

Connections

Spring Issue 2017

The Newsletter of The Royal Star & Garter Homes

Registered Charity No. 210119



Our Centenary year has been commemorated in many different ways. Now we look to the future, to the next 100 years of offering specialist care for veterans and their spouses who live with a disability or dementia.

Our immediate future is focussed on the building of our new High Wycombe Home, which is progressing apace with the main superstructure almost complete. We plan to welcome the first new residents in 2018.

Artist's impression of the new High Wycombe Home



Artist's impression of Reception

The High Wycombe Home



Lori Pinkerton-Rolet

A great deal of skill, care and detail goes into creating a new Royal Star & Garter Home. Close attention is paid to making a homely environment for every resident. Lori Pinkerton-Rolet of Park Grove Design explains the thinking behind the High Wycombe interior design.

What were the inspirations behind the interior design?

In line with the beautiful new architecture, the interior of this Home will be more contemporary. Park Grove is taking inspiration from nature to add warmth to the schemes by providing different textured finishes and lots of wood. We've also been working to create a wide variety of atmospheres across the Home to suit differing situations and moods.

How do you make the larger spaces seem homely?

We break large areas into smaller ones through furniture layouts which create comfortable seating areas to encourage conversation and provide quiet personal 'nooks' as well as spaces for gathering with families and



Artist's impression of the Lounge

friends. Accessories such as cushions, artwork and warm low-level table lighting are also essential.

What are the challenges you face when designing such a range of spaces?

We're blessed in High Wycombe with many different types of spaces to design. We are aware that not everyone has the same tastes so by using a range of styling and colours in each space we hope there will be somewhere in which everyone can feel comfortable and at home.

What are the challenges in designing rooms for people living with dementia?

The research related to dementia design is constantly updated so the learning never stops! Colour choices and contrasts are of critical importance, so furniture might differ strongly in colour from the walls to clarify each object, while floor colour contrasts must be minimised to allow someone living with dementia to feel the floor is safe and level. Bright colours stimulate the brain and it is important to create opportunities for interaction between people and interesting objects in their surroundings.

How do you make each bedroom feel individual?

We are making several bedroom schemes for each floor with additional schemes for dementia care bedrooms. The room doors will be timber but coloured panels will add colour to the hallway and make finding an individual room easier. The room shapes change throughout the building so furnishing layouts and window treatments will differ.

The final word...

The team at Park Grove Design feel honoured to be working on behalf of men, women and their partners who have committed part of their lives to the safety of others. We also very much appreciate that the Star & Garter team are committed to quality and to innovation!



Artist's impression of a Dementia Care Bedroom



Artist's impression of the First Floor Library



Artist's impression of the Café-Bar

Live with Us

The Royal Star & Garter Homes has been providing nursing, therapeutic and dementia care to disabled veterans and their spouses for over 100 years. We are extending our services to Buckinghamshire. If you would like to find out more about the Homes, please contact:

solihull.enquiries@starandgarter.org

surbiton.enquiries@starandgarter.org

highwycombe.enquiries@starandgarter.org

or call **020 8481 7676** and **select option 4.**

Work with Us

The Royal Star & Garter Homes is an exciting and rewarding place to work. We will be looking to recruit across a wide range of roles for the High Wycombe Home in autumn/winter 2017.

To find out more, please visit **www.starandgarter.org**, email **highwycombe.jobs@starandgarter.org** or call **020 8481 7673.**



**The Royal Star
& Garter Homes**
Caring for the nation's military family since 1916

Dear Supporter,

Welcome to the spring edition of Connections. On 14 January we celebrated Founders' Day and the start of our 101st year. I wanted to take this opportunity to update you on a few activities that the Charity will be progressing during 2017.

In High Wycombe, the construction of the structural frame of our new four-storey Home is complete. We are busy developing lots of local contacts and already have a number of enquiries from people who wish to move in. We held a launch event in High Wycombe in March and aim to be 'topping out' the building over the summer. We remain on track to open our doors to 74 new residents around Easter 2018.

Our Solihull Home has been open for nearly ten years so it is time to refresh the wonderful environment we have already in place. We are planning to redesign the Dining Room and Café-Bar later this year, and have received a welcome grant, funded by the Chancellor using LIBOR funds, towards the costs.

In January, I had the pleasure of opening the newly refurbished 'old' Richmond Home. Although no longer our property, there is so much history and great memories linked with the building. The Chapel in the building will remain accessible to the public and I am delighted that we have agreed with the new owners to hold a couple of services there every year.

