loved ones and has gone a long way to tackling the problem of social isolation at such a difficult time. We’d like to thank The Order of Malta and Softcat, a strategic IT provider of the Trust, for their generous donations of either funding or iPads which have allowed us to make even more equipment available than we had originally envisaged. Residents love having a video chat, and we’ve had some lovely feedback from relatives who are also delighted to be able to keep in touch with their family members in this way.” *



Creative Communication

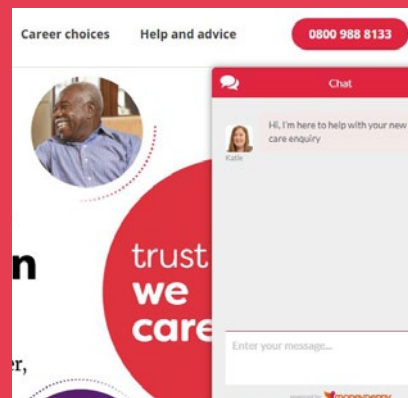
In our last edition of **Trust in Care** we proudly announced that we'd launched our new website. Since then we've been working very hard on some additional features and benefits to make it even easier for potential residents and their families to choose a home and for those who want to work with us.

A big question we're always being asked is – "how much does it cost?" We've now added a pricing section to all our homes pages so prospective residents and their families can compare homes on their shortlist and make a choice that sits within their budget.

Care Type	Price From
Dementia long term	£1075
Dementia respite	£1025
Residential long term	£950
Residential respite	£910

We've also recognised that sometimes people have a quick question and need signposting in the right direction, or perhaps a phone number, or want to know how to join our team etc. We are piloting a "LiveChat" feature which

is easy to use and gets you answers within minutes. We launched this in late June and in the first month we've already engaged in 1,240 number of chats, so it's proving really popular and we're delighted that the feature has been so well received.



One of the less fortunate outcomes of COVID-19 has been the fact that families and friends have not been able to visit their loved ones. So we decided to bring their loved ones to them by creating our "Moments" section on our website - www.osjct.co.uk/moments. Moments brings to life all the wonderful activities that our residents have been involved in during the lockdown. They've certainly been having fun!

Coming soon...

We're excited to share with you that we're working on videos so that you can see what it's like in some of our homes. You'll be able to meet the team in a virtual capacity and see for yourself the main areas of the homes from the comfort of your living room.

We're also looking at a facility to book virtual tours, where someone from the home that you're interested in can show you round.

We'll keep you posted on these, and more exciting developments, as they happen.*



FREE HOT DRINKS

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 any day.

For participating homes and for event information, contact: **0800 988 8133**, go to osjct.co.uk, visit our Facebook pages

Free coffee mug also available for Health Care Professionals and Emergency Service crews.



Meet the team online now at: www.osjct.co.uk

100 years young and a VE Day Veteran

When we welcome new residents into our homes, we're always keen to find out as much as we can about their life before they came to us. They come from all walks of life and we get to hear fascinating tales of unusual or exciting hobbies, adventures and holidays, love stories, high-flying careers and in many cases stories of service to their country. Reminiscence plays an important role in maintaining a vibrant community in our homes and we encourage it at every opportunity.



This year we were thrilled to hear the story of Dick Charlton, our very own WW2 veteran, who is a resident at Chilterns Court in Henley, his home town. Prior to moving into Chilterns Court, Dick was a very active member of his local community and in 2018 was awarded a Town Medal for service to the town. Dick, who turned 100 in June, shared his memories of his time during the war with the Henley Herald where he fought bravely on the front line before being captured and held as a prisoner of war. At the end of the war, Dick had an epic journey home but finally made it back home safely.

Birthday celebrations were not thwarted too much by the lockdown either. Over 200 cards arrived for

him at the home, following an appeal by Henley Mayor, Ken Arlett, to recognise Henley's last surviving WW2 veteran, and of course he received a wonderful card from Her Majesty the Queen to mark the special occasion. Friends and family, town councillors and officers all turned up outside Chilterns Court to sing Happy Birthday after which Dick was able to enjoy tea and cake in the home's peaceful garden with his granddaughter and great granddaughter. *



It wasn't just Dick Charlton, (featured on the opposite page), who became a centenarian this year. The lovely Lily from Grevill House in Cheltenham joined him in the "100 Club" this year.

Lily was presented with a fabulous birthday cake, made by the staff at the home, with candles and balloons in the shape of '100' and a beautiful handmade card. She was rather taken aback at the special card she received from the Queen, saying "are you kidding me, a card from the Queen?!"



