

Connections

Autumn Issue 2018

The Newsletter of The Royal Star & Garter Homes

Registered Charity No. 210119



Solihull's 10th Birthday!

Residents and staff were delighted to welcome Her Royal Highness Princess Alexandra when she visited the Solihull Home to mark its 10th anniversary.

Her Royal Highness was given a tour of the dementia care house where residents were enjoying flower arranging. The Princess then moved into the café-bar where she chatted to residents, all of whom were delighted to meet her.

(continued on page 2...)

Princess Alexandra with the High Sheriff of West Midlands Mr Christopher Loughran; his wife, Mrs Jane Loughran; Chairman Major General Tim Tyler CB, Chief Executive Andy Cole, the Mayor of Solihull Mrs Flo Nash and Deputy Lieutenant Professor Nigel Thrift

Resident Joan meeting Her Royal Highness Princess Alexandra



Resident Joan, who will be celebrating her 101st birthday in September, commented, *"The Princess looked amazing, so elegant. She asked me how long I've been living at the Home. I told her the staff are fantastic at putting on these kinds of events and that they spoilt me silly for my 100th birthday."*

After a tour of the Home and cutting the magnificent birthday cake, Princess Alexandra was presented with a posy by Margaret, who has been a resident since 2012. Margaret's husband, Brian, an RAF veteran, was one of the first residents of the Solihull Home.

Nurse Olive Parantar was presented to Her Royal Highness along with two other staff members who have worked at the Home since 2008. Olive said, *"The Charity is so supportive, and days like today emphasise that. It was an honour to meet the Princess."*

10th Birthday Celebrations

After Princess Alexandra's visit, the Home held a black-tie gala for residents, staff and volunteers.

Delicious food was accompanied with vintage-themed music performed by local vocal trio The Bluebird Belles. After the buffet, the Home held its Annual Volunteer Awards, an event that celebrates all the volunteers who share their time and skills with residents. Commenting on the festivities, Home Manager Cheryl Harbourne said, *"I'm extremely proud of everyone for helping make today such a wonderful occasion. It's lovely to celebrate alongside the residents."*

Home Manager, Cheryl, and Health Care Assistant, Lee, enjoying the evening celebrations



Activities Manager, Charlie, dancing with resident Pauline



Relatives, staff and volunteers at the black-tie gala





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

Editor's Letter

Dear Supporter,

I'm delighted to bring you the Autumn edition of our Connections newsletter. We've had an exciting summer, celebrating the Solihull Home's 10th birthday in style, with a Royal visitor, a gala buffet and a celebration for our wonderful volunteers who bring such joy to our residents. Surbiton also celebrated its 5th anniversary with a flower-filled garden party.

Annual military events mark the year's progress and Armed Forces Day is a feature for both Homes, as is the Birmingham International Tattoo, which supports us so generously each year, just after Remembrance. We also commemorate the 100th anniversary of the RAF with the story of Phillip, a former pilot, on page 8.

At the heart of our Homes are the Home Managers and we are delighted to welcome not one but two new ones: Chelle Daly will be leading the High Wycombe Home and Chrissie Heyes is heading up the Surbiton Home.

Over the next year we're coming up with some exciting plans to get our generous supporters more involved. Our Community Team is looking for local businesses, rotaries, schools and other fundraising groups to help us raise £70,000 for each Home to fund replacement minibuses for residents. These provide comfortable, adapted transport for crucial visits to hospital or fun-filled outings which improve residents' well-being. If you have any contacts please let us know: we would love to talk to groups and businesses about fundraising opportunities (see the box below).

On an early festive note, we'd love to see you at our beautiful Starlight Services at churches near the Homes, see the box below. Do have a look at page 12, where you will see a stunning design by one of our many talented residents, Ted, which we are delighted to offer amongst this year's Charity Christmas cards.

Until spring, with best wishes,

Cally Madden,
Editor



Our Starlight Services



Our moving Starlight Services are held every December at churches near the Homes. These heart-warming services provide an opportunity to celebrate loved ones, past and present, through music and readings. Everyone is invited to come along and hang a star on the Christmas tree to celebrate your loved one. Save the date for services: St Matthew's Church, Surbiton, on 2 December, and St Alphege's Church, Solihull, on 8 December 2018.

