

AUGUST 1988

CHESHIRE

Smile

MAGAZINE OF THE LEONARD CHESHIRE HOMES AROUND THE WORLD



CHESHIRE Smile

Founded 1954 Magazine of the Leonard Cheshire Homes Around the World – August 1988

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Contributions are welcome and should be in the form of articles of not more than 500 words or letters not exceeding 200 words.

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**FRONT COVER – Douglas House Resident Jo Wagstaff
blessed by The Pope in Rome.**

PRODUCTION EDITOR John Anderson
SECRETARY Ben Howorth



St Peter's Square, Rome

The day I met the Pope

by Jo Wagstaff

Resident of Douglas House, Brixham

I have just returned from a holiday with the Access Trust, travelling by Jumbulance. Meg, my escort, and I were lucky enough to see the Pope while in Rome.

After we had had an early breakfast we went aboard the vehicle to go along the main road into Rome and towards the Vatican. By the time we arrived it was early afternoon and the temperature was well in the 90's. The atmosphere was so unreal it had the quality of a mirage. I was on a trolley bed and with other disabled people was pushed to the front and Meg was pushed aside. The Pope walked directly over to our group before driving round to be seen by the thousands of people from all over the world. He took my right hand in his, squeezed it lightly, blessed me and wished me a happy holiday. It was a very moving experience.

Handicapped Ken-ichi from Tokyo visits London and finds it 'Wonderful'



Above and top right: Ken-ichi outside Buckingham Palace. Left to right Arnold House Care Attendants Maribel Lucena (from Spain), Jeanette Batkin and Kristin Fjelde (from Norway).

Below, right: Ken-ichi experiences the London Underground with his carers.

A 46 year old spastic Japanese man, Ken-ichi Yamashina, who is so severely disabled he cannot even sit up, has achieved a lifetime's desire to visit England, thanks to the interest of Group Captain Cheshire.

Ken wrote to him in January explaining that he knew that England was famous as a welfare state and he wanted to come with two attendants to experience it, while on a tour of Europe. Leonard Cheshire arranged with **Arnold House, Enfield**, to accommodate the party for ten days at the end of March.

Ken-ichi, who lives in a Tokyo Home called Kiyose Ryogo-en, and is a devout Baptist, arrived with Nobuo Otsuka, a college student, and Satoru Ishikawa, a Care Attendant from his Home, after a whirlwind tour of Europe, taking in

Greece, Italy, Switzerland, Germany, Spain and France.

All three, despite language difficulties, made immediate friendships with Residents and staff, and a programme of entertainment was mapped out.

Care Attendant Jeanette Batkin with two overseas voluntary helpers Kristin & Maribel took them on a tour of London where they saw the Changing of the Guard, Horseguards Parade, Westminster Abbey, Leicester Square, Chinatown and Covent Garden. Later they went by Tube and walked all over the West End, ending the day with a Chinese meal.

Ken was also visited by the Rev Mark Udall of Enfield Baptist church, who sent messages of goodwill to Japanese Baptists.

The three also paid a visit to

Agate House, in Amptill, Bedfordshire.

Nobuo Otsuka explained in halting English that they had made wonderful friends in Arnold House and were deeply impressed by the freedom and comfort of Cheshire Homes.

In arranging the visit with Ken, Group Captain Cheshire wrote: "May I say how much I admire you for the initiative you have shown in your various travels. We would welcome the opportunity of learning from you of your own experiences in disabled living. I feel that, by sharing our respective experiences, we could gain from each other."

When the three Japanese left Arnold House they presented the Home with a picture of Mt Fujiyama and numerous little presents for their friends, the Residents.



The Vital Need for Physiotherapy

Carol Doyle

Physiotherapist at The Hill Cheshire Home, Sandbach, Cheshire, here explains why physiotherapy is of increasing importance in Cheshire Homes

The Physiotherapist's Role

The role of the Physiotherapist working with physically handicapped Residents is constantly changing to meet their varying needs. There is still the obvious need for the Physiotherapist to observe all the basic principles, i.e. maintain mobility, standing when mobility not possible, encouragement of active movements, passive movements if indicated, preventative therapy. This follows the aims of managing the Resident's medical condition and helping to prevent secondary complications from this condition. In most cases 'treatment' is confined to secondary conditions.

Part of Care Programme

It is to this end that the Physiotherapist is necessary as an active participant in the Care Programme of a Resident. Liaison with all disciplines in the Home and also local hospitals and specialised centres is vital so that a full picture can be obtained for the continuing care of a Resident. Although most Physiotherapists in Leonard Cheshire Homes are part-time this should not prevent the Physiotherapist from involvement at this level and should be encouraged throughout all Homes. Relationship between Physiotherapist and Resident is one to one, and often a Resident can confide her fears or needs to that Therapist. Also the Physiotherapist can often pick up early signs of a Resident's condition.

Positive Goals

The management of the Resident's condition is dependent on the degree of ability, using positive goals to maintain function.

1 Mobility is encouraged with/without aids.

2 If mobility is not possible standing should be actively carried out.

3 If active standing is not possible, assistance should be given.

4 All active movements are encouraged to maintain maximum potential of physical ability and thus maximum independence of function.

5 If active movements are not possible, sometimes passive movements are indicated.

Examples of preventative regimes (e.g., to prevent contractures) vary with the medical condition of Residents, but can be summarized:

1 Standing Residents - Standing Frame/Turntable/Specialised Standing Wheelchairs. This helps lessen possible contractures, reduces spasticity, aids bladder/bowel drainage, plus the psychological advantage.

2 Flowtron or 'Yellow Wellies' to help reduce dependent oedema for the non-ambulant Residents.

3 Regular postural drainage in the later stages of M.S. to prevent build up of secretions. This often helps swallowing and thus prevents distress with feeding/drinking.

4 Early correct assessment of footwear aids mobility and helps prevent secondary complications leading to immobility.

5 Early/correct assessment of cushions/mattresses to prevent pressure areas.

Increasing Needs

The needs of Residents entering Cheshire Homes have increased over the years, and with this the striving for independence becomes increasingly hard and relies a lot on aids to daily living and especially new technology.

One aspect of this relates to wheelchairs, with special regard to type of wheelchair, positioning of the Resident in the wheelchair to promote physical and

functional independence and also pressure prevention, allowing Residents to sit for longer periods, thus allowing greater social independence.

Need for Up-To-Date Knowledge

The Physiotherapist must have a working knowledge of types of wheelchairs, adaptations, accessories, cushions, and, most important, the ability to assess the Resident. The Physiotherapist must have a line of contact with the nearest wheelchair clinic, seating assessment clinic, local hospitals and specialised centres able to provide various appliances. Up-to-date knowledge of aids to daily living is vital. Attendance at courses in the field should be encouraged by all Homes.

Often it is the Physiotherapist who has a comprehensive knowledge of the physical abilities and wheelchair requirements of the Resident and can supply this information to other disciplines in pursuit of other activities and independence e.g. occupational therapy, speech therapy, use of computers. This highlights the need for good liaison within the Home and often means overlapping of the roles of the Therapists/Nursing/Specialised Personnel.

The Future

This is how I see the role of the Physiotherapist to date, but no doubt it will have changed again as the requirements and expectations of our Residents change along with new appliances and technology.

Many Residents suffer from chronic pain, and I feel that the Physiotherapist could be useful in this area.

Footnote to all Therapists: Remember to discuss all your aims and objectives with your Residents. Yours may differ from theirs!

Hi-Tech Computer Shopping Project for Disabled launched in London

A unique project to enable elderly and disabled people to do their shopping by using very simple computer equipment based in day centres, sheltered housing units and community centres was launched in March by the ASDA Superstore group in co-operation with the London Docklands Development Corporation and the London Borough of Tower Hamlets.

This is how it works: Adapted televisions in centres in Tower Hamlets are connected to a central computer holding details of a range of more than 2,000 food and non-food goods.

