

# Connections

## Centenary Autumn Issue 2016

The Newsletter of The Royal Star & Garter Homes

Registered Charity No. 210119



**The Royal Star & Garter Homes celebrated its 100th birthday with a glittering Centenary Fundraising Dinner on 23 June, against the magnificent backdrop of the Imperial War Museum London.**

Guest-of-honour was Her Royal Highness Princess Alexandra, who has been the Charity's President for

over 50 years, and whose grandmother, Queen Mary was the Charity's Founder and first Patron.

The evening was generously funded by lead sponsor London Square and by Knight Frank. It was a great success, raising £50,000 towards the cost of providing specialist care to the disabled veterans in our Homes.

*"It was a privilege to attend the Centenary Dinner and humbling to meet some of the veterans that I represent. I am proud to support the Charity's invaluable work in providing care for ex-Service personnel."*

**Mark Lancaster TD MP,  
Minister for Defence Veterans,  
Reserves and Personnel**



*"The Royal Star & Garter Homes has been dedicated to providing the highest standard of specialist care for disabled veterans for 100 years. Serving your country and putting your life on the line for the protection of others is something that should never be forgotten and, together with our generous supporters this evening, we have marked our Centenary, paid tribute to our veterans past and present, and look forward to supporting veterans into the future."*

**Major General Tim Tyler CB, Chairman**



James Berry, MP for Kingston and Surbiton, meets Barbara and Vi



Keen supporter of the Charity, Lance Corporal Matthew Croucher, who was awarded the George Cross in 2008



Lieutenant General Richard Nugee CBE, Chief of Defence People



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

Dear Supporter,

I'm delighted to welcome you to the Centenary Autumn edition of Connections.

After nine months at the Charity, I look back with pride at what has been achieved in our Centenary year, including our fantastic Centenary Fundraising Dinner which raised funds for the veterans in our care and The Patron's Lunch enjoyed by volunteers on the Mall and residents in the Homes.

As we commemorate the Centenary of the Battles of the Somme and Jutland, our own Centenary provides a timely reminder of the rich history of this great Charity. You may be interested in watching a short video, which is available on the Centenary page of our website: [www.starandgarter.org/centenaryvideo](http://www.starandgarter.org/centenaryvideo)

On the Centenary theme, a number of Centenary Challenge 100 events have already been completed – swims, walks, and my own contribution, surviving a 10km run – raising much-needed funds towards our work. Thank you to everyone who has taken part.

I quickly discovered in my first months that there is always something exciting happening at The Royal Star & Garter Homes. Following the Ground-breaking Ceremony for our new High Wycombe Home in April, we are making real progress with the construction of our third Home and intend to open our doors to 74 residents in Spring 2018.

In Solihull, we have just completed building an extension to provide a new activities area. This not only creates a much-needed extra space for residents to enjoy but also allows us to fully utilise the space in the dining room. In Surbiton, progress is being made in sharing best practice with other care organisations and we are participating in a number of research studies. Both Homes welcomed their local communities to lively Summer Fetes.

Following the success of resident Douglas Jakeman's Christmas card last year, this Christmas sees another resident's talent on show with a card designed by John Jenner. I hope that you will find something you like in the enclosed Christmas Card Catalogue. Your support makes a real difference to the residents in our care.

On that festive note, may I take this early opportunity to wish you a happy Christmas and new year, on behalf of the residents, volunteers and staff at The Royal Star & Garter Homes.

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



Volunteer Anne Shine and Monty with Andy Cole

# Military Commemorations

**Most residents wish to maintain their military connections and our staff support them in observing commemorations such as the Centenary of the Battle of the Somme and Armed Forces Day.**

Both Homes raised the Armed Forces Day Flag and presented Her Majesty's Armed Forces Veterans' Lapel Badges at services in June. Following the ceremony in the Surbiton Home, a small party of residents attended a service of commemoration at the Bromhead Memorial in Richmond. Residents read the Armed Forces Day messages which supporters sent in on special bunting to express their gratitude to the veterans in our Homes.

July saw the Centenary of the Battle of the Somme. This event was commemorated with services at both Homes, where specially erected altars were dressed with poppies and flags. Residents shared the services and talked about their military past with local school children. The Charity was also represented at the service in Westminster Abbey.