"The Starlight Service was delightful. It was lovely hearing the songs from the Star & Garter Singers and the many contributors throughout. It did a wonderful job of bringing comfort to those attending in memory of a past resident."

Rosemary Lever, friend of resident Ken

Get in Touch

For more information on our Minibuses Fund or Starlight Services, please contact events@starandgarter.org



High Wycombe Update

Showroom

A showroom will be opening shortly in the new High Wycombe Home. It will give prospective residents and their families an idea of the comfort and quality that the Home will provide. The en-suite bed-sitting rooms were designed by Park Grove Design, and every detail has been considered for the residents' comfort, from large, low windows to enjoy the gardens, to specialist beds that adapt to each person's needs. Residents are welcome to bring well-loved items from home.

If you would like to arrange a viewing, please call Chelle: **020 7451 9777**



Introducing Chelle, Home Manager

Chelle Daly has been appointed Home Manager of the new High Wycombe Home.

"Hello, I'm Michelle Daly, and like to be known as Chelle. I have 25 years' nursing experience, including 12 years serving in HM Prison Service. It was this role that gave me the grounding for my management skills and ability to deliver person-centred care.

I have managed care homes for the past six years and am passionate about delivering the highest standards of care. I have a good sense of humour and enjoy spending time with residents, their families and the staff team.

I am very excited to have joined The Royal Star & Garter Homes and to be part of such a well-established Charity that holds such a good reputation."

Help to Honour Buckinghamshire Heroes

The Charity is asking the local community to help name the floors of its new Care Home in High Wycombe.

We would like to name the floors after military heroes from the Buckinghamshire area. The public is invited to nominate local Servicemen and women, past and present, and share their inspiring military story.



The competition closes on **30th November** and entries can be made via the Charity's website **www.starandgarter.org**. Winners will be invited to a special naming ceremony to see their hero's name become part of the new veterans' care home.





Charity staff perform alongside the Kingston Morris Dancers

Chief Executive, Andy Cole, with Deputy Mayor of Kingston upon Thames, Olivia Boulton, and the High Steward of Kingston upon Thames, Colonel Geoffrey Godbold



Summer Fete Success

On 21 July, the Surbiton Home held its annual Summer Fete.

The event was officially opened by the Deputy Mayor of Kingston upon Thames, Olivia Boulton, who gave a short speech and wished everybody an amazing afternoon.

There were plenty of attractions to keep everyone entertained, especially the children, who were mesmerised by the chocolate fountain.

The Charity's Chief Executive, Andy Cole, remarked, "We hold lots of activities that bring the local community and residents together but the Summer Fete is something special. It's a wonderful opportunity to connect with our neighbours and I'd like to thank everyone who attended."

Volunteer Awards

Every year, our Homes hold Annual Volunteer Awards to celebrate the many people who generously donate their free time and expertise to the Charity.

In April, the Surbiton Home held its awards ceremony to thank the 55 dedicated volunteers who support residents on outings and activities.

Activities Manager, Raquel, gave a welcoming speech before Director of Finance, Malcolm Munro-Faure, presented volunteers with certificates and badges. Residents and staff then joined the volunteers for lunch.

If you are interested in volunteering, please visit our website starandgarter.org/how-you-can-help/volunteer/ to find out more.

"Volunteering is my tonic, I absolutely love it! All of the residents are fantastic, so lovely and always happy to see you."

Sheila Bean, volunteer of 20 years.

Our volunteers with Raquel, Activities Manager, and Director of Finance, Malcolm



Volunteers Betty, Leslie and Shirley

New Surbiton Home Manager

We are delighted to introduce Chrissie Heyes as the new Surbiton Home Manager.

"Hello, I'm Chrissie. I am a Health and Social Care professional with over 30 years management experience. I share the Charity's passion for care, knowing that no single approach is right for every individual. I have worked in and managed a variety of care home settings including residential and nursing dementia homes.

For me, the most exciting and important aspect of the role is getting to know the staff, residents and their families."





Armed Forces Day

Residents at our Homes paid tribute to British Service personnel past and present by raising the Armed Forces Day Flag.

The Flag in front of the Surbiton Home was raised by Army veteran, Philip, in front of residents, family, staff, volunteers and the local CCF unit.