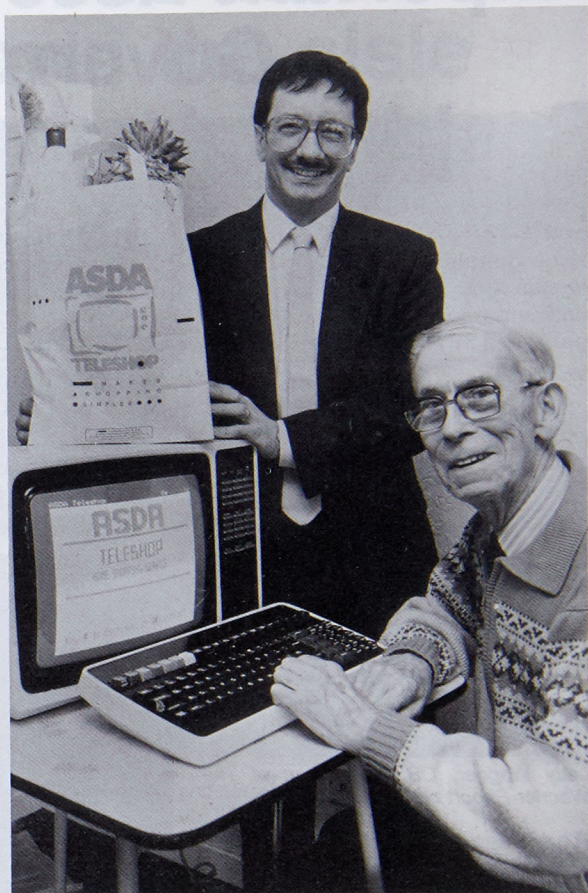
Each customer registered with the scheme has been issued with a printed catalogue in order to enter the code and quantity of the goods they require at any time during the working week. The system is so flexible that customers are able to order not only cornflakes and tins of baked beans, but also slices of ham and rashers of bacon. They will also be able to call up their last order and add to it, change it, or build it up to a standing order shopping list. The goods will then be picked up and packed by tele-shopping staff at ASDA's Isle of Dogs store and will be delivered in a van.

The first centre to go 'live' with the scheme was St John's House, a sheltered housing unit on the Isle of Dogs, and it will be rolled out to other housing units and day centres throughout Tower Hamlets. A target of 1000 customers and 400 deliveries each week is expected within the first six months.

Welcoming the scheme, Councillor Brenda Collins, Chairman of Tower Hamlets Social Services Committee, said: "It's a wonderful idea and will enable us also to extend the benefit of our home help service in the borough. Tele-shopping means that home helpers will be relieved of shopping duties and can spend more time caring for the elderly and disabled. It also means that housebound people can have the pleasure and independence of doing their own shopping".

If tele-shopping in Tower Hamlets is successful it may well point the way to other stores to offer a similar service. As an official of ASDA stated: "We shall be monitoring the scheme for two years and at the end of that time will see if it would be viable to extend it to some of the other 31 ASDA stores throughout England."

A Look at the Future –



Teleshopping goes live in London Docklands

Hi-tech shopping comes to London Docklands with the launch of ASDA Teleshop, a project in collaboration with the London Borough of Tower Hamlets and the London Docklands Development Corporation.

Phill McTaggart, ASDA Teleshop Manager, (left) helps John Muldoon one of the first users of the system, at Bethnal Green & East London Housing Association's St John's House, on the Isle of Dogs.

For Further Information Contact:

Gill Stead, ASDA, Tel: (0532) 435435

Tony O'Regan, LB of Tower Hamlets, Tel: (01) 980 4831

Vicki Furey, London Docklands, Tel: (01) 476 3000

Proposals for New Dual Speed Vehicles for Disabled

A proposal to introduce a new class of vehicle which retains the facility to use the pavement and shopping areas at a speed of 4 m.p.h., but also with the capability of travelling at 8 m.p.h. on the road, has been made in a Department of Transport Consultation Document.

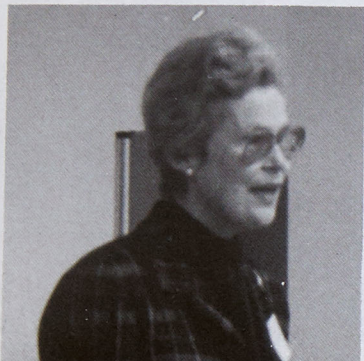
Commenting, Mr Peter Bottomley, Minister for Roads and Traffic, said: "Many disabled people, particularly those who are frail and elderly, are no longer able, for medical or financial reasons, to manage a car. In order to remain mobile and independent they look to an alternative form of transport – usually a powered wheelchair or 'invalid carriage'.

"Current Regulations impose a speed restriction of 4 m.p.h. on these vehicles. Elderly disabled people who do not drive and who live some distance from the nearest shops are particularly hard hit by such a restriction.

"That is why we are proposing to introduce a new class of vehicle with a 2-speed capacity. We are hoping to introduce it on a two year experimental basis to see whether it successfully meets the needs of disabled people, and to see whether its introduction has been acceptable to pedestrians and other road users."

Important Recommendations to Government on Residential and Community Care

Two long-awaited Reports to the Secretary of State for Social Services containing important recommendations on future residential and community care have now been published by Her Majesty's Stationery Office.



Lady Wagner, OBE, Chairman of The Wagner Report on Residential Care.

The Wagner Report on Residential Care contains 36 firm recommendations which include the following:

- 1 All adults entering residential establishments should be entitled to a trial period during which nothing should be done to dispossess them of their previous accommodation.
- 2 All people in residential establishments capable of arranging their own affairs should be entitled to retain their pension or allowance book and to pay for their accommodation and services themselves. They should also be eligible for housing benefit in the assessment of their accommodation commitment.
- 3 No one should be required to share a bedroom with another person as a condition of residence.
- 4 In new residential homes as from 1990, and in existing homes as from 1995, there should be only two double rooms to every ten rooms.
- 5 Each person in a residential establishment should be entitled to a personal key to their own room.
- 6 People who require assistance in presenting their complaints should have the services of a personal representative or independent advocate.

7 The DHSS should draw up national guidelines for the registration and inspection of residential establishments.

8 The grading of care staff as manual workers should cease and their jobs be re-defined as officers or the professional equivalent.

9 Every establishment should be required to draw up a staff training plan, subject to registration and inspection procedure.



Sir Roy Griffiths, Chairman of The Griffiths Report on Community Care.

The Griffiths Report on Community Care

The Griffiths Report recommends that the Government should appoint a Minister of State in the DHSS with clear responsibility for community care, to include preparing a clear, short statement of Government Community Care objectives and priorities.

The Voluntary Sector

It has this to say about the voluntary sector's contribution to care in the community:

"To develop the potential contribution of the voluntary sector further, financial support for its role needs to be provided on a clearer basis, fully understood by all concerned. Clear agreements need to be made between public agencies and not-for-profit bodies on the basis of public agency funding. This may be, for example, on a fee per client basis, or a contract providing that

the not-for-profit body should provide a given level of service. In either case, this should allow the social services authority to hold the not-for-profit body to account for the proper use of public funds. Equally, to allow voluntary bodies a greater degree of certainty in their planning, a reasonable degree of notice should be given before the basis of funding is changed, and public agencies must recognise that short term project grants are not an appropriate way of providing reliable funding for ongoing work."

Other Roles of Voluntary Sector

The report points out that in addition to providing direct services, the voluntary sector fulfils a variety of other roles, including: self help support; an information source; befriending agency; advocates for individuals; constructive criticism of service providers; public educator; pilot of new approaches to services; campaigner.

All these could be vital in helping to make the best use of public funds and may often merit public financial support. This would probably be best provided as a general core grant to the voluntary organisation from the Social Services authority, or from DHSS for national organisations.

Commenting on The Griffiths Report, the charity Age Concern states:

"We welcome Griffiths' recognition of the important role to be played by the voluntary sector and the necessity for stable funding.

"We note his observation of the large gap between political rhetoric and policy of community care. The reforms he proposes must be accompanied by a clear determination to improve both the quantity and quality of community care. We urge the Government to take immediate action to turn the rhetoric of the past thirty years into the reality of today."

The 'New Look' Creative Activity Contest 1988

Full details of the Foundation's 'New Look' Creative Activity Contest have now been sent to all Cheshire Homes, both in the U.K. and overseas. These should be carefully studied as they present a big change from previous years.

The venue for the prize-giving is The Podium, Market Towers, 1 Nine Elms Lane, London SW8 (Beside the Southern end of Vauxhall Bridge). This is a ballroom and banqueting suite and will provide room for the exhibition, a separate dining room, waitress service, a bar, large lifts and easy parking.

The prize-giving ceremony will take place on Saturday, October 22nd, and judging of the entries will be on Saturday, October 1st.

