

Connections



Spring 2019

YOUR SUPPORTER
NEWSLETTER *from*
The Royal Star & Garter Homes



MEET OUR RESIDENT TED + ART IN OUR HOMES



ABOUT

The Royal Star & Garter Homes

We provide award-winning care for veterans and their partners who live with disability or dementia, in state-of-the-art Homes. The Charity was founded in 1916 to care for the severely injured men returning from the battlegrounds of the First World War. Today, we provide specialist nursing, dementia and therapeutic care, together with a varied and engaging programme of activities, which enable residents to remain independent and enjoy life.

YOUR SUPPORT

helps us to:

- Provide residential care for 197 residents, including 71 people living with dementia
- Offer over 50 activities per week in each Home
- Welcome Trainee Nursing Associates to placements at Surbiton and student military nurses to Solihull
- Complete our Home in High Wycombe
- Keep our Homes refurbished and comfortable
- Employ 267 staff who provide loving and compassionate care and support to residents
- Run a Day Care service, the Star & Garter Club, at the Solihull Home which provides 2,000 sessions per year
- Offer opportunities for around 80 volunteers

Welcome

to our 'new look' newsletter for spring.

Connections is one of the ways of keeping our amazing supporters up to date with news and stories from our Homes. With your help we have been able to care for hundreds of residents, offer in-house therapies and also extend that care to guests at our Day Care service, the Star & Garter Club, in Solihull. We are also able to provide exciting activities, outings and entertainment because of your support: activities such as art in the Homes help our residents' well-being. Read more on page 8.

Our stunning new High Wycombe Home is opening this April, again thanks to the generosity of our supporters, charitable trusts and people who leave gifts to us in their Wills. The new Home will offer care for 74 residents, including 30 people living with dementia. Creating local jobs and regenerating a brownfield site are two further benefits the Home brings. We hope that it will become part of the local community, just as Solihull and Surbiton have done. We talk to the Manager, Chelle, about what it takes to make a Home feel like a home for residents on page 7.

As you can see, we have made some changes to Connections. We are always looking to improve it to give you more of the stories you would like to read about and the information you want to know. **We would be very grateful if you could fill in the short survey enclosed to let us know what changes you would like to see.**



Until the autumn, with thanks and best wishes from our residents, staff and volunteers.

Cally Madden, Editor

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Oops!

Our sincere apologies go to one of the Lord-Lieutenant's cadets whose name we missed off the cover caption on the last edition. Her name is Olivia Tennant (right) and she is in the Combined Cadet Force at Solihull School.

Remembrance is a very important time for our residents as they join the rest of the Nation in paying their respects to the fallen. This year's events were especially poignant, marking 100 years since the First World War Armistice was signed. Residents and loved ones were also remembered at our Starlight services.



Residents, staff and volunteers at Whitehall

Remembrance Day

Residents observed the two-minute silence at services in the Homes and at community events, while veterans from Surbiton attended the Cenotaph Service and Parade at Whitehall. Two staff members represented us at Westminster Abbey.



Poppy Tributes

In Solihull, residents painted poppies onto 100 small pebbles to mark the Armistice centenary and placed them as a memorial in Tudor Grange Park. Residents at the Surbiton Home made poppies from bottles, which adorned the walls in the run-up to Remembrance Day.

**CAN
YOU
HELP**

FUNDRAISE!

Hold your own fundraising event or join one of ours, go to page 11 to learn how we can support you.

Reading Together

Residents from both Homes read 'A Wound in Time', specially written by Poet Laureate Carol Ann Duffy to mark the Armistice centenary.



Joyce reading 'A Wound in Time'

*"History might as well be water, chastising this shore;
for we learn nothing from your endless sacrifice.
Your faces drowning in the pages of the sea."*

**WE
NEED
YOU**

VOLUNTEER AT OUR HOMES!

Opportunities include supporting outings, activities, crafts and socialising in the Homes. To find out more, please email general.enquiries@starandgarter.org

Remembering Loved Ones

Our annual Starlight church services, which celebrate the lives of people past and present linked to The Royal Star & Garter Homes, were held in December. Relatives and friends of residents who have passed away joined local people to share readings, poetry and carols. Our supporters generously donated over £6,000 from the services. Join us this December – see our website for details.



