



Birtley

house & home

The Birtley House Group Newsletter, Winter 2016



Birtley House wins Surrey Care Association Awards:
Care Team of the Year & Outstanding Contribution
to Social Care – Simon Whalley

Introducing new
Deputy Manager Ana Almeida

Focus Group Activity Sessions

Critical Time for the care industry

2016 will undoubtedly be looked back on as a pivotal year for the UK and Europe, with our decision to leave the EU (and all the unknowns that will bring) and as a global community we are also entering a time of further uncertainty, following the shock US election result. After attending the recent Care England Conference and listening to such informed and luminary speakers as Norman Lamb MP the Shadow Liberal Democrat Spokesperson for Health, Peter Kinsey from the Care Management Group, and Professor the Baroness Finlay of Llandaff, it is clearer than ever that there is no set future vision for the Care Industry. There are, of course, many well-intentioned individuals and groups, but no solution for how to successfully integrate the Health and Social Care sectors, or how to ensure that those unable to pay for private care in their old age will be looked after to a consistently 'good' level. In 2016 the CQC found that more than a quarter of social care services in England 'required improvement' or are 'inadequate', which is unacceptable.

Birtley House operates in a different market to most care homes and we are delighted to be one of just 29 nursing homes in England (at time of writing, per the CQC website) to be rated 'Outstanding'. True, our model allows for us to provide additional services to help support our Residents in ways that most nursing homes cannot, whether this be our in-house Chaplain, our Wellbeing Mentor, the Counselling service or simply the fact that our Chef can utilise produce from the extensive kitchen garden, such as fresh vegetables and herbs. The challenge for the Government is to work out a way to provide this standard of



care at a level that works for Nursing Homes predominantly funded by Social Services.

On the back of our 'Outstanding' rating, it seems that 2016 will also be pivotal for Birtley House - the tireless work that Simon has done to forge links with local and national government, as well as with Care England, means that we are now being focussed on as an example of how to provide both excellent care and quality of life. This work was honoured recently at the Surrey Care Association Awards, when Simon was awarded the 'Outstanding Contribution to Social Care' Award. Karen, our Registered Manager, has also embraced this opportunity to spread the word through her work with Surrey University and Surrey Care Association.

All these very humbling endorsements this past year would not have been possible without some truly inspirational work from our dedicated staff and we are immensely proud of each and every one of them. It takes a unique person to work in a nursing home, with all the stresses and emotions that come with forging friendships with our Residents, many of whom need specialised nursing care. Striking a balance between professionalism and companionship is something our staff make look deceptively simple, but our recent success at the Surrey Care Awards where we achieved 'Care Team of the Year' is testament to all our staff's hard work, and we thank them all. We now look forward to 2017 and all that it may bring!

Frank Whalley
Managing Director



Swedish *memories...*

Back in August this year we had an email from a lady in Sweden whose mother had been a nurse on an exchange visit to UK in 1966/7. She worked at Birtley during this time and had such happy memories, that her family wanted to give her a trip back here to celebrate her 75th Birthday.

We of course agreed and on Saturday 15th October, Margareta Bergman and her daughter Jenny and son David came to Birtley. They are a lovely family and we all really enjoyed our day with them. Margareta explained that when she was a young nursing student at the Red Cross University College in Stockholm, she did an exchange and did her nursing practice here at Birtley.



Margareta's maiden name was Stromberg and she lived in nurses' accommodation in what was then a separate building above garages at the far end of the Annexe. She had very happy memories of her time here which had clearly influenced her throughout her life, as she never forgot about Birtley over 50 years.

She remembered so much of what Birtley was like then, but was amazed at how it had all developed. In the letter she sent when she got back home she commented "It was impressing (sic) to see how you had developed the house since 1960s. The garden was impressive and so beautiful." She remembered the large pink chestnut tree that used to be on the main lawn and the sheds that have now been replaced by the Mews. She had good memories of my parents and clearly enjoyed working here.

We will, I am sure, keep in touch and it feels very special that someone should have had such a happy time working here that they would want to return, after so many years, as a special birthday celebration.

Simon Whalley
Chairman

From Matron's desk

Autumn is probably my favourite time of year apart from Christmas itself and as always Birtley is very busy, full of changes and looking towards the future.