She's looking forward to a bigger celebration later in the year, but

the team ensured she spoke to her family on the day and made her feel very special.

Joining Lily and Dick in this special Club is Eileen, a resident at Avonbourne Care Centre. Eileen's love of music meant the kitchen team had creative licence to bake a fabulous birthday cake in the shape of a piano. Eileen was delighted to receive her card from the Queen to celebrate this amazing milestone and says she'll display this in her room with much pride.

And no-one was left out as fellow residents helped to design and make Eileen's special card - this took the form of a banner from which they were able to hang their good wishes and birthday messages.

Eileen received lots of cards from family and friends – even the Mayor of Salisbury made an impromptu visit to deliver a card. To top it off, a member of her family was able to drop in and visit her.

Eileen said,

"Thank you so much, it's been lovely".

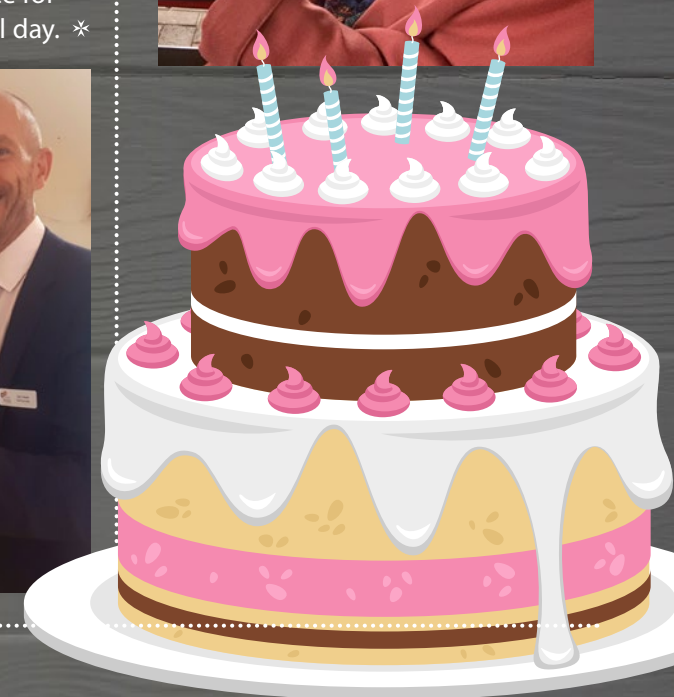


And last, but by no means least, Alison from Lake House in Banbury celebrated her special birthday in July.



Alison is very active and has lots of interesting pastimes, but her real passion is dancing. Last year our CEO, Dan, learnt the moves to the waltz so he could dance with Alison at her birthday tea dance.

Unfortunately, this year it hasn't been possible for Dan to join Alison for a 100th birthday dance, but he sent her a special birthday message instead. The team at Lake House also asked people to send in video messages of all kinds of dance for Alison to enjoy on her special day. *



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*

Residents enjoy something special

Tea and coffee retailer Whittard of Chelsea is helping to raise the spirits of Wiltshire care home residents who are missing visits from family and friends during lockdown.

The company has given packs of tea and biscuits to all 68 care homes and 14 extra care housing schemes run by The Orders of St John Care Trust (OSJCT) to help homes and schemes host afternoon tea treats for residents.

They have been enjoying different flavours from classic blends such as English Breakfast and Earl Grey to unique flavours like Mango & Bergamot green tea and Afternoon Tea — and many homes have used the gift to lay on special afternoon teas, with cake and sandwiches,

to create a party atmosphere. Extra packs of tea and biscuits have also been given for the home's carers, when they get the opportunity to take a break.

Kerry Dearden, Deputy Chief Executive of OSJCT, said:

"We are so grateful for this very generous gesture from Whittard of Chelsea. Teams in homes' are working incredibly hard during very challenging times to ensure that residents are kept as engaged and busy as possible while visitor access is restricted.

"Special afternoon tea sessions are a perfect way of giving our residents something to look forward to, and a great reminder to enjoy small moments of pleasure."

Nathan Smith, CEO of Whittard of Chelsea, said:

“It is our pleasure to support The Orders of St John Care Trust during this challenging time. Hopefully, some great tea and biscuits will help to raise the spirits of both the residents who are unable to see loved ones, and the staff who are doing such a fantastic job across the country.”*



Easter eggs go down a treat!

