



The Birtley House Group Newsletter
August 2011



Changing Faces – Constant Heart

As we welcome and wish all the best to our new Matron, Karen Williams (and look forward to welcoming back Rowena Santos, early next month, as her Deputy) I was thinking of the many faces that have become part of the Birtley 'family' over all my lifetime. Amongst those who have moved on recently, we must wish all the best to Lydia Steyn who endeared herself to so many here and we look forward to seeing her again soon.



So many staff and residents have remained in the memory. Some from my childhood here became honorary aunts and uncles and many of their families are now lifetime friends. Often too we get reminders such as 'my aunt was here' or 'my grandmother/grandfather was at Birtley in the 50s' or 'my first job was at Birtley and I had a room in the Lodge'. Many of the trees here have been planted in memory of departed relatives and this too draws friends back to see how they are doing. Not everyone keeps in touch but many do and drop us a line or pop in when passing which is lovely. Quite a few have fond memories of my parents and still, occasionally, some who knew my Grandfather. Our events, like the Sculpture Garden, give further excuse (if one is needed) for visits and the prospect of celebration of our 80th Anniversary next year will, we hope, provide many more opportunities for meeting up with old friends. We may even qualify for the Guinness Book of Records for the longest time one family has ever run a Care Home! While faces do, inevitably, change (as infrequently as possible we hope), the heart of Birtley beats steadily and reliably, providing the continuity and stability that everyone appreciates in uncertain times.



My parents,
Dick and June Whalley

We are very lucky with our beautiful environment and blessed with an excellent and dedicated team of staff but even more we appreciate the many friendships that have created a wonderful extended family that reaches now right round the world and over four generations.

Simon Whalley

NOTE: The dahlia, Bishop of Llandaff, above was rediscovered at Birtley in the 1960s and is now widely grown.

A C T I V I T I E S



THE ROYAL WEDDING

Apart from Easter, the highlight of the April programme was the Royal Wedding which gave us a wonderful excuse for a party! We celebrated this historic occasion in style, in fact someone commented that "it was almost as good as actually being there!" We were able to show the wedding ceremony on our large screen which meant that everyone could see a lot of the finer details very clearly. You could have heard a pin drop during the wedding service, so absorbed was everyone. A special lunch was served in the usual dining rooms while the Activities Organizers transformed our room into a Street Party with the help of bunting, balloons, flags etc. We laid up for about 35 people who all got into the party mood at 2.45pm. We had

a tremendous afternoon of fun, greatly helped with bubbly & tea, sandwiches, cakes & biscuits; party games were played and our special wedding cake was cut by Mrs. Gaynor Rees whose wedding had also taken place in April many years ago. During our festivities, we were suddenly informed that 2 extra guests had arrived and my immediate reaction was "Help! Where will we seat them?" Much to everyone's amusement our "visitors" were a life-size cardboard replica of the new Duke and Duchess of Cambridge and what's more, they stayed with us for the entire afternoon! Thanks to Mrs Brooks (Birtley Mews) for this additional bit of fun! We had kept on the T.V. coverage (although quietly) so that when the newly-weds suddenly drove down the Mall in their open car, we could all share in that delightful moment. It was a marvellously happy day which was much enjoyed by everyone.



Residents enjoying our Indoor Street Party



ENTERTAINERS

Alix Booth travelled from Wiltshire to entertain us with a History of Punch & Judy, a most entertaining talk given through her puppets. I have known Alix for over 30 years and was delighted to welcome her to Birtley.

Thanks to an introduction by Tessa Johnson (our wonderful volunteer visitor) we were given an introduction to Janet Matthews who

is Head of the Guides for Guildford Cathedral. Early in May we were very privileged to be given a fascinating talk with slides entitled "Approaching the Jubilee" which we all found most interesting and inspirational.



Janet Matthews and visitors

Other visitors recently have included Susie Drage who kindly treated us to a musical afternoon, introducing us to her brand new keyboard and very sophisticated musical equipment. It was a very uplifting afternoon! Alan Poulton visited us on Midsummer Day and continues to be a very popular pianist here. During August, Kevin Jacot gave a superb piano recital with singing which is always much appreciated and enjoyed. During a recent visit to her sister in Birtley Mews, Mrs Joan Brooks, Mary Spragg offered to give a talk on her favourite historical personality - Queen Victoria - which was much appreciated by us all.

A tea-time recital by Ella Barker aged 8, whose great-grandmother, Mavis Browne-Constable was a resident here



Mary Spragg



Susie Drage

Craft Afternoons can be quite challenging!



