

For care homes.



# #NeverTooLate

2020 edition.

Image provided by Colonia Court Care Home.

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# There's no normal way to grow old.

At Bupa, we wholeheartedly believe that it's never too late to try something new. Or to rediscover old hobbies that felt long forgotten. That's why, across our care homes and villages, we do everything we can to give our residents great experiences.

This year has been no exception. Before lockdown, we were regularly planning surprises and trips out for residents. Fast forward to the end of the year and residents are enjoying new experiences in brand new ways.

From hosting radio shows to exploring the world through virtual reality, these are some of our favourite stories from 2020. They really capture the lengths our teams go to, to make our residents happy. Reading them again has certainly made me smile, and I hope you enjoy them too.

Finally, a big thank you to everyone working in our care homes and villages who make all of these experiences possible. I'm extremely proud of everyone for their dedication.



*Joan Elliott*

Joan Elliott  
General Manager  
Bupa Care Services







# Back on the shop floor

Tommy and Ron both took a trip down memory lane to re-live their supermarket days.

Tommy from Crossley House returned to Denholme Co-operative, his previous workplace of nearly 50 years. He started work at 16 and stayed all the way through to retirement.

Following his trip to the store, Tommy met with some old friends for drinks and a chat to reminisce about old times.

Over in Colchester, 90-year-old Ron, was able to jump back to his younger years with a staff experience at the local Waitrose.

Ron had worked in supermarkets for over 33 years and, having heard his fond memories, Activities Coordinator at Colonia Court, Dawn Kirkland, set the day up as a surprise.

As part of his experience, Ron was invited to work alongside Matt Banks, head of the fruit and vegetable section. He even got a backstage pass into the staff only areas.

Speaking of his day, Ron said: **"I was over the moon when the home told me I would be going back to work for the day."**

**"It was surprising to see how things have changed. The staff at Waitrose were so lovely to me and I felt like one of the team."**

Pauline Thornton, General Manager said: **"The staff at Waitrose really made the effort to make him feel welcome and involved. He had so many stories to share with everyone when he got back."**





# Come glide with me

Residents at Wingham Court took to the ice for the first time, something they never thought possible until the care team arranged a surprise trip.

Claire Hooper, General Manager said: “Our residents and staff had a fantastic time. It’s a different activity for us. Some of our residents have experienced an injury which has affected their ability and confidence, so they were all really brave to be gliding on the ice.

“It helps to remind residents that they can still do new things and not let fear or physical disabilities get in the way of trying something out of the ordinary. We all had so much fun that many of our residents are already asking when we can go again.”







# Mingling with the stars

Two residents at The Lindsay fulfilled a dream when they met Strictly Come Dancing stars, Anton Du Beke and Erin Boag, at their Bournemouth Pavilion show.