I know that change can be difficult and not always understood, however all the changes we make have one thing in common, which is to make a better environment for all of our Residents. We always look to hold on to the best of Birtley, whilst embracing new ideas.

We have some exciting new developments from our kitchen department, that we will be able to share with you in our next Newsletter. Meanwhile, any feedback is very welcome.

The maintenance team continue to work together to keep all of the services upgraded. Maintaining the lifts, upgrading rooms and general upkeep of the home is highly demanding and skilled work. I am sure you will agree that service has been maintained to a high standard.

I continue to look to replace the counselling service and hope that we will have a new service in place by the New Year.

We look forward to welcoming Staff Nurse Vimla Koolash back after Christmas. She has been on maternity leave, whilst our Clinical Lead, Rudo Rumveye, also goes on maternity leave soon to have her little boy.

Our Deputy Manager Ana, is a great new addition to the team and her input will free up my time to spend with you, the Residents.



I am hoping to hold a monthly coffee morning in the drawing room for general discussion along with an ideas session, so I can really hear what you want, and what is important to you.

We are lucky to have some great nurses and care staff who are supported by all the other teams. Rosa and Cheryl continue to strive to support the activities team and provide meaningful engagement in the mornings.

The Reverend Tricia Hislop, our Chaplain, will be a great loss to us but again, we are committed to finding a suitable replacement Chaplain that understands the needs of the Residents here at Birtley, just as Tricia does.

This is a little verse I shared with Simon that means a lot to me and captures something of what we try to achieve here at Birtley:

"Legends say that hummingbirds float free of time, carrying our hopes for love, joy, and celebration. The hummingbird's delicate grace reminds us that life is rich, beauty is everywhere, every personal connection has meaning and that laughter is life's sweetest connection".

Thank you all for your involvement in the future of Birtley.

Karen Williams
Matron & Registered Manager



The RIPE Project

We previously reported how staff at Birtley were engaging in research with the RIPE Project (Researching Intervention that Promote Ethics in social care) at the University of Surrey. The Project was initiated by a collaboration between the University of Surrey and the Ethox Foundation, whose overall aim is to engage in research that illuminates the importance and complexity of care activities and underpins innovative and effective interventions that develop and sustain ethical care practices.

Our staff participated in a weekend of immersive simulation, each participant assumed the role of a care recipient with varying needs ie. blindness, immobility, stroke victim and they had to stay 'in character' for the whole simulation, whilst having care provided by student nurses. It gave a powerful message to our staff who attended the project and we have adopted various changes to our practice at Birtley due to factors learnt during the process.

On Thursday 17th November 2016, the findings of the Research were reported at a feedback session at the University.

Karen, Rosa & Lisa attended the session called "Celebrating Ethical Care: Reflections on the findings from the RIPE Project" They found the session very informative with some dynamic speakers who delivered some excellent material and we look forward to working further with the University of Surrey.

A video that contains more information, along with several members of Birtley Staff's input within the first section of 'immersive simulation intervention' is available to view on: www.surrey.ac.uk/fhms/research/centres/ICE

A packed year of *activities*

It is hard to believe that the year is rapidly drawing to a close and reflecting on the past 12 months makes me realise how fast 2016 has gone. With activities on offer every weekday afternoon, as well as some mornings and a full-length feature film twice a month on Saturdays, there is plenty for our Residents to choose from to give them companionship, entertainment, fun and laughter which all helps to make life more enjoyable. For this article, we have decided to highlight one particular activity for each month of the year, thus demonstrating the wide range of activities we provide.

January

On January 25th we celebrated Burns' Night, albeit during the afternoon! This is always a very popular afternoon with our Residents who really enjoy marking special events. After the Haggis was piped in, Mr Andrew Jamieson read 'Ode to a Haggis' followed by most people having a taste of the haggis, neeps and tatties, as well as enjoying a "wee" dram! Some Residents then felt confident enough to read out some poems by Robert Burns!

February

We were delighted to be lent a video featuring our very own Resident, Mr Robert Jones, singing with the Morriston Orpheus Choir. Mr Jones sang with the choir for many years and travelled all over the world with them. Everyone, Residents and staff managed to recognise Bob and his brother in the line-up. Many tears were shed, in a good way, with a round of applause at the end of a truly amazing afternoon.