A Ruby Wedding Anniversary cake for Ronnie Constantine, sharing it with friends

FILM SHOWS

Films shown recently at the popular Saturday Cinema have been "THE KING'S SPEECH", "LITTLE LORD FAUNTLEROY" AND "THE RIDDLE OF THE SANDS". We have found that a full length film is well attended at these weekend viewings, and we include the shorter documentaries during the weekdays. The summer films may be slightly less well attended due to the lure of the gardens, which have been much appreciated this year. Sadly the weather let us down on the day we arranged our traditional Strawberry Tea in the Rose Garden but it didn't prevent a large crowd coming into the Orangery to enjoy the strawberries and cream, scones, cakes etc!! We arranged the tables so that everyone could view the Rose Garden from where they were sitting and there

Ruth Hayward celebrating her birthday after a Flower Arranging session



Birthday cake for Tony Scrase



have been many opportunities for enjoying the gardens on the sunnier days. A Rose Quiz was devised in which everyone participated



Rummikub is regularly played

before we served the tea. Our thanks to the hard-working chefs , Rachel and Angelina who provided the delicious tea and to the garden team for producing an abundance of strawberries this year.



Angela Weir during the "Language of Fans" afternoon

we encourage enormously and these include the games of Rummikub and Bridge. Both groups meet regularly and I am delighted to report that we have a couple of new Bridge players who have joined the group since the Spring edition of this Newsletter. The Knitting group meets twice a month now and the numbers are always increasing. I'm sure there must be several items almost ready for inclusion into the Shoeboxes for Romania which we will be packing up in October as usual.

Independently organized activities are arranged by some of our residents which

OUTINGS

Some of the group walking around the gardens at Barnett Hill

We visited Ramster Gardens near Chiddingfold in the Spring, and were blessed with a beautiful day for this outing. We totalled 20 in all , some travelling on the minibus and others in private cars. I am always immensely grateful to my helpers who come to assist with the pushing of the wheelchairs on these occasions, for without their help, we could not organize these outings. We had planned to go when the rhododendrons and azaleas, for which these gardens are famous, should have been at their very best, but due to the exceptionally warm Spring, we were perhaps a couple of weeks late. However, there was still a lot of colour



and everyone enjoyed visiting somewhere different. A delicious tea was provided and it was warm enough to have this outside which was an added bonus.



Taking in the views at Ramster Gardens



Our Summer Outing was to Barnett Hill gardens near Blackheath which is extremely local, very wheelchair friendly, and where we are guaranteed an excellent tea. We were blessed with a dry, warm afternoon as we admired the colourful herbaceous borders and wide vistas at Barnett Hill. Thanks to my helpers, Carol, Ann, Judy, Ruth Hodges (work experience student), Eneti (carer) and Raymond Coe

(Mrs Coe's son), we were able to take ten residents on this outing. We abandoned ideas of tea outside as the rain started at 3:30pm sharp! Our hosts were very accommodating and served us a delicious

tea indoors. Overhearing various comments later in the day, this had obviously been a popular venue.

GOSDEN HOUSE SCHOOL

We were delighted to welcome back to Birtley some of the pupils of Gosden House School, in Bramley who came to entertain us most delightfully with their Victorian songs. Eight children accompanied by their teachers, Rita, Pat, Helen and Dominic, arrived at 2.15p.m. all dressed up in period clothes which was a wonderful conversation starter! Our Residents chatted happily with the children who were charmingly uninhibited and we all responded well to their performance. The children were a credit to their school and we hope there will be more opportunities for afternoons like this one. Our thanks to Jane St. Aubyn, who is one of the very dedicated teachers at this school, for organizing this very successful visit. Several times during the Sculpture



From top to bottom, left to right:
Jaga Krzyzanowska, Susie Exley, Joy Wade and Norah Cade, Alex Potts, Vera Taylor and Mary Mirecki

Exhibition in May, parties of children from Gosden House came here to picnic, enjoy the gardens and look at the sculptures and we also have links with them through the Community Foundation for Surrey.



Hats made for Ascot

FROMAGE FRIDAY

This was a very popular and well-attended afternoon – various cheeses from different countries were tasted and discussed, and accompanied by refreshing grape juice (red or white). Our board this month (shown on the right) featured Cheese and Wine - all the individual pictures within the picture were created by those who came down on that Craft Afternoon.



Our new "Parachute" has been much enjoyed



Sincere thanks to my dedicated team.