CLOSING DATES FOR ENTRIES ARE AS FOLLOWS:

PHOTOGRAPHIC, LITERARY AND COMPUTER ITEMS - FRIDAY JULY 22ND

PAINTINGS, DRAWINGS AND ALL HANDICRAFTS - FRIDAY SEPTEMBER 2ND

ALL THESE SHOULD BE SENT TO: 'CONTEST', HYDON HILL CHESHIRE HOME, CLOCK BARN LANE, GODALMING, SURREY GU8 4BA

The ORGANISER of The Contest is The Hon. Mrs M van Koetsveld, Northacre, Shackleford, Godalming, Surrey, GU8 6AX and inquiries and other correspondence should be sent to her there.

All Homes will be notified of the results of the judging after October 1st, and details of parking and a map will be sent nearer the time.

ONCE AGAIN, PLEASE STUDY THE DETAILS FOR ENTRY CAREFULLY AND PLEASE REMEMBER TO FILL IN THE LABELS, WHICH MUST BE FIRMLY ATTACHED TO ALL ENTRIES AND COMPLETED FULLY, TO ENSURE THAT THE JUDGES HAVE AS MUCH DETAIL AS POSSIBLE.

Pauline made it down the aisle



Happily married - Mr and Mrs Ronald Spinks.

When 34 year old Pauline Milner and Ron Spinks, both severely handicapped Residents of Green Gables Cheshire Home, Alfreton, Derbyshire, got engaged, her greatest ambition was to walk down the aisle to the altar.

And on Saturday, 19th March, at Watchorn Church, dressed in a beautiful white dress, and accompanied by four bridesmaids, she managed it, on the arm of Deputy Head of Care John Williams, who gave her away.

It had taken months of practice, because Pauline is hemiplegic since an attack of meningitis in early childhood, and staff at Green Gables had been helping her and willing her to be able to achieve her wish.

After the wedding ceremony, Pauline pushed Ron's wheelchair down the aisle and they returned for a splendid reception at Green Gables.

Later the happy couple left for their honeymoon, which was spent at Park House, Sandringham.

Pauline and Ron are now living in a bungalow linked to Green Gables where they have their own room and share a sitting room and kitchen with three other Residents.

Commented Eileen Gormley, Head of Care: "The wedding was a most moving occasion and we were all so thrilled that Pauline managed to make it down the aisle."

New Administrator for Chipstead Lake Cheshire Home

Following the resignation of Peter Weatherley, for twelve years The Head of Chipstead Lake Cheshire Home, Michael Bayley has been appointed as Administrator. Michael spent 33 years with the Midland Bank, and was Administrative Manager of a large West End branch. He is 50 years of age and lives in Kemsing, near Sevenoaks.

He is married with three children.



The Challenge of Running a Home for Mentally Handicapped People



Colin and Sheila Ashe, husband and wife team who administer Pound House, Dorking.

Colin and Sheila Ashe are House Leaders at Pound House, Westcott Road, Dorking, a Cheshire Home for eleven mentally handicapped adults. When Colin, who had a managerial job in horticulture, was made redundant after 36 years, they were faced with making a new life. Since their own son is mentally handicapped, they had a deep interest in the subject, and decided that this was "the way ahead" for them.

Here Sheila Ashe describes the new challenges and satisfactions of a job that is more "a whole way of life".

A New Joint Appointment

A day-long interview resulted in our being offered a joint position, and it was agreed our son could live with us, not as a Resident but a guest. A new Management Committee, with few members having any experience of people with a mental handicap, found it difficult at times to relinquish their project to us. As parents ourselves, we have a sympathetic understanding of how hard it is for some parents to let a handicapped son or daughter go into residential care. What was new to us was having to deal with the impact of these difficulties on the already complex business of starting a new Home from scratch. We have sometimes felt exhausted seeking to help both parents and Residents, and from the conflict this brings, but by now we can feel ourselves on firmer ground, thanks to

effective professional help and support.

A New Extension

As we opened, it was discovered we should have to have a large extension due to the new Registration Act, so our management and fund-raising committees immediately took upon themselves another burden before we all had a chance to cut our teeth. We have just completed seven months of having a house built around us, both inside and out, windows removed, walls knocked down, boiler and central heating system moved and changed, plastering everywhere, all taking place whilst trying to live and care for ten people. The extension is almost finished now and we are all delighted with the result, and despite all the inconvenience and mess and three of our Residents having to sleep in a caravan for five months, it has 'knitted' us together.

A Team Job

We have two care staff and that means between us we do all the cooking, cleaning, training and administration as well as day to day care. We cover twenty four hours a day. As my husband and I are always on duty together we put in many more hours than we are contracted to do. However, we envisage that now the Home is established and the extension completed, we will have a few more hours 'off duty'. But we enjoy our work and this really is not a problem.

A Garden Project

Two years ago we decided to give our people an alternative to their A.T.C. for those who were interested and showed potential, so we started a garden project. With my husband's experience this seemed a natural progression, but we had no finance or extra staff to start this project, so while I stayed on and 'held the fort' he and one of our young men tentatively offered a garden service to the local community using only our own small car as transport. We then applied to the M.S.C. for a person to help take some responsibility, and after one or two abortive attempts found just the person we required. A few weeks later whilst working on a large garden my husband spied an old minibus and made enquiries, explaining our position. As a result we were given the minibus. We were all delighted and worked hard to fit it out begging and borrowing a cooker and porta-loo etc., and we have been able to prove the success of this venture although we are still not on solid ground. We persuaded the M.S.C. to let us keep our first instructor for a second year and to allow us a second instructor.

Gentle Persuasion

The word 'persuasion' covers many letters, pleas and telephone calls. Our next step was to convince those in authority of our need for a new minibus and trailer that could be used daily for the garden project as well as the social life of the Home, and then to find the money required. Having come so far there was no stopping. We now work five days a week, 8.30 a.m. to 4.30 p.m. We have up to eight workers, several of whom come from the area's technical college, which has a unit for people with special needs. Our project gives them real work experience and we plan to have up to twelve workers, all with a mental handicap. None of them have been out to work prior to this.

Financial Headache

Our work now includes two days with the British Trust and Conservation Volunteers in conjunction with our County Council and a local council. We look after car parks, a local vicarage and churchyard, an office block and doctor's surgery gardens, two local restaurants as well as private gardens.

Now our two valued instructors are due to lose their support from the M.S.C., and despite all our achievements and the fact that we have 'proved' ourselves, we have to begin all over again to get finance to pay their wages. So much for all we hear of help being available for those who are willing to work and to provide a service which in this case gives, people who might otherwise never have experienced it, the satisfaction of a 'day's work well done'. We will probably never be self-financing, but we do believe we deserve encouragement to continue our work. I do not believe things are impossible. As I write, we are seeking joint funding and we are optimistic. Perhaps it is because of this that we keep pressing on.

Family Relationships

My husband and I found defining our roles difficult at times. The extra work of the garden project and recently the major inside and outside building extension has tested our relationship!

The early years of our marriage built a solid base. The relationship between us, our staff and our son has needed an openness that is not an option, and we count ourselves fortunate that we have such staff. In fact openness is an essential ingredient to the well-being of our Home. We look back over the last three and a half years and wouldn't want to be doing anything else.

Growing Independence

We have Residents who couldn't cross a road alone when they arrived, but who are now going into town alone, purchasing their own toiletries and being responsible for many areas of their lives that, prior to moving away, would probably never have seemed possible. They go to evening classes, have their own 'family meetings', go alone by bus to visit parents. They look after their own bedrooms, do their washing and ironing and much more. We've enjoyed youth hostel weekends, theatre trips and parties as a group, as

well as activities for twos and threes. Two Residents are now ready to move out into the community after some intensive training. We're now assessing for our eleventh Resident, made possible by the extension. We realise these moves within the Home threaten some people's security and the feeling of the Home for them, but these are part of life's experiences, as are choices to those who have never been given the opportunity to choose for themselves before. We have reservations about much of the 'normalization', awful word, but much of it challenges and spurs us on to, we hope, better things.

We have recently been joined by a student volunteer for six months, and she is proving invaluable during staff holidays. We have a staff meeting every week, and three two-day training courses between us and hope to improve upon this. Meeting with other Homes similar to ours has proved very beneficial and so has the specialist help and support we can always call upon from our charity's headquarters.

New Disability Rights Handbook

KNOW YOUR RIGHTS

The new, 13th edition of *The Disability Rights Handbook*, published on 9th April, is a must for those endeavouring to discover how the Government's new social security system will affect their benefits.