March

This is the month that heralds the Spring and I recall a particularly tranquil and therapeutic afternoon of flower arranging, with every flower and all the greenery having come from the Birtley gardens. All the arrangements were absolutely beautiful, some Residents managing to do more than one vase. These were much admired by members of staff and it would have been impossible to decide on a winner!

April

With Her Majesty the Queen celebrating her 90th birthday this month, we tried to involve as many Residents as possible in making a special card for the occasion. Under the guidance of Carol, Tina, Rosa and Cheryl a beautiful card was created and posted to Buckingham Palace in time for the big day. Imagine our delight when later in the year, we received a letter of thanks from one of the Queen's ladies in waiting. This is now framed in the entrance hall for all to see.

May

This is the month that everyone associates with the Birtley Sculpture Garden and each year we dedicate an afternoon to 'Sculpture Appreciation' when we discuss about 12 different pieces in varying mediums, talk about the artists, the prices and whether or not like the pieces are liked. It is fascinating to hear everyone's opinions and to know how interested they are in this art form.

June

It was a great privilege to be visited by several students from the Yehudi Menuhin School and to listen to these talented young musicians between the ages of 11-17. They were all delightfully modest and our Residents were thrilled to hear them. They have promised to visit us again next year.

July

The height of Summer and the annual event of Strawberry Tea in the Rose Garden. Once again, we were blessed with sunshine all afternoon, roses in bloom, strawberries picked from the kitchen garden that morning and a delicious tea produced by our chefs. Several visitors and staff joined us for this happy occasion. We also acknowledged Beatrix Potter's 150th anniversary this month, with Ann Enticknap showing the popular film of the ballet as well as her Book Club focussing on Beatrix Potter and the Lake District.

August

We were invited to visit a private garden, Lukyns near Ewhurst, for our Summer Outing and everyone thoroughly enjoyed the amazing views across to the South Downs, as well as exploring the Secret Garden before being served tea and cake beside the swimming pool. Luckily we managed to get everyone into the minibus and cars before the heavens opened!

September

Themed suppers have become a popular addition to our programme with the most recent one "Some Enchanted Evening" having been suggested by the late Mr Heinz Mayer who wanted to have a South Sea Island evening! Sadly, Heinz was unable to be with us for this tropical evening meal although we dedicated it to him with a rum and pineapple cocktail! The room was decorated appropriately, the meal was delicious and some of the staff even wore grass skirts!

October

We were astonished at the success of the quite simple activity of linking pictures to music and songs, as not only did our Residents enjoy looking closely at the pictures, but they suggested some very relevant pieces of music that were different to those we had chosen to play for them. It proved to be a very interesting afternoon and the pictures were replaced on the walls at the end of the afternoon!



November

This is the time of year when we involve ourselves with packing shoeboxes for Operation Christmas Child (pictured Iris Newton helping with the packing), and it is a truly heart-warming experience with our staff and Residents all contributing to the same cause. By the time it comes to actually packing the shoeboxes, it is wonderful how many gifts of toys, clothes and toiletries have been donated, as well as cash donations which help towards the carriage on each shoebox. This year we filled 42 boxes which was a great achievement and much appreciated by our local Bramley co-ordinator, Monica Snelling.

