



LIVING WITH PEACE OF MIND

Newsline

OCTOBER 2021

Linking through Lockdown...

Life in lockdown was exceptionally difficult for many of us and especially for those living in care homes who were suddenly unable to receive visits from family and loved ones for such a long time.

At Silverline Care, we found new ways to try and keep our residents connected including equipping each home with additional phones and iPads to enable video calls and tuned into online webinars, concerts, and quizzes.

Some of our homes were also able to participate in a new virtual Schools Linking Programme, thanks to The Linking Network. Before lockdown, children from local schools would visit our homes and spend time with our ladies and gents. Despite the restrictions, this wonderful programme enabled our residents to continue to link and connect with the students, it encouraged them to learn from each other and establish meaningful relationships.

As part of the collaboration, Willow Bank and Beckfoot Allerton Primary School, our residents and pupils participated in a 'Tree of Togetherness' project.

It started off back in May when pupils wrote messages about what they would like to do once they finish school on leaves and sent



them to the care home. Then, the team in Willow Bank read out the messages from the children and Deborah wrote our residents' advice on the leaves and sent them back to the school to display on a tree that they planned on putting on one of their walls.

In the following weeks, the exercise was repeated when residents spoke and wrote about "My favourite journey" and these were added to the school's tree.

Willow Bank's "Tree of Togetherness" project was finally completed in June. The team has displayed one tree on the ground floor and one on the upper floor and our residents love stopping by and reading their messages on the birds and leaves.

Similar experiences were shared by our residents in Laurel Bank Care Home and in Shakespeare Court where residents participated in virtual classrooms and



watched children in Barkerend Primary School perform their talent show.

Finally, in September, Willow Bank and Laurel Bank were able to welcome Amy from The Linking network. Despite working together for months, it was the first time Amy had been able to visit in person, a visit our residents had been looking forward to for some time.

Amy met with team members as well as some residents to discuss a new project which will start this autumn and will hopefully involve both sides meeting each other face to face more often.

Thank you to Amy and everyone at The Linking Network for inviting us to participate in this project which has brought great joy to our residents through a particularly difficult time.

We are all looking forward to the next chapter.

Springhill Celebrates

At the first Ayrshire Weekly Press Health and Key Worker awards, Louise Saunders, who works in Springhill Care Home was recognised as 'Care Home Worker of The Year'.

The awards aimed to say 'thank you' to those who cared, supported and worked in our communities throughout the national lockdown and members of the public were invited to nominate the health, care and key workers who went the extra mile during the pandemic.

On receiving her award, Louise said she was absolutely honoured, adding: "Not only for myself but my colleagues who worked extremely hard during the pandemic."

A video outlining Louise' hard work and dedication during the pandemic was shown

during the ceremony where Louise was described as "an outstanding member of staff at Springhill Care Home, Kilmarnock. She and her colleagues did all they could to ensure families could maintain quality contact with their loved ones during the pandemic, arranging WhatsApp calls and outdoor meeting areas."

Karen McGuffie, Home Manager at Springhill Care Home said: "When care homes had to close to visitors because of Covid, it was a very distressing time for residents and families who could suddenly no longer see each other. Louise and her colleagues found other ways to keep families communicating during unprecedented times. In doing so, Louise helped provide peace of mind and really went the extra mile. I couldn't be more proud."



Welcome...

Much has changed since our previous edition due to Covid-19. Sadly, many lives have been lost and the thoughts and the condolences of everyone at Silverline Care remain with each resident, staff member, friend and loved one who has been negatively impacted by this terrible virus.

I took over the role of CEO of Silverline Care at a time when the UK had already endured multiple lockdowns and as the latest Covid variant was causing pressure to mount once again on the NHS and indeed care homes. While the unprecedented circumstances have been especially difficult, the dark times have been made brighter by the countless acts of kindness that we have seen.

Firstly, the dedication and commitment shown by our staff to try and limit the spread of the virus and safeguard the health and wellbeing of our residents have been incredible and myself and Senior management are incredibly proud of all our teams.

Further, our residents and staff have been continuously overwhelmed by the thoughtfulness and generosity of individuals and organisations in each of the local communities we serve.