Soldiering on: Douglas and his daughter Sue brave the rain with true British grit to watch the AFD flag-raising ceremony



Commemorations for The Battle of the Somme

# Armed Forces Day Messages

**Supporters were invited to send in messages to the residents and here are just a few of the thousands they received.**

I would like to thank you for all you did to give us a world of peace. What you gave secured our childhood as a far better place to live in. You now deserve to be cared for and live a life of your own security and peace.

It is so good to know you are getting the care and support you so very much deserve in your Star & Garter Home. Long may it continue. Our great respect to you. Thank you.

On this hundredth anniversary we wholeheartedly appreciate and admire the sacrifice made by you, as well as by other courageous men and women who sacrificed their lives in action for the nation. Kind regards. Thank you.



# Summer Fetes

Both the Solihull and Surbiton Homes welcomed the local communities to our colourful Summer Fetes. Despite the British weather, the crowds were eager to join in the fun. We are grateful to everyone who supported these events and especially to Probate Solicitors Ltd in Solihull and CHK Mountford Lettings Agents in Surbiton for their generous sponsorship.



Pimms and smiles



Mayoral visitors and Dorothy



Families enjoying the stalls

## The New High Wycombe Home

**Work started on the construction of the Charity's new 74-room Home in High Wycombe in April.**

Due for completion towards the end of 2017, the four-storey, high-specification Home has been designed to create a welcoming and stimulating environment for disabled veterans and their partners. The new Home will open its doors to ex-Service people with nursing needs and those living with dementia in early 2018.

Anthony 'Bugs' Bendell, who ranked amongst the RAF's most talented fighter pilots of his generation, currently lives at the Charity's Surbiton Home. He commented:

*"Opening The Royal Star & Garter Home in High Wycombe will be a great advantage to the military veterans ... They will benefit from the high standards of care that The Royal Star & Garter Homes have traditionally provided. I hope I will be one of the first in the new Home."*



Left to right: Major General Tim Tyler, Chairman; Jules Bendell; 'Bugs' Bendell; Cllr Ian McEnnis, Chairman of Wycombe District Council; Andy Cole, Chief Executive; and Tom Wakeford, Joint Managing Director, Stepnell



Iain with his daughter Louise

## Longest-serving Resident

Mr Iain Winning passed away on 7 June, aged 89. He was our longest serving resident, having lived at The Royal Star & Garter Homes since 1998. Iain served in the Army Intelligence Corps between 1945 and 1948. He was approached twice to join MI5 but he was excited by the challenges of the commercial sector and became a merchant banker. He maintained links to the Charity throughout his life. Iain's family has been very generous in permitting us to share his story in aid of the veterans in our Homes. Iain will be much missed at the Surbiton Home and our deepest condolences go to his family.

## Ernie Prior

Mr Ernest Prior passed away on 3 July, aged 94. Ernie served in the Army's Leeds Tank Regiment in the Second World War. When the War ended, Ernie was sent to a demob camp near Naples, where he started entertaining. He continued on the stage in his civilian life and when he came to the Surbiton Home in 2014, he quickly built a reputation as a great singer and raconteur, as well as a true gentleman. Ernie and his family kindly allowed us to share his remarkable story, which raised funds to care for his fellow veterans. Ernie was a much-loved resident and will be missed by all who knew him. Our deepest sympathies are with his family.



Ernie Prior

# League of Mercy Award

**Betty Johnson, who volunteers at the Surbiton Home, has been awarded the Order of Mercy for distinguished Voluntary Service, for her service over many years to charities and non-profit organisations.**

The July awards ceremony took place in London, in the presence of HRH Princess Katerina of Yugoslavia, the Lord Mayor of London and many other distinguished guests.

The Rt Hon the Lord Lingfield, President of the League of Mercy, said: *“Mrs Johnson’s dedication to the service and welfare of others is noteworthy and remarkable and we were delighted to be able to make this well-deserved award to her.”*



Betty receiving her award at Mansion House



Solihull volunteers: Anthea, Frank, Don and Penelope with awards

# Annual Volunteer Awards

**Residents and staff at both Homes welcomed the Charity’s local volunteers to the Volunteer Awards ceremonies to thank them for their contribution to life in the Homes.**