Caroline Whalley

Miniature gardens were imaginative and very attractive



The Sculpture Garden 2011

Our third annual Sculpture Exhibition during May once again brought crowds flocking to Birtley, especially at weekends and Bank Holidays when the home-made teas served in the Orangery were as popular as ever. Special thanks go to the catering team but especially to Charlotte for making an endless supply of delicious cakes and scones.



The exhibition was officially opened during the preview evening by the then Mayor of Waverley, Cllr Mrs Carole Cockburn.

As always, the Sculpture Garden requires the help and support of all staff teams and the exhibition really showcases the professional approach taken to everything we do here at Birtley House - many thanks to all involved. The gardens always look wonderful, but in the lead-up to and during the exhibition the gardening team make a huge additional effort to ensure that everywhere looks perfect and complements the sculptures on display. It's

very interesting to see how quickly the plants grow and change during the month of the exhibition. Sadly too the grass also needs cutting at very frequent intervals - not too easy for the gardening team with several sculptures to mow around. Many visitors commented on the wonderful grounds & some who had visited before, remarked how very much they have improved over the years. Many thanks to the gardening team for all their hard work.

Mayor's Pavilion
10th May 2011

What an inspired combination!
The arts scene in Surrey and the South-east remains as vibrant as ever and the annual exhibition at Birtley House is already an important part of that scene. What a triumph in such a short time!

Please pass on my thanks and congratulations to everyone concerned with the exhibition.
With every good wish
Carole

Dear Sirion
Thank you so much for inviting us to join you at the formal opening of the Sculpture Garden Exhibition at Birtley House.
It was a memorable evening. The grounds looked lovely in the sunshine and the setting showed off the sculptures to perfection.

Raising Funds for the Community Foundation for Surrey at The Sculpture Garden

The exhibition presents several opportunities to raise funds for the Community Foundation for Surrey. New for this year were donation boxes which were a huge success, collecting £1,419.16 from visitors to the exhibition. As in previous years, we held a wine tasting evening which raised £1,150. The main raffle prize on that evening was the sculpture 'Elegance' by

our exhibition designer Juliet Scott**, which was won by a delighted Michele Perry.



Special thanks go to Birtley Mews resident Mrs Coe who once again 'set-up-shop' in the summer house on the front lawn to sell her home-made cards. She worked tirelessly in all winds and weathers raising an amazing £363.32, boosting her card sales this year-to-date to £434.02 in aid of the charity. Such an incredible achievement! When added together with the other money raised, and some additional donations from individuals, we were able to boost the Birtley House Community Fund (administered by CFS) by £3,003.18.

Note**: You may be interested to hear that this year a garden at the RHS Tatton Park show was designed around 'Grace' one of Juliet Scott's sculptures which was exhibited here in 2009, during our first Sculpture Garden exhibition. The garden 'Grasses with Grace' won a Gold medal - the first ever at that show for garden designer Sue Beesley from Bluebell Cottage Gardens.

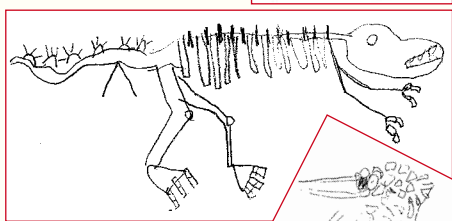
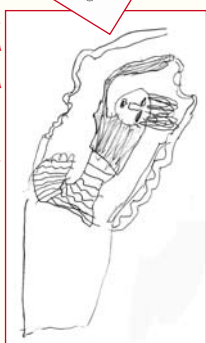
A few more facts and figures from the exhibition

- * There were over 3,500 visitors to the exhibition
- * Teas sold on 21st May in aid of Age UK (Waverley) raised £258
- * A children's quiz (compiled by Simon) attracted 20 entries. There were 12 questions and a 'tie-breaker' of drawing their favourite exhibit. We planned to have one winner in each of the age categories ('7 and under' and 8-12) but we decided to award a total of 4 prizes of £5 WH Smith tokens as the standard was so high. The winning drawings are shown here.
- * An evening for Surrey Wildlife Trust was attended by over 80 donors and trustees
- * We welcomed our friends from the Guildford and Godalming GAMBIT groups, who we support with the Birtley House Community Fund, for coffee and a tour of the exhibition. Their blind and partially sighted members even bought three sculptures!
- * A group from Rowley's Day Centre visited the exhibition and enjoyed a cream tea in the Orangery