The information is a comprehensive and simplified guide for individual claimants and their families, and for advisers, social workers, DHSS Freeline, Health Visitors, Citizens Advice Bureaux, law centres, voluntary organisations and Unions.

As well as covering the new benefits, the Handbook gives information on other crucial allowances such as Attendance and Mobility Allowances, Invalidity Benefit, Severe Disablement Allowance and Industrial Injuries Benefits. It also covers topics such as how to appeal if you are turned down for a particular benefit; debt; homelessness; and help from Local Authorities.

Disability Rights Handbook is available from:
Disability Alliance, E.R.A., 25 Denmark Street, LONDON WC2
8NJ

Price £3.50 post free. ISBN 0 946336 30X.

Editor's Note: Disability Alliance, an Educational and Research Organisation, which is a registered charity, claims that an estimated 500,000 people with disabilities are expected to lose because of the changeover from Supplementary Benefit to Income Support.

It states that the Government's own figures show that 40,000 'sick and disabled' people will lose out because of the changeover to Income Support, but that these figures are a serious under-estimate as they ignore groups such as disabled pensioners, disabled children and unemployed disabled people.

£650 million is being cut from Housing Benefit. According to the Government's own figures 5.7 million people will lose out, with 1 million completely losing all right to benefit. The Disability Alliance believes that many of these will be disabled people.)

The Social Fund available on Video

A VHS video, 34 minutes in length, giving basic information on the Social Fund has been produced by The British Association of Social Workers. It is aimed at Social Workers and Social Services Department staff, but is also relevant for use in training with workers in voluntary agencies and consumer groups.

It is divided into three parts:

The Social Security Act 1986 (background and philosophy of changes);

The Social Fund - Payments System, (covering death grants, community care grants, budgeting and crisis loans);

The Social Fund - Impact on Social Services Departments and Social Workers (covering contact with Social Fund Officers and 'determined advocacy')

Obtainable from BASW, 16 Kent Street, BIRMINGHAM B5 6RD
Price £150 plus VAT and entitled "Video - The Social Fund."

THE LEONARD CHESHIRE FOUNDATION INTERNATIONAL

LEONARD CHESHIRE HOUSE

26-29 MAUNSEL STREET LONDON SW1P 2QN ENGLAND



International News

Edited by Lynette Learoyd,
Personal Assistant to International
Director Ronald Travers



Khunying Alma Link, a Charter Member and Past President of the Siri Wattana Cheshire Foundation in Thailand, and Chairman of the Sook Smoe Cheshire Home in Ban Cha-am, celebrated her 90th birthday in April. Our congratulations to Khunying Alma, and we are sorry to hear that her health has not been all that good in recent months.

CASA DE SANTO AMARO – ALGARVE CHESHIRE HOME

There have been delays in the building programme of this new Home, but work has started on the second phase of work. The local Rotary and Support Groups are working very hard in arranging fund-raising events and continue to raise money.

WISMA CHESHIRE HOME – JAKARTA, INDONESIA

The following newsletter has been received from **Jo Casey**, the physiotherapist of the Home –

“A very happy occasion was the wedding of **Djamal and Sulastri**. Djamal, in addition to being paraplegic, is deaf and dumb. Two ceremonies took place at the Wisma, both religious and civil – the latter was very festive with many well wishers, and music from the “Rockin’ Chairs” who are a musical band of paraplegics (mostly residents of the Wisma). Djamal and Sulastri have set up home in nearby Cipete, and she is able to continue sewing for the Red Feather Shop, returning each week to get fresh orders.

“Handicrafts remain the pride and joy of the Wisma, with record sales over the past few months. Prizes were again won at the

“Cheshire Homes International Handicrafts Competition” in London, both in the sewing and woodwork sections. At the last Indonesian Paraplegic Games held at Solo, we were ably represented by **Renj, Suryana** and **Sulastri**.

“**Rocky** finished school in 1987 and we were able to send him on a 3 months’ Advanced Computer course from which he graduated top with flying colours (against able-bodied fellow students). B.A.S.F. have employed Rocky at the Institute of Computer and Accountancy Studies near Taman Mini and have given him modern living accommodation on the campus.

“Computers are very popular with the several residents of the Wisma since **Kusnan** first went on a course 3 years ago. He has taught the basic skills to others, and now they run a part-time business near the Home, teaching computer studies to the general public.

“Another Resident to leave school is **Hendra** who is devoting time to acquiring, and using his two “new legs”. **Mami**, who left the Home last year to work in a printing company, is now happily married and has just had a baby boy.

“A brand new wood workshop has been built at cost, by **Johanes Lesmari**. There is already much activity, with new ideas being explored for goods to sell through the Red Feather shop.

“There are also, of course, problems and times of sadness – several Residents have had spells in hospital, and medicines as well as daily necessities have risen in price.

“Our main ambition, as a Committee, remains the rehabilitation of each Resident to his/her fullest potential, striving to give the appropriate training and skill, and to help find them employment and

thus financial independence. English lessons, physiotherapy, religious instruction, as well as sewing and woodwork, are part of the routine at Wisma Cheshire. **Sri** continues as matron, doing an excellent job, and has been joined by **Budi**, as a part-time social worker.

“For 1988 the renovation of the two original buildings is planned, which will provide 4 extra beds and a vastly improved kitchen and bathrooms, staff quarters and a new laundry area.”

PENANG CHESHIRE HOME, MALAYSIA

From **Leong Kok Heng** in the PENANG Cheshire Home we have heard about the Lion Dance Troupe which was started this year at the suggestion of **Datin Khoo Keat Siew**. In spite of initial difficulties the troupe is now finding great enjoyment from playing. Learning to play the instruments took a month, and it was quite tiring practising for three hours every day, under the guidance of Master **Mah York Seng**. Twelve Residents – some Indian and some Chinese – participated in the Lion Dance, going from house to house and to shops. This generated much public support and cheers for their efforts.

Teh Siew Kiew, another Resident in the Penang Home, wrote to tell of their sadness when **Subramaniam** passed away. He was only 38, but the oldest of the Indian Residents. Although he had paraplegia, he was very independent and hard working, and used to get up early to sell handicrafts from his own tricycle every day.

JAFFNA, SRI LANKA

We have been concerned about the Uthavum Karangal Cheshire Home



Canon Colin Battell, Chairman of the Home, with Negussie, the farm manager and the Founder.

in Jaffna, and were relieved to receive some news recently. The situation is better now, although travelling from there takes time and presents obstacles in the form of checkpoints.

OVERSEAS VISITS

The Founder recently completed an extended tour of Southern African countries, as well as visiting Kenya (briefly), Uganda and Ethiopia. In Ethiopia he was joined by **Ronald Travers**, the International Director.

In South Africa the new 40-bedded Home at Randburg is almost complete – this will leave the original Home to be used as staff quarters. In Summerstrand, there are plans to re-structure the Home into three wings, each with its own leisure area. The Residents of both the Turf Hall and Eric Miles Homes in Cape Town go out regularly with collecting boxes, some of them spending most of the day in the streets. The SCIDFA Home for mentally handicapped children in Durban has plans for major development.

The Founder also visited Lesotho, where the spacious and attractive Cheshire Home is rehabilitating disabled children. In Swaziland the Day Centre is a hive of activity, as regards both work and therapy, and arrangements are made for the children to attend school. The Botswana Steering Committee was pleased to have the Founder present at the unveiling of a commemorative plaque by the President, Dr Masire, on the site of the proposed Cheshire Home. The Home in Namibia is in the far north, some 12 miles from the Angolan border. Situated in a former school, there is space to house 60 children, as well as leaving room for workshops and physiotherapy.

In Nairobi, where the Founder only spent half a day while passing through, he met **Mr R. G. Alexander**, the Chairman, and **Mr Terry Hutchinson**, the Manager, of Kenya Trout & Salmon Flies, which has Residents from Dagoretti Cheshire Home amongst its employees.

In Uganda the Founder saw Katalamwa and Nkokonjeru Homes. Two of the Katalamwa Residents push themselves ten miles to and from work every day in locally-made wheelchairs. We are very pleased that the States of Jersey Overseas Aid Committee has been good enough to approve a grant to purchase an ambulance for this home, which will make things easier for the Residents who work, or who would like to go to work.