Volunteers receive certificates or badges, depending on length of service. As part of the centenary celebrations, each received a rose tied with a personal note written by a resident. One note read: *“We’re all part of one family. To an outsider looking in it is difficult to distinguish between nurses, staff, health care assistants and volunteers; all your work is incredibly valuable to me.”*

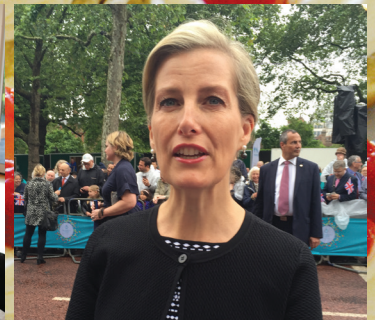
# The Patron’s Lunch

**On 12 June, The Patron’s Lunch was held in honour of Her Majesty The Queen on her 90th Birthday and her dedicated patronage to many charities, including The Royal Star & Garter Homes. Each Home held a street party too.**

Volunteers and staff from both Homes, loaded with hampers and, of course, rain macs, joined the giant picnic to honour The Queen, who has been the Charity’s Patron for over 50 years. Two of the Charity’s longest serving volunteers, Betty Johnson who has been volunteering for 15 years and Margot Hayhoe who has been volunteering for 21 years, were guests of honour. Margot commented: *“It was a joyous day. HRH Sophie, Countess of Wessex, asked us who we were representing so we proudly named The Royal Star & Garter Homes, to which she responded what a wonderful organisation it was.”*



A royal visitor at Solihull



HRH Sophie, Countess of Wessex, chats to volunteers



Gill and Cheryl brave the rain



Resident Vi Butler enjoying the street party

# A Century of Caring: Nurses at the Heart of what we do

**Since the Charity was established in 1916, exceptional nursing care has been fulfilled by generations of nurses, both military and civilian. Nursing in the early years at the Richmond Home was provided by trained Red Cross Nurses and Voluntary Aid Detachment Nurses (VADs).**

An extract from a diary, written in 1919 by VAD Nurse Gladys Lang, shows her devotion to the residents and distress at leaving her nursing role at the Richmond Home in order to get married:



VAD Nurse Gladys Lang in 1919

*'In the evening before coming off duty I went round and said goodbye to all the men; only Cox was asleep. The tears were running down my face before I had got round. It was dreadful for besides feeling I was giving up nursing, it was like saying goodbye to 35 friends. It is not as though they will be leaving in a month or two, but they stay on. I went upstairs and wept...'*  
(Extract courtesy of the Blomfield family)

Today, the Charity helps to train military nurses but nursing staff are civilian. All of our nurses are just as devoted to

their work as their predecessors. Connie Chingwaru, Lead Nurse at our Surbiton Home, is responsible for promoting and supporting the development of person-centred care in accordance with the Charity's Nursing and Dementia Care Strategy, which recognises and develops the concept that exceptional care is holistic care, addressing physical, emotional, psychological and social needs.

Connie's enjoyment of the role comes from the feelings of solidarity and friendship she finds: *"When I am here, I feel at home because residents and staff have such a close relationship. I find pleasure in looking after the residents – it is very rewarding. Staff have a lot to learn from them. They have such a wealth of experience and it is amazing... to share their stories with them."*

## The Silver Buckle

In the 1980s, a young trainee nurse saw a silver nurse's buckle in an antique shop and blew her meagre budget to buy it before she had even received her final exam results. She was deeply moved by the connection she felt to the first owner, a nurse from the First World War, who would have been inspired, as she was, to dedicating her working life to improve the lives of others. This young nurse is now the Charity's Director of Care & Service Development, Pauline Shaw, who says: *"It is both a privilege and an honour to nurse; we share in some of the most vulnerable moments in people's lives, where a smile or holding someone's hand can make a difference. That's what I love about nursing, making a difference."*



# Partnerships

In the communities around the Homes, we are lucky enough to have partner organisations which support the Charity's work. We are especially grateful for the significant support we continue to receive from the Birmingham International Tattoo and from the Dallas Burston Polo Club.

November sees the annual Birmingham International Tattoo, a spectacular military display held at the Barclaycard Arena in Birmingham. This year's event, on the 26 and 27 November, brings together international military marching bands from across Europe.

Through the generosity of its audiences, the Tattoo has now raised nearly £80,000 for the Charity and the organisers aim to bring the overall total to a magnificent £100,000 to commemorate our Centenary.