Residents at care homes in Wiltshire and Gloucestershire received a tasty Easter treat thanks to a generous donation of chocolate eggs from a Cirencester company.

St James's Place Wealth Management donated 1,800 chocolate eggs to bring some Easter cheer to residents living in 18 homes run by The Orders of St John Care Trust (OSJCT).

A spokesperson for St James's Place said: "We appreciate, in these unprecedented circumstances, that social distancing and isolation may be having a profound effect on



many in our local communities and we hope these gifts will bring some small pleasure at such a difficult time."

Sian Dewhurst, Volunteer Events Manager for OSJCT, was among the trust employees dropping off the donated Easter eggs at care home front doors.



She said: "This is an incredibly kind gesture, which we are sure will be appreciated by our homes.

"It really means so much to our residents to know that other people are thinking of them at this time." *

Uniform bags a hit with Athelstan House Care Team

Thanks to the fantastic sewing skills of local people and businesses, care teams at Athelstan House have some beautiful handmade bags to wash their uniforms in.

Fiona Danford, whose father is a regular visitor to the Day Centre, called on the assistance of friends and the local community to make the bags. A local business in Malmesbury, Amano Tailors, also took a break from their traditional tailoring activities to make and donate uniform bags to the home, kindly coordinated by Aimee Frankham.



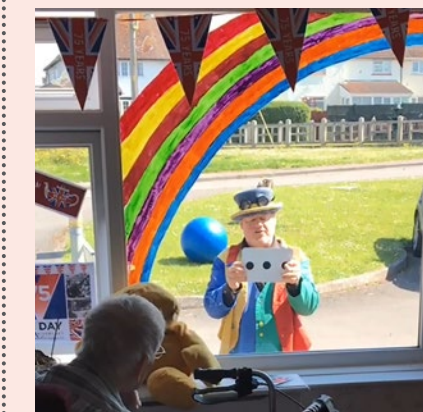
Cathy Fountain, Home Manager at Athelstan House, says: "We're really grateful to Fiona and Aimee for their donations, which have been so well received by our care teams. We try to bring the community into our home as much as possible, and this a great way of doing so whilst keeping everyone safe." *



Jonathan the Jester entertains from a "social distance"

Jonathan the Jester has been along to Buckland Court to perform for their residents through their window!

The Order of St John Care Trust site on South Mill Road planned activities to mark the 75th anniversary of VE Day. Their celebrations included a tea party and toasts for the residents, and a 'street party' along the main corridor of the care home.



They also invited local entertainer Jonathan the Jester to put on a show for the residents, with him outside the home, and the residents watching from their windows. Jackie Davies, who works at Buckland Court has told Spire FM it was a great couple of days for everyone at the home.



She says they "all kept their distance but celebrated together" and that "the residents had the biggest smiles on their faces" when he came to see them." *



Fun & Vibrant
social distancing activities



trust
we
care.





Recognising the contribution of volunteers has never been more important

Catherine Semmence, our Head of Volunteering, shared her thoughts on how this year's Volunteers' Week was very different to when she joined the Trust – exactly a year ago to the day – during Volunteers' Week.

This year was different. I couldn't catch up with any of our amazing volunteers in person. But what I knew is that they were busy volunteering in some capacity, albeit in a different way to before. Some were in our homes helping our residents carry on as normal, and let me tell you, 'normal' in an OSJCT home usually involves a whole heap of laughter! For those who couldn't volunteer in their usual way, well they were busy writing cards or keeping in touch with residents via Zoom. Others were waving through closed windows or leaving sweet treats and notes at the door. Whatever their volunteering looks like right now, it's making a difference in someone's life.

When I asked employees why volunteers are so important in their home, there is no hesitation, the answers just roll off their tongue;

“Volunteers help bring the local community into our home. These are communities that many of our residents grew up in, so they are able to share stories, even though these sometimes happened generations apart!”

“Where do I start? Put simply they're a valued part of our home team.”

I hear stories every day about the difference our volunteers make to our residents, but I want to share just one, because for me it demonstrates perfectly the impact that our volunteers have.

When Jakub moved into the home for some respite care, he knew only a little bit of English, having grown up and lived in Poland for most of his life. Our volunteer Gabi, also a Polish national, discovered the language barrier and immediately made it her mission to help him settle in.

She spent time chatting with him, over Polish treats she brought in to give him some memories of home. She also brought in a translation dictionary which got well used by Jakub and the home team, both learning a little of the other's mother tongue.

