

## He was our Grandad

Family of the late Bernard Satchells

His memory will remain forever  
He was our Grandad  
For us there really was none better

Our memory of him will always remain  
His bald brown head, large hands and great white mane  
He was a rock upon whom many lent and,  
His broad shoulders remained solid to the end

He was our Grandad  
We loved him so  
He was our Grandad  
We cry don't go

But, he was ready, his life well spent  
His caring spirit was upwards meant



## Active Age – Emma Keeps everyone moving!

Hi I'm Emma!

I visit Melrose twice a week for the gentle exercise group and the fun quiz. Both sessions are a great way to socialise and everyone enjoys the activities.

The seated exercises are always attended by a dedicated group of residents who love to stay fit whilst having fun! Denise and Betty put their all into the exercise class and are always eager to do more! I would like to thank everyone for their great effort, especially those who are new to the group.

The quiz on Thursday afternoons are very well attended, with Marguerite always there first to get the best seat! Eddy can answer any question on football and Bet is a whiz at the spelling questions. Marguerite and Pat are the geography experts and the staff always help out when we get stuck!

Thank you to everyone at Melrose for making me feel so welcome. Each visit is great fun and I have made a lot of friends at Melrose.



## Appointment of Dignity Champions

A great deal of focus is on the 'Dignity Agenda' across the care industry, and quite rightly; we hear in the press many examples of shocking practice. Once a year is 'Dignity Day' when we are all supposed to think specifically of moving this agenda forward. I asked the staff during a meeting what they thought we should do at Melrose for dignity day this year. To my delight, the response was, 'Nothing different – here every day is Dignity Day'.

Another part of this movement is to appoint a 'Dignity Champion'. This is a colleague whose role it is to act as a good role model, and to speak up about Dignity and stand up and challenge disrespectful behaviour should they witness any at work. Most other homes will appoint one or two people as Champions, but based on comments from residents about staff who they feel particularly look out for them we've asked 10 staff to be Champions!

For further information about the Dignity in Care Agenda you can go to [www.dignityincare.org.uk](http://www.dignityincare.org.uk)



## Melrose Matters



## Newsletter

Newsletter

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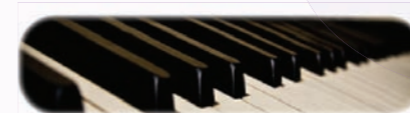
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Calling all piano players!  
Volunteers needed to  
tinkle the ivories of our  
piano...please!



### Melrose Blossoms!

Melrose Matters has been a long time in coming this year! We have all been so busy with the changes going on, that it has rather taken backstage. The new wing is now not so new, and the noise and disruption is a thing of the past. The added space and facilities it has given to all of us was well worth it, I'm sure you'll agree. The garden is the star attraction and the additional plot has added about 4 times to the outdoor space we used to have. Judy the Gardener has done a splendid job (under the guidance of the residents) planting what you all want. Really new this year is Marguerite's herb garden. Having achieved her Cordon Bleu during the war, and being a fine cook throughout her years, Marguerite was missing having bountiful and fresh herbs to hand. She let Judy know what she wanted and – hey presto – there are pots of fresh, aromatic herbs for everyone's delectation!

The level paths give a good flat route for a walk around, whether for the early morning constitutional or for having tea on the lawn. Wildlife watchers enjoy the squirrels and our oversized seagull coming to drink out of the water feature! We wonder how there's ever any water left in it!



We are as delighted with the additional facilities as everyone now has much more choice of where to spend their leisure time. The new conservatory is popular in the afternoons, and the quiet room is well used when entertaining visitors, or for reading quietly. The old conservatory is proving just right for dining, and being just next to the kitchen is definitely a better spot than the previous one.

We are hoping that this year's development will be a technological one, as we wait to hear whether we have been successful in bidding for a grant to buy and install special computers engineered for older eyes and hands. With such equipment we hope that even more residents will join in the wonderful computer lessons which Jacquie Marshall has been doing for over a year, now. Watch this space .....

I do hope you'll enjoy this edition of Melrose Matters, and once again, I'd like to thank you all, residents, staff, relatives, friends and volunteers for the invaluable contribution you all make to life at Melrose.