We are working increasingly with a range of other military charities and academic bodies to share our knowledge and help raise standards, particularly linked to dementia care. Pauline Shaw, our Director of Care, has recently been appointed by NICE (the National Institute for Health and Care Excellence) to develop national guidelines on assessing and supporting people living with dementia in care settings. Our ethos has always been to deliver excellence in our own Homes, but I am very pleased that we are also actively helping others to aim high with the care that they provide.

We are extremely privileged to have received a gift from The Patron's Fund, the charitable project set up to acknowledge the work of the charitable organisations for which Her Majesty The Queen acts as a Patron, on the occasion of her 90th birthday. The gift recognises the Charity's work supporting disabled veterans and their spouses.

We also owe a huge thanks to our friends at The Birmingham International Tattoo, Solihull Rotary Club and Squires Garden Centre – Long Ditton, and the many supporters who offer their time and skills to raise funds for the veterans in our care.

With best wishes from the residents, staff and volunteers,

A handwritten signature in black ink that reads 'Andy Cole'.

Andy Cole OBE
Chief Executive, The Royal Star & Garter Homes



Artist's impression of the new High Wycombe Home

Care Overview

Providing the residents with person-centred care is at the heart of what we do. Here, our Director of Care, Pauline Shaw, provides an update on our care.

We are always pleased to share our experience and collaborate with other organisations to improve care wherever possible. A great example of this is our participation in the new Nursing Associates training scheme. These new trainees will work alongside our Healthcare Assistants and fully qualified Nurses at the Surbiton Home, learning how to deliver the hands-on, compassionate care the residents deserve.



Winners of the Interior Dementia Design Award

I'm sure you can imagine how delighted Surbiton's hard-working Dementia Care team was to be awarded Best Interior Dementia Design Award at the 7th National Dementia Care Awards.



Dementia Nurse Manager Sanna with Berni

In October, both Homes welcomed Berni Baer, a Canadian dementia care nurse specialist, who said: "Your Homes are great examples of what person-centred care looks like."



Physiotherapy Assistant Lee and resident Elsie take a stroll

I was pleased to be able to demonstrate our care to Pippa Kelly, author and award-winning dementia writer, on a recent visit to Surbiton. She said: "I was struck by the well-designed environment, the focus on individualised care and the warmth of the staff and volunteers I met."



Pippa Kelly with Pauline Shaw

Finally, both Homes retained the Quality of Life kitemark level 2 from Dementia Care Matters' audit, which describes 'a home that provides highly skilled loving care.'

We'll keep up the good work!

Pauline



Resident Alec and Pauline sharing a joke



Residents, staff and volunteers attending Wellington Barracks

Remembrance 2016

Disabled veterans from The Royal Star & Garter Homes paid tribute to the Fallen at several Remembrance events in the centennial year of the Battles of the Somme and Jutland, and the Charity's own Centenary.

Residents attended a special Western Front Association service at The Guards' Chapel, Wellington Barracks, on Friday 11 November. Carer Emrys Owen commented: *"Being present there at the Cenotaph itself was a special moment to share with the residents."*

On Sunday 13 November, a group of residents, volunteers and staff joined the March Past at the Cenotaph in London's Whitehall to commemorate Remembrance Day in the presence of the Charity's Patron, Her Majesty The Queen. Both Homes also held a Service for those unable to travel.



The Star & Garter Singers

Starlight Service

The Charity held another act of remembrance in December, when residents of the Surbiton Home were joined by family, friends and supporters for a special Starlight Service at St Matthew's Church, Surbiton.

Reverend Helen Hancock led the special service, which celebrated loved ones, past and present, through music and readings. The Charity's choir, The Star & Garter Singers, made their first official appearance.

Denise Prior Terry, whose much-loved father, Ernie, sadly passed away at the Surbiton Home in July, commented:

"This was a beautiful service which is appreciated and brings comfort to those attending in memory of their loved ones."

The Charity will be holding a Starlight Service at each Home annually.

Christmas at the Homes

Christmas was full of traditional sparkle at The Royal Star & Garter Homes.

For the residents, the fun started when the tree lights were turned on followed by a festive singsong with refreshments. Staff and residents learned their parts for the Christmas Extravaganza, an unmissable tradition at the Homes. Christmas morning saw a visit from Father Christmas, who brought a specially chosen gift for every resident. A traditional lunch was followed by a festive film and tea, with cake made by residents in October, rounding off a happy day...



The Christmas Extravaganza



Norman with Barbara and the cake!

Norman's 90th Birthday

Resident Barbara lives with dementia. Her husband, Army veteran Norman, visits regularly, not just to see his beloved wife but to entertain the residents too.

To show Norman how much he is appreciated, the Home held a party to celebrate his birthday. Norman brought a band along and when he sang to Barbara, her face lit up. There wasn't a dry eye in the Home!

