

OUTLOOK CARE NEWS

NEWSLETTER - LOCKDOWN SPECIAL

SMILING IS INFECTIOUS

Helping people we support to smile and have fun through the pandemic.

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TECH SAVVY

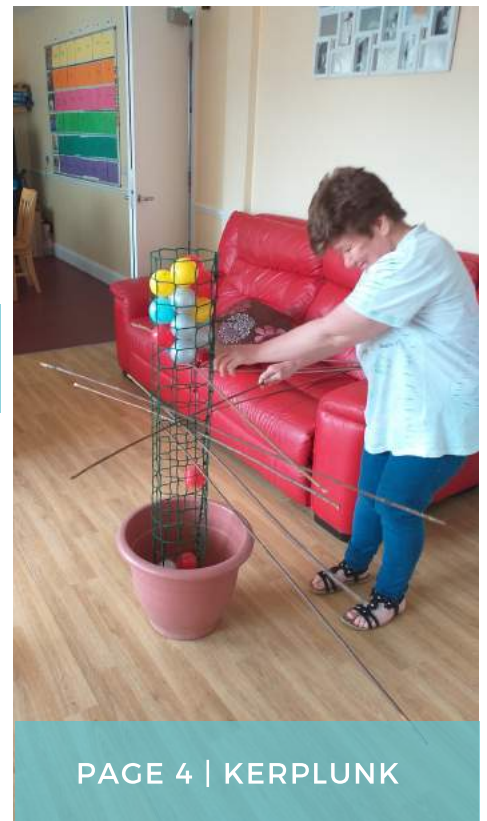
Our services have increased their confidence in technology during lockdown.

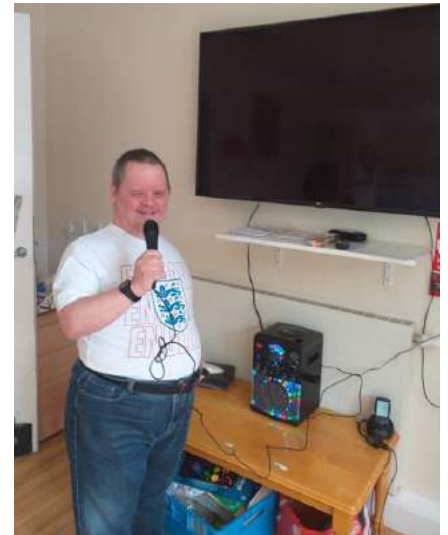
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RAINY DAY FUN

Rain hasn't stopped play for our customers.

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SMILING IS INFECTIOUS

We recognised that the coronavirus lockdown could have a profound effect on the wellbeing of our customers. To combat this our Quality and Customer Relations Manager has turned isolation into fun, whilst improving communication across services and with families and staff.

Engagement and participation throughout Outlook Care has hugely increased as a result. From a starting point of 11% of services engaging, we are up to 68% - an increase of 57%!

One of our services in Havering now has a new karaoke machine, providing lots of fun!

This has grown from individual performances in their living room to an online Talent Show across the organisation!

Soon to be a regular feature!



We've been sending daily "Smiling is Infectious" emails with games, ideas and activities to our services.

Customers have been requesting products such as bread machines and cake baking supplies to keep busy and entertained.