At the time of writing, it seems like there is reason for cautious optimism moving forward. All our residents and staff have had access to their vaccinations, the lifting of restrictions has allowed for visits at our care homes to resume and more recently, our teams have begun to organise for residents to participate in and attend services and events.

You will see photographs and anecdotes showcasing some of these happy moments from each of our homes in this newsletter. We hope this helps give an insight into life at a Silverline Care care home, providing peace of mind for relatives of our current residents and also for those who may be looking for care for their loved ones.



We would like to thank you for your continued support and for putting your faith in us. We wish for a safe winter season for all and look forward to the next update in the new year.

Emily Trace
CEO

STAFF MATTERS

Thank you - We'd like to take this opportunity to welcome new staff and to thank each and every one of our team members for their continued hard work and dedication, particularly during the unprecedented difficult times caused by the pandemic.

Employee Awards Programmes

We'd also like to remind all staff, residents, families and loved ones and visitors that our 2021 employee recognition programme is underway.

Long service awards will be handed out to those who have reached employment milestones before the end of 2021.

This year we are looking for two 'Above and Beyond' winners from every home across all the departments.

Please help us recognise those who you feel have gone the extra mile this year by completing a nomination form which can be found in each of our homes.

We are also looking to recognise an 'Outstanding Team' for which our managers will nominate from each home and our Senior Management Team will select a winner.



Prizes and vouchers will be presented to each of the winners.

Dayforce Rollout

The Dayforce system was rolled out earlier in the year and seems to have been well received but the HR team would love to hear any feedback staff members have.

This will enable them to address any challenges and try to implement improvements if required.

Employee Survey

The HR team will distribute an Employee Survey in the next few months via Dayforce.

At Silverline Care, we value employee feedback and would like to ask as many of you to complete this as possible, as we all work together to make each of our homes great places for our residents to live and great places for our staff to work.

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... AND MUCH MORE

Welcoming nursing residents



Silverline Care is delighted to have enhanced services at Laurel Bank Care so that the home can now welcome elderly residents who require nursing care, providing additional support for families in the area and leading to the creation of jobs.

Silverline Care took over the management of Laurel Bank care home in early 2020, securing the future of the home just before the Covid-19 pandemic took hold of the UK. Despite the uncertainty created by the pandemic, Silverline Care has successfully rolled out an impressive refurbishment programme and renovation works at the home.

Paulina Drzewiecka, Manager at Laurel Bank, said: "The one comment that keeps being said by visitors and families is that it feels so homely as soon as you walk through the door."

Paulina added: "I am so proud of all my staff. We know times have been hard for everyone everywhere, but they seemed to take it all in their stride and continued to deliver a high level of care for our residents. Both I and the staff are looking forward to the new challenges ahead, and with my support, their dedication and Silverline Care's attention to quality and service, we will make Laurel Bank the care home of choice for our area."

Award winning manager...



Congratulations to Paulina Drzewiecka who was presented with the 'Care Home Registered Manager' award for Yorkshire and Humber at the Great British Care Awards in July.

The Great British Care Awards are a series of regional events held throughout the UK

and are a celebration of excellence across the care sector.

During the ceremony, Paulina was described as someone who 'cares with passion and sympathy. She is very hardworking and willing to adapt herself to meet the needs of others.'



Horse Visit



As they were unable to take residents to see nature and animals at the time, the team in Laurel Bank Care Home arranged for horses and ponies to visit.

Our ladies and gents' faces lit up as they saw the beautiful animals. It was an amazing experience for everyone at the home.



Old cars and new memories

Here are some of our residents from Laurel Bank attending the old cars festival in Bowling Park.

The group thoroughly enjoyed the trip and came back happy, reminiscing about lovely memories of their first cars, about driving or cars they used to admire.



Creative Collaborations



Our Activity Teams are always trying to come up with new ideas for fun and interesting things for our residents to participate in. In the last few months, Laurel Bank residents have had a millinery day, made wooden jewellery, crafted flowers for a rose themed party and made stained glass leaves...among many others.

Our residents love being able to show off their personalities through their creations and there is a real sense of achievement when they see their finished product which they are often only too pleased to pose in!