Lyndsay, the Home Manager told me, “It is inspiring seeing how our volunteers can make such a huge difference to our residents' lives. Gabi made the transition of moving into a home for a respite stay so much smoother for the resident; she put him at ease and made him feel at home.”

Despite COVID-19, we spent our Volunteers' Week recognising and thanking our volunteers in a variety of different ways, including the residents themselves who made beautiful handmade cards for their volunteers. We're proud to have such a fantastic team of volunteers supporting our work and we cannot thank them enough. *



Could you be our next volunteer?

“Volunteering with OSJCT is time well spent. You make lots of new friends, both residents and staff. You come with a sense of achievement knowing that you have made such a difference in somebody's day.” Matt, Oxfordshire.

“If you are thinking of volunteering, I highly recommend doing so with OSJCT. You will get a great deal of satisfaction as well as learning new skills and gaining new friends.” Pat, Gloucestershire.

These are just some of the things our volunteers tell us about why they love volunteering at their local OSJCT home. Not only do they make a huge difference in the lives of our residents by sharing their hobbies, interests, skills and time – but they get something back in return.



If you have a few hours to spare or you know someone who is looking for something fun and rewarding to do in their spare time, then look no further. We have a range of roles available so are bound to have something to suit you. *

You can search opportunities local to you at:
volunteer.osjct.co.uk

Get in touch with our Volunteering Team at volunteer@osjct.co.uk.

Same colleagues, different roles

Central support teams provide financial, marketing, HR, recruitment, development, procurement and IT support to homes and ECH schemes throughout the Trust.

Whilst teams such as procurement, IT and recruitment remained focussed on their day jobs – sourcing PPE (seven days a week in the early days), setting up iPads and tablets for distribution, ensuring a good recruitment pipeline – other teams were asked to consider volunteering to temporarily redeploy to different roles to support frontline colleagues.



Kerry Dearden, Deputy CEO, said: “I was overwhelmed by the number of people who were happy to volunteer to support areas in which they had no previous experience or training.

“Some colleagues have changed their jobs entirely; stepping away from their normal roles and becoming part of the working group who review government guidance, drafting protocols and guidance for our homes and schemes.

“Individuals from finance, marketing, information governance, executive assistant teams, reception/ administration support and our peri-handymen have run regional PPE stores under the leadership of the Property team, often travelling

far and wide to make deliveries; sometimes late at night or on a weekend.



“Two members of the marketing team are supporting recruitment with interviewing, and one of our customer service team who normally handles our enquiries line has headed into Old Station House as an administrator.”

“I couldn't be more proud of the efforts made by all our teams and the lengths to which they are going to help support our frontline service heroes. Thank you to every single one of you and I look forward to the time when we can see everyone in person again and celebrate ‘Virus End Day’, as one home manager described it.”

Kerry Dearden, Deputy CEO *

Meet Goodson Lodge resident MOLLY

Life in our homes has certainly been different during lockdown. We spoke to Molly, one of our residents at Goodson Lodge in Trowbridge, about her personal experience.

Molly explains that the lockdown has meant either finding different things to do or doing things differently.

“I can’t think of anywhere you would be better cared for than in here. Everyone else does the worrying and you can sit back and enjoy yourself and take advantage of all that’s going on.”

She enjoys knitting and any spare half hour is filled with making things for the premature baby unit in Bath. When she’s not beaver away with her knitting needles, Molly is taking part in a whole host of activities at the door to her room. She loves dominoes and scrabble and enjoys poetry.

Prior to lockdown, one of the volunteers would come into the home and read some poetry, which they would then discuss. Thankfully, this hasn’t had to stop as they are now doing it via video conference!

The Activities Coordinator has been keeping residents busy with exercises in the doorway to their rooms too, although Molly admits that 25 minutes of working out her whole body can be fun, but quite tiring. This doesn’t stop her though and she’s always ready for the next session.

Molly heaps praise on all those who work in the home, feeling sorry for them having to wear PPE equipment to keep everyone safe. She says, “I admire them so much; they always come into my room with a smile, leave with a smile and are very cheerful. We are cared for so well here.”

Molly has found it difficult not being able to see her family; she recently became a proud great grandmother for the sixth time. She’s looking forward to the time when they can be together again but appreciates that the lockdown has been vital to

safeguard everyone who lives and works in the home.