This year has been exceptional for us at Melrose. We were so proud to have been highly commended in the Worthing Business Awards, and we hope to be nominated again this year with the aim of winning the Customer Care Award. We are still the only home in the area to be 'excellent' and have the accreditation in the Gold Standards Framework! A tribute to the hard work and dedication of the team.

Di, Lou and I have been flat out with paperwork, as the Health and Social Care Act has changed, meaning a whole new set of standards to demonstrate our compliance with, for when the inspectors next come knocking! The main thrust of the changes is that we can show that the residents and their families/representatives are involved in their care and that the service is geared to their needs and requests. One way in which we can show we already do this, is by displaying the questionnaires and residents meeting notes, as well as the action plans which come out of them so that everyone can see how we do this.

Hot on the heels of Lou's run in the Brighton Marathon, July saw a team from Melrose entering the Race for Life being held in Worthing in aid of Breast Cancer UK. Encouraged and organised by Charlotte Thompson (Carer), we were inspired to raise funds for the charity by holding a Summer Fayre in the car park. The weather held out (just) and we had stalls of bric-a-brac, books, tombola, cakes and to top the lot, we had The Stocks which to everyone's pleasure (!)



Lou took a turn in. Patrick was right on target almost getting her full in the face with a wet sponge!! The day was great fun and we raised nearly £300 into the bargain. Hopefully we'll have another go next year and get everyone running!!



# Liz's Column



# Madge's centenary!

Margery Turner turned 100 this year and had a super party at Melrose to celebrate. Madge to her friends, she had close friends and family here to tea. The Mayor of Worthing, Ann Barlow, also came to help her celebrate. Christine baked tiers of cupcakes and the Bubbles was flowing!

Madge was born in Abercromby, Liverpool, and married her late husband, Ken there. Ken was an engineer for John Laing Construction, and they enjoyed travelling the world. Madge has many interesting memories of travelling up the Nile in the 1950s working in the Far East and living and working in Edinburgh.

Madge also worked for the firm herself, as a PA to senior management and loved her job! She is still an active member in its retirement club, called Solare.

Madge has been a resident of Worthing for more than 25 years, and was involved in many clubs, including the Sidney Walter Sequence Dance Group, a bridge club, Goring Bowls Club and Goring Retirement Club.



Our accreditation in this Standard means that the staff have all undertaken and succeeded on a tough programme to improve the way we care for the residents who are at the end of their lives. It's about enabling people to die with dignity, where they want, how they want and with whom they want. It shows that we have developed a culture in the End of Life Care which builds on that which we like to think is already evident at Melrose – care which comes from the heart.



Although everyone is different, most people, at the end of their lives would say they want:-

- Being treated with dignity and respect
- Being without pain or other unpleasant symptoms
- Being in familiar surroundings
- Being in the company of close family and friends (Dept. of Health End of Life Care Strategy 2008)

Being through the programme means that we now achieve the 5 key themes of the GSF in care homes, which include

- Pre planning – involves advanced care planning, residents expressing their own end of life wishes, soon after they are admitted so that all are prepared in a timely way.
- Improved communication – nurturing a culture of openness in discussing these often difficult issues, and taking care to document them so that the individual's wishes are known
- Improved team working with the wider health team (GPs, nurses, hospice specialists). GPs and other in the primary care team also become involved in pre-emptive planning for pain and symptom relief for when the time comes, so no one has to wait for the out of hours doctor who doesn't know the patient.
- Decreasing hospital admissions – avoiding inappropriate hospital admissions, enabling more residents to die at the Home, if that is their wish.
- High quality clinical care – with expert assessment, good management of symptoms can be achieved.

Becoming involved with the GSF has been interesting and very rewarding for the team at Melrose. The work with the specialists, particularly from St Barnabas, as well as the GPs has given a new dimension to our work.

# Activities

The activities programme continues to evolve, depending on the requests from the residents, and we have some firm favourites now as regular features. We have had some super outings this year, and the residents have thoroughly enjoyed them. The trip to Devil's Dyke was exciting, especially when a paraglider landed in a tree! He was unhurt, thank goodness! Lunch at the Coach & Horses was excellent and we shall certainly go there again. We have recently bought some easels and other artists' materials, by request, so if there are any artists out there willing to volunteer to do some art work with our residents, please contact me. You never know, we may have a budding Leonardo in our midst!