December

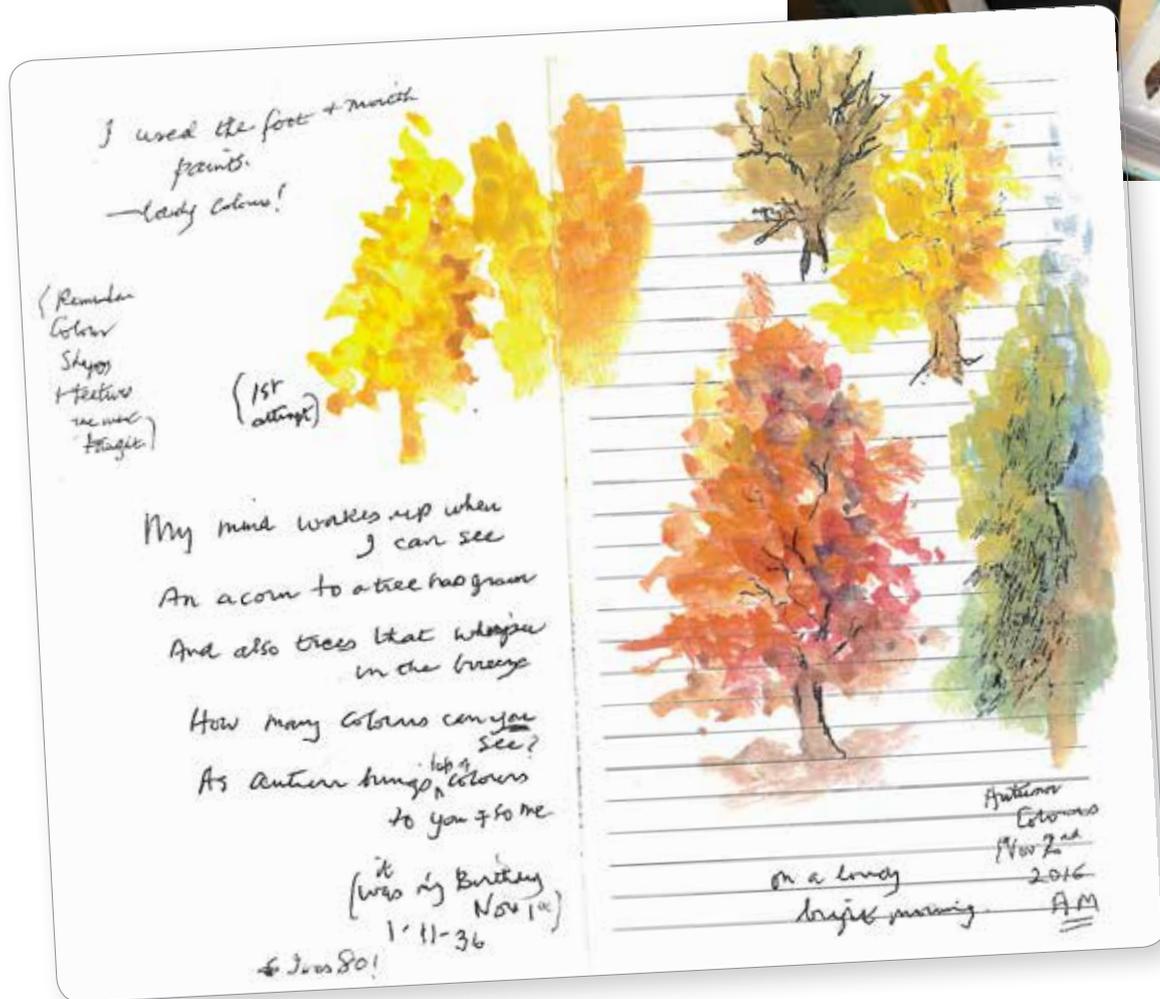
The "mainly music and mince pie month," when we all enjoy singing carols and enjoying festive food! The highlight, apart from Christmas Day of course, is the evening Carol Concert with the Blackheath & Bramley Choral Society, when family, friends and staff join our Residents for what is always a very special occasion, helped along with mulled wine and mince pies!

We will also have an afternoon of party games and fun to see out the old year and welcome in the New Year. All of us on the Activities Team wish everyone a very Happy Christmas and New Year.

Caroline Whalley, Carol Downer & Tina Bell

Autumn Colours

My mind wakes up when I can see
 An acorn to a tree has grown
 And also trees that whisper in the breeze
 How many colours can you see?
 As Autumn brings lots of colours to you & to me



By Pat Scrase
 2nd November 2016
 (the day after her 80th Birthday)



David Mowat MP, Minister for Community Health and Care *visits Birtley House*

On Monday 31st October 2016, David Mowat MP, came to have a look around Birtley House, along with representatives from Care England. Simon Whalley, Chairman, explained about the history of the home and Karen Williams, Matron, provided details of the services offered to Residents and the training for staff. Karen explained that the wellbeing of Residents is at the heart of everything done at Birtley and that the staff should have a 'heart' for care.

The Minister was taken on a tour and met with Residents. He said: *"I was very impressed with the quality of care and dedication of the staff at Birtley House and was able to see first-hand why this home was rated 'Outstanding' by CQC. Social care is a priority for me and I look forward to visiting care homes around the country and meeting people trying out new ideas in the way they deliver care"*.

