

# Connections

## Spring Issue 2018

The Newsletter of The Royal Star & Garter Homes

Registered Charity No. 210119



## A Royal Visit

**Her Royal Highness Princess Alexandra visited residents at the Surbiton Home to mark the Charity's 102nd anniversary.**

Her Royal Highness was welcomed by the Women's Auxiliary Air Force (WAAF) veteran Phyllis and presented with a beautiful yellow posy. Phyllis commented, *"The Princess was absolutely delightful. She asked about my time in the WAAF and we chatted for a long time about all sorts of things. I will always remember today with great fondness and happiness."*

(continued on page 2...)

Her Royal Highness Princess Alexandra chatting with residents and staff over a board game



Resident Phyllis with HRH Princess Alexandra

Her Royal Highness was introduced to residents, staff and volunteers from the Star & Garter Singers choir, who in tribute to the typical British weather, sung a spirited rendition of *Singing in the Rain*. The Princess chatted with more residents in the café-bar before being given a tour of our dementia care floor, where she watched residents participating in a lively exercise class to music.

The Princess has a long-standing relationship with The Royal Star & Garter Homes, after becoming the Charity's president in July 1964. Since then Her Royal Highness has visited the Homes on many occasions, always devoting much of her time to getting to know residents.

“Her Royal Highness Princess Alexandra’s visits are always an absolute pleasure and most welcomed by residents who greatly enjoy her company. This is a significant year for our nation, as we commemorate the end of the First World War. At this poignant time, it is a privilege to share the Charity’s Founders’ Day with our President and we look forward to welcoming the Princess back to our Homes in the near future.”

**Major General Tim Tyler CB, Chairman**



The Royal British Legion Mid Shires Band perform at the Surbiton Home

## Founders’ Day

**Our Homes celebrated the Charity’s 102nd anniversary in style, with entertainment from local performers and afternoon tea.**

The Solihull Home enjoyed a wonderful performance by Kidderminster Male Choir while the Surbiton Home was treated to a delightful performance by The Royal British Legion Mid Shires Military Band. Everybody had a lovely afternoon and the very impressive cakes went down a treat!

Solihull resident Joan cuts the cake during the Founders’ Day celebrations





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

### Dear Supporter,

I'm delighted to welcome you to the spring edition of Connections in what promises to be a very exciting year for the Charity. There's plenty to celebrate with the opening of the new Home in High Wycombe, the Solihull Home's tenth anniversary and the Surbiton Home's fifth!

### Our High Wycombe Home

The construction of our new Home in High Wycombe is going well and we aim to open doors to new residents in the autumn. We now have a building that looks like a home: the windows are in and walls are plastered. We are already receiving enquiries from potential residents, staff and volunteers and we are very proud to be bringing around 150 new jobs to the area. If you would like more information about the new Home, please do get in touch.

### Care Quality Commission

The Care Quality Commission (CQC) have rated the Surbiton Home 'Good' overall, with an 'Outstanding' rating in the Care category. This follows last autumn's CQC assessment of the Solihull Home as 'Outstanding'. We are very proud of these results and the work that our teams and volunteers do. My favourite residents' comments from the CQC report include: "You couldn't do better than this and all the wonderful people that we share our lives with," and "Staff are on our side – our welfare is their life."

### The Charity's Future

Our main aim remains a commitment to deliver high quality residential care in our three Homes. However, we never stand still so, after wide-ranging deliberations, our Board of Governors have approved a new strategy for the Charity that will greatly increase the number of veterans we reach. We already have a trial of day care services in Solihull (see page 9). We are now exploring how we can deliver care to people in their own homes and how we can support younger veterans in our Homes, as well as ex-Service people living in care homes other than ours. I will keep you informed as our plans progress.

### Her Majesty The Queen's New Year's Honours

I am delighted to mention two names featured in the New Year's Honours list. One of our longest-standing volunteers, Betty Johnson, is to receive the British Empire Medal for her services to the Charity. Pauline Shaw, our Director of Care is to receive a hugely well-deserved OBE for services to veterans. I am sure that you will join me in congratulating them for such worthy recognition of everything they have done for the Charity.

Thank you for all your continuing support.

With best wishes from all of the residents, volunteers and staff,

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



## Remembrance 2018

**Disabled veterans paid their respects to the fallen at several Remembrance events held on Armistice Day and Remembrance Sunday.**

On Armistice Day, four Surbiton residents, accompanied by staff and volunteers, attended a special Western Front Association service at The Cenotaph, Whitehall, and in the Guards' Chapel, Wellington Barracks.