As lockdown is easing, Molly has been able to go and enjoy a socially distanced breakfast in the dining room, where it’s a great opportunity to socialise with other residents. She’s also looking forward to spending time in the garden lounge where there are more friends to catch up with, as well as getting out into the garden. She admits that she loves being outside, so will be taking advantage of any trips that are organised when it’s safe to do so.

So, what’s Molly’s summary of life at Goodson Lodge? “I can’t think of anywhere you would be better cared for than in here. Everyone else does the worrying and you can sit back and enjoy yourself and take advantage of all that’s going on.” *



Moving into our Care Homes

At the height of the pandemic, we were unable to welcome new residents into our homes as we needed to take care of those already living with us. The good news is that the situation has now changed, and we are ready and waiting to welcome new friends.

If you’re looking for a home for yourself, or a loved one, here are some key things you’d probably like to know.



1 Will I have to self-isolate when I move in?

Our protocols mean any new resident coming to the home will be supported to self-isolate for 14 days. Also, if you are moving into one of our homes from hospital, you will be tested before you are discharged.

2 Can I look around the home?

We’re restricting visitor numbers right now. However, colleagues will be on hand to conduct a video call which can include a virtual tour to give you a feel for the home and enable you to see some of its facilities.



3 Can I have visitors?

Visiting guidance is changing regularly but at the time of writing residents can have 2 visitors in our outdoor spaces or 1 visitor indoors if unable to be outdoors. More detailed information can be obtained from the home.



4 Do you have enough supplies of PPE?

All our homes and schemes have stocks of PPE that far exceed minimum requirements and we use this in line with Government guidance; we also hold many weeks of stock centrally. We monitor our stock levels rigorously, and our equipment levels have not been disrupted since lockdown began.

For your ongoing safety, we also have meticulous deep-cleaning practices in place.



5 Do you do regular testing?

We have recently been in a 4 week pilot where employees were tested weekly and residents were tested once in the 28 day period. The national roll out of testing in care homes commences at the beginning of September. *

Love your new home
Moving into our care homes

trust we care.



Homes are assessed on five key areas - caring, safe, effective, responsive and well-led.

At Seymour House in Chippenham, the teams were praised for being kind and caring, and always respecting the privacy and dignity of residents. While residents commented that they felt happy and safe living in the home. The report also highlighted the good links Seymour House has had with the local community and other health and social care professionals.

At Westbury Court in Westbury on Severn, the inspectors commented on how well people were supported by staff to have maximum choice and control of their lives and that they felt safe and well cared for.



The Elms in Stonehouse were praised by the inspectors for the caring relationships that had been formed between staff and people, treating residents with dignity and respect. One resident commented:

“I can honestly say that the staff are the nicest people I have ever been with.”



In the report on Greivill House and Ashley Intermediate Care Centre, the inspectors commented positively on how staff treated residents in a respectful way, supporting them to continue what they could do independently and using their judgement on when to intervene.



Beckside, our home in North Hykeham, had its report published in April. The inspectors particularly praised the home for working in an open way with people, their relatives, staff and health professionals to provide a good quality of life for people. They also reported that staff showed a good awareness of supporting people's privacy and encouraging their independence. ✨



Congratulations to all our care teams working in these homes – amazing work from everyone involved!

OSJCT in the

We were thrilled once again
to have been awarded a 'Top
20 Recommended Care Home
Group' Award in the Large Care

Top 20

once
again!

A red award ribbon graphic with a white star-like shape in the center, positioned at the bottom right of the page.

We were thrilled once again to have been awarded a 'Top 20 Recommended Care Home Group' Award in the Large Care Home Group category of the carehome.co.uk 2020 awards.

Carehome.co.uk is the leading UK care home review website, and its awards highlight the most recommended care home groups in the UK as based on reviews received from residents, their family and friends.

Maintaining our position in this category is an incredible achievement and a real testament to the hard work, dedication and commitment of care home teams across the Trust.

Dan Hayes, our Chief Executive, said

"I would personally like to thank my care home colleagues for going the extra mile for our residents every day. They should know the work they do is hugely valued, and never more so than right now."



“Well done Willowcroft. Lockdown is difficult for us all, but virtually impossible in a care home. No matter how busy the staff are, they always have time to update me on how Mum is and offer the chance to do a WhatsApp or FaceTime call — such a great idea to be able to keep in contact with our loved ones.

It has taken the pressure off knowing that Mum is well, being looked after and safe, especially as I live over 30 miles away and my brother lives nearer London. In the two years that Mum has been in Willowcroft, I have found that everyone is very kind and considerate towards every resident."