Always embracing celebrations

As well as the usual birthdays, holidays and occasions, the teams in each of our homes encourage our residents to celebrate various themed days – like when The Beeches celebrated International Beer Day by sampling beers from different countries.

Beer is not everyone's cup of tea, so our activities team made a punch made out of Mexican beer, mango juice and lemonade with ice and slices of orange which went down a treat.

Then they all played boules and listened to 50s music.



The art of expression

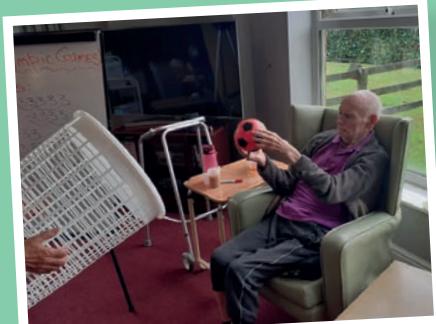


Many of our residents in each of our homes are very talented and creative. Our teams encourage our ladies and gents to showcase their talents by thoughtfully arranging special activities, just like in The Beeches where residents often enjoy card making, crafting and this lovely pot painting activity. Our ladies really enjoyed the activity as it enabled them to express themselves through their art.

When the pots dried, the group then planted some pansies. Aren't they beautiful?



Fun and Games



Bingo, bowling and 'tin can alley' are firm favourite pastimes among our residents in The Beeches.

These games have various benefits for our ladies and gents – as well as being fun, they encourage concentration, good eye coordination and throwing which is great for keeping everyone mobile.

Laughter is the perfect tonic

Residents at The Beeches also had a great time celebrating International Nurses' Day where they spoke about famous nurses, about nursing in general and even had a nursing-themed quiz in which our ladies and gents proved themselves to be very knowledgeable.

For the fun part of the day, the activity team made a "Dr Feel good's medical trolley" which included a variety of sweets that were given funny names.

Our residents were good patients and let us check a heartbeat and listen to breathing. All the residents were prescribed a 'sweet medication' depending on their concerns. Some of them were even brave enough to try the 'sour medication', as you may be able to tell by their faces.

What a lovely, laughter-filled, afternoon.



Warm weather worshipers...

Everyone at The Beeches loves making the most of the glorious weather. Our residents are often found enjoying a relaxing afternoon whilst sampling a variety of hydrating drinks and fruit.

Back in July, the team organised a summer party in the garden. The fresh air really helps lift everyone's mood and it's always such a lovely opportunity to listen to music, play some games and chat with one another.



Home Improvements



As part of Silverline Care's ongoing improvement programme, extensive refurbishment has been planned and been carried out across our homes, including Willow Bank.

Some of the home's lounges, bedrooms and bathrooms have been renovated and are looking fresher add to a more luxurious feeling environment.

Our ladies and gents were involved throughout the process and gave their input about which fabrics and colours they preferred.

Residents have been delighted to see how the plans turned out and have enjoyed socialising and relaxing in the beautiful new surroundings and furniture.

Happy and content

Whether they are baking, enjoying arts and crafts, playing games or having (a very many) sing-song, you can rest assured our residents are as happy and content as they are well looked after.



Special Anniversary

Back in July, Willow Bank celebrated something really special - our oldest residents Raymond and Anne's 76th wedding anniversary.

The wonderful couple had a lovely afternoon and marked the momentous occasion by having an afternoon tea, accompanied by their fellow residents.

Anne explained that it was over 76 years since she had sugar in tea as when they got married rationing was still in action and they had to save the sugar for their wedding cake!

Many congratulations once again!



Daytrippers...

As soon as guidance allowed some of our residents headed out for a lovely walk along the beautiful Thornton Viaduct, stopping for a picnic [which they loved] and enjoyed some treats.

The outing was made even more special when the group had the great pleasure of

meeting some peacocks and Peahens. The peacock even showed his beautiful feathers to us.

The residents thought it was amazing to be out again after lockdown and all said they had a wonderful day.



A sense of optimism



Back in April, residents were celebrating having had their 2nd Covid vaccination. Our ladies and gents said that they 'feel this is the way forward for a nice future' and were thankful to be 'getting some sort of normality back'.