In Ethiopia, the Menagesha Home has 35 Residents, and the mobile clinic is going well. It could treat more children, if there were more orthopaedic beds available in the Ethio-Swedish hospital in Addis. The Home arranges visits to the provinces as well, as some 250 children have been examined during the past year. The 1987 Walk – an annual event organised by the Addis Ababa Round Table in November – raised Birr 141,000 – (£37,500). The farm is going well, in spite of problems with irrigation.

continued on page 14

Internat



ational News IN PICTURES

Addis Ababa, Ethiopia:

1. At the feeding centre, with the children in their new jumpers . . .
2. This little boy got in first with this jumper . . .
3. Patient waiting at feeding centre.
4. Menagesha Cheshire Home; Jos van Langen, the physiotherapist and the Founder standing by the mobile clinic.
5. Khunying Alma Link on the occasion of the opening of Soek Smoe Home by H M Queen Sirikit of Thailand in 1985.
6. Menagesha Cheshire Home; Jos van Langen, the physiotherapist with patient.
7. Menagesha Cheshire Home; in the orthopaedic workshop.
8. Menagesha Cheshire Home; in plaster after surgery.
9. Loading up with supplies.



The new Home at Mekanissa will accommodate young disabled people from 15 years of age, who will receive vocational training. Initially there will be 16 Residents, and day centre facilities for others. Unfortunately Ronald Travers could not travel to Asmara owing to the security problems.

Ronald Travers took out a parcel of the jumpers knitted from the wool which so many U.K. Cheshire Homes have generously sent his knitters. As can be seen in some of the photographs, there was much satisfaction in wearing these, and in one case a little boy and a little girl are fighting over a specially nice one!

**C.H.A.D.
(Cheshire Homes Aids for the Disabled)**

Many of the overseas Cheshire Homes will know about C.H.A.D.,

which is the fund for wheelchairs and orthopaedic aids run by **Peter Reynolds**, a Resident at Greenhill House Cheshire Home in Banbury, near Oxford. Peter is able to obtain manual wheelchairs for sending overseas, as well as crutches and walking frames and would welcome your requests; he only asks applicants to be patient in awaiting delivery while the best method of transport is sought – either free or at a discount.

The following is an extract from Peter's latest annual report.

"In addition to sending a total of seventy-five wheelchairs, forty pairs of crutches and fifteen walking frames to individuals and groups of people from Sao Paulo to Kathmandu, financial assistance has been given to a lady in Uganda towards the cost of an artificial leg and to the Nyala Society for the disabled in the Sudan for the

purchase of locally made wheelchairs.

"For transporting most of these items I am grateful to the R.A.F., British Airways, Oxfam and the Joint Mission Hospital Equipment board (ECHO); and to the kind people who have taken equipment with them to their own countries as excess baggage."

Peter also tells a story from Sudan – a ten year old boy called **Boll** was attacked by a crocodile and his brother was killed trying to save him. The parents disowned poor Boll for causing his brother's death. He was found by an American nurse whose husband was a doctor and between them they amputated the lower part of Boll's right leg without an anaesthetic – this was the first time that either of them had done any surgery. Boll was living in Juba and visited the Cheshire Home as an out-patient where he was fitted with a metal leg. He was soon happily walking again.

The Founder, Lady Ryder, Ronald Travers with members of the Committee, staff and residents.





SHARE YOUR PROBLEMS with Beryl Capon

Foundation Care Adviser

Beryl is the Foundation's Care Adviser within the Northern Team, with many years' experience of counselling.

In each issue of *The Smile* she will answer some of the many questions and problems reaching her. All correspondence will be treated as completely confidential and no correspondent will be identified or named unless he or she wishes to be.

Although replies to letters not selected for publication cannot be answered by Beryl personally, she will refer these to the appropriate Care Adviser but only IF SO REQUESTED.

Send your problems to:
BERYL CAPON
c/o Cheshire Smile
Arnold House
66 The Ridgeway
ENFIELD EN 2 8JA

Question: I have a 65 year old relative suffering from severe Rheumatoid Arthritis. It may soon be impossible for him to manage on his own. Would it be possible for him to become a Resident in a Cheshire Home and how should he go about it?

Answer: *The biggest question mark here is the age factor as most Cheshire Homes have an upper age limit for admission. However, because of improving facilities within the community, disabled people are not seeking admission to residential care until a much later stage than previously. Some Homes, therefore, are now admitting Residents older than what may have been their previous upper age limit of 55 years. There can be a problem in terms of financing people over pension age if they were not previously disabled. Your relative, however, does not fall into this problem category. Contact the Cheshire Home of your relative's choice to ascertain their admissions policy criteria. If age is not a bar he will be sent an application form and brochure setting out the aims and objectives of the Home. Should he decide to go ahead with his application for admission he would be wise to involve the local Social Services Dept. who can assist in many ways.*

For a list of Cheshire Homes in U.K. contact Information Officer, Leonard Cheshire Foundation, 26-29 Maunsel St., London SW1P 2QN. Tel: 01-828 1822.

Question: I am now a Resident in a Cheshire Home having previously lived at home with my mother. We only had family visitors and because of my mother's age and failing health I was not able to go out socially. Now I am realising what I have been missing in the past and in the last few months I have been able to do and see things that I would never have believed to be possible. I have made friends within the Home and one friendship has developed into a relationship that we both feel is very special. We are both afraid to talk about our feelings because we don't know what the reaction would be if we decided eventually to marry.

Answer: *Firstly may I say how pleased I am for you that your experiences of residential care have proved to be so positive. Don't be afraid of letting your feelings for each other be known if this is what you wish. I am sure that you would be given all the support and assistance you need from the staff if your relationship continues to grow and you do decide eventually to marry.*

Question: Because of the turmoil I was going through before I was admitted to a Cheshire Home I asked my relatives to deal with the financial side of my affairs and they became Appointees for my Supplementary Benefit and my Mobility Allowance. They are not able to visit me as often as I had anticipated and as a consequence I am frequently without money. Would it be possible for me to reverse this decision and again take charge of my own finances?

Answer: *This is certainly possible and I am sure that the Administrator of your Home would give you all the assistance possible if you are unable to do this for yourself. Write to the D.H.S.S. office concerned stating your intentions. They will either send a Visiting Officer to see you or send the necessary forms needed for completion to enable this to happen.*

'What's Cooking?'

In this issue, Margaret Sherman, former Wine and Food Editor of Good Housekeeping Magazine, suggests pleasant and easy ways with eggs, both savoury and sweet.

SAVOURY OMELETTES have a firm place in my own cooking repertoire, because, accompanied by a side salad and followed by fruit and/or ice cream they make a quick and nourishing meal – especially for two.

A few basic tips for beginners: Beat the eggs with one tablespoonful tepid water for every four eggs, and generous seasoning. The beating should be vigorous enough to blend yolks and whites thoroughly and whip in the air to make the texture light.

You need an 8-inch omelette pan for 4 eggs. Heat the pan first. I then put in 2 teaspoonfuls of oil to coat it before adding ½ oz butter; this way the butter will not burn. Pour the eggs in and slightly reduce heat.

Then, lifting the edges with a palette knife, tilt the pan to run the liquid from the centre under the edges. When the centre is creaming, fold the omelette in half at once, cut it in half and slip it onto a warmed plate.

FILLINGS FOR 4-EGG OMELETTES:

Fines Herbes: A mixture of fresh chopped parsley, chervil, tarragon and chives – 1 level tablespoon beaten with the eggs, ½ tablespoon sprinkled on before folding and a scattering of herbs on top before the omelette goes to table.

Cheese: One and a half ounces freshly grated cheese of your choice; mix about 3 tablespoons with the eggs before cooking and sprinkle the rest over the omelette after it's folded.

Mushroom and bacon: Gently fry 2 oz sliced mushrooms with 2 rashers of streaky bacon, rinded and chopped, for 3-4 minutes. Add a tablespoon of chopped parsley and spoon on to one half of the cooked omelette before folding.

Shrimp or prawn: Two ounces shrimps or prawns. Sauté in melted butter in a saucepan with a squeeze of lemon juice. Put into omelette before folding.

Country garden: Half a cup of left-over green peas. Heat them in a little butter with chopped spring onions or chives and add them to the omelette before folding. Add a sprinkle of chives on top.



Margaret Sherman, former Wine and Food Editor, Good Housekeeping

KEDGEREE

12 oz smoked haddock (frozen boil-in-bag fillets if easier)
6 oz long grain rice
3 hard-boiled eggs
3 oz butter
salt and cayenne pepper
chopped parsley

Wash the fish, put in a pan with enough water, or milk and water, to cover. Cover with lid, bring slowly to the boil, turn off the heat and leave the fish covered for 5 minutes. Drain, skin the fish and flake roughly.