“My Mother has been in Hartsholme House for a couple of years now and we are continually impressed by the care and kindness of the staff, who clearly know the residents well. With the current news headlines full of gloom and doom about care homes, I was relieved to hear that Hartsholme House is coping and has PPE. Although my Mother now has to stay in her room, I was assured a member of staff finds time to sit with her while she has a drink, etc to ensure she still has contact with people.”

Henry Cornish Centre - I can't thank you enough.

Happy and cheerful staff made my stay with you more bearable as I was unable to have visitors after the first three weeks due to the pandemic. Bless you all at this awful time. Keep safe." ✨



Here are some of the reviews





Goodbye *Don & Jill*



“

People ask me “What is special about The Orders of St John Care Trust?” I have worked in many non-profit organisations, so my answer is easy to express. In no other place have I seen so much...

**Genuine concern
by employees for
residents**

**Care by staff
members for their
colleagues**

**Willingness of people
at all levels to work
differently, and even
harder**

**Good humour
combined with
seriousness about
their job**

**Love for people in
our care**

These are the reasons why I and my fellow colleagues are proud to make our contributions to the management of OSJCT. We work with Dan Hayes and his leadership team. We encourage, advise and support them in ensuring the Trust's values are manifested in the service it provides.

Our values are those of our sponsoring Orders – The Order of Malta and the Order of St John. They share a history which began nearly a thousand years ago. They were called Hospitaller Knights.

Their purpose was to look after the pilgrims who had travelled long distances to Jerusalem.



Their aim was to provide shelter, food and care to those who most needed help. But they insisted that everyone in their care had the highest quality of everything – “food for kings served on silver platters”.

This was the tradition followed by the Orders ever since, wherever they worked. Today the Orders work across the world, serving those most in need to the highest possible standards.

OSJCT proudly inherited this tradition, and its staff are today's knights, serving residents and local communities, partnering the NHS and local government and ever striving to improve what they do.

Our Board is proud of each of the over five thousand people who work or volunteer for the Trust. We admire their commitment, skill and hard work. We are infinitely grateful for who they are and the service they give.

This is my final piece for “Trust in Care”. I retire in September after 13 years on the Board of Trustees, and seven years as Chairman.



The pleasure I have got from being part of the Trust is beyond description. To be of service to those in our care, towards the end of their life's journey has been the pinnacle of my entire career.

I know, however, that my successor, the Trustees, Dan Hayes and all who work at OSJCT will continue to focus relentlessly on doing what is right for the people in their care.



“It has been an honour and a joy to have been part of the Trust for the past 10 years and to have been involved with so many activities, celebrations, awards and, yes, garden competitions! I love visiting our homes and it is always wonderful to see that the dedication to care, compassion, high standards and good

humour prevail, despite the very many changes to the Trust over the last years and the current challenges of Covid-19. You are an amazing bunch of people and I shall miss you.”



**And a Thank You
from us...**

We are sad to say farewell to Don and Jill as they step down from our Board of Trustees, though we know we'll see them regularly at events across the regions (post COVID). Between them they have amassed 23 years of service, and have made an enormous contribution to how we have developed as a Trust during their tenure. Their passion, insight, guidance and support has been invaluable and we wish them both all the very best for the future. From your colleagues and friends, Thank you. ✱

Supporting our efforts at the highest levels

“ I am writing to thank you and your team for the work you do to care for your residents, helping to make their uncertain, and often frightening circumstances, far more bearable than they would otherwise be. Like I think all of our fellow citizens, and especially following recent distressing news about infection rates in care homes around the county, I am only too conscious of the enormous strain that this puts on your staff, who care for and lighten the lives of your residents, day in day out.”