# Supporting our Residents

This year's colourful resident's card was designed by RAF veteran John Jenner.

John has been a resident in the Richmond and Surbiton Homes for over five years, where he receives specialist nursing and therapeutic care which allow him to retain his independence and mobility. Your support will ensure we can be there for John and other members of the military family in the future. Please see the enclosed Christmas Card Catalogue for more information.



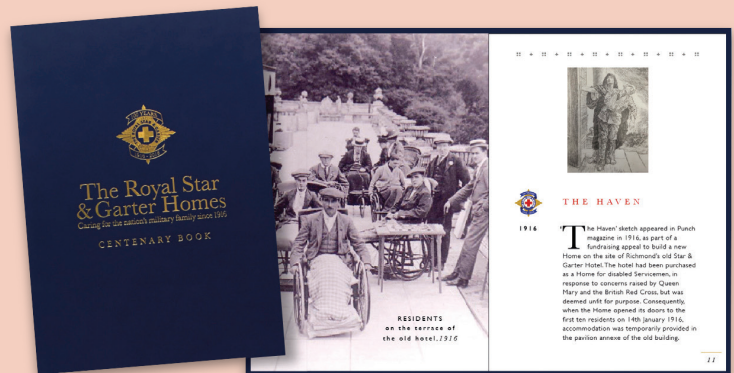
Resident John and his card design

# 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](mailto:online@starandgarter.org) for details. The book is available to view at: [starandgarter.org](http://starandgarter.org)





# Centenary Challenge 100

To celebrate its Centenary, the Charity is inviting supporters to take on a challenge: try 100 of any activity to raise £100 for the veterans in our care.

We're pleased to report that Andy Cole, our Chief Executive, completed his 10km run without injury, raising £1,000 for the Charity.

Huge congratulations to our fantastic walkers, Pauline Shaw, the Charity's Director of Care & Service Development, and Catherine Williams, Trust Manager. They finished their 100km London to Brighton walk in just under 28 hours. They walked through the night, exhausted and with many blisters. Both said it was the hardest thing they had ever done – but they raised over £3,000!

It's not too late. To take part, contact [events@starandgarter.org](mailto:events@starandgarter.org)



Pauline and Catherine celebrate their success

# Solihull's Activities Area

The extension to the Solihull Home is now complete, creating a new activities area.

With direct access to the Home's gardens, the activities area accommodates over 40 activities a week. This busy schedule has a marked impact on residents' well-being and sense of community. The Charity received grants from ABF – The Soldiers' Charity, The Michael Marsh Charitable Trust and a legacy from Barbara Maud Philpott to cover the cost of the work. We are extremely grateful for their support.



Charlie and Maggie flower-arranging in the new activities area

“What a lovely place to be, loud and lovely with activities but also a lovely and peaceful place to go. I can't believe how you have managed to make such a great room for us.”

**Resident Joan Haynes**



Resident Derek Banham enjoying crafts



Bernie's DJs Martin John and Ski

## Fundraising in Celebration

**We are very grateful when supporters choose to celebrate their special occasions, such as anniversaries, birthdays or weddings, with the Charity.**

Bernie Cuffe, a long-time supporter of the Charity, celebrated her 65th birthday in April with her Big Birthday Soul Disco Bash, generously raising funds for the Charity in lieu of gifts.

The party featured a celebration of soul and disco music, bringing back memories of the youth group Bernie helped to set up in 1965 and reuniting her with fellow soul lovers.

The event was a great success and we are most grateful to Bernie and her friends for choosing to support the disabled veterans in our care, for whom a sense of camaraderie and fun is such an important part of life in the Homes.



## Celebrate your special day with The Royal Star & Garter Homes:

- Please let us know about your celebration and we would be pleased to send you a celebration pack, including donation envelopes and collection boxes.
- You can also set up a Just Giving page to collect donations online. Simply visit [www.justgiving.com/starandgarter](http://www.justgiving.com/starandgarter) to get started.

Please contact Anna Wilkinson on **020 8481 7695** or email [celebrations@starandgarter.org](mailto:celebrations@starandgarter.org) for more information.

## Your Support

**Your support is vital for everything that we do. Here is a brief summary of exactly how your support has helped us this year.**

### How we raised our income

During 2015, we raised £20.9 million to invest in providing the highest quality of care for military veterans.