A warm welcome to our new Home Manager



My name is Comfort Chibuye

I am a nurse by profession, having qualified as a nurse and midwife 30 years ago. I have a lot of experience working with the elderly in care homes as a nurse, home manager and in the Regional team and care is my passion.

I believe I have all the values that underpin the culture and practice in social care. I am a bubbly and approachable person and with me, it is always service with a smile.

The values and mission of Silverline Care are very much at the core of my practice.

Putting people first is my priority.

Potting seeds in the garden

Visiting the local Church



Activity staff accompanied residents Alan and Teresa to St Clement's Church on Barkerend Road, where they played bingo and enjoyed some coffee and cakes.

The duo loved socialising with their peers, ensuring everyone was keeping safe.

We hope this can be something residents can enjoy more often in the future.



Having applied sunblock, residents headed out in the garden to plant carrots, pumpkins, cauliflower, tomatoes and parsley.

Everyone who participates really enjoys spending some time in the sun and talking about their gardens prior to coming to live at the home.



Residents wowed by Barkerend Primary's pupils' talent

Earlier in the year, Barkerend Primary School had an outdoor talent show. Our residents from Shakespeare Court Care Home were invited to watch from their window and they thoroughly enjoyed the performance. The group sang along and cheered for the children who did wonderfully. It was a lovely experience for all, particularly after the last year where shows and performances were postponed due to restrictions.

Since then, and as mentioned on the front page of our newsletter, our residents and students from the school have continued their interactions and very recently had a catch up via zoom during which the youngsters and our ladies and gents read along to some of the kids' favourite stories. Memorable experiences enjoyed by both sides in equal measures.



Feeling pampered

Pamper sessions often take place at all of our homes, including at Shakespeare Court. These lovely sessions provide an opportunity for one-to-one interaction between our staff and the residents during their treatments. Our teams also provide refreshments and treats on arrival to help create the true salon experience and our ladies and gents enjoy the social aspect of being together. The treatments our residents receive include manicures, hand massages and having their hair styled. These leave our ladies and gents looking and feeling great and it is lovely for them to feel spoilt.



Celebrating religion

Since the relaxation of restrictions, Shakespeare Court has been welcoming scholars from the local mosque who have made religious speeches that our residents found very interesting and made them happy. Representatives from the local church have also stopped by to speak to our ladies and gents and deliver communion to those who wish to receive it.



Celebrating nurses' day



Earlier in the year, residents and staff came together to celebrate International Nurses' Day and they played lots of games and had chats about Florence Nightingale. As part of the festivities, a small token of appreciation was given to our nurses and senior carers on behalf of the staff and residents.

Well done also to Moira who was voted nurse of the year by our residents at this time.

Our residents who are retired nurses also received their own special certificate and gift to celebrate all their hard work.



Tuckshop opening...

Back in April, there was a lot of excitement as the new tuckshop was officially opened - thanks to our very own John for cutting the ribbon with style.

Our ladies and gents found silver tickets which won them sweetie goodies.

Staff were looking forward to having some treats and all monies raised from the tuckshop have been going toward the residents' fund.



Getting out and about again

Thanks to the relaxation of restrictions, some of our residents have started heading out for little trips here and there. It has been lovely seeing them enjoying the types of things many of us did so often before lockdown. For example, Mary was delighted to be able to do a spot of shopping before enjoying an afternoon tea. And, Jean had a visit to the park on a beautiful day and then stopped for a lovely refreshing drink before heading home.



Chasing Bubbles

Residents and staff having loads of fun popping all the bubbles from this fab machine.

The activity caused a lot of laughs and at the same time, is great for encouraging movement of the upper body.

Also, no matter your age, there always seems to be something quite magical about bubbles.



Making mocktails

Our ladies and gents in Springhill Care Home enjoying keeping themselves hydrated with their lovely mocktails!



Life's a beach

During the summer months, our residents had been thoroughly enjoying the lovely weather.

So, when it got a little cooler, our team decided to prolong summer by having an inside beach day.

Our ladies and gents enjoyed paddling in the pool and playing with sand before having fish and chips, followed by ice-cream.