Norman wrote to us afterwards, saying: *"I would like to thank you all from the bottom of my heart for making my 90th birthday special. I couldn't have wished for more, to spend time with Barbara, my family, the residents and staff. You made it a memorable time and I will treasure that."*

Resident Bugs Bendell

Wing Commander (Rtd) Anthony 'Bugs' Bendell, who ranked amongst the RAF's most talented fighter pilots of his generation, passed away in December, aged 80.

An intelligent and charismatic gentleman, Bugs was a well-loved figure around the Surbiton Home. His wife Jules has been extremely supportive. Bugs will be much missed by all of his friends at the Home and our deepest sympathies go to his wife and family.



Bugs Bendell was a skilled fighter pilot



HRH Princess Alexandra with resident Jean on Founders' Day



Physiotherapy Assistant Karen and resident Pat with Mark Lancaster MP



Andy Cole, Surgeon Rear Admiral Farquharson-Roberts and the Princess at the Exhibition



Resident Martin, the Princess, Major General Tim Tyler in June

Centenary Overview

As we embark on the next 100 years of caring for veterans, here are the highlights of our centennial year.

January Our President, Her Royal Highness Princess Alexandra, visited the Surbiton Home to celebrate Founders' Day in our Centenary year.



Residents' messages to Tim Peake

March Residents celebrated Major Tim Peake's 100th day in space, in the Charity's Centenary year, by sending him a message of support via social media.

September Surbiton welcomed Mark Lancaster MP, Minister for Defence Veterans, Reserves and Personnel, who commented: *"The Royal Star & Garter Homes sets the gold standard for the way all care homes should be."*

June Volunteers and staff from both Homes, loaded with hampers, joined The Patron's Lunch, a picnic on the Mall to honour The Queen, who has been the Charity's Patron for over 50 years. June also saw the Charity's Centenary Dinner, attended by Princess Alexandra, residents and stakeholders, which raised over £50,000 towards the cost of providing specialist care to disabled veterans.

November Material from the Centenary Book and historic artefacts associated with the Charity were displayed at an Exhibition at The Museum of Richmond, 'The Royal Star & Garter: 100 Years of Care', which runs until April 2017. The Exhibition was opened by Princess Alexandra.

Centenary Book

The Royal Star & Garter Homes has a long and proud history of supporting disabled veterans.

Our Centenary Book commemorates and celebrates our history, illustrating the last 100 years of caring for the nation's disabled veterans through photos, sketches and letters. Support from the Heritage Lottery Fund has enabled the Charity to share its rich heritage with its supporters and the public.

We have a limited supply of books available, please call **020 8481 7676** or email online@starandgarter.org for details. The book is available to view at: www.starandgarter.org



A Big Thank You

We are so grateful to the many loyal people and organisations who generously support us in so many ways to help the disabled veterans in our care. Here are just a few of the more unusual ways they do so.



The Birmingham Pals, a WW1 living history group, exhibited at the Solihull Summer Fete and kindly donated their fee to the Charity.



Soroptomist International donated 20 fabulous Twiddlemuffs, knitted tubes which residents living with dementia use for touch stimulation. Plus there was a cheque too!



The Rotary Club of Solihull has donated a pool table to the Solihull Home for the residents to enjoy. Supporter Dyson Richards, whose wife lived at the Solihull Home, is also a Rotarian and donated a cheque for £2,400.



Brigadier John Hedley Hooper is donating the proceeds from his autobiography sales to the Charity. If you would like a copy, email alistair.kingsley@starandgarter.org. The cost is £18 (including P&P).

Summer Fêtes

Our Summer Fêtes are a great way of showing your support and getting to know your local Home. This year we have a fantastic line-up of live music, food and drink, plus all the traditional stalls, ably supported by cadets, schools and our generous sponsors.

SAVE THE DATE:

Surbiton 1 July

Solihull 8 July

Do join us!



Legacies: Making a Lasting Difference

The Royal Star & Garter Homes has cared for thousands of disabled ex-Service people, and their spouses, over the past 100 years. This is possible thanks to the generosity of our supporters who remember our residents with a gift in their Will.

Our specialist care has developed over the years to meet the changing needs of our residents. Today's state-of-the-art Homes provide specialist dementia care and 24-hour nursing care in a modern, homely environment, continuing the legacy of care that began in 1916 when the first Home opened its doors to severely injured young Servicemen returning from the First World War.

The Charity's ethos of providing exceptional care remains at the heart of everything we do. We still rely on your support and gifts in Wills remain vital in helping to fund life-enhancing care for our residents.

Making a Will is the only way to ensure the people you care about are provided for in the future. We understand that when making or reviewing your Will, family and loved ones come first. However, we hope that you will consider making a gift to The Royal Star & Garter Homes, to help us to continue caring for disabled veterans.