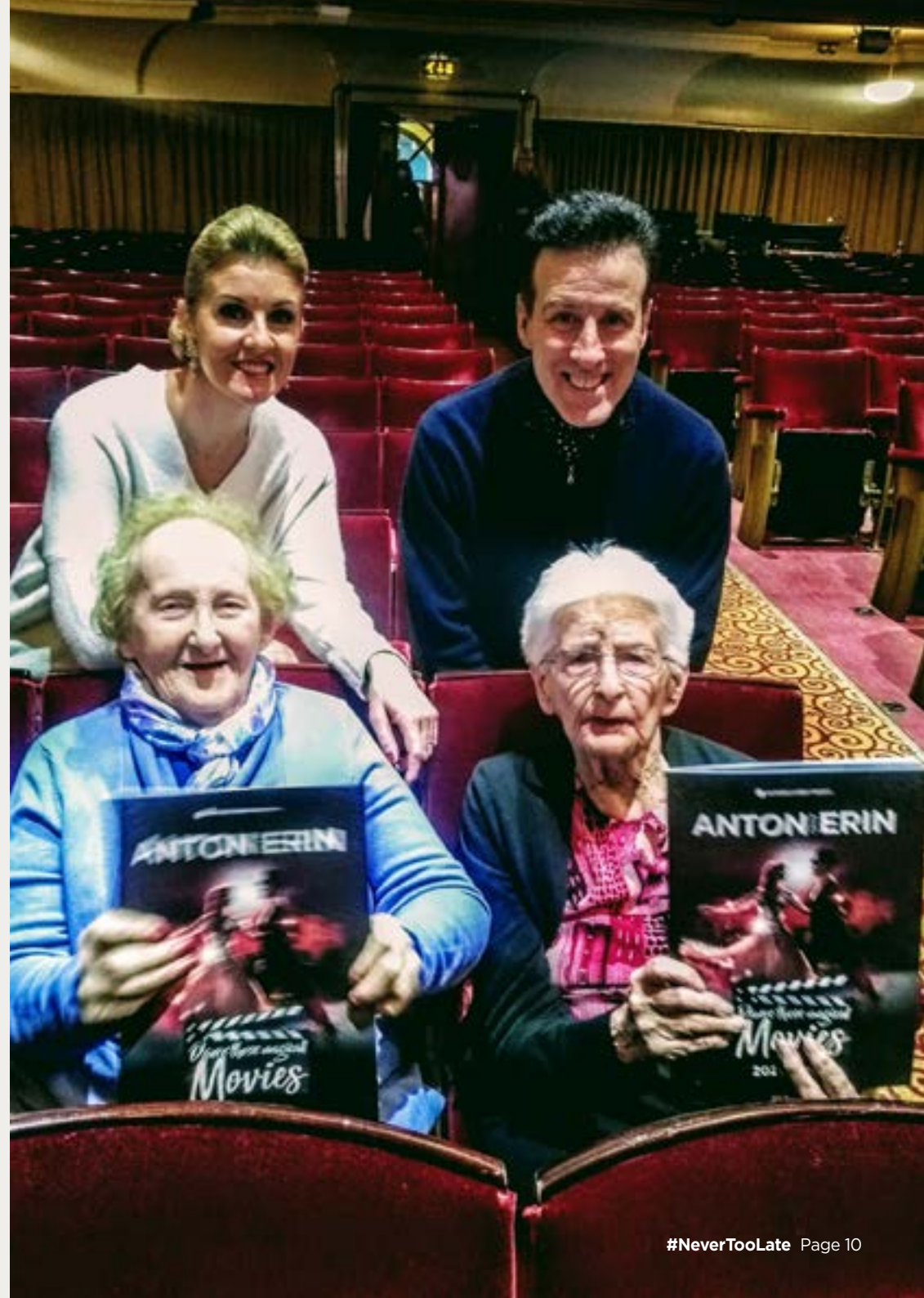
Both Joan and Sheila have a long-standing love for ballroom dancing. Joan met her husband Edwin when he was on the lookout for a new ballroom partner. Sheila has loved ballroom dancing since she was a teen.

Knowing the pairs' love for the dance floor, staff at the home arranged for Joan and Sheila to see Anton and Erin on their 'Dance Those Magical Movies' tour.

Speaking about meeting the stars, Joan said: **"It was amazing. We would've been happy just seeing them dance, but to be able to meet them was the cherry on top of a special day."**

Sheila added: **"We both really enjoyed the whole day out. We were made up to see them afterwards."**

Claudia Carvell, Home Manager said: **"We try to organise surprises like this for our residents as much as possible. They haven't stopped speaking about it since."**





# King of independence

27-year-old Daniel, who has lived at Amberley Court for just over a year, took on the pivotal role of serving drinks and treats to his fellow residents throughout January, quickly proving himself as the perfect host.

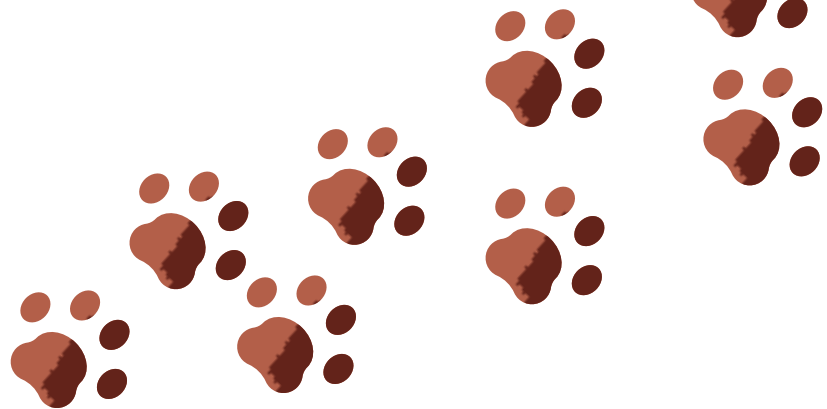
This spurred Daniel, resident at the home, to make a career change, seeing him take on a new role supporting the home's activities team. Now, he runs regular fitness classes, which have gone down really well with residents.

Daniel said: **"Since I moved into Amberley Court, I felt it was important for me to keep my independence and a sense of purpose and I'm grateful to the team for giving me these opportunities and keeping me busy!"**

Julie Anderson, Home Manager added: **"I'm really proud of Daniel and how he's taken on his roles and responsibilities. The reaction he's had from his fellow residents has been great."**







# Canine cuddles

With family and friends unable to visit, residents were in need of some companionship. Poppy, Ollie and Bob were more than happy to take the task on.

Rachael and Marie, both members of the Ridley Park team, have been bringing their pooches into the home for residents to pet and play with. For some, it's unlocked fond memories of previous pets.