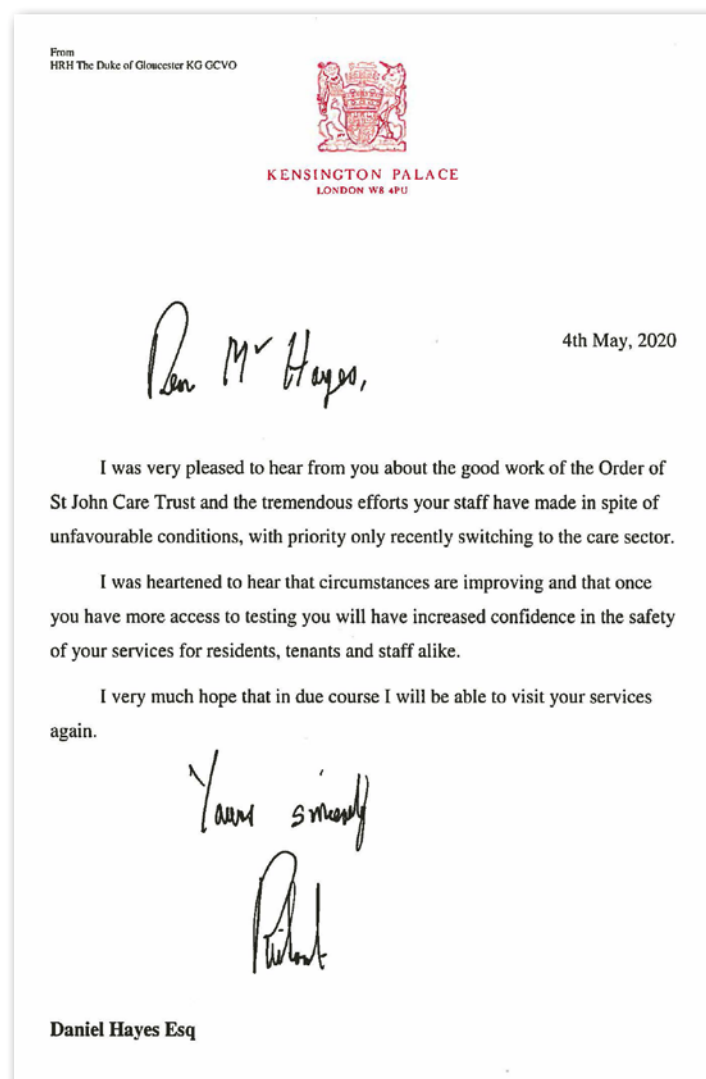
Tim Stevenson, Office of Her Majesty's Lord Lieutenant of Gloucestershire - May 2020

“ Thank you for the ongoing care and support that you are providing for Oxfordshire's residents, I know that you and your staff are working hard through challenging circumstances and remain impressed by the dedication shown.”

Stephen T Chandler, Corporate Director of Adult and Housing Services
Oxfordshire County Council – June 2020

“ Thank you for going the extra mile to make sure the people who rely on you are supported. Thank you in advance for the difficult decisions you will have to make that will keep as many people as possible safe. Thank you for taking on extra shifts to cover for those who need to isolate or have their own caring responsibilities. Thank you for doing the right thing by isolating if you or somebody you live with has symptoms. Thank you for everything you are doing this week, next week and in the months to come.”

Rt Hon Matt Hancock MP, Secretary of State for Health and Social Care – March 2020



“ What we do is also hard, gritty, can be dirty and exhausting, but we know in our hearts that we have made a difference and that is because we care. I know at the moment your work is also scary, and we are keen to do all that we can to support you.”

Hannah Scaife, Principal Social Worker, South Gloucestershire Council – March 2020

“ We would like to take this opportunity to thank you for making such a tremendous effort in supporting our most vulnerable residents in Lincolnshire in the face of the current COVID-19 crisis. We are proud to be a part of a wider social care sector with care workers in care homes and domiciliary care caring for the Lincolnshire residents whether or not they have COVID-19. While we applaud the work of nursing and hospital staff, you are equally heroes and an ‘essential’ part of the health and care services.”

Lincolnshire County Council – April 2020

“ We recognise the enormity of the additional effort and expense that a response to the crisis necessitates and want to take this opportunity to Thank You for all that you are doing at this time. Please pass on this sentiment to your staff who are very much appreciated as they work tirelessly and selflessly to support the most vulnerable members of our community through this period.”

Gloucestershire Clinical Commissioning Group – April 2020

“ We wanted to thank you for the vital role you and your staff are playing in the ongoing COVID-19 situation. Our vulnerable residents across Wiltshire are at most risk from this disease, and we recognise the dedicated work you're doing, often in very difficult circumstances, to protect them and ensure they get the care they need in a supportive environment.”

Wiltshire Council - April 2020

“ I would like to take this opportunity to thank you and your staff again for the incredible work you are undertaking to support our most vulnerable residents during this immensely challenging period.”

Margaret Willcox OBE, Executive Director for Adult Social Care

Gloucestershire County Council - April 2020

We have received many letters of support from local authorities, social care partners and even from royalty.

Here are some extracts from those letters, praising our teams for their extraordinary efforts during the pandemic.