In the Homes, Remembrance services were held where residents were invited to sing hymns and join together in prayer. The Solihull Home's service was attended by the Deputy Mayor of Solihull, Mike Robinson.

On Remembrance Sunday, another four Surbiton residents attended the Remembrance Sunday Cenotaph Service and Parade in Whitehall. All took part in the march past in the presence of the Charity's Patron, Her Majesty The Queen, and the Charity's President, Her Royal Highness Princess Alexandra.

Residents also attended local services at St Alphege's Church, Solihull, and the Surbiton War Memorial where resident Stephen, a 30-year-old Army veteran who was seriously injured while serving in Iraq, laid the wreath whilst the local community watched on in support.



Residents, staff and volunteers at the Remembrance Service, London



Resident John laying the wreath in the Solihull Home

## Martin, Vi and Derek

**Three much-loved residents who generously supported the Charity by sharing their stories, have recently passed away.**

Martin Sutcliffe passed away in June, aged 85. Martin had served in the Border Regiment and was a resident of the original Richmond Home before moving to Surbiton in 2013. Violet Butler, known affectionately as Vi, was also a Richmond and Surbiton Home resident. Vi passed away in September, aged 103. Vi's husband Ben died during the D-Day landings, leaving Vi with two young children to raise alone. Derek Banham, who served on HMS Loch Craggie during the Second World War, passed away in the Solihull Home in December, aged 92.

Thanks to the generosity of Martin, Vi and Derek in sharing their remarkable stories, the Charity has been able to raise funds for the care of fellow veterans. Martin, Vi and Derek will be much missed by their many friends at the Homes, and our deepest condolences go to their families.



Martin Sutcliffe



Vi Butler



Derek Banham



An artist's impression of how the High Wycombe Home will look (above) and the building at present (below)



## High Wycombe Home

Construction of the new Home in High Wycombe is progressing well and the Home is really taking shape under the scaffolding. Meanwhile, an ensuite bedroom will be completed ahead of the opening, to provide future residents with a real insight as to the quality of the accommodation. We will welcome the first cohort of staff to begin training in September and the first residents to the new Home in the autumn.

### Creating jobs

The state-of-the-art building, which has rejuvenated the former industrial site, will bring around 150 job opportunities to the area, across a range of roles. Staff receive a competitive salary, pension scheme and a fantastic training programme.

### Find out more...

If you would like any further information about the Home, please contact [general.enquiries@starandgarter.org](mailto:general.enquiries@starandgarter.org)

For job opportunities, contact [highwycombe.jobs@starandgarter.org](mailto:highwycombe.jobs@starandgarter.org)

## Who's your Hero? Competition

All of our Homes are part of the local community. To reflect this, we would like to invite our supporters to help us name the floors in the new High Wycombe Home. Simply tell us who your local military hero is, past or present, a little about their military background and links to Buckinghamshire, and why they inspire you. The winners will be invited to a special naming ceremony at the new Home.



Our hero:  
RAF veteran and  
resident, Iain

### Entering is easy:

- Choose a local person with an inspiring military history
  - Tell us why their story interests you
- Submit your suggestions, by 20 July 2018, to:

**Diane Fisher, Press Officer**

**The Royal Star & Garter Homes**

**15 Castle Mews, Hampton, Middlesex, TW12 2NP**

**Or email [diane.fisher@starandgarter.org](mailto:diane.fisher@starandgarter.org)**



Pauline Shaw, Director of Care



Betty Johnson with Chief Executive, Andy Cole

## New Year's Honours List

**The Charity's Director of Care, Pauline Shaw, and volunteer Betty Johnson have been recognised in the 2018 New Year's Honours List. Both received awards for their contributions to the Charity.**

Pauline Shaw received an OBE in recognition of her services to veterans. This award acknowledges her passionate and unwavering commitment to improving care for older people, and her courage and determination in leading an innovative approach to care.

Pauline was delighted to receive the award: *"I am deeply honoured to receive an OBE. I'm over the moon! There are*

*so many people who have supported me over the years, to whom I owe a huge debt of gratitude. I hope that having these important letters after my name will reinforce my messages about improving care for older people."*

Mrs Betty Johnson, our oldest volunteer, was awarded a British Empire Medal for her service to charities and non-profit organisations. Betty, who is 89, first started volunteering at The Royal Star & Garter Homes in 2000 at the Charity's former Richmond Home after her husband, who was a resident there, passed away. Betty has assisted with a variety of tasks over the years and now generously gives her time to the Home's choir and to reading and chatting with the residents.