To cook the rice: put into the saucepan with ¾ pint water and a level teaspoon of salt. Bring quickly to the boil, stir well and cover with a tightly fitting lid. Reduce heat and simmer gently for 14-15 minutes. Remove from heat and separate the grains, using a fork. The rice should not need draining; the grains should be tender but dry and quite separate.

Coarsely chop the egg whites and part of the yolks, reserving a little yolk for the garnish. Melt the butter in a saucepan, add the fish, rice, chopped egg, salt and cayenne to taste and stir over a moderate heat until piping hot. Pile on to a hot dish and serve garnished with sieved yolk and chopped parsley.

Serves 4.

BAKED ALASKA

1 round sponge cake (7-in diameter)
2-3 tablespoons sherry
3-4 egg whites
4-6 oz caster sugar
17 fl oz block ice cream

Pre-heat the oven to 230°C (450°F) mark 8. Put the sponge on a flat oven-proof dish about 9-in diameter.

Sprinkle with sherry to moisten – or if you prefer, raspberry or blackcurrant juice. Whisk egg whites stiffly. Whisk in half the sugar and then fold in the remainder of the sugar. Put the block of ice cream (straight from fridge-freezer compartment) into the centre of the cake. Pile the meringue mixture over the whole so that cake and ice cream are completely encased down to plate's edge. Swirl meringue for a peaky finish and put straight away into the hot oven for about 3-5 minutes until the meringue just colours slightly. Serve immediately.

Serves 4

Note: some people like to add soft fruits – raspberries, strawberries, blackcurrants – to the ice cream before topping with meringue.

QUEEN OF PUDDINGS

¾ pint milk
1 oz butter
grated rind of half a lemon
2 eggs, separated
2 oz caster sugar
3-4 oz fresh white breadcrumbs
2 tbsps red jam

Warm milk, butter and lemon rind. Whisk egg yolks and half the sugar slightly, and pour the milk mixture over, stirring well. Strain over the breadcrumbs. Pour into a greased 2-pint oven-proof dish and leave to stand for about 15-20 minutes. Bake in an oven at 180°C (350 F) Mark 4 for 20-30 minutes, until lightly set; remove from oven. Warm the jam and spread on the pudding. Whisk egg whites stiffly and add half remaining sugar; whisk again and fold in rest of sugar. Pile the meringue on top of jam and bake for a further 15-20 minutes until the meringue is lightly brown. Serve immediately.

Serves 4.

YOU write to US

Fairer to have a Creative Exhibition

There is a strong feeling in this Home that the Creativity Competition should become an exhibition only, as there is no possible way that judging can be fair without personal knowledge of the efforts required by the individual competitors. Most people, we feel, would object strongly to their case-histories being displayed on cards alongside their entries – a real intrusion into privacy.

In addition the way is open for the Occupational Therapist or Craft Tutor to put more of his or her own work into each item than is acceptable. In any case, it is the Judgement of Solomon. for those who thrive on competition there are plenty of opportunities to exhibit their work in their local communities. Surely this is more satisfying? Co-operation, not rivalry, should be encouraged between individual Homes.

Wherever the venue and whatever the basis for the exhibition/competition, let's not forget that the Residents and their efforts are the most important factors.

Aileen Mitchell (O.T.)

The following past and present officers of the Residents' Committee wish to be associated with this letter:

David Johnson	Sue James
David Cartwright	Barbara Hoy
Chris Spick	Martin Fuller
Sheila Goldie	

Torbay & South Devon Cheshire Home,
Douglas House, Brixham, Devon

A Plea for A Stimulating Contest

Like all things the Creative Activity Contest has grown from a small Acorn into an Oak with many years to reach its greatness.

It is the one opportunity where all Homes can take part on the same level – stretching our minds and abilities to create – left open to us. As the Foundation has grown larger and Residents increase in each Home – this is one opportunity to come together as one.

Our Founder Group Captain Cheshire began by taking in Arthur – caring for him – opening up opportunities for us today to enjoy the comfort of home – inexperience of such a project has led to experience we know today which will change as years roll on – and so it is with the Creative Activity Contest – stimulating our minds to create art and craft work and good healthy competition, which should be encouraged. It has of course become a victim of its success – inevitably leading to change – so don't criticise – capitalize on past experience – that others may be experienced from you.

Personally from me – keep it going – with many thanks to past organisers – and blessings for the future.

Mrs Rosa Krepa
Resident of St Anthony's Cheshire Home

Overseas Catering Questions

In response to the paragraph you kindly published in the April issue, I was surprised and pleased when I received recently an enquiry about menu planning, buying and stock level from The Administrator, Mr H. P. Lawrence, of Turf Hall Cheshire Home, Cape Town, South Africa.

It must be pleasing for you to find that the Smile is so widely read and it is certainly nice that Homes so far away are seeking advice. I do hope more enquiries will come from both the U.K. and overseas.

Howard Franks
London, NW6

(Editor's Note: Howard Franks, a catering adviser with long experience, offers a FREE service to Cheshire Homes. He can deal with problems concerning staff, faulty layouts of kitchens and dining rooms, menu planning, diets and all other aspects of catering. Contact him at Flat 1, 15 Cleve Road, West Hampstead, LONDON NW6 3RL, Tel: 01-372 6000)

"I'm assessed as Independent"

Thank you for publishing my article 'The Independence Habit' in The Smile. I was very pleased with the write-up you gave me. I did not expect it. I am pleased to tell you that after assessment at Mary Marlborough Lodge I have been told that I would be capable of living alone in sheltered accommodation.

Pam Phillips
Guildford

Northern Ireland – part of "The Family"

We all enjoy the magazine and it is of particular importance to us at the moment in helping new committee members to realise to what a devoted, large and far-flung family they belong.

R. F. N. Taylor
formerly Co-ordinator for
Northern Ireland

Encouraging Smile

The news, views and articles in The Cheshire Smile are a constant source of encouragement to me who, so far, is very able-bodied and grateful for good health.

Rachel Worsley, Chairman
Chippenham Family Support Service

Supascooter for Sale

In October 1987 I purchased a BEC Supascooter for my wife, but regretfully she did not live to use it very much.

It is a battery-operated scooter with charger, all in perfect condition, and cost £1275.00.

I would be most grateful if you could advertise this item in your publication, and should a sale result I would donate 5% to your organisation.

R. H HILBURN
17 Cherry Tree Avenue
Kirby Muxloe
Leicester LE3 3HP

Hovenden House

A 'Place of Hopeful Endeavour'

Hovenden House Cheshire Home, situated between Holbeach and Long Sutton in the parish of Fleet, Lincolnshire, was opened in 1957 in a magnificent mansion set in extensive wooded grounds, donated to The Cheshire Foundation by the Worth family.

Like many of the early Cheshire Homes it was not entirely suited to the needs of disabled Residents, but a steady planned programme of improvement has made it so. A new wing of 17 single rooms, a new kitchen and laundry, a new reception area and a new Residents' kitchen and dining room have been built, not to mention extensive re-decoration and refurbishing and the installation of a new 'phone adapted for disabled people.

Forward plans in hand include a bar and a further extension so that no Resident will sleep on an upper floor. In addition extensive roof repairs are being carried out at a cost of £70,000.

As well as improving the material surroundings, the Management Committee's policy is to continue pressing forward to achieve better and better standards in the quality of life of the Home's thirty-six Residents.

Peter Barre, who has been Head of Home since 1980, is ably supported by Head of Care John Thornley, and both are wholly dedicated to Hovenden and all its activities. There are seven Nursing 'Sisters', since Hovenden is dually registered as a nursing home, twenty Care Assistants, two cooks, twelve domestic helpers, two drivers and a gardener, who not only manages the seven acres of ground but also copes with all outside work.

A Residents' committee is chaired by Jim Bills, and voting to elect two Residents as members of the Management Committee with full rights to participate in decision-making is at present in progress. Two members of Staff are also voted on to the Committee.

Hovenden is very aware of the need to provide stimulation and opportunities for its Residents. At the heart of activities is creative craft work carried out in what is called 'The Tulip Room', under the able direction of Mrs Molly Bryan, with the help of a number of voluntary assistants, and much talented work is achieved here.

When I visited, Peggy Marriott, who despite severe rheumatoid arthritis, does some exquisite needlework, was busy on a weaving machine making table mats, while Olive Holland was operating the electric sewing machine, making herself a dress. Eileen Waters was pricking out plants.