Following the visit, Professor Martin Green OBE, Chief Executive of Care England commented: *"Birtley House is a long standing member of Care England's and I am delighted*

that the Minister visited it. Birtley House is a good example of how outstanding care can be achieved with the right local networks, strong leadership and an excellent and well supported staff team.

The Minister and his team were able to see the importance of the role of the natural environment and the emphasis that Birtley House places on Resident's mental health and wellbeing. Both of these are essential, contribute to long-term health outcomes and must not be considered an added extra.

In an era where the traditional role of the care home can be questioned, Birtley House is an example of what the care home can be, and achieve in a local area; a voluntary sector hub, a therapeutic centre, a place of highly skilled nursing care and a home with a vibrant social life, taking innovative approaches to ageing. Core to all this is the appropriate funding that social care needs to deliver such high quality care to those who need and deserve it".

Simon Whalley

An introduction to our New Deputy Manager

My name is Ana Almeida and I have recently joined Birtley as Deputy Manager. I am writing this article so you can get to know a little more about me.

I am Portuguese, 28 years old and I live in Guildford. I moved to the UK in 2013 as being a nurse in Portugal meant that I couldn't achieve the career that I wanted. When I arrived, I started as a staff nurse in a nursing home in Camberley and after that, I moved to another nursing home in Guildford and worked as a senior nurse, where after a year, I became the Unit Manager. Alongside



my work, I started a Master's Degree in Management at The University of Surrey, which I will finish next September (2017).

My husband Ricardo is very curious to meet you all and my son, little Miguel who is 9 months old, would love to come and visit.

Thank you to everyone for giving me such a warm welcome. It is a pleasure to be part of the team and to be working at Birtley House which breathes peace and happiness!

Ana Almeida

The 'Outstanding' Society

As you know, in March 2016, Birtley House was awarded a rating of Outstanding by the Care Quality Commission (CQC). Around 80% of care homes for older people in England have been rated by the CQC and so far, approximately 62% have been rated good, 37% as requires improvement or inadequate and just less than 1% are outstanding.

Care England decided to create an 'Outstanding Society' comprising those care homes who have been awarded this accreditation and their inaugural meeting

was held on Monday 10th October 2016. The main purpose of the Society is to share knowledge and experience with other homes falling into the same category, it is important, considering the increasingly difficult position of social care, that there is a united voice for those who are flourishing; both to promote good practice between providers and to demonstrate to others what is achievable with concerted effort and care. The Society has the backing of the CQC who have appointed Alice Rawcliffe as the designated lead.

Surrey Care Awards 2016

On Friday 18th November 2016, over 400 care employers and staff assembled at Epsom Downs Racecourse for the annual Surrey Care Awards. Twelve members of staff from Birtley House, representing various departments across the organisation attended the event, with a drinks reception followed by a three course meal prior to the Awards.

The Surrey Care Awards are the county's 'Oscars' for care staff and recognise the hard work and dedication of people working within a wide variety of adult social care. A panel of eleven judges look at each of the nominations and make choices for each section. The Awards were presented by TV and

film actress, Jenny Seagrove. The Master of Ceremonies for the evening was BBC Surrey presenter, Sylvie Blackmore and guest of honour was the Lord-Lieutenant of Surrey, Mr. Michael More-Molyneux. Simon Whalley as vice-chairman of the association was volunteered to run the warm up 'heads and tails' competition which generated a lively atmosphere!

Birtley House were awarded the Care Team of the Year Award and Simon Whalley was awarded the Outstanding Contribution to Social Care Award. Simon was given a standing ovation when he went to collect his Award.



Simon Whalley pictured alongside Jenny Seagrove and the Award sponsor

Apple Picking Update

The weather held fair for the third year in a row for the annual visit by two branches of Volunteer Action South West Surrey

www.voluntaryactionsws.webeden.co.uk

The teams were led by Lorraine Yates (Farnham) and Denise Graves (Guildford) and bribed by a hearty lunch of sausages, their efforts were once again indispensable in getting the 700 cider apple trees picked. The Birtley team are also grateful to Chris Forster, Lorraine Thorn and Philip Symons for their help on the day. An estimated 4 tons of apples were picked (an increase of 1 ton from last year).