92-year-old Brenda formed a special bond with Bob right away. When asked about their visits, Brenda said: **"The dogs bring me so much happiness. I love how Bob can just sit on my knee, he is great company."**

**"My late husband was also called Bob so that just makes him even more special and brings back wonderful memories of times spent with my dear husband. I always look forward to little Bob visiting."**





# Virtual meet and greet

Elmwood resident, Alan, got to meet his sporting hero, Kevin Sinfield of the Leeds Rhinos, via Zoom.

As a lifelong fan of the professional rugby team, it's been Alan's dream to meet a player for some time. Unfortunately, Alan can't attend games as it's difficult for him to sit in a chair for too long. But that wasn't going to stop the care team, and neither was lockdown.

Instead, the home arranged a surprise video call with Kevin. The pair spoke for around 15 minutes, and although Alan was nervous at first, they were soon chatting like they'd been friends for years. To end the call, Kevin even thanked the Elmwood team for all their hard work.







# 30 miles for dementia

79-year-old Susan set herself the challenge of walking 30 miles around the grounds of her home, Burley Hall, in aid of Dementia UK.

Having been diagnosed with dementia herself, raising money for the charity is something very close to her heart.

Susan completed the challenge in just over a month, averaging a mile per day with the help of fellow residents and staff. All of whom happily took turns walking around the grounds come rain or shine.

Although she set a fundraising target of £150, Susan raised just over six times that amount, reaching a total of £912.

Talking about the challenge, Julie Robinson, Home Manager said: **"Susan is such a remarkable lady and we were all behind her 100% of the way. This is a huge undertaking and an incredible achievement."**



"Living with dementia is not keeping Susan from smiling, she is a joy to be around – always up for a good chat and is a huge supporter of fellow residents as well as good causes."





Party at The Priory.



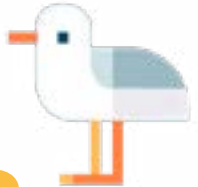
The Highgate resident tucks into a delicious ice-cream.



One resident from Green Gates said: "I've not been to the beach in over 10 years. The day had such a nostalgic feel to it and I thoroughly enjoyed it."



Two Brookview ladies enjoying cocktails in the sun.



# Beach staycation

With trips to the seaside out of reach this summer, homes up and down the country decided to bring the beach to them. Take a look.



Richmond Village Aston-on-Trent get dressed to impress.



Nostalgic games at Burley Hall.



One resident from Croft House said: "I haven't played some of these games since I was a little girl, so I really enjoyed reliving a little bit of my childhood."



Fun in the photo booth at Trowbridge Oaks.



Elm View kitted out their garden with tropical themed decorations.



A sensory experience at Church Farm.





# Residents go virtually anywhere

With the aid of virtual reality equipment, Pebble Mill's activities coordinators were able to prove lockdown wasn't going to stop residents from getting a change of scenery.

Samantha Jangum, Home Manager explained: **"There's always so much enthusiasm from our residents to give new things a go."**

**"It was great to see our residents getting involved with the virtual reality equipment. Age really is no barrier to having fun."**

The residents showed no qualms in giving it a go and were able to visit their favourite places and relive childhood holidays, exploring locations including Dublin, Wales, Edinburgh and even India, where one resident was born.

Resident, Robert said: **"It was something completely different. I chose to virtually visit the beautiful Lake District. It was all**

**very nostalgic, and it felt as though I could put my hand out and touch the clouds."**

Patricia, another resident, commented: **"I love Robbie Williams so I decided to watch one of his concerts. It was fantastic. It was like I was actually there!"**

Following on from the success of the virtual reality, the team plan to invite relatives to send in their own videos so our residents can continue to enjoy great experiences.

Hollie Wynde, Activities Coordinator added: **"One family is even hoping to record a family wedding abroad, so one of our residents can feel as though they are there with them."**







# Game, set and match at Heathland Court

Wimbledon may have been cancelled this year, but that didn't stop the spirit of the sport reaching residents as the home's managers went head to head in their own yard.

With Heathland Court being just minutes away from the All England Lawn Tennis and Croquet Club, home of the famous tennis championships, it's no surprise that many of the residents are big fans.

This year, the home transformed the garden into their very own centre court. Star players, Jo Robbin-Coker, Resident Experience Manager and Taiwo Kolade, Clinical Services Manager played a great game while residents sat back and cheered them on with a Pimm's or mocktail in hand.

As an extra treat, a Wimbledon ambassador dropped off 50 goodie bags of official merchandise, including towels and tennis balls, for residents and staff.

Jo said: **"Unfortunately, the competition couldn't go ahead this year, but we weren't going to let that stop us enjoying some tennis and strawberries and cream. We really brought the spirit of Wimbledon to Heathland Court and enjoyed a fun filled day with an 'ace' atmosphere!"**