## Turning One Hundred

**Staff love to ensure that every resident feels extra special on their extra special birthday.**

In August, staff made sure Joan's 100th birthday was a day to remember, with music from Mickie at the Not Forgotten Association, flowers from the Mayor of Solihull, Stuart Davis, and a party surrounded by friends and loved ones. Joan commented, *"I'm absolutely overwhelmed by all the*



Joan enjoying her 100th

*love and attention that has been shown to me today. I haven't even had time to open my cards yet!"*

Army veteran Douglas turned 100 in February and staff ensured he celebrated in style with a party full of friends and family. Douglas was the life and soul of the party, dancing with his daughters and making sure everyone was having a great time. Douglas said of his special day, *"Thank you all for being here. I've had a great time."*



Douglas, who turned 100 in February



Residents and children join together in a festive singalong

## Veterans and Toddlers Share Festive Fun

**Residents at the Solihull Home welcomed babies and toddlers to a Christmas-themed multi-sensory class, where residents joined in the festive fun with the youngsters.**

The class focussed on the fun and joy of the Christmas season, with children taking a ride to the North Pole on a sleigh before receiving their 'Sleigh Licence' and snowballs from the Charity's very own Santa and Elf.

The class was run by Hartbeeps, as part of an ongoing partnership between the Solihull Home and the local group to help bring generations together. Classes have proven to be a huge success with residents, who enjoy the youthful fun and energy of the children.



Residents at the Surbiton Starlight Service

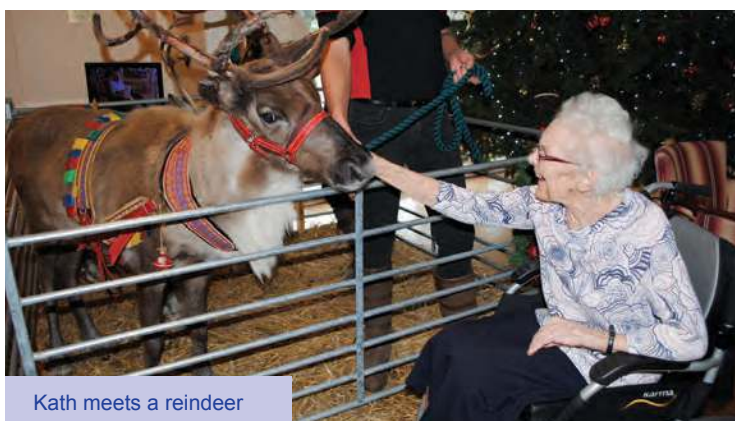
## Starlight Services

**Residents were joined by family and supporters for the Charity's annual Starlight Services at St Matthew's, Surbiton, and St Alphege's, Solihull.**

The festive services celebrated loved ones, past and present, through music and readings. During the services, the congregations were invited to hang stars with messages to loved ones on the Christmas tree. Afterwards, everyone got together for mulled wine and mince pies. Lead Physiotherapist, Nicola Eva, said, *"The Service was beautiful and very moving. It was lovely to see so many people connected to the Solihull Home both past and present."*

*"I was nearly brought to tears as I heard a gentleman singing 'Twinkle, Twinkle' behind me. I looked round and he had his eyes closed whilst holding someone's hand. Just magical!"*

**Nicola Wicks, Owner of Hartbeeps West Midlands, Solihull and Henley-in-Arden Franchise**



Kath meets a reindeer

There were plenty of other festive activities going on, such as reindeer visiting the Solihull Home thanks to the Phoenix Charity. Resident Kath was thrilled to meet the furry visitors and commented, *"This is the first time in my 94 years that I have seen and stroked a reindeer, I can now tick that off."*

## Outstanding Care

**The Care Quality Commission (CQC), have again rated the Surbiton Home as 'Good' overall with an 'Outstanding' in the Caring category.**

Last September, the Charity's Solihull Home was rated 'Outstanding' by the CQC. Both the Charity's Homes were awarded Level 1 Butterfly Accreditation by Dementia Care Matters, which indicates that the Homes are demonstrating exceptional person-centred dementia care. Staff were also finalists in five categories at the 19th National Care Awards and 8th National Dementia Care Awards.

The Charity's Chief Executive, Andy Cole, commented:  
*"I am delighted that the high quality of our care has been recognised once again and am enormously grateful to all our staff and volunteers who have worked so hard to achieve such commendation."*

## My Care Home Experience

**An important part of the Charity's work is sharing our best practice and learnings. We offer nursing and military nursing student training at the Homes to support this. Here Louise Greenslade, a student Registered Nurse, writes about her work experience with us.**



As a mature student with hardly any previous care experience, I was keen to increase my knowledge and understanding of how a dementia care home works. The Royal Star & Garter Home in Surbiton feels like a home from home, it is a bright and inviting place with areas of tranquillity and relaxation, it provides a comfortable, calm and inviting atmosphere for everyone, the

residents are free to take part in the daily activities, which could include singing, baking, gardening and visiting places of interest. The Home has a warm feel with bright, airy rooms and smiling faces wherever you look.