There are plans afoot to work with another volunteering organisation to create a 'super group' of volunteers for 2017! Our heartfelt thanks goes to all of those who gave up their time for the 2016 harvest.

Tim Whalley



Mews News

Here we are in November with shorter days, longer nights and changeable weather. However, this does not stop some of our Residents getting out for a walk as often as possible around the lovely gardens here at Birtley. The beautiful Autumn colours are appreciated by everyone and every day you see something different.

A few weeks ago, two of our Residents went to the theatre in Chichester to see the musical "Half a Sixpence", which they thoroughly enjoyed. We will plan another trip in the New Year. We have recently started to do extra activities with the Residents; these include a very difficult jigsaw which we are all helping with, a film on a Sunday and also some craft which the Residents have all participated in.



Christmas is only a few weeks away and everyone is looking forward to an evening of carol singing in the drawing room with Blackheath Choral Society. It's always an enjoyable evening, with carols, mince pies and mulled wine, followed by a good night's sleep!!

Barbara Mintz
Mews Warden

Focus Group *activity sessions*

Some people flourish with not a lot to do, but in our experience, most people feel so much better when they have plans. Residents who sit in their rooms all day tend to think negatively. They no longer have to go to work, worry about household chores such as cooking, cleaning, and paying bills, so we are always looking for ways to provide mentally stimulating extra activities such as music, crafts, or an opportunity to chat, whether it be with an individual, or as part of a larger group. We aim to bring the pleasure of fun and laughter into Residents' lives to achieve a sense of purpose, encouraging confidence and positivity in their outlook and ability along with helping to improve their cognitive and physical health.

Providing extra activities is a great bonding opportunity for us and in turn we get to know and relate to our Residents as individuals. Expanding on this, we recognise that each Resident has a unique life history, with individual values, likes, beliefs and strengths. Having gained the trust of the Resident through spending time with them, we are able to offer them the opportunity of having a short life story written for them, which can help support and maintain the individual's identity and influence communication and interaction with their carer's, family and other professionals.

Some Residents with failing eyesight enjoy the company of having someone to sit down and read a book, newspaper or poetry to them. Reading stimulates the mind, can help relax



muscles and heart rate, and dissolves stress and tension. We have Residents who tell us that when they read to themselves, they do not necessarily absorb what they are reading, and yet when they are read to by someone else in a calming and expressive voice, they can sit with their eyes closed and absorb what is being read, and use their imagination to picture the story.

The introduction of the mobile library also benefits those Residents who choose not to leave their rooms. Audio books are also in the pipeline along with the purchase of CD players.

We can arrange trips for individuals who express a specific request. We recently took a Resident to see a newly released film and another of our Residents visited a place with important childhood memories for her. Currently, we are investigating the requests of two of our Residents who wish to look around the Christmas displays at a local garden centre, plus a trip to the theatre to see Swan Lake with a Resident who loves ballet and was herself a keen ballet dancer. When she hears the music from Swan Lake, she often closes her eyes and relives her ballet days and has stated that it makes her dance inside.

Some of our Residents like to sit and play games such as Scrabble, Snakes & Ladders, and Ludo. Board games can keep the mind active and healthy and are a great way to share laughter and fun, plus quite competitive too! One to one visits with Residents are also beneficial, as some of them are more vocal and comfortable within this setting.

It is a well-known fact that music can shift mood and manage stress and we run a regular Tuesday morning music activity. Music evokes memories and therefore we aim to provide a different theme of music each week in a bid to appeal to the diverse tastes and interests of our Residents.

Recently we ran a 'Cockney' music morning dedicated to one of our 'Londoner' Residents. The singing and foot tapping were very lively and the playing of spoons kept everyone in time! We ran another music activity over the course of two weeks, combining reminiscing about UK Prime Ministers from Neville Chamberlain right through to the current Teresa May, playing various songs from the different years of election and providing the Residents with song sheets. The morning initiated some interesting input from Residents, one with personal knowledge of Edward Heath.