Earlier in the day, the Home held a ceremony to present new residents with their Armed Forces Veterans badge. Residents who are partners of veterans received a special

Spouses badge. Later, a group of residents and staff visited the Bromhead Memorial at Richmond Cemetery, to commemorate the lives of the Charity's previous residents.

Siobhan Creighton, the Charity's Director of Human Resources, formerly served in the Women's Royal Army Corps and commented: *"It's important that we pay our respects to those who have served our nation and continue to do so. The residents appreciate the opportunity to unite with fellow comrades to raise the Armed Forces Day Flag and remember their time in service. We are honoured to mark each new resident's service with a Veterans badge."*

Watch out for Armed Forces Day events next June or think of your own event to celebrate Armed Forces Day 2019. Contact events@starandgarter.org for more information.



Caley Eldred, Director of Supporter Engagement

Welcoming our new Director of Supporter Engagement

Caley Eldred has been appointed as the new Director of Supporter Engagement, leading the

Fundraising & Marketing Team in the Hampton Office.

Caley explained her passion for this role: *"I am really driven by the cause; my father was in the Army Education Corps and my grandfather was a member of the TA serving in the Honourable Artillery Company. With this background I am looking forward to meeting residents, learning more about the first-class care they receive and being able to bring their stories to life."*



Arthur proudly holding his Legion d'honneur medal

Resident receives highest French honour for WW2 Service

France's highest military honour has been bestowed on Army veteran, Arthur Ogden.

The prestigious Legion d'honneur medal was presented to Arthur for his contribution to the liberation of France during the Second World War. Arthur joined the Army in 1939 and served as a driver in the Signal Unit for the 1st Armoured Brigade. His regiment was attached to the Royal Dragoons and served in Europe and North Africa.



Resident Audrey
with Registered
Nurse Eileen

Inset: Resident
Betty with
Registered Nurse
Henrietta



Course graduates,
DCM trainer Sally
and resident Nobby

Housekeeper
Lorraine receives
her certificate from
Chief Exec Andy



Solihull Home chosen for Teaching Care Homes Programme

This ground-breaking, nurses-led project focusses on developing centres of excellence where staff are supported in meaningful and innovative learning environments.

The objective of the scheme is to raise the profile of residential care within the nursing community. The Home will receive support over the next two years via workshops and one-to-one staff mentoring.

Pauline Shaw, Director of Care, commented, *"We aspire to offer exceptional care to every single one of our residents and can only do this with exceptional staff. It's more than just clinical skills and knowledge; equally important is our nursing and care team's passionate approach to the care of older people. We will be able to nurture and develop all those skills by being part of such an innovative project. I'm excited to see the outcomes and how they can benefit not only our organisation, but the care sector as a whole."*

The project is run by Care England in partnership with the foundation of Nursing Studies and the Burdett Trust for Nursing.

Being a Butterfly

Nine members of staff recently completed the Dementia Care Matters 'Being a Butterfly' Learning Programme.

The course spans ten one-day workshops and focusses on supporting people with dementia. The programme examines what 'quality of life' means to those around us including people living with dementia. It then offers practical tools and methods staff can use to improve the lives of residents. Subjects covered include nurturing relationships, nutrition, communication, understanding behaviour and sensory approaches including the importance of touch.

Learning and Development Manager, Malcolm Brown, commented, *"Having worked in health and social care, I thought I knew about dementia. I realise now that I didn't know as much as I thought. This course has showed me that emotional validation is OK and a valued form of engagement. It's taught me about having confidence, that there is no need to rehearse a conversation. You can go with it, pick up an object and talk about it with a resident."*

Housekeeper Lorraine commented, *"The course has been great fun and such an eye opener. It's given me permission to be myself around the residents – I know that it's OK to give a hug and have a chat."*

Spitfire Hero shares his story for RAF100

To celebrate the centenary of the RAF, resident Phillip Johnson shares his account of life as a pilot during the Second World War.

Phillip volunteered for the RAF on his 18th birthday and underwent the demanding Spitfire pilot training.

He joined the 185 Malta Squadron where his duties were to assist the 8th Army to drive the Germans up through Italy. This campaign was peppered with incidents, the Spitfires were equipped with bombs and called up by the Army to flush out hidden Panzer Tanks.