By 2020, it is estimated that 115,000 veterans will require residential and nursing care, and 40,000 will be living with dementia. A gift in your Will can help us to be here for all those ex-Service people who will need our help in the years ahead.

All gifts, large or small, make a real difference. Once your loved ones are provided for, there are simple ways to remember a Charity in your Will – such as a small share of your estate or a fixed cash gift – which can make a big difference to our work.

Gifts in Wills provide 50% of our income and help to fund vital care services for the veterans in our Homes. This includes specialist dementia care, speech and language therapy and in-house physiotherapy, all of which ensure independence, dignity and a full life for all our residents.

Charitable gifts are exempt from inheritance tax. You may be able to make a gift to The Royal Star & Garter Homes in your Will and minimise your overall tax liability, whilst looking after your family and loved ones.

We would be pleased to talk about making a gift in your Will and answer any questions. Please contact Legacy Manager, John Ingram. **Call 020 8481 7694** or email john.ingram@starandgarter.org



You can make a lasting difference to the lives of disabled veterans. To receive a free Legacy Pack please call 020 8481 7694.



Dementia Nurse Manager
Sanna with resident Frank

Frank's Story

Navy veteran Frank lives with dementia in one of our Homes, where he loves to dress smartly and enjoys being sociable.

Frank remembers life in West London during the Second World War. He was evacuated to Hertfordshire but ran away back to London. His older brother, Jimmy, was a radio controller on the Lancaster bombers during the War, which Frank remembers and he often talks about Jimmy.

Frank himself served in the Royal Navy after the War ended, for two years from 1945. He served on HMS Tyne, achieving the rank of Petty Officer. After the War, he worked for the Post Office and in the Civil Service until his retirement in 1985.

Even though Frank lives with dementia, many of his old pastimes remain a comfort to him and music especially unlocks memories. Frank loves listening to Irish music to reconnect him to his Irish roots – as does enjoying a glass of stout. He often attends the many concerts and live music events at the Home. He's an animal lover, so fussing our PAT dog and other animal visitors is soothing. He enjoys family visits and is very proud to be a great grandfather.

His daughter Sue commented: "Dad loved life; he enjoyed his time doing National Service in the Navy and then his career in the Civil Service. He was a devoted husband and

continues, in his own way, to show us all the love which we have come to accept as natural to him. The Royal Star & Garter Homes offers the very best care in a situation which none of us would choose and means Dad can live with the dignity he has shown all his life."

HMS Richmond Knot Board

Hanging in a prominent position in the Surbiton Home is a knot board, made by supporter and former Chief Petty Officer Missile, Philip Rolfe. The Petty Officers Mess aboard HMS Richmond took The Royal Star & Garter Homes as its chosen Charity, and Philip made the knot board as a gift for the Richmond Home. He commented: "I hope that it brings smiles to faces, fond memories back and warmth to their hearts. To the residents: you are and will remain the pride of our country and our Services."





Kathryn

The Supporter Care Team

When you call us, here's who you will talk to:

Likes: Dragon boat racing, baking

Best bit of job: Finding out why people support us



Simon

Likes: Wales, walking his dog Ianto

Best bit of job: Sharing supporters' stories

Likes: Her grandson, a cuppa

Best bit of job: Chatting to people



Lene

We're Here to Help

There are several ways to keep in touch. Our small and friendly Supporter Care Team, Kathryn, Lene and Simon, are always on hand to help.

- **Call** 020 8481 7676, Monday to Friday 8.30am to 4.30pm
- **Write to:** The Royal Star & Garter Homes at the address below
- **Email us:** general.enquiries@starandgarter.org
- Sign up for the e-Newsletter on our website: www.starandgarter.org
- **Follow us at:** [@starandgarter](https://twitter.com/starandgarter)
www.facebook.com/starandgarter

Christmas Prize Draw Winner

We are delighted to announce that the winners of the Christmas Prize Draw were:

- 1st prize £5000, Mrs McDowall: *"I have never won anything in my life. Yippee!"*
- 2nd prize £1000, Mr Carter-Clout: *"What a wonderful surprise! I am highly delighted with my win. Best wishes to everyone at The Royal Star & Garter Homes."*
- 3rd prize £500, Mr Dayer: *"The Homes provide a real haven for those sick and injured members of our Forces and Services. They deserve our constant support."*
- Superseller prize £100, Mrs Dukes



Mr Carter-Clout



Mr Dayer

We would appreciate your thoughts on Connections, the Charity or any other issues. Please write to: Gordon Craig, Director of Fundraising & Marketing, at the address below, or email: gordon.craig@starandgarter.org



The Royal Star & Garter Homes
Caring for the nation's military family since 1916



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