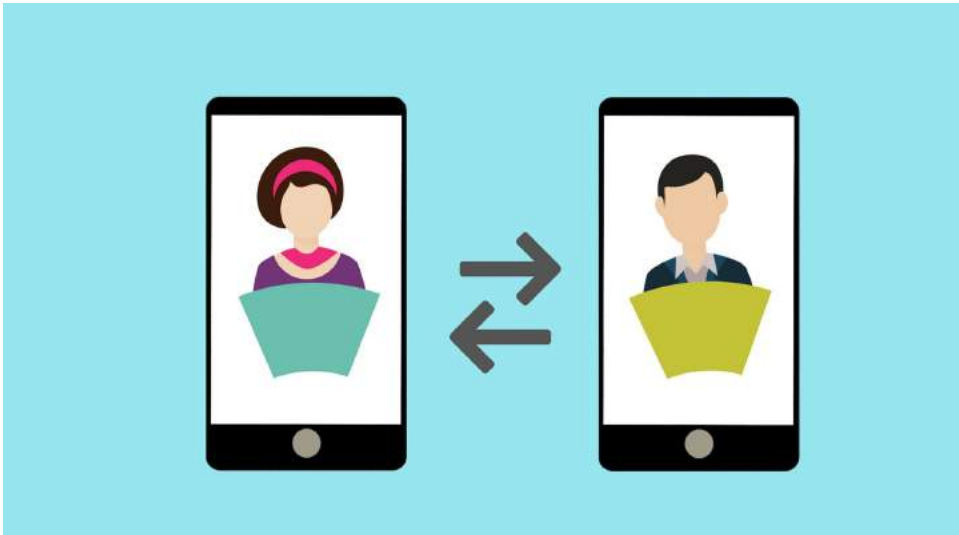
Services have been holding quizzes and competitions, Wednesday Wellness sessions to look after mental health as well as exercising with virtual Zumba dance classes!

SERVICE-LED

Feeling Empowered

There has been a transition from centrally-led activities to these being service-led thanks to facilitation from our Quality and Customer Relations Manager.

A weekly quiz is run by one of our Westminster services and the Talent Show is run by one of our Havering services.



TECH SAVVY

One of the great outcomes of lockdown has been an increased confidence in technology using Microsoft Teams.

Services have been using Teams to call and see each other enabling customers to chat and keep in touch.

External providers of activities are starting to use this so our customers can now confidently connect with activities and classes that they used to do in the community. E.g. Music therapy in Barking & Dagenham has recommenced.

KEEPING IN TOUCH

People we support have also been increasingly using technology to stay in touch with loved ones during lockdown, as well as more letters and postcards to home.



MAKING FRIENDS

Customers across our services have become pen pals and are now sharing letters and finding out what they have in common!



We have also increased communication between services and their customers by setting up WhatsApp 'Fun Stuff' groups.

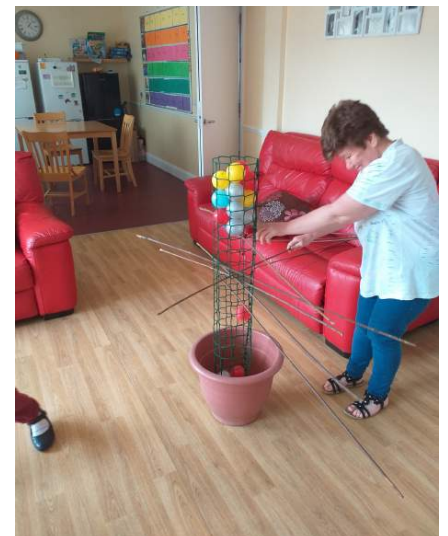
Ideas and photos of our customers engaging in activities has resulted in some healthy competition!



RAINY DAYS

What do you do when the weather is wet and cold? You make a giant Kerplunk game!

Here's Lizzie taking her turn on the home-made game. It was lots of fun!