On one occasion Phillip was flying 'Tail-End Charlie' at the rear of the Squadron. He recalls: *"There was a lot of flak coming from the ground as we swooped in to attack the tanks and make off over the sea. When I landed, my mechanic pointed out a great big hole in the rear fuselage. It would have been a different story if it had hit me or the fuel tank."*

In 1944 he was moved to Holland to fly Typhoons with rocket-launchers to target the German barges. On one flight his engine failed and he remembers: *"...looking for a field to crash land. My plane broke up and caught fire, I was driven back to my Squadron where my CO sent me straight back up flying."*

Phillip says of his war years: *"It's what we had to do, so we just did it."*

However, one memory always lights up his eyes when he recalls the time when Doreen, a WAAF, walked into the Pilots' Mess. *"That's the girl for me,"* he said and they were happily married for 66 years.



Visit our website to read more about the residents' amazing stories: starandgarter.org/media-centre/our-stories/



Celebrating 100 Years of the RAF

On 1 April 2018, the RAF celebrated 100 years since its formation. The Royal Star & Garter Homes has been privileged to care for many RAF veterans in its 102-year history.

The Charity has close links to many RAF organisations and supports those residents who want to keep in touch. These relationships help veterans to reconnect with their military past and the comrades who were so important to them during their service.

The Royal Air Force Association, RAF Halton and RAF High Wycombe, several RAF military bands and The Royal Air Force Benevolent Fund all support the Charity in various ways and their generosity helps to improve the lives of residents living in our Homes.

Military Connections

Most of our ex-Service residents enjoy maintaining their military connections. We look for a range of ways to keep these links alive for the residents and many organisations support us in this valuable work.

Military Visits

Understanding how important it is to our residents, the Charity places special emphasis on military links. We seek support from many organisations to hold military-themed outings, activities and programmes, such as the Royal Naval Association who gave iPads to the residents and provided training to help them keep in touch with family.

Every Christmas, the Royal Air Force Association visits the Homes to share some festive cheer with residents. RAF bands regularly perform at the Homes for special occasions and we have strong connections with RAF Halton and RAF High Wycombe.

Residents enjoy military-themed trips to museums, parades or visits from Forces bands and cadets. Concerts included 'VE Day' with the Lest We Forget Association, Armed Forces Day celebrations with The Royal Signals Band and The Royal British Legion Surbiton Youth Band and a trip to The Birmingham International Tattoo. A visit from a Ferret Scout car and two WW1 jeeps proved popular, as was a visit from Surrey Military Collectors' Society which brought together two long-lost friends.

Trusts Support

Our military heritage inspires the generous support of many charities and trusts, including major funders such as ABF The Soldiers' Charity, the Royal Air Force Benevolent Fund, the Royal Navy & Royal Marines Charity and Greenwich Hospital, and the Aged Veterans' Fund (funded by the Chancellor using Libor funds) which continues to support our Star & Garter Club daycare service trial in the Solihull Home. Our residents benefit from the activities and therapies we are able to offer thanks to the generosity of many wonderful charities and trusts.

We can only offer the specialist care, life-enhancing therapies and stimulating activities to our veterans thanks to the generosity of our supporters: individuals, organisations, charities and trusts. Thank you.

Find Out More

If you would like to learn more about supporting the Charity, please contact Catherine Williams, Head of Fundraising, on:
catherine.williams@starandgarter.org



Glynne is supported by RNA



Residents and military nurses



Military vehicles visit



Runners Andrew (left) and Matt (above) with their well-deserved medals

Marathon Runners

Two brave runners entered The Virgin Money London Marathon this year to raise funds for the Charity. Both were inspired by our work and their own experience.

The 26.2-mile course was completed in record-breaking heat by Matt Petersen, a member of the Body of Governors for the Charity in 5 hours and 14 minutes. Andrew Ranson, a former Army Reservist, finished in 6 hours and 44 minutes. Between them they raised over £4,000.

We have Marathon 2019 places available. To apply for them or to fundraise for the veterans in our care, please contact events@starandgarter.org

Cycling Normandy and Dunkirk

David Offield, a member of care staff at Surbiton, has undertaken a cycle ride over 1,000km from the Surbiton Home through northern France to raise funds for the Charity.



David Offield

His aim is to fund a motion-activated projector which stimulates memory, reasoning and recall, promotes well-being and offers a means of measuring changes in cognitive ability.