Left to right: Peter Barre, Head of Home, Margaret Simms, Vice Chairman, and Head of Care John Thornley.

Elizabeth Thompson is another talented embroiderer and the Home boasts an outstanding photographer in Joseph Eyre, winner of many prizes in the Foundation's Creative Activity Contest.

Molly Bryan's job is only part-time but even off duty she is devising ideas for new things for Residents to make, always bearing in mind the physical difficulties of the Residents, and adapting designs to make it easier for them to cope.

Another part of the Home's creative activity is the art class once a week which attracts considerable interest.

The provision of the Residents' kitchen and dining room is a new and exciting venture. There is a programme of ten sessions a week with either staff or volunteers to help small parties of Residents to get started on cooking. Eventually it is hoped they will be able to use the room without help, serving a light supper or snacks to their relatives and friends, or using it informally whenever they wish. The room is splendidly equipped with modern

oven, work unit, sink, washing machine and tumble drier, and has a charming carpeted area with table and chairs for dining.

Peter Barre explained that the aim of the Home wherever possible was to give Residents every opportunity for as near to normal living as possible. "Although our food is excellent here, most people fancy something they've chosen and cooked themselves. Likewise the washing machine and drier provide an easy way for Residents who perhaps would prefer to do their own personal laundry" he said.

Pat Hensby, who is hydrocephalic, learned to cook at school. "I was forgetting all I'd learned and this is great" she said. A delicious smell emanated from her chocolate cakes cooling on the side. "Next I'm going to try butterfly cakes" she told me.

Care Assistant Annette Taylor explained that surplus cookery would be frozen and sold at fêtes.

Other activities at Hovenden are numerous. Many Residents belong to local clubs, bingo sessions are popular, and shopping



expeditions and visits to hairdressers are regularly organised to nearby towns.

Residents help with fund-raising and the fourteen annual flag days, and with stocking and manning stalls at local shows and the annual gala. One excellent idea is that some Residents demonstrate their weaving skills and other talents at the gala, which creates great interest from the public, who gather round to watch.

Holidays are numerous and Residents travel to places as far afield as America, Canada and Australia. In the U.K. the Isle of Wight and Yarmouth are firm favourites.

Life is seldom dull at Hovenden with concerts, buffet suppers and other entertainments.

The Home's shop is owned by the Residents and is housed in one of the two lounges. This room has recently been re-decorated and furnished most charmingly in pale shades of apricot with panelled walls and has a bright open fire burning in the grate. Long windows overlook the sweeping lawns. The shop is run by 74 year old **Albert Stancer** who is a pillar of Hovenden. For many years a Care Assistant, and then a driver, he retired at 70 and is delighted with his part-time occupation, which enables him to retain his contact with the Home.

Hovenden's Residents offer a rich variety of personalities, with differing interests, wishes and problems, but one does sense a unity of aim and that it is "a place of hopeful endeavour and not of passive disinterest".

Above top: Activity with Molly Bryan, standing. Left to right, Residents Peggy Marriott, Pam Pawson and Eileen Waters. Above: Tricia Hensby enjoying her cake cooking, assisted by Care Attendant Annette Taylor.

Right top: Peter Barre, Head of Home, with Stuart Green.

Right centre: Albert Stancer sells Audrey Snell some chocolate from the Home's Shop.

Below: Molly Bryan, Activities Organiser, with Olive Holland at the sewing machine.



Problems in the N.H.S. How do they relate to Homes?

Here Duncan Bell, a Resident of Heatherley Cheshire Home, discusses the problems facing the N.H.S. and Residential Homes today



Duncan Bell with Care Assistant Anne McAlister Reed.
Photograph courtesy of Ken Ball (Heatherley)

I live in a good Residential Home for the handicapped in Sussex, where, notwithstanding the relative affluence and high rate of employment in the area, there are more vacancies than job seekers and Homes have a big problem recruiting Care Staff of the right calibre. As in the N.H.S. they are overworked because of the serious shortages.

Is business efficiency an answer? Time and Motion? Cutting costs and trying to operate with less staff? Here is a short history of care as I have experienced it, with suggestions and comparisons with the N.H.S. that may be considered. A Residential Home for the disabled and a Hospital may appear different in their individual outlooks and philosophies; a Home is not a Hospital – yet they share similar problems.

CHANGING ATTITUDES 1 IDEALS

In the late 70's/early 80's care had reached a new peak; Care Staff were vocational. A Home for the disabled provided an insight and was good experience for those Care Assistants intending to make a career in nursing or care.

2 FIRST CHANGE

Then the attitude of Residents changed and that of the Staff had to change as the Home progressed with the times, becoming more sophisticated and professional. The economist Adam Smith taught the business world "specialisation leads to efficiency", so in the mid 80's the Home became a business specialising in care and comfort.

3 SECOND CHANGE – CARING A MEANS TO EARN

A different genre of Staff began to appear; work was no longer regarded as a vocational training ground, it was a means of providing that new essential – money. We had moved into the consumer age with the attendant inflation and need for money. Therefore wives – particularly with young families – had to go out to work to supplement the family income (for some reason care work has long been regarded as women's work). The job, any job, became simply a means to earn, though some soon found out whether or not they also cared, particularly for the severely disabled. As vocational care receded, financial care replaced it. We also witnessed powerful trade unions who made

clock-watching important (indeed I am a member of one myself) and demanded breaks at appointed times. Working conditions were generally made easier to the extent that work became repetitive, routine and tedious – hence, tiring. It was only a job involving getting people up/putting them to bed/making beds/feeding etc. The result was no rapport and understanding between Residents and Staff, and that simply has to exist in a Home. However, there are always some people who care with zeal and empathise with illness.

4 THIRD CHANGE – TIME AND MOTION

Introduce Time and Motion Study into care work and it will probably become more impersonal, with the emphasis on the management of care becoming more important than care itself. For example, more importance attaching to the appearance of the rooms than to the person. Then inevitably the completion of tasks in as short a time as possible. Business efficient!

5 RELATIONS

Inevitably relationships between Residents and Care Assistants have become progressively shallower. The family atmosphere has by this time almost become just a memory.

A business has to be efficient nowadays to survive, but one day it will have to be tempered with compassion. Is this the dilemma facing the N.H.S. – merging two disparate worlds, each one depending on the other, yet demanding different disciplines? It has always been regarded as humane to show some interest in a very ill person. Maybe business has a little bit more to learn in the field of caring before taking over completely.

6 RESIDENTS IN A HOME AND ATMOSPHERE

Unfortunately Residents in Home can make things bad. They can have an attitude problem. They can become like cuckoos; expecting everything to be done for them automatically, become institutionalised and never say “thank you”. Can it reasonably be argued that it is a Resident’s right to expect attention? They could argue that it is a life they have inherited and the only reason why they have to stay in a Home. If a Resident has to live in care then it becomes important that Care Staff try to help to improve the Resident’s life and repair a traumatic crack. However, the Resident can retreat inwards, become self-centred unknowingly and think less of others.

Now both Staff and Residents sometimes each have their own meetings/committees, but only too often even in the best of these, ideas are with self in mind. What happens if unbiased and unselfish Care Staff and Resident committee members are unable to attend? A biased Chairman in each meeting can then cause havoc to the final decisions (and when they are implemented, to the Home). The complexion of both kinds of committees has changed. Committees may appear democratically necessary; but they can do a lot of harm. The skilful bureaucrat loves committees because he can fashion them. The results of both meetings can ruin a good Home. Indeed this is the case in many other meetings, not just those governing institutions.

7 POSSIBLE SOLUTIONS

The problem of relations is very complex, but there may be a few answers to contemplate.

(a) One answer is not a grand meeting between Staff and Residents. This has probably been tried several times and has probably even been tried with a referee present to chair proceedings. However, these gatherings always become confrontations and an opportunity for an open acrimonious argument.

(b) Meetings need not be restricted to complete gatherings. Single persons spending time with Care Staff in their room regularly is possibly a better way to mend broken fences. Honest, friendly relations can result.

(c) Slowly Staff will have to meet Residents more often away from an entirely work situation; familiarity need not breed contempt; it can improve understanding. If the only time a Resident and Staff meet is when the Resident is got up/put to bed/goes to the toilet etc., they don’t really establish anything other than a frenzied and sometimes strained working relationship.