Christmas trees decorated with messages to loved ones on our Starlight stars

A ROYAL VISITOR

From student nurses to royal visits, we welcome visitors from all walks of life into the Homes to create a vibrant, stimulating environment, which supports the residents in feeling connected to the wider world.



Princess Alexandra viewing the Omi table



The Charity's President, Her Royal Highness Princess Alexandra, met residents, staff and volunteers at

Surbiton as part of the Founders' Day celebrations, which marked our 103rd anniversary.



Princess Alexandra chatting to residents in physiotherapy

Her Royal Highness tried out the OmiVista Mobii, an innovative interactive projector which stimulates residents' movement, memory, reasoning and recall. The Princess then met residents enjoying their in-house physiotherapy session and spoke to some of our longest-serving staff.

Talented People

We are delighted when the Charity's staff and volunteers are recognised for the difference they make to our residents' lives. Activities Manager Raquel won the best Care Activities Coordinator at the 2018 National Care Awards. A long-serving volunteer, John Parvin, was awarded a British Empire Medal in The Queen's New Year's Honours list for his service to Veterans.



Princess Alexandra meets Raquel and John



THANK YOU!

"A way of supporting those who had been less fortunate."

Army veteran Mr Leslie Woolford generously chose to remember The Royal Star & Garter Homes in his Will, to support those who had been less fortunate. All gifts, large or small, help to provide specialist care for disabled ex-Service people and their partners.

VIP Visits

Caroline Dinenage MP, Minister of State for Care, visited our Solihull Home in November. The Minister toured the dementia care house, the physiotherapy department and the activities room, where she saw our Day Care service in action. She said: *"It was a great pleasure to visit The Royal Star & Garter Home and see first-hand the excellent, specialist care they provide to our military veterans living with disabilities or dementia."*



Resident Margaret enjoys a chat with Caroline

Party girl

We love to mark all the big milestones at the Homes and we all enjoyed making a fuss over Johnnie on her birthday! Proving that you are never too old to party, resident Johnnie celebrated her 102nd birthday in classic style with a party and enormous cake. Go, Johnnie!



Gary and resident Bob

Sharing Expertise

In November last year, we welcomed a Trainee Nursing Associate who is deaf for a work experience placement. Gary Cutmore worked at

our Surbiton Home and communicated with people using sign language and an interpreter.

"I've really enjoyed my time here, I've learned a lot and felt very involved. The residents, staff and volunteers have been very approachable. It's really important to show that deaf people like me can get involved and support residents."

Gary Cutmore

FREE WILL-WRITING SERVICE

We are pleased to offer our supporters the opportunity to have a simple Will written or updated, with qualified solicitors local to you, in partnership with the National Free Wills Network.



We will pay for a limited number of Wills to be written at a discounted rate, free of charge to you, on a first-come, first-served basis. There is no obligation to leave a gift in your Will to The Royal Star & Garter Homes but we hope that you will consider doing so.



A gift in your Will can help to provide life-enhancing care for disabled veterans and their partners at The Royal Star & Garter Homes.

Call: 020 8481 7695

Email: legacies@starandgarter.org



MAKING A HOME

We believe that people really make a care home. Residents, staff, volunteers and relatives all play a part in creating our very special military family. As we welcome the first residents to our **new Home in High Wycombe**, Manager Chelle Daly explains what makes it a wonderful place to live.

“What qualities do you look for in your staff?”

I look for warmth and a passion for care of older people, someone that will go that extra mile to make a difference. I'm delighted with my new staff. Their enthusiasm and genuine love shone through during their assessments. A sense of humour is hugely important too because caring can be hard and laughter is the best medicine when things are tough. It's important to share a laugh with our residents too.

You have a magnificent building to work in. How do you make it a home?

We want the residents to make it their home because it is their home. The magic comes from the love, compassion and companionship we offer. And, of course, comfort and choice. We encourage residents to bring their beloved belongings to put in their rooms if they wish, to make it their space where they can welcome visitors or enjoy quiet time. The café-bar, activities room, library and garden offer space to socialise and join in our amazing activities.



How do you make it homely?