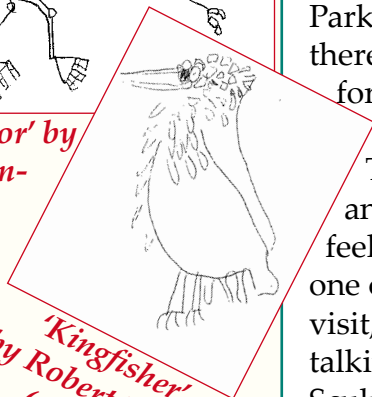
'Mother and Child'
by Naomi Chillingworth
(aged 5)



'Thalassa'
by Poppy Green
(aged 7)



'Velo-ciraptor' by Joseph Eaton-Parker
(aged 8)



'Kingfisher'
by Robert Elston
(aged 10)

From our Chaplain - Rev. Judy Potter



I was in Guildford one Friday morning in the middle of July when I realised that there was a notice in the window of Sainsbury's saying that over the weekend the shop was to stay open until later than usual. I was wondering why and suddenly had the thought that it was the annual festival – Guildfest – and for the next few days there would be a lot of young people coming into town as they were having a break from the camp site and the music. I bumped in to the store manager in one of the aisles and said what a good idea it was. It showed a reaching out to people and a willingness to serve them.

Then I wandered down the road and was having a cup of coffee in one of the coffee shops and heard a couple of Festival goers (not very young!) talking. They were saying they'd arrived the previous night and had found it quite easy to follow the road signs which had been put up, guiding people to Stoke Park, the location for the Festival. They were saying there were good facilities and they were looking forward to an enjoyable weekend.

These encounters made me think about welcome and hospitality. It's so important to make people feel wanted and to give them a warm welcome. It's one of the blessings of Birtley House that those who visit, for whatever reason, feel welcomed. When talking with those who came to look round the Sculpture Exhibition, for example, they say how much they enjoyed bumping into residents and staff and having a chat not only about the exhibits but also about the surroundings. They were also encouraged to walk round the grounds as well as taking a rest in the gardens whilst enjoying scrumptious cakes and tea.

At Birtley there is an atmosphere of care and friendship. People greet each other with warmth and courtesy and are pleased to offer an invitation to come and meet up over a cup of coffee. Hospitality and welcome are so important. We can demonstrate them in so many ways and they are key for our everyday lives. Let's ensure that we give them and receive them with gratitude, and be thankful.

As many of our readers will be aware we have been supporting the work of the Community Foundation for Surrey for the last four years both practically (I sit on their Development Committee and Chair their recently established team of Ambassadors) and through the establishment of the Birtley House Community Fund which they administer for us. This Fund currently has £6,324 available to award for local projects such as the Surrey Association for the Visually Impaired (SAVI), to which we gave £3638 last year for their Guildford (GAMBIT) and Godalming groups. We have awarded £880 this year to Gosden House School to enable 4 children from the school to go on a short holiday to the Isle of Wight and we also awarded a grant last year to Sayers Croft Trust in Ewhurst part of which was not expended but is being used this year towards the costs of a Family Community Day at the Trust on 11th September.

We expect to receive a request from SAVI in due course but should still have some funds for worthwhile local projects. We are keen to involve our residents in the process of deciding what projects to support so we will be organising a meeting soon at which we will get a report from the CFS and some suggestions for new projects which they have evaluated as meeting our criteria. We are also keen to grow our Fund so that we can continue to develop the support we offer. As many of our residents will have done much to support their communities throughout their lives we feel that support for this Fund gives everyone the opportunity to continue to feel they are able to play a part in community life even where it has become difficult to do so independently.

To put our Fund in perspective, below is a summary of the total of grants which have been awarded by the Community Foundation for Surrey in this financial year to date (1st April to 31st July 2011):

- * In the year to date, the Community Foundation for Surrey has so far awarded 64 grants totalling over £135,000
- * They are set to award a total of £600,000 in this financial year, with many new funds being established to support Surrey's communities;
- * Since the Community Foundation for Surrey was established in 2005, a total of 821 grants have now been awarded, reaching a cumulative total of over £2.3million.

I hope you feel that this is a worthwhile endeavour and I would be more than happy to discuss any aspects with anyone if they would like to know more about their work.