David commented: *"The residents I work alongside all served in the Forces: Army, Navy and Royal Air Force. Cycling the D-Day Beaches in Normandy then to Dunkirk for 'The Great Evacuation' makes sense to me. This cycle tour is for them."*

Support the Tattoo

The Birmingham International Tattoo has raised over an incredible £101,000 for the Charity to date.

We are delighted to be one of the charities the Tattoo supports again this year. Do visit the website to find out more and support them in supporting us.



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£500 could provide reminiscence items for a year, which help people living with dementia to reconnect with their memories



With Your Help

£1,500 could fund live musical entertainment for a year, helping residents to share their love of music and the emotions that go with a favourite song

Remember The Royal Star & Garter Homes in your Will

We can only provide our specialist care with help from our supporters, including people who are kind enough to remember us in their Will. Here are some of the reasons to remember.

- Making a Will is the only way to ensure that your wishes are carried out, and to provide for your family and loved ones. It is also an opportunity to remember the causes close to your heart.
- In 2017 gifts in Wills provided one third of the income needed to deliver specialist care for ex-Service people and their partners.
- Every gift makes a difference. Last year 165 people left a gift to The Royal Star & Garter Homes in their Will – from £100 to an extraordinary gift of over £1 million. Each gift, large or small, helps us to improve the lives of ex-Service people living with disability or dementia.
- Gifts in Wills have played a vital part in our history, helping The Royal Star & Garter Homes to care for thousands of ex-Servicemen and women, and their partners, over the past 102 years.
- We need your support to help us touch the lives of even more veterans who will need our specialist care in the future.

We are deeply grateful to all the supporters who remember our Charity in their Will. We commemorate the lives of our loyal supporters on our Memorial Wall.

Make or update your Will with the National Free Wills Network

We are very pleased to offer a free Will-writing service to our supporters, in partnership with the National Free Wills Network.

The Royal Star & Garter Homes pay a discounted rate for a limited number of simple Wills to be written, free of charge to you, on a first-come, first-served basis.

We hope you will consider including a gift to in your Will to help provide life-enhancing care for veterans and their partners – but you are under no obligation to do so.

Making or updating your Will is easy:

- Step 1** Simply call us on 020 8481 7695 or email legacies@starandgarter.org with your full name and address.
- Step 2** We will arrange for the National Free Wills Network to send you a pack with a choice of participating solicitors local to you.
- Step 3** Make an appointment with your chosen solicitor and take along the yellow declaration form provided in your pack – this lets us know how you have chosen to remember The Royal Star & Garter Homes in your Will.



If you have any questions about remembering The Royal Star & Garter Homes in your Will or using the National Free Wills Network, please contact our **Legacy Manager, Anna Wilkinson:**

Call: 020 8481 7695

Email: legacies@starandgarter.org

AFD Prize Draw Winner

We are delighted to announce that the winners of the Armed Forces Day Prize Draw were:

- **1st prize £5,000 –**

Mrs Linington: *"Amazed at my good fortune, will share with the family and other charities."*



Mrs Linington

- **2nd prize £1,000 –** Miss Bonner
- **3rd prize £500 –** Mrs Smith
- **Superseller prize £100 –** Mrs Yeats

We're Here to Help

There are several ways to keep in touch. Our small and friendly Supporter Care Team, Lene, Simon, Karen and Lenore, 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
- Sign up for the e-Newsletter on our website: www.starandgarter.org
- **Follow us at:** [@starandgarter](https://twitter.com/starandgarter)
www.facebook.com/starandgarter



We would appreciate your thoughts on Connections, the Charity or any other issues. Please write to: Cally Madden, Marketing & Communications Manager, at the address below, or email:

cally.madden@starandgarter.org

Christmas Cards

This card was designed by RAF veteran Ted Newton, who enlisted at 16 and worked in a variety of roles before becoming a pilot. He went on to serve for 33 years. Today Ted lives at The Royal Star & Garter Homes, where he receives specialist nursing and therapeutic care which enable him to live a full and independent life. To purchase our Christmas cards, please go to our website www.starandgarter.org



Ted painting one of his beautiful watercolours and above, his 'Winter Scene' Christmas card design

Christmas Raffle

Look out for your Christmas Raffle Tickets in the post. If you would like to order some tickets, please call the Hotline on **0330 002 0036**.



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



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