The Home is a family environment, there are no uniforms, no visiting hours. It's important to create a warm, relaxed, lovely atmosphere where everybody – residents, relatives and the team – are cared for and supported to make the most out of every day.

The Home is ready to open. Are you excited?

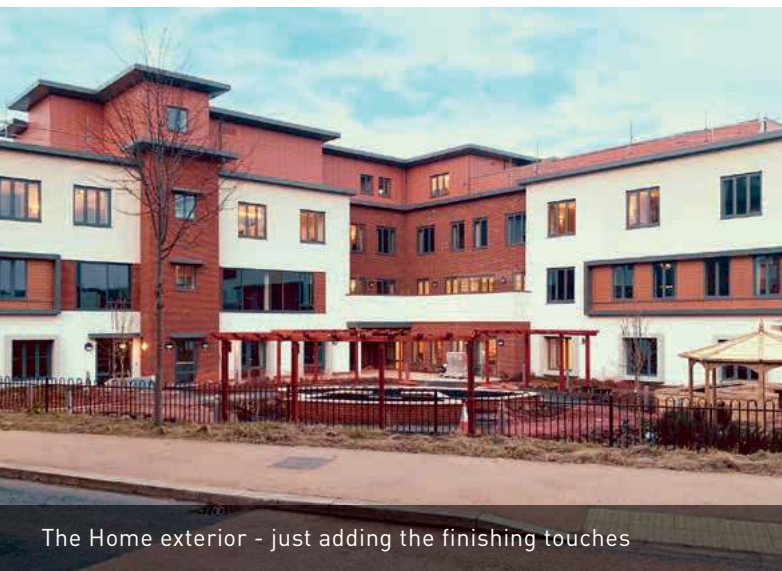
I don't think I can put into words how excited I am to get in there with my wonderful team and use our skills and love to turn the building into a real home as we welcome our very first residents. ”



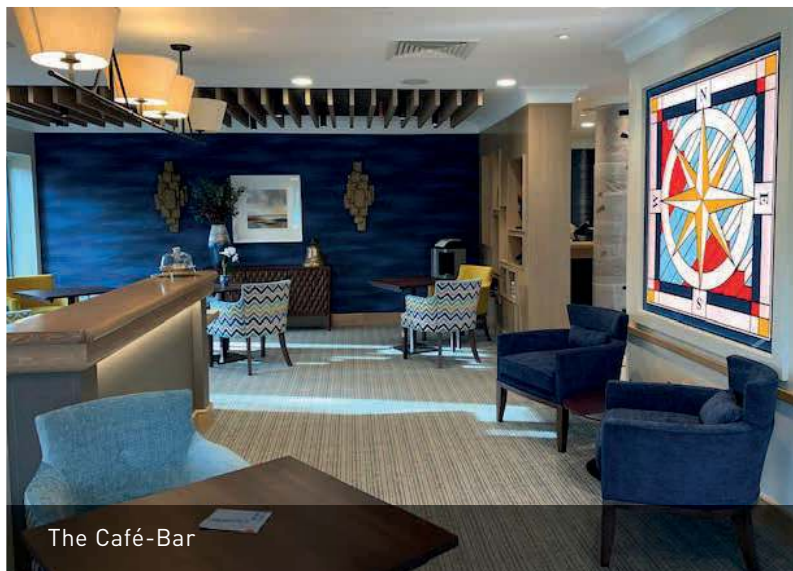


THANK YOU!

ABF the Soldiers' Charity loaned a minibus to us to help new staff in High Wycombe travel to all of our Homes for essential training.



The Home exterior - just adding the finishing touches



The Café-Bar



The Library



A bedroom

**YOU
CAN
HELP**

JOIN US!

All of our Homes are run with the same love and care. See right to find out how you can be part of the Star & Garter family.

If you'd like to find out more about our Homes, please call us on 020 8481 7676 or visit www.starandgarter.org



- **Live with us...** do get in touch if you or a loved one would like to know more about life in our Homes.
- **Work with us...** we are looking for talented, caring people who want to make a difference – in lots of roles.
- **Volunteer to help...** just an hour a week brings pleasure to our residents – and to our volunteers.
- **Support us...** from holding a coffee morning to running a marathon, making a donation or remembering us in your Will, there are many ways that your generosity can help the veterans in our care.