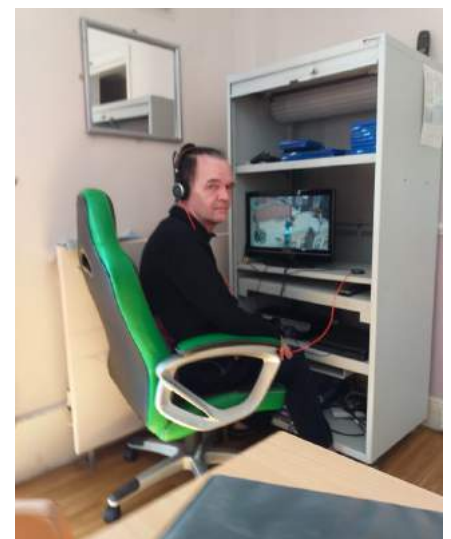
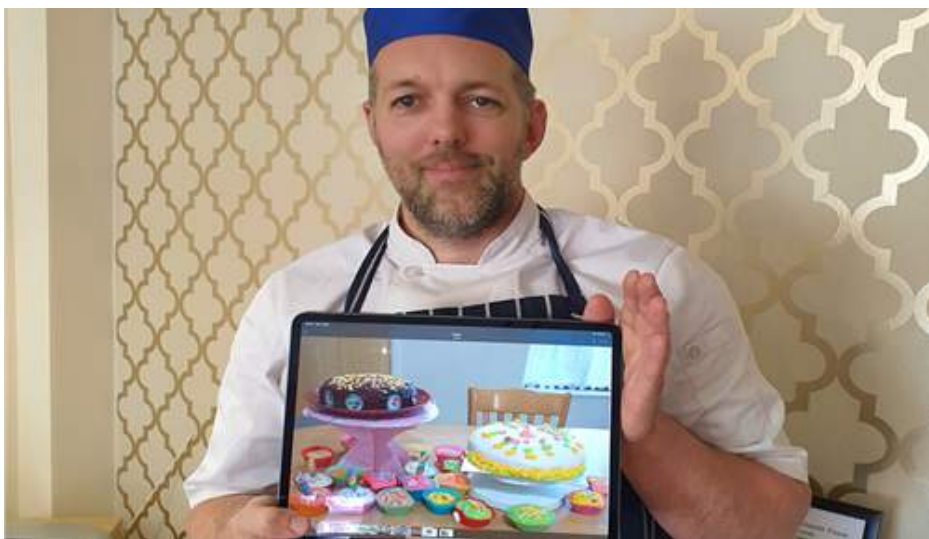
OUTLOOK CARE BAKE OFF

During the first week of May our services took part in a Great British Outlook Care Bake Off and boy, did our customers jump to this challenge! Over 20 of our services took part with some fantastic entries.

Chef James Kirk from Foxburrow Grange, our nursing and dementia care home, virtually judged the entries (via photos) and James decided on the fabulous entry above from one of our learning disability supported living services in Dagenham as the winner.

James, below, had this to say, 'Everyone did a super job and it was very close picking a winner. After much deliberation we finally agreed on a winner! They really went to town on these beautiful, colourful and well decorated cakes, with some impressive piping on one and a shining ganache on the other, what's not to like?'

Also making the most of the rainy days is Richard who has been enjoying spending some time on his computer.





FOXBURROW GRANGE

Life at Foxburrow Grange, our nursing and dementia care home in Colchester, has continued as normally as possible for our residents during lockdown.

Amongst all the activities, singing and dancing, we've also been celebrating birthdays. Here's one of our residents, Joan, with a fantastic array of cards, flowers and a gorgeous homemade cake cooked in our kitchen to help celebrate. Happy Birthday to all our residents who have had birthdays during lockdown!

FEED THE BIRDS

Now here's a great activity! Making bird feeders out of old milk cartons is not only a fun way to spend an afternoon, but we're also helping the environment by recycling and supporting the local wildlife - win win!



All of our staff at Outlook Care have been extremely busy assisting and caring for the people we support. Pictured above are some of the housekeeping and laundry team at Foxburrow Grange who have been working hard to make sure that the 69 bedded home continues to be kept scrupulously clean. Keeping the home clean and tidy and clothes and bedding washed has never been more important than now! Well done everyone!

Fun and laughter is what we try to bring to our residents every day. Even if that means staff dressing up as a giant dinosaur and entertaining residents on Otter wing!



Our customers and staff are really bringing all of Outlook Care together in this time of isolation.

OUTLOOK CARE

A life where every person is valued, included and empowered

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