Once, I sat with a gentleman who was in the early stages of his dementia journey. I asked if he'd like to look through some picture cards, he shrugged his shoulders seemingly uninterested! A random card fell out with a picture of old-fashioned bicycles on it, he said: *"I had a Triumph,"* and then burst into song: *"Daisy, Daisy, give me your answer, do!"* It was then that I realised how important communication and respect is, no matter where someone



### Join the Team

The Royal Star & Garter Homes is a rewarding place to work. We are looking to recruit across a wide range of roles for our new Home in High Wycombe and across the organisation. To find out more, please visit **[www.starandgarter.org](http://www.starandgarter.org)**, email **[Human.Resources@starandgarter.org](mailto:Human.Resources@starandgarter.org)** or call **020 8481 7673**.

is on their dementia journey. At The Royal Star & Garter Homes person-centred care is practiced naturally and without hesitation. I continued to thoroughly enjoy my time there, working alongside different residents and carers and I really felt part of their family-team. I feel very privileged to have been given the opportunity to participate in the care home experience and I really hope others will take the opportunity to do the same.

## Star & Garter Club

**Star & Garter Club is a new day care service being offered at the Charity's Solihull Home.**

In line with the Charity's strategy to reach more veterans, staff at the Solihull Home have been welcoming guests to a new day care service, which has proven popular so far with the local ex-Service community. The residents too have welcomed the opportunity to meet new friends and chat with like-minded people.

The guests have been enjoying all the benefits of daily life in the Home, from activities and live entertainment, to delicious food and great company. They also appreciate the door-to-door transport provided.



Norma's first day

One of Star & Garter Club's first guests was Norma, whose late husband was a resident at the Solihull Home. She commented, *"I really enjoyed it. I enjoyed the singing and the exercises. I'm looking forward to next week and I've even booked to have my nails done ... They really looked after me and my lunch was lovely."*

*This day care service is supported with a grant from the Aged Veterans' Fund funded by the Chancellor using LIBOR funds.*

## Help from our Friends

**Colonel (Ret'd) Barney Haugh, Director of Grants ABF The Soldiers' Charity, talks about the impact of a grant made by The Soldiers' Charity on the Solihull Home.**



Chief Executive Andy meets Barney at the Pancake Day cook-off

I have had the privilege of visiting the Homes on a number of occasions and I am delighted that ABF The Soldiers' Charity continues to fund the specialist care of ex-Army veterans and partners living in the Homes.

One visit to Solihull coincided with the fun of Pancake Day. I came to see the new activities room that we helped to fund

and saw first-hand what a difference the room made to residents' daily lives. It is gratifying to know that the work we funded reaches more people than we originally thought.

We are delighted to hear that Solihull are trialling a new day care service in the community and that access to a dedicated activities room has made the trial possible. I wish the Star & Garter Club every success. We are delighted to see our grant reaching even more veterans.



Guests enjoy the great food and company, rekindle old talents or learn new skills



### Find Out More

If you would like to know more about the Star & Garter Club, please call: **0121 711 6330**  
Or email: [starclub@starandgarter.org](mailto:starclub@starandgarter.org)





The finale of the 2017 Tattoo

## Birmingham International Tattoo



**Diane Fisher is Press Officer for The Royal Star & Garter Homes. She attended last autumn's Tattoo. Here she gives her account of the event.**

My love of military tattoos started during my childhood, when my parents would take me along to the Royal

Tournament in London. I'd watch in awe at the strength of the Servicemen performing the gun race, and marvel at the impeccable timing and precision of the military marching bands. So, when I was offered the chance to attend the 2017 Birmingham International Tattoo, I jumped at the opportunity to indulge in a military performance.

This was my first time attending the Birmingham International Tattoo. I'd heard great things about the show, and it certainly didn't disappoint. The performers were superb, it was obvious the audience were having a wonderful time, and the organisers are clearly very experienced at running a smooth production.

What moved me the most, however, was the exceptional support the audience had for not only serving military personnel, but for veterans. Towards the end of the show, our Chief Executive, Andy Cole, gave a heartfelt speech about how the audience's support makes an incredible difference to the veterans living at our Solihull Home. The applause Andy received was enthusiastic, as was the response from people as they made their way out of the arena after the show. As people donated, they commented, "The veterans living at your Homes deserve it", "Veterans deserve only the best, which is why I support The Royal Star & Garter Homes", "Where would some of our veterans be without your help." It was very moving to hear that The Charity resonates deeply with so many people.