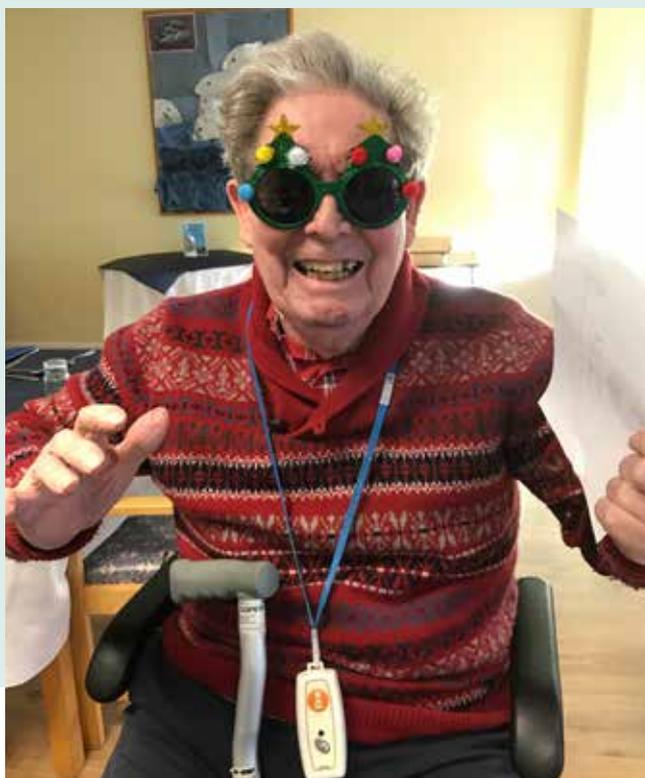
Reminiscence sessions are very enjoyable. We recently dedicated a group morning activity to WWI & WWII memories. We set out various war memorabilia to look through, and via 'YouTube' played famous speeches given by Neville Chamberlain, Winston Churchill, King George VI and lastly Princess Elizabeth on Children's Hour. We read war poetry and showed a Tower of London poppy, resulting in one Resident becoming visibly moved. Great wartime memories were shared and discussed. Nature is fuel for the soul and one of the biggest pleasures for our Residents is having time outside. Simple things that are taken for granted, can make a Resident come alive;



touching and smelling the flowers and marvelling at the colours that different seasons bring, hearing the crunch of fallen autumn leaves beneath their feet and smelling fresh rain or freshly mown grass, seeing and listening to the natural sounds of nature, or commenting on something as simple as an aeroplane's vapour trail in the sky or the shape of a cloud - all of these things increase the Resident's sense of vitality and energy.

Offering our Residents a moment of love, warmth, comfort, kindness and thoughtfulness costs us nothing, but the reward for us is seeing the many benefits it reaps for the individual. Our role is continually developing and we feel that we still have so much to offer in the future.

*Rosa Dollerson, Wellbeing Mentor
Cheryl Searle, Multi Role Assistant*



Christmas Message

from our retiring Chaplain

Candles, glittering stars in the sky on a cold night and Christmas are some of my favourite things. At this time of year we get out the Advent calendars to prepare ourselves by counting the days until Christmas, when we remember the events of that first Christmas over 2,000 years ago. There was chaos and violence then, as now, alongside goodness, kindness and love as the events at that small Inn unfolded in the town called Bethlehem. Bethlehem means House of Bread and Jesus the Son of God, was laid in a manger – a feeding place. The people who lived then in that land would have known this meaning, if they thought about it; but those of us who speak only English need the translation to be able to realise and recognise this profound sign of God's relationship with his creation. We remember too that Jesus' ancestors, the Israelites, had been sustained throughout their wanderings in the wilderness with a type of unleavened bread, Manna, sent from heaven by God in answer to their prayers.

Jesus chose the same symbol, that common everyday food, bread, at the last meal he and his friends shared, asking them to remember him whenever they broke bread together. This simple act of Jesus cuts through all the

centuries of history to the very core of the spiritual relationship he offers to each and every one of us. We are held together in that relationship.

As we approach Christmas and prepare to remember again the Birth of Jesus we are held together by this spiritual gift as a community of people wherever we are. Friendships made are lasting in the love of Jesus, whether at Birtley, Cranleigh or elsewhere – we forever belong to the Community of Christ.

So during the coming days before Christmas, let us remember with joy the gift of a new baby, the friendships we have which light up our lives, as we send out our hopes for Christmas Joy and the Light of Christ to shine in the lives of all people.

I cherish the last four and a half years I have spent at Birtley, the friendships made and the memories we share as a family together and I look forward to visiting you all in the future.

