



# Celebrating 100 Years of Caring for Veterans



Spring 2019

## Newsletter

The Queen Alexandra Hospital Home since 1919

[www.careforveterans.org.uk](http://www.careforveterans.org.uk)



# Welcome

## Dear Supporters

During the Great War, Lady Ripon embarked on the ambitious project to build a home to provide care to those veterans returning from the Great War.

Unfortunately, she passed away in 1917, before her ambition could be realised. We are fortunate that her daughter, Lady Juliet Duff, continued her mother's work and 100 years ago this year, The Queen Alexandra Hospital Home opened in Roehampton to accommodate veterans, many of whom had life-changing injuries. It has undergone some changes in that century; the relocation to Gifford House in 1933 and the change of name to Care for Veterans in 2017. However, throughout its history the aim has never changed; the commitment to provide the highest levels of clinical care to the veterans in our care.

The ability to deliver rehabilitation at source

for our residents ensures that they achieve the highest levels of function their condition allows. Physiotherapy, Occupational Therapy, Speech and Language Therapy and Neuropsychology compliment the work of the nurses and carers, and are the envy of many facilities around the country.

Christmas was a busy but hugely successful period, receiving extremely positive feedback from the residents, their families and friends. The Christmas Bazaar was well attended and helped raise much-needed funds for the charity.

The Green Project continues, and our solar panels are en-route for installation by the end of April. The LED lights have also been ordered and these measures will help decrease the charity's utility bills and we thank those Trusts who have supported this



Andy (centre) with WWII veteran, Bob, and members of the Care for Veterans' fundraising and care teams

environmental venture.

It is hoped that this year, being our centenary, will raise the profile of the charity, encouraging more ex-Service personnel to stay whether for respite or long-term care.

It is my responsibility, as the Chief Executive, to thank all of our supporters without whom the charity would begin to fail. Your generosity and support are as important to us as the exceptional work of our staff.

There are some key events this year detailed on page eight and nine of this newsletter, along with details of our own new in-house lottery which starts in April – and guarantees

that there will be winners every month.

The next major capital project is the replacement of the two lifts to get residents up and down to Alexandra Wing. If any of our fantastic supporters can offer support or advice on replacing the two aging lifts, please contact the fundraising team. Thank you all again.

**Andy Neaves**  
Chief Executive

## Open Gardens

**Is your garden peaceful and beautiful? Quirky or surprising? Or just a lovely place to share? If you have a garden you are proud of, why not show it off to friends, family and local visitors, and help raise vital funds and awareness for Care for Veterans?**

Choose a date and time that is best for you and allow guests to access your garden in exchange for a donation to the charity. You might like to put on some refreshments, chat to other keen gardeners about your shared interests, or simply just allow visitors to appreciate the beautiful surroundings.

Care for Veterans will support you. We will provide you with information about the

charity to display, help with publicity and even provide more money-making ideas for the event, if you would like them.

Fundraising Manager at Care for Veterans, Antonia Shepherd, explains, *"Open Gardens is a really simple but effective way to support our charity. By inviting people into your garden to peruse, enjoy some refreshments and chat, you are also helping to raise money for our disabled*



*veterans. Not only that, but it helps to promote the work we do here at Care for Veterans, and allows us to reach more people in the*

*local community who may need our care, or who might like to support us."*

**If you are interested in holding your own Open Garden, contact Antonia on 01903 218444 or visit [www.careforveterans.org.uk](http://www.careforveterans.org.uk)**