(d) For a true partnership we are dependent on another factor and one which causes concern and anxiety amongst relatives of prospective Residents. A careful, continuous monitoring of the mix of Residents has to be undertaken. Upsetting and unfair as it undoubtedly must appear for relatives, a balance of mental and physical abilities amongst Residents has to prevail.

8 CARE EQUALS STRESS

First, it is important to realise that any care work involves stress. There are parallels to be drawn in Hospital and Residential Home care. In a Hospital care is dependent upon professionally trained staff and attendant auxiliaries. The same combination works together in a home. Working conditions and a wage commensurate with professionalism are important in both. Let us not forget that common to both are Nurses; a legally acquired, professional Name. In addition, in a Hospital and a Home there should exist the same relaxed atmosphere.

In a Home situation we need Staff who can freely mix with Residents and who want to do so, so that a deeper understanding and tolerance can be established. This must not become an excuse for Residents to use Care Staff or vice versa. This is not a charter exclusively for Homes; it shows that they have some of the same attributes and problems as Hospitals and are not unaware of them.

The above ideas are only meant to provide a starting point for discussion and are presented free of any favour or bias regarding Nurses, Care Staff or Residents. If it appears harsh, we are all fallible; these ideas are not meant to criticise any of them.

THIS IS ESSENTIALLY A WORKING DOCUMENT FOR OPEN DISCUSSION

Readers comments invited – Ed.



“To recognise ordinary people with extraordinary resources of care for their community”

Whitbread Community Care Awards

Closing Date for Nomination to the Whitbread Community Care Awards is Monday, 19th September, 1988.

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The Awards are designed to discover the unsung heroes and heroines in the community. Ordinary people, sometimes with daunting disabilities, yet with extraordinary resources of care and concern, who support others in any walk of life.

There will be 15 awards, and each winner will receive £1000 (£500 to be spent towards the cause and £500 at the winner’s discretion). Individuals or groups are eligible for nomination.

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Guidelines which may be helpful in nominating:

- voluntary work to help the physically and mentally handicapped, the old and the sick;
- work for the environment; personal sacrifice of individual or group to less fortunate members;
- raising money for worthwhile projects; involvement of young people with services to themselves or other groups.

**Nomination forms and further information from:
Nicholas Cole, Organiser,
Whitbread Community Care Awards,
1 Central Street, MANCHESTER M2 5WR
Tel: 061 832 1638**



Retiring Chairman of Park House Hotel, Dennis Maiden plants a tulip tree in the grounds of the hotel. New Chairman Scilla Landale at far left.

Dennis Maiden retires as Park House Committee Chairman

After five years as Chairman of both the Steering and Management Committees of Park House Hotel, Sandringham, Dennis Maiden has retired, with Mrs Scilla Landale, former Cheshire Foundation International Secretary, unanimously elected in his place.

Dennis steered the whole project through from the initial planning stage, the building and renovation, to the triumphant Royal Opening. His enthusiasm, dynamic personality, wonderful sense of humour and strong business sense and experience made him an ideal Chairman for a project that was very much a step in the dark, not only for the Committee but for the Foundation as a whole. It is typical that he stayed on as Chairman for a year after the opening to ensure that the

hotel was running smoothly. The undoubted success of Park House Hotel reflects greatly to his credit.

At a special lunch of thanks, Dennis was presented with framed photographs of the two Committees and was also asked to plant a tulip tree in the lawn in front of Park House Hotel.

Four other members of the initial Steering Committee have also retired after five years of sterling and devoted work and support to the project. They are: Major General Graham Mills; Mrs Patricia Jeffery; Lady June Onslow and Mr Edward Footring, who spearheaded with astonishing success the fundraising drive which achieved the sum of £1,540,000. Mr Marcus van Nieuwkerk replaces Sir Edmund Grove as Honorary Treasurer.

Obituaries

It was with deep regret that **Honresfeld Cheshire Home, Littleborough, Lancs**, learned of the death in hospital of one of their Residents, **Christopher Ashton**.

In a letter to Littleborough District News, his mother, Mrs Joan Ashton, wrote:

"My son Christopher was 32 when he died in Christie Hospital. He had been a Resident at Honresfeld, the Leonard Cheshire Home, and I would like to express my appreciation to the staff and Residents for their care and devotion.

"Christopher had been a Resident since he was 18 and with all the other Residents had been treated with kindness, love and devotion.

"Each year he had been admitted to hospital for severe operations. He was made to feel a normal, healthy person in spite of disfiguring operations and recent deafness. Leonard Cheshire is a compassionate, caring gentleman deserving all the highest honour for all his good work and loving, caring Homes."

Cann House, Plymouth, announce with sorrow the death of three Residents:—

Mrs Nancy Harrison, a Resident for eight years, who was a keen artist.

Mrs Winifred Phelps, a Resident for nearly seven years, who was Chairman of the Residents' Committee.

Mrs Beryl Stuart, a Resident for ten years, who was a keen participant in handcraft classes.

A day in the life of . . .

Tom Gardner

Tom Gardner is the Chairman of the Management Committee at Le Court Cheshire Home, in Greatham, Near Liss, Hants. Here he explains the demands of the job.



“The famous Le Court conducted tour gives the Residents an opportunity to ‘sus out’ the hopeful new Head of Home”

It is six-thirty in the morning, dark, windy and the rain lashing down. I have nearly two hundred miles to drive from my South Devon home to Le Court. I have to be there for a Long Term Planning Meeting at 11.00 a.m. – will I have time to stop for coffee? I think I will have to wait until I reach Andover, because it's only an hour away from my destination.

Plans, plans, plans!

I have planned my day ahead. The Long Term Planning will go on to lunch-time. I will not have time to eat. One of the Residents wants to talk about moving out into the community, and then the Chairman of the Residents' Association wishes to discuss general matters. At two o'clock I have an hour to spare. This is taken up talking to Residents, staff and having a look at work being done in the Home. At three, I have a finance meeting with the Head of Home, Treasurer and Accountant, followed by a briefing at four o'clock regarding the monthly Management Meeting which starts at five. The Management Meeting will last between one and a half and two hours. The timing will be important to me. If I can get away by seven, I'll catch the last ferry across the Dart. If not, I'll have to go the long way via Totnes. Well, the first ferry leaves in ten minutes – “Where are my socks!”

Interviews

Not such a rush – we are going up to Le Court, to spend three nights. Inter-

views for the new Head of Home are taking place. Months have been spent organising this. The Selection Committee is organised. The first short list of eighteen candidates have been allotted their time and their day. Job descriptions have been sent, application forms sifted and references read. The first six candidates arrive in time for coffee. Some have brought wives, others not. There are even chocolate biscuits! After coffee each candidate is taken round the Home by a Resident. The famous Le Court conducted tour gives the Residents an opportunity to ‘sus out’ the hopeful new Head of Home.

Baring the soul

A superb buffet lunch is organised. We have arranged certain other people to be there; wives, lady members of the Management Committee, Sir Peter Ramsbotham our Trustee and a few more ‘plants’ to make sure we really get into the candidate's innermost soul. At five to two the Selection Committee is in place. There are five of us. On my left two senior Residents and on my right two members of the Management Committee. We are nervous. The outgoing Head of Home is acting as our runner.

“Well, Admiral”

Two o'clock and the first candidate is brought to us. I introduce him to the selection panel. “Well, Admiral, how well do you think you will adapt from being in charge of the Mediterranean Fleet to being Head of a Cheshire

Home?” We have started. The allotted half an hour flashes by. The candidate leaves. “I must have a cigarette,” utters one of the Residents. This gives me a chance to puff my pipe. A nicotine-free interviewer opens the French windows. We are well under way.

Sifting the applications

Three hours later the applicants are on their way home. We haven't finished yet. We have a discussion on the six we have interviewed. Then the Head of Care joins us and we go through the list again, before the Residents who took the candidates on their tour come to tell us the Residents' likes and dislikes. The first day is over. I notice the time. Six thirty. I must have a quick bath. Gwen and I are taking two Residents to the pub for supper.

A million miles away?

A beautiful spring morning. The sun glistens on the sea and Le Court is a million miles away. I'll cut and sweep the lawn and check the roses. The phone rings. It is the Head of Home. “Tom, we've got the Care Review next Tuesday and Terry Wogan is already booked on Fête Day.” While still on the phone, the post arrives. A letter from London – that's nice. When I put the 'phone down I open it – it's from Kay Christiansen. “Dear Mr Gardner, I am wondering if I could prevail on you to write an article on ‘A day in the life of a Management Chairman.’” Le Court has come very close again!