I wish you all a very blessed Christmas, filled with love, joy and peace.

Tricia Hislop, Chaplain

Staff News

New Role

We are very happy to introduce our new Deputy Manager, Ana Almeida. You will have read more about her earlier in this edition of House & Home.

New Starters, Promotions/ Changes of Role

We welcome the following new Nurses to the Birtley Team: Staff Nurse Manisha Gurung and Staff Nurse Adriana Stefan. This is Manisha's first job as a nurse having qualified from Bristol University this year. Adriana joins us and will be working with the night staff team.

We also welcome five new Care Assistants; Angela Stedman who has a wealth of experience. Magda Frankiewicz who joins and will work nights; Julie Eagleton (mum of Amy) starts a new care role, she is also a Cub Scout Assistant at Wonersh Scout Group. Ewa Zablude is working Saturday and Sunday only and Charlotte McNamara has changed role

from Housekeeping Assistant to Care Assistant.

Tomasz Wrona returned to Birtley as a Housekeeping Assistant. We welcome him back as he used to work here previously.

Congratulations to Lisa Cadec on her promotion to Senior Care Assistant. Claire Gough has stepped down from her Sunday Mews Warden role but retains her post as Lead Carer with the night staff team. Denise Peters takes over from Claire in the Mews, in addition to her role as Multi-Role Assistant. Melinda Chikanya has resigned from her Care Assistant role, but will continue working as part-time Receptionist, two Sundays per month.

Leavers

Farewell to Steve Morton, Michaela Pollard, Julie Robbins and Mark and Glory Chalacan. We wish all of them the very best with their future endeavours.



Bits and Pieces...



Charity Update

Brave the Shave

Val Hutton was featured in our last Newsletter (Summer 2016) as she was embarking on a huge fundraising exercise that involved shaving off her hair to raise money for Macmillan Cancer Support.

Here is a picture of her 'new look' and we can confirm that she raised the staggering total of **£2,970.00**. Huge congratulations to Val and we think you'll agree, that the shorter hairstyle really suits her.



Macmillan Coffee Morning

On Thursday 29th September 2016, we held our annual coffee morning to raise funds for Macmillan Cancer Support. We were overwhelmed by the number of people who came along to join us and who gave so generously. Our Tombola Stall was heaving with prizes, all donated by Residents, family, friends and suppliers and there were homemade cakes, biscuits and preserves on sale.

We raised a record total of **£830.65**, so thank you to everyone who contributed.



The British Legion

Thank you to everyone who supported the British Legion via our collection at Birtley House, we raised a total of **£89.76**.



Date For Your Diary

Birtley House Sculpture Garden 2017 –

The dates for next year's Sculpture Garden are Monday 1st May to Saturday 3rd June 2017.



National Volunteers Day – 5th December

Special thanks to our Volunteers (**Tessa Johnson, Elaine Pollington & Kimberley Nyamakope**) from everyone at Birtley House

We really appreciate all that you do throughout the year to enrich the lives of our Residents.



Birtley Cow is home to graze...

Liberty, the Birtley Cow Parade cow has finally come back home. She joined all of the other cows at various functions across the Surrey Hills area, but she hasn't joined the Auction process as she was so personal to Birtley with the beautiful painting achieved by Emma Allen, depicting wildlife around the Estate, that it was felt she must remain in situ.

We are hoping that Emma will come back to Birtley in the New Year to do a bit of 'touch up' painting on Liberty and that she might join us for an afternoon of face-painting with the Residents.

Birtley House feature in The Times Magazine



Birtley House featured very positively in an article, written by Janice Turner reporting on Care Homes, in The Times Magazine on Saturday 26th November 2016. Janice Turner came to visit, along with Professor Martin Green, the head of Care England and were shown around the house by Simon Whalley and Karen Williams.

The article has generated a lot of interest in Birtley from across the country and we are thrilled to be able to showcase our wonderful home to a wider audience. Janice Turner writes about the 'meaningful connection' between Birtley and the wider community, along with the different types of accommodation that are available and the holistic approach adopted.



Birtley

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The next edition will be Spring 2017.

Janet & Rachel
Marketing Department
Birtley House, Bramley
Guildford, Surrey GU5 0LB

Tel: 01483 892055
Email: info@birtleyhouse.co.uk
www.birtleyhouse.co.uk