

A caregiver in a blue uniform is assisting an elderly person in a wheelchair. They are outdoors, standing in front of a large green bush. The caregiver is pointing towards the bush. The wheelchair has a '250ability' label on the back.

2023

CSR REPORT QUARTER THREE



MILLENNIUM
CARE

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2023

3RD QUARTER REPORT

A huge focus for Millennium Care in 2023 is its CSR.

Millennium will be making efforts throughout the year to make a local impact, which may include making supportive donations, launching staff initiatives, implementing in-house policies that affect the wider community, or offering additional opportunities to local organisations and their beneficiaries.

B-CORP PROCESS HAS
STARTED

JULY

In April, Norley Hall had two students, Leah and Chelsea complete their work experience in the home. They supported the home's Activity Coordinator, Julia Entwistle, with the home's 'Pamper Day' activity. Their presence made the residents feel special and they shared some of their beauty secrets with the ladies.

The interaction between students and residents in care homes can be mutually beneficial. It provides emotional support, social engagement, and a sense of purpose for elderly residents while offering valuable life experiences, education, and personal growth opportunities for the students.



Kathryn Rimmer, Home Manager at Norley Hall

“These interactions can foster a sense of connection, learning, and emotional well-being for everyone involved.

“Students can learn valuable life lessons from the elderly, gaining insights into history, culture, and the wisdom that comes with age. These interactions can help bridge generational gaps and promote understanding and respect.”

Students from St Cuthbert's Primary School were treated to a cultural display Bossi Okusanya, Carer at Norley Hall as they stepped up their African-inspired education.

The Year 2 students at St Cuthbert's had been learning about Africa and reached out to Bossi after seeing her in the Wigan Today.

Dressed in her traditional Nigerian attire, Bossi discussed life in Nigeria and the country's culture before treating the students to a performance.



Elizabeth Garner, Teacher at St Cuthbert's

“The visit has enriched our curriculum so much. The children can now link their learning from books, atlases, artwork, videos, and online research to a real-life person who talked about her culture and her real love of African food!

“We are so excited about reaffirming our community links with Norley Care Home as we have very fond pre-pandemic memories of time shared with their residents.”

LAVENDER HILLS DONATE FOOD TO 'BEAT THE STREET' CHARITY

AUGUST

Lavender Hills participated in Pets In Need, Lancashire's annual open day and dog show. It not only honours the memory of Dorothy Maden who loved animals, but also demonstrates Lavender Hills' commitment to giving back to the community and supporting a worthy cause by donating cakes and participating with therapy dog, Jesse to help raise funds.



It was a meaningful way to make a positive impact on the lives of animals and the people who care for them. Therapy dog Jesse who participated with resident Jetta, came second. This filled the whole team with pride.

Rita Cheetham, resident at Lakeside Care Home was pampered in preparation to celebrate her grandson's wedding.

The team at Lakeside went above and beyond to make sure that Rita had the most memorable day.

Extra carers were organised to cover the shift to accompany Rita to the wedding and provide her with the company on that special day while the home's in-house Hairdresser, Lindsey, made Rita feel glamorous.

Gail Howard, Home Manager at Lakeside

"We must prioritise encouraging opportunities for our residents. Despite being a resident at Lakeside, people should still be able to participate in events and activities they used to do prior to moving here, so we are glad to assist in making Rita and her family happy and fulfilled by supporting her grandson's wedding."

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BEAT THE STREET



DONATION IN RAMSBOTTOM

Little Jigsaw, a local nursery, is excited to have partnered up with Norley Hall and has loved watching the growing bond between the children and residents.

The nursery was recently featured in Wigan Today after coming fifth for the best-rated nursery in the borough and they are running a project to demonstrate intergenerational collaborations and asked if they could showcase their sessions at Norley Hall to the community.

Intergenerational activities can have a positive impact on the mental, emotional, and physical well-being of the elderly. These relationships provide opportunities for connection, growth, and the mutual exchange of support and knowledge across generations.



Julia Entwistle, Activity Coordinator at Norley Hall

“We’re learning so much about each other; Linda who works at Little Jigsaw was sharing with us that her granddaughter will be joining soon, and Linda can’t wait to see her granddaughter in the activities at Norley. It’s precious.

“Our activity review revealed that their visit is still one of our most popular activities for our residents! The sessions increase well-being and laughter, communication skills and create cherished memories.”

SEPTEMBER

Jean O'Connor joined the Lakeside family in March 2023, immobile and unable to move unaided.

Sophie, a Community Physiotherapist, has been aiding Jean's progression as well as supporting the educational development of two University of Bolton students, Michael, and Tamara. The pair study Physiotherapy and Sports Rehabilitation.

This experience was part of the IPE (Interprofessional training), a study focussed on how students can work collaboratively with care homes to help residents achieve their goals.



Thanks to the commitment of Sophie, Michael and Tamara, Jean was able to walk the length of her bedroom using a gutter frame!

MILLENNIUM CARE DONATES £500 FOR A DEFIBRILLATOR AT LAKESIDE CARE HOME

Norley Hall has launched their 'Just for You' campaign this month, a response to residents' favourite activities, a wish or even a dream that the home can fulfil in the best way possible.

Julia, Activity Coordinator came up with the idea in response to a discussion at the 'Smartie Meeting' run by Wigan Council. The Smartie Meeting was held at the newly developed Berkeley Care Home, hosting a range of Activity Leads and Coordinators from homes across Wigan.



Lily, a resident at Norley Hall, was the first to join the campaign. This happened after Julia discovered her love for bowling, networked with relatives, and found someone whose husband bowled locally. This person was willing to take Lily and Julia to meet his team and play a game of bowling with them.

Ron, another resident was another recipient, was taken to a traditional teashop champagne and cakes afternoon with his friends. Julia arranged his favourite sandwiches to be made, gifted him a surprise from the famous Betty's Tea Room, and was waited on by his preferred carer, Kerry, whilst Beth, the Group's Music ambassador played him the flute.

Julia Entwistle, Activity Coordinator at Norley Hall

"I've chosen to focus and utilise the skills, contacts, and talents of our Norley team – which includes relatives, staff, and other residents in the planning and delivery, and this is what makes the idea unique!"

The team at Lavender Hills Care Home visited Clarence Park to visit the Wheels for All Bury hub.

Wheels for All is a national non-profit accessible cycling charity which promotes inclusive cycling, giving residents the opportunity to embrace the benefits of the outdoors in a practical way.



Brenda, a resident at Lavender Hills Care Home hosted a talk and presentation at Ramsbottom Library to discuss her book on the history of Lavender Hills, 'The House on the Hill'.

Members of the local community, her friends and family and members of the Ramsbottom Heritage Society came along to support her, even her granddaughter from BBC Radio Manchester surprised Brenda by turning up to interview her for a special segment Lydia is compiling on Brenda and her book.

Brenda wanted to personally thank everyone who came along and Bury Libraries for facilitating the talk.

Millennium Care funded the publication of the book after Brenda's amazing work.



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