Simon Whalley



Come and help us support Macmillan at our
Coffee Morning on Friday 30th September
10am - 12noon
in the Drawing Room

Coffee - Tea - Home-made cakes
Raffle
Entrance £3

NEWS

Spring was especially welcome this year in the mews, after the heavy snow and very cold temperature kept people indoors. We have been delighted with lunchtime entertainment from our wildlife visitors in and around the Mews Courtyard. There was much excitement when a mother Mallard duck introduced her little brood of ducklings, and amongst them was a bright yellow duckling! There was much speculation and suggestions as to how the yellow duckling came to be in the Mallard family. Nesting ducks have been everywhere; the poor gardeners have found them trying to nest in hanging baskets and containers, ruining the lovely flower arrangements! There have been good numbers of chattering House Martins this year, building their nests under the eaves. Other visitors to the Mews have been a wood mouse, a lost toad, a few goldfinches, and even the odd little rabbit, popping up in garden beds.

The knitting needles have been flying, as the Knitting Club have been producing an array of scarves, vests and other warm garments for the Christmas Shoe Boxes for Romania appeal. The club has five members from the Mews as well as some residents from the Nursing Home and meets once a week on a Tuesday in the Mews Dining Room, ably led by Mrs Coe.



The Knitting Group meets twice a month

Mrs Brooks' Bridge Club is growing, and now has five members. New members are always welcome, and even if you feel your skills have got a little rusty, with Mrs Brooks' gentle guidance, you'll soon be back in the flow. They meet once or twice a week, usually in the Mews Dining Room.

In July, George and Peggy Doust held a very special celebration with family and friends. They both turned 95 this year and it was also their 72nd wedding anniversary. They had a marquee in the courtyard and thankfully, a fine day for it.

Mrs Coe continues to produce an amazing array of hand-made cards for sale, many of them painted herself. She has now raised over £450 this year for the charity 'Fight for Sight', in addition to the monies she has raised for the Community Foundation for Surrey.

It has been wonderful to welcome our new residents, Mrs Helen Hughes who arrived in June, and Mrs Jill Perkins who joined us in July. Mrs Hughes has recently come from Devon, but used to live in Shamley Green, so knows the area. Mrs Perkins is from the Shalford area, but lived for some time in Ceylon (now Sri Lanka), where her late husband was a tea planter. Mrs Perkins is also a talented painter. We hope they will quickly settle in and feel at home in the Mews.

Mews Wardens: Jeni, Barbara and Mary



Peggy and I celebrated our joint 95th Birthdays and 72 years of marriage by giving a luncheon for our family members (24 strong) in a marquee at Birtley Mews on the 9th of July 2011. The weather was kind and the catering was up to the highest Birtley House standard. Simon's bubbly and other wines were excellent. Caroline, supported by Wojciech and Suree and the Mews Wardens, Barbara and Mary, laid out perfectly dressed tablecloths, napkins and flowers - followed by a super buffet of coronation chicken, smoked salmon and salads with puddings of trifle and ice cream. This was a very satisfactory occasion for both us and our family



members who greatly enjoyed their day at Birtley and have expressed their appreciation.

George Doust

Great granddaughter Harriett blowing the candles

Garden Views

Summer 2011

With Matt's extra help this summer, we are making progress on some of the projects around the garden; finishing new raspberry and strawberry beds and smartening up the lower car park and events entrance with an edge of railway sleepers. As always at this time of year we ensure that there is an abundant supply of cut-flowers for the house, and fruit and vegetables from the kitchen vegetable garden for all the residents to enjoy.

I have also started to plant up parts of the Long Walk, and will continue to do so in phases as batches of plants that I've grown from seed are ready. The wildflower border has been cut down in order to spray off the dreaded horsetail that infests that border so badly. We will re-sow the wildflowers again in Spring next year. Likewise, part of the rockery has been left fallow to ensure we get rid of the equisetum. However, the bog garden at the far end of the pond is maturing quite nicely. A new lavender hedge has gone in along the top of the Rose Garden which should be looking and smelling good by next summer.

The metal estate fencing is being painted a smart black in preparation for supporting new rabbit wire, which, along with the newly dug Ha-Ha, should allow us to remove the fencing down the Long Walk.