ART IN OUR HOMES

Encouraging our residents to enjoy expressing themselves helps to improve their well-being and quality of life. Arts and crafts promote creativity, boost self-esteem and provide a sense of accomplishment. These are all qualities we believe should be supported at every stage of life.

Each of our Homes has a dedicated team which offers an exciting programme of activities.

Charlie, our Solihull Activities Manager, organises four different art and crafts sessions each week, recognising that they help mobility and memory, while also rekindling forgotten talents. She said: *"Our residents really benefit from these activities. It helps them focus and relax, it lowers the heart rate, it's good for hand-eye coordination and it's really important for well-being."*

"I think everyone has a certain amount of creativity in them," comments Rosemarie Swinfield, a volunteer who helps in the arts and crafts classes on offer to all residents. She believes inclusiveness is important: *"You don't have to be a great artist to enjoy the benefits. Some of the art is very special, some is simple, but someone has done it and that's an achievement."*



Audrey and Jackie get crafty



Pat enjoying her art: *"I like art because I can express myself. When I paint I have a great time!"*



Dick works his magic: *"I feel happy when I'm painting. For me it is a great hobby!"*



THANK YOU!

Our thanks to everyone who remembers someone special on our online Memorial Wall by making a gift in their memory. See the Memorial Wall at www.starandgarter.org/memorial-wall. To find out more, please call Anna on 020 8481 7695.

Raquel, Activities Manager at Surbiton, sees that art benefits all residents, especially those living with dementia: *"Art enables residents to stay connected to who they really are without having to use words or explain to anyone. It's important because it helps them to maintain their identity and creativity. Art is an intimate medium to express feelings."*

Art also filters through other daily activities and outings, which include decorating bird feeders or plant pots, sharing art books, or visiting galleries. Crafting hobbies, woodwork and gardening are also beneficial. Working with clay improves dexterity, while crafts like sewing and knitting allow residents to focus, share and reminisce.

**THANKS
TO ALL OF
YOU!**

ART AT THE HOMES is funded by generous grants and donations, and according to Raquel, its importance should not be underestimated...

"It's a big deal when we receive donations towards arts and crafts. It means we are able to offer more options to everyone."

Raquel,
Activities Manager



Portrait of an Artist

Introducing Ted

In 1953, Ted broke his back when his Meteor jet fighter was involved in a mid-air collision. Despite the severe injuries, he remained in the RAF for another 26 years, serving his country in several military flashpoints around the world. Ted painted the design for our best-selling Christmas card in 2018 but is modest about his work, commenting:

"I keep trying because I like painting."



WITH YOUR HELP

Thank you!

Our supporters, volunteers and staff have recently been busy raising money for us... from taking part in events to holding collections and much more.

Our New 'Magic Table'

The OmiVista Mobii interactive table was purchased following a £5,000 Discovery Grant from the Kingston Santander branch (1). Staff and volunteers at the Home also helped raise money to support the project. One of our staff, David Offield (2), cycled 1,000km from Surbiton through Dunkirk and Normandy to raise £820 for the table. Volunteer Rosemarie Swinfield and her grandson Max (3) raised £765 by taking part in a sponsored memory walk.



1. Santander staff and Pauline



2. David and the Omi table



3. Rosemarie and Max



FUNDRAISING FOR US

Birmingham International Tattoo Fundraising

A total of £8,159 was raised in November 2018 thanks to the Tattoo team and the volunteering efforts of AMYA (Humanitarian & Aid Group), Royal Cadets and Student Military Nurses.



Once again our Charity will benefit from fundraising at the Tattoo on 23rd and 24th November. Tickets are already on sale at the Arena Birmingham website www.arenabham.co.uk

More community fundraisers:



Team Vause raised £1,238 at Tough Mudder



Squires Santa's Grotto raised £1,340

FUNDRAISING DIARY DATES 2019

Surbiton Home Fete 29 June

Solihull Home Fundraiser 7 September

Birmingham Tattoo 23 & 24 November

Starlight Service Surbiton 1 December

Starlight Service Solihull 7 December

Starlight Service High Wycombe 7 December

The Day Tripper

RAISING FUNDS FOR A NEW MINIBUS

Help us to raise funds for our minibus appeal. We aim to raise £40k per Home by September to fund minibuses to take residents on outings and to appointments.