### Where our income came from in 2015:

Legacies	£10.6m	50.7%
Fees for services	£5.2m	24.9%
Sale of property	£2.3m	11.0%
Donations & events	£2.0m	9.6%
Investment	£0.8m	3.8%

**Total Income £20.9m**

### How we spent the money

During 2015, we spent £11.0 million on providing care and support to residents. This represents some 86p in every £1 we spent. Like all charities, we have to spend money in order to raise valuable funds and ensure we are well run. We spent just 13.5p on fundraising for every £1 we raised during the year.

### How we spent our funds in 2015:

Care & support	86.0%
Fundraising & events	13.3%
Investment management	0.7%



**Total Expenditure £12.8m**

## Legacy of Care

**Thank you to all the supporters who responded to our recent Centenary Legacy Appeal, by pledging to include a gift to The Royal Star & Garter Homes in their Wills. Knowing that we have this pledge of future support helps us to plan ahead and ensure that we can continue to provide the highest standard of care for our residents.**

As the Charity celebrates its Centenary, we look back on 100 years of exceptional care for thousands of disabled ex-Service people, and their partners. Gifts in Wills have played a vital part in this legacy of care. Recently, these generous gifts have helped to build new state-of-the-art Homes, including the new Home in High Wycombe, to offer the specialist care which makes such a difference in residents' lives. This care ranges from regular in-house physiotherapy and speech and language therapies to 24-hour nursing care and pioneering, award-winning dementia care. Legacy pledges ensure that we can meet the individual needs of all the veterans living in our Homes now and in the future.

We understand that providing for your loved ones is the first priority when making a Will. However, just a small share of your estate could make a great difference in the lives of disabled ex-Servicemen and women. As gifts to charities 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.

Remembering a cause close to your heart in your Will is a wonderful way to make a lasting difference. As a charity, we receive no direct government funding so the gifts we receive in Wills allow us to provide this exceptional care to the military family, who themselves have given so much.

### Our Legacy Pledgers say...

“The charities I support are mostly connected to the Armed Forces, especially from WW2. In whatever capacity, they saved our country, and I have enormous respect for them.”

“As I was ex-Army myself I believe The Royal Star & Garter Homes is a good choice for leaving money to. Ex-Forces people are a good bunch and they should be able to have a good retirement.”

“To enable veterans of past and future wars or conflicts to receive long term care in a suitable and caring environment.”



Home Manager Cheryl and resident Arthur

## How to leave a Gift in your Will



Whether you are thinking about making or updating your existing Will, including a gift to The Royal Star & Garter Homes is an easy process through your solicitor. Simply ensure that you include the Charity's correct details: The Royal Star & Garter Homes, 15 Castle Mews, Hampton TW12 2NP Registered Charity No. 210119

Please get in touch if you would like to receive a copy of our new legacy booklet or to discuss making a gift in your Will. Call our Legacy Manager, John Ingram, on **020 8481 7694** or email [legacies@starandgarter.org](mailto:legacies@starandgarter.org)

# Centenary Prize Draw Winner

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

- 1st Prize Miss Scott of Liverpool
- 2nd Prize Mrs Jackson of Poole
- 3rd Prize Mr Weston of Bracknell
- Bonus draw of £100 goes to Mr Dunmore of Hungerford



Mrs Jackson commented: "I've always known the Charity has been willing and able to assist disabled or wounded service people which is a very worthy cause. I've supported them for many years."



**Confidence** We value our supporters and want them to have confidence in our work.

**Respect** We respect our supporters' privacy and appreciate their generosity.

**Clarity** We are clear about who we are, what we do and how donations are used.

**Honesty** We do what we say we are going to do.

**Accountability** We adhere to the Institute of Fundraising's Codes of Fundraising Practice.

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## We're Here to Help

There are several ways to keep in touch and our friendly Supporter Care Team is always on hand to help.

- **Call:** Fiona, Simon or Lene on 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](mailto:general.enquiries@starandgarter.org)
- **Sign up for the e-Newsletter** on our website: [starandgarter.org](http://starandgarter.org)
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Simon, Fiona and Lene, the Supporter Care Team

Your feedback is very important to us. 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](mailto:gordon.craig@starandgarter.org)



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Caring for the nation's military family since 1916



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