Emma Browne
Head Gardener

Don't forget to come to:

Surrey Hills Wood Fair 2011
 Sat 8, Sun 9 October
 Birtley House, Bramley, Guildford GU5 0LB

All that's Good about Wood

www.surreyhillswoodfair.co.uk

Official Partners: **LC ENERGY**, **reenergise RENEWABLES**, **SURREYLIFE**

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Surrey Hills Wood Fair 2011
 Birtley House, Bramley, Guildford GU5 0LB

All that's Good about Wood

Saturday 8th October - 10.00am - 4.00pm
 Sunday 9th October - 10.00am - 4.00pm

- Demonstrations •
- Trade Stands •
- Coppice Crafts •
- Sculptures •
- Competitions •
- Wood Boilers •
- Wood Stoves •
- Local Produce •
- Refreshments •
- Tree Climbing •
- Children's Activities •

Entrance: £5.00 per person
 Under 16s FREE

www.surreyhillswoodfair.co.uk

Supported By: **Surrey Hills Society**, **Surrey Hills Board**, **Surrey Hills Wood Fair**, **SURREY**

Introducing Karen Williams - our new Matron



I have worked as a nurse for 25 years in many different health environments. Most recently working at The Phyllis Tuckwell Hospice as a nurse manager, and previously as a community specialist nurse in palliative care. Both of these roles I have enjoyed enormously - especially working within people's homes where you learn so much more about the person.

I have learnt a great deal from the people I have nursed, especially about human nature and courage. I have lots of experience working with people with long-term conditions such as heart failure and respiratory problems, and have also worked at the Royal Surrey County Hospital and also the Nuffield Hospital in Guildford. I enjoy nursing because I like people and no day is ever boring.

I have been at Birtley three weeks now and am starting to settle in. It has been lovely for me able to meet you either individually or at the residents' meeting that I was able to attend. I found this very interesting and appreciate the comments as they will help me to direct the team of care staff and nurses. Residents involvement in their care is very important to me, so all comments are taken seriously and discussed. I am looking forward to meeting relatives on the 13th and the 18th of this month at the two evenings that the Whalley family have kindly arranged.

On a personal note I am a Nanny again! My daughter had her second child on Friday the 5th of August and they have named him Jack Joshua. Both are doing well. I have three grown-up children and also a granddaughter. I also have two dogs, I am lucky enough to live in a very pretty town called Petworth and enjoy walking the dogs in the park. I have lots of interests including drawing and painting, cooking and walking. I like local history and also planning holidays with my family.

Once again thank you for the warm welcome from you all and I look forward to developing good relationships with all of you.

Yours, Karen

Birtley House Home Care

For those who wish to receive care in their own home we are able to offer Birtley House Home Care, using staff trained at Birtley House to our own very high standards. This very personal service is tailored to individual requirements and the level of care provided can range from companionship and help with the shopping, to personal care and administering medicine.

A unique aspect of our Home Care Service is that it also provides the opportunity to come to Birtley House to relax in our beautiful surroundings, enjoy a delicious home-cooked lunch in the Orangery, followed by afternoon activities and tea. This facility is proving popular with former respite residents and also those receiving our Home Care Service.

**For further details on Birtley House Home Care please contact
Christine Copley, Home Care Manager, on 01483 899503 or email: christine@birtleyhouse.co.uk**

STAFF NEWS

New Starters over the past few months

A big welcome to the following new members of staff who have joined, or are about to join, the Birtley Team:

Karen Williams
(Matron)

Sue Wilkinson
(Staff Nurse)

Charlie Motchman
(Birtley Gardening Services
and Assistant Gardener)

**Michelle Smith
and Goma Thapa**
(Assistant Housekeepers)

Engagement

Many Congratulations to **Magda Kosmij and Wojciech Tyniec**, who have recently become engaged. They plan to get married next year at home in Poland.

Recent Leavers

The following members of staff have left Birtley to start a new phase in their life. Best of luck to them all:

**Lydia Steyn
Helen Bernard
Sylvia Polewska**



Special Birthdays

Congratulations to the following members of staff who have all celebrated a birthday ending in a '0' so far this year

**Anneri Steyn
Rudo Rumveye
Gyorgi Meller
Wojciech Tyniec
Maritess Munday
Charlotte Wilmshurst
Carolina Castro
Alphonsa Varkey
Pam Wright**

Weddings Galore

Many congratulations to all our very beautiful Birtley Brides



Mrs Maritess Munday with her husband Paul, who were married on 30th June at Holy Trinity, Bramley



Mrs Lisa Bosley with her husband John who were married at Aldershot Registry Office on 6th August

Ashily got married to Aju John on the 30th June 2011 at St Ignatius Church in Kottayam, India



New Role

Emma Loyton, who was until recently was one of our Lead Carers, is now providing administrative support for Christine Copley and Birtley House Home Care. Best of luck to Emma in this new role.



The next edition of *House & Home* will be December 2011

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