Why not run your own fundraising event for us? Whatever you decide to do, we would love to support you. Here are some ideas:

- A** From afternoon tea, a bake sale or a dinner party to a car boot sale – the possibilities are endless.
- B** Join Team Star & Garter in a challenge event – you can run, cycle, trek, or do an obstacle course.
- C** Recommend us to a business, school, club, church or community group who could support us with their own fundraising.

However you decide to fundraise for us, we'll be there to support you. Our website has a list of challenge events and fundraising ideas. You can email community@starandgarter.org for more details or for a copy of our Supporter Fundraising Guide. We would love to hear from you.



Our 2019 Fabulous Fundraisers

A huge thank you to our supporters, staff, Governors and volunteers who have already signed up to fundraise for us this year.

- **Tesco's Bags of Help.** Our minibus appeal has been shortlisted for votes in stores in the Surbiton and Solihull areas
- **'Charity of the Year'** – Squire's Garden Centre Long Ditton and Shirley Ladies Circle are continuing to raise funds for us in 2019

Challenges - Virgin Money London Marathon

Our three marathon runners, Joanna, Piers and Rikky, are running the 2019 London Marathon.

Joanna is running in memory of her grandma, who lived in our Surbiton Home. Rikky is a Commanding Officer in the Royal Marines. Piers and grandfather Norman (below) used to volunteer in our Richmond Home. Piers is running in memory of Norman, who later lived in our Surbiton Home. We wish them all the best of luck and will be cheering from the sidelines. If you would like to support them please search for The Royal Star & Garter Homes on JustGiving.



Other Challenges for 2019

Thank you to everyone who has signed up to take on a challenge in support of us, from the Royal Parks Half Marathon to the Birmingham Half Marathon and the Rat Race to the Three Peaks Trek. **Good luck!**

Are you taking on a challenge this year?

If so, we'd love to have you on our team!

Please email: community@starandgarter.org

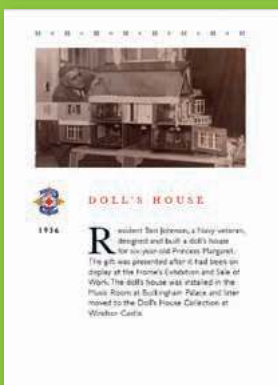
IN TOUCH

Armed Forces Day Raffle

Look out for your Armed Forces Day Raffle Tickets in the post. If you would like to order some tickets, please call the Hotline on 0330 002 0036 or visit our new Raffle page on www.starandgarter.org/raffle

What do you think? 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



A Raffle Winner's Story

Congratulations to all of our Christmas Raffle prize winners. Their names are on our website www.starandgarter.org/raffle

One winner, Mr Johnson, commented, *"If you can give to those who gave – we all win."*

Mr Johnson shared a story of his family's connection to the Charity. His grandfather, Ben, was a Chief Petty Officer stoker on HMS Kent. He served at the battle of Jutland and was a resident at our Richmond Home for many years. A great doll's house maker, he made one for Princess Margaret, as featured in our Centenary Book.

Here to Help



Our friendly Supporter Care Team are always on hand to help so please get in touch:

Call 020 8481 7676, Monday to Friday 8.30am to 4.30pm

Write to us at the address below

Visit our website: www.starandgarter.org/contact-us

Sign up for the e-Newsletter on our website: www.starandgarter.org

Follow us at:  @starandgarter  starandgarter

 The Royal Star & Garter Homes  /royalstarandgarter



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

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general.enquiries@starandgarter.org
www.starandgarter.org



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Registered Charity No.210119

**WE
NEED
YOU**

YOU CAN MAKE A DIFFERENCE

Did you know that, in 2017, one third of the income needed to deliver our specialist care came from gifts in Wills?

A gift in your Will can provide life-enhancing care for ex-Service people and their partners, living with disability or dementia.

If you would like to discuss remembering The Royal Star & Garter Homes in your Will, please contact Anna, our Legacy Manager: 020 8481 7695 anna.wilkinson@starandgarter.org