Passing of the Grand Master

The Sovereign Military Hospitaller Order of Jerusalem, of Rhodes and of Malta (SMOM), founded in Jerusalem nearly 1,000 years ago to provide medical aid for pilgrims in the Holy Land, and one of the Trust's founding orders, was led by His Most Eminent Highness the Prince and Grand Master, Fra' Giacomo Dalla Torre del Tempio di Sanguinetto.

Fra' Giacomo, born in 1944 in Rome, had been a member of the Sovereign Order since 1985, and became the 80th Grand Master on 2 May 2018.

We were delighted to welcome him to both St Wilfrid's Priory in Arundel and Edwardstow Court in Stow-on-the-Wold in that very same year. At Edwardstow he kindly performed the official opening ceremony for the home, before handing over the keys to a minibus which had been purchased for Spencer Court residents, some of whom had come along to enjoy the day.



Very sadly, Fra' Giacomo had been ill for several months and we were sad to learn that he passed away on 29th April.

After a message reached him of the loving care and dedication our teams have been providing to residents, Fra' Giacomo very kindly wrote to all OSJCT colleagues

on 23rd April, to share his personal thanks and admiration, and that of the Order, for the amazing work that is being undertaken during this incredibly difficult time.

This very poignant message was sent to all teams and colleagues around the Trust on 29 April and the content is available below. *

THE PRINCE AND GRAND MASTER
SOVEREIGN MILITARY HOSPITALIER ORDER
OF ST. JOHN OF JERUSALEM OF RHODES AND OF MALTA

23 April 2020

Dear Friends,

I am writing to express my admiration and gratitude to you all on behalf of the Order of Malta for your wonderful work in caring for your residents at this very difficult time. I have heard of your extraordinary commitment, courage and devotion. In showing these qualities of love and service for the most vulnerable you are putting into practice the values of the founders of our Order, and we salute you.

Two years ago I visited two OSJCT care homes where I saw how they are clearly places of love, care and joy for the people who depend on you. The whole Order is proud of you. You are giving comfort, safety, peace and affection to people who are at the end of life's journey. This is one of the most important jobs you can do. Thank you all.

I assure you of constant remembrance in my prayers.

Fra' Giacomo Dalla Torre
Fra' Giacomo Dalla Torre

While 'normal' may be different for now...

**We are still laughing.
We are still singing.
We are still dancing.**

Here are some of the inspired moments.



Goodson Lodge residents enjoy a Longleat Safari Park virtual tour



Enjoying croquet on the lawn at Madley Park



Lemonade Trolley with drinks and sweets at Fives Court



Football Fun at Whitefriars



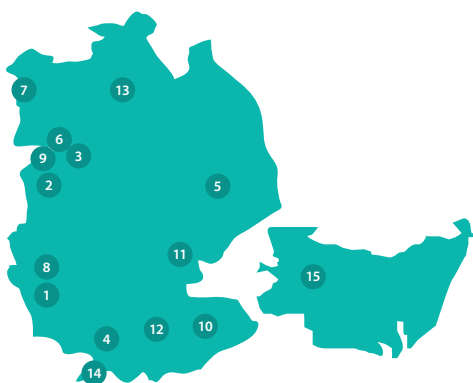
Corridor skittles at Bohanam House

**trust
we
care.**

Where we are

Gloucestershire

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

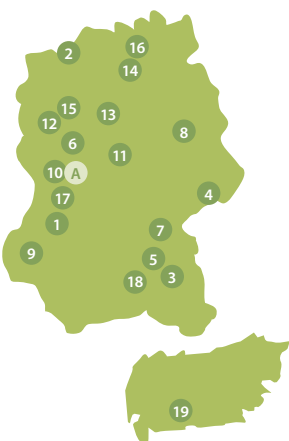
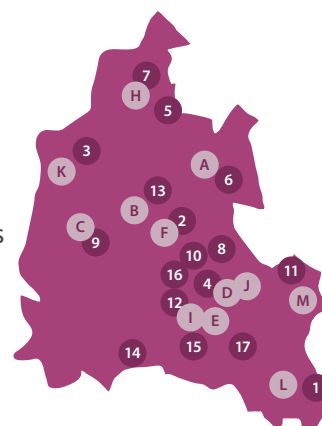


Lincolnshire & Suffolk

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

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The Orders of
St John
Care Trust

40th Ruby
Anniversary Edition

40th Anniversary Edition