# A Reflection on 100 Years of Caring for our Nation's Veterans

*"A remarkable charity caring for remarkable people"*

Dame Vera Lynn

## Our History

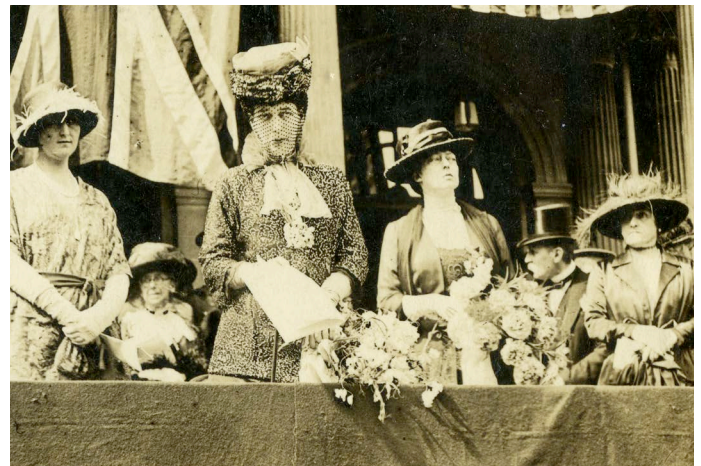
Care for Veterans, formerly The Queen Alexandra Hospital Home, was founded in 1919 to care for those returning from World War 1 with life-changing disabilities, and our foundation was thanks to the compassion, campaigning and dedication of three amazing women. In 1916, Lady Ripon, lady in waiting to Queen Alexandra, first recognised the need to establish a home to provide care and rehabilitation for the war-wounded after the war had ended. However, when Lady Ripon died in 1917, her daughter, Lady Juliet Duff, and friend, Verena Hay, became the driving force in creating our charity, initially established at Roehampton, London, but moving to Worthing in 1933. An early resident said, *"It's a grand thing to be welcomed to a lovely place like this. Everyone here is magnificent...they make no fuss about rules and regulations - behave yourself and do practically as you please is the regime. I have been taking medicine 3-4 times a day for 7 years but today the doctor told me I could knock it off!"*

## Our Care

Although much has changed over 100 years, what has endured is our trademark of providing the very best nursing care and rehabilitation, centred around each individual, to give our veterans the very best quality of life in spite of their disability.

Over the years, we have expanded and adapted, and the way we have journeyed has been shaped by our veterans' needs. The establishment of physiotherapy, occupational therapy, speech therapy, neuropsychology, the wheelchair clinic and social and recreational therapy has all been in response to need, and we continue to adapt what we offer on the requirements of those in our care, with input from them every step of the way. Nowadays we focus on caring for those with acquired brain injury and degenerative neurological conditions, due to the great need for care and rehabilitation in these areas. It remains our purpose to rehabilitate each individual to maximise potential, and to enable them to return home to independent living if that is possible. However for those who, due to their injury or condition, will not be able to leave us, we remain committed to ensuring their quality of life is the very best that we can give them.

We also support the families of our veterans and ensure that they have input into how their loved one is cared for.



Lady Juliet Duff (left), Queen Alexandra (centre left) and Verena Hay (far right) at the opening ceremony of The Queen Alexandra Hospital Home in 1919

## Your Support

We now care for people with more complex and demanding disabilities than ever before. The care and rehabilitation teams have risen to the challenges this has created, and our fundraising team strives hard to ensure that financially, we can continue to provide our veterans with what they so richly deserve. We are aware that our supporters and donors are vital to us and thank you all, for all that you have contributed over many years – we simply could not do what we do without you.

Miss J M Holgate, MVO who dedicated 46 years of her life to our charity said, and it is still relevant to this day:

*"From the moment I arrived here, I was aware I was entering a very special place and that I was amongst very special people. The need today may seem to be far removed from that which inspired Lady Ripon's vision, but this charity has a tradition of adapting to meet the needs of the day. May it long continue to do so."*

To mark our centenary year, we have produced a very special video. You can watch it on our website, Facebook or YouTube.





# Tomorrow is the first day of the rest of my life...

**Warrant Officer, Steve Boylan, was born in Southampton in 1975. From a young age he wanted to follow in his father's footsteps and be a soldier, joining the Royal Engineers at 17 years old.**

His first posting abroad was to Kosovo as part of the peacekeeping force. Looking back Steve says, *"At 17 I could not vote or legally drink alcohol, but was given a gun and went to dangerous places. I loved being a soldier and was excited to be in Kosovo where British soldiers were well respected. However, I was very young and on reflection it was very dangerous."*

## Tours of Duty

As a Royal Engineer, Steve specialised in water and fuel supplies. He completed four tours of duty in Afghanistan at Kabul and Camp Bastion. Steve says, *"Afghanistan was a real eye-opener. It was so dangerous, and you couldn't let down your guard for a moment or trust any of the locals, as even some of the children carried guns. IED devices were commonplace and I was so worried in case anything happened to me as I had two very young sons at home."* Indeed, Steve lost two of his comrades who were killed in Afghanistan. Steve's mum Mary adds, *"Every time he was abroad we were so worried but that's what military families go through, and we just had to hope for the best."*

Steve was also posted to Sierra Leone to drill water boreholes to provide clean drinking water to combat the Ebola virus. He took books, pencils and footballs for the local children and even performed magic tricks for them, earning the name 'Juju Man'.