The Southern Highland Pipers with Jon at the RS&GH stall

Thanks to the generosity of the Birmingham International Tattoo's audiences, a magnificent £101,000 has been raised for the Charity. All of the money raised goes towards providing specialist care for veterans and their partners living with disability or dementia at the Charity's Solihull Home. Every penny makes a difference to our residents.



Volunteers Graham and Wendy helping to sell programmes

**The 2018 Birmingham International Tattoo will be held on Saturday 24th and Sunday 25th November at the Arena Birmingham. For more information and to book tickets visit: [www.birminghamtattoo.co.uk](http://www.birminghamtattoo.co.uk)**



The new activities area is enjoyed by all of our residents and day care guests



Our person-centred dementia care puts feelings at the heart of all we do

## A Gift in your Will

**Gifts in Wills have played an important part in the Charity's work over the past 100 years.**

Generous bequests have helped us to build our new, state-of-the-art Homes, develop our innovative dementia care model and enable us to offer specialist therapies such as in-house physiotherapy. More recently, gifts in Wills are helping to fit out bedrooms in our new High Wycombe Home and contributed to the new activities area in our Solihull Home. These gifts are crucial to our work as we extend our care to even more veterans, ensuring that we

can meet the needs of ex-Service people, and their partners, living with disability or dementia, in the years to come.

You may be surprised to learn the difference that a gift in your Will can make. All gifts, whatever their value, help us to provide life-enhancing care and a positive new chapter in our residents' lives. We understand that making or updating your Will is a personal decision. Our leaflet, *A gift in your Will*, is enclosed for you to consider when the time is right.

<b>£100</b>	Provides two physiotherapy sessions, helping residents to manage pain, build mobility and fitness, and maintain independence.
<b>£500</b>	Provides reminiscence items for a year, which help people living with dementia to reconnect with their memories.
<b>£1,500</b>	Funds monthly live musical entertainment for a year, helping residents to share their love of music and the emotions that go with a favourite song.
<b>A Share of Your Estate</b>	Enables us to provide in-house specialist therapies and a programme of activities and outings. These have a significant impact on residents' quality of life.



Please do get in touch if you have any questions, or would like more information about making a gift in your Will:

**Anna Wilkinson, Legacy Manager**

Call: 020 8481 7695

Email: [legacies@starandgarter.org](mailto:legacies@starandgarter.org)

### Free Will-writing Service



The Royal Star & Garter Homes will be launching a Will-writing service later this year.

We would like to offer our supporters the opportunity to write a simple individual Will, or mirror Wills with your partner, at no cost to you.

There is no obligation to include a gift to The Royal Star & Garter Homes in your Will, however we hope you will consider supporting our residents in this way.

**There will be a limited number of Wills written, on a first-come, first-served basis. To register your interest, please call Anna on 020 8481 7695.**

## Christmas Raffle Winner

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



Mr John Franklin

- 1st prize £5,000 – Mr Franklin  
*"I am 93 years old and never won anything like this before. Better late than never! I served in the Navy in the Second World War and intend to share some of it with people that have helped me."*
- 2nd prize £1,000 – Mrs Coxon
- 3rd prize £500 – Mrs Martin
- Superseller prize £100 – Mrs Barrie

## We're Here to Help

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

- **Call 020 8481 7674**, 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](mailto:general.enquiries@starandgarter.org)
- Sign up for the e-Newsletter on our website: [www.starandgarter.org](http://www.starandgarter.org)
- **Follow us at:** [@starandgarter](https://twitter.com/starandgarter)  
[www.facebook.com/starandgarter](https://www.facebook.com/starandgarter)



We would appreciate your thoughts on Connections, the Charity or any other issues. Please write to: Catherine Williams, Head of Fundraising & Marketing, at the address below or email:

[catherine.williams@starandgarter.org](mailto:catherine.williams@starandgarter.org)

## A Lasting Tribute

We are deeply grateful to Frank Haslam and family, who raised generous donations of £1,750 in memory of Catherine Haslam. Catherine, whose late husband served in the RAF, was a resident in our Surbiton Home.

This wonderful support will help to provide the highest standard of specialist care for all the disabled ex-Servicemen and women, and their partners, in our Homes. We are also very proud to share a tribute for Catherine on our online Memorial Wall, which can be viewed at our website [www.starandgarter.org](http://www.starandgarter.org)

Director of Care, Pauline Shaw, with Frank Haslam



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



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