In his spare time, Steve was an action man,

becoming a Joint Service Mountain Expedition Leader and loved canoeing, mountain biking and snowboarding.

## Life Changed

He had a treasured Honda VFR 800 motorbike but one day, whilst driving back from the garage, life changed completely for Steve. A car knocked his bike from behind sending him head first into a van. The Air Ambulance performed an operation at the roadside to try to relieve the pressure on his brain, but sadly Steve suffered a severe brain injury which greatly affected his speech and paralysed one side of his body. Aged just 39, he was suddenly unable to walk and using a wheelchair.

After three years in different hospitals and rehabilitation centres, Steve arrived at Care for Veterans in December 2018. He came here to be with other veterans and because of the wide range of rehabilitation available to him. Steve says, *"I love it here as we all share a common background. The physiotherapy is the best I have ever had – they give me goals to achieve and work me hard, and my sons say they can already see a difference. Most importantly, the staff here have given me a new determination."*

Steve's dad, Peter says, *"Coming to Care for Veterans was the best thing to happen to Steve. For the first time we've seen a real change in his mental attitude and now have hope for his future. As parents who share this difficult journey with our son, we*



*have also been greatly helped by the staff here. Pauline was fantastic with Steve's admission, helping us fill in forms and supporting us every step of the way – we've never had help like this before."*

## Rehabilitation

After just a few months here, Steve says, *"This is the best place I have been and there's nothing I don't like here. The food and location are great, and the staff have really taken the time to get to know me as an individual. They even appreciate my strange sense of humour! They also make simple but important things possible – last week they helped me take my 10-year-old son, Albert, shopping. It was fantastic because for the first time in three years, I was able to be a dad again and do what dads do."*

Before coming to Care for Veterans, Steve was depressed and not making progress, but the physiotherapy sessions are already making a difference and in time, speech therapy will improve his speech. Steve says, *"Care for Veterans have given me a new mindset and the determination to succeed with my recovery. My goal is to get out of my wheelchair on my own and walk five steps before Christmas. I am determined to do this as I now appreciate that tomorrow is the first day of the rest of my life..."*

***"They've given me a new mindset and the determination to succeed with my recovery."***

**Steve**



Steve (centre) with Mum, Dad and son, Albert

# Resident focus: Andy

**Nineteen years ago, ex-RAF airman, Andy, acquired a serious brain injury when he was knocked off his bicycle, leaving him with limited use of his arms and unable to walk.**

Before his accident, Andy was a keen mountaineer who had scaled El Capitan in Yosemite National Park; but now he faced his biggest challenge yet. Due to lack of appropriate care where he lived, Andy found himself in a nursing home for elderly people, without stimulation and the necessary therapy to begin rehabilitation. He began to deteriorate rapidly. Thankfully, his family found Care for Veterans and he was transferred to our facility in 2005.

With intensive physiotherapy, Andy made amazing progress. He regained some movement and improved his posture, and in the first few years of being at Care for Veterans, he had regained greater autonomy in daily life.

He became independent in accessing the local community in his

powered wheelchair, and was frequently seen on the promenade heading to Worthing town centre or to a chosen restaurant on good-weather days.

With the achievement of his personal goals he remained motivated to succeed in other areas; he hosted a weekly 'Classical Music Appreciation Group' for his fellow residents, conducted a presentation of his past mountaineering pursuits, and he also ran a weekly curry night in partnership with a local Indian restaurant.

Sadly, Andy became very ill and was hospitalised for a significant period of time and all the progress he had made had lapsed. After a long period of bed rest, it was time to start again, right from the beginning.



Andy is back to using his powered wheelchair and is often seen around Care for Veterans, taking himself to mealtimes in the residents' dining room. Our Occupational Therapy team has worked with Andy to teach him to use a 'grid' system to aid his communication and help express his feelings. He also uses touch screen computers to play games,

like Scrabble, and access his music collection.

The Occupational Therapists and Physiotherapists work on maintaining Andy's dexterity, so that he can continue to do some tasks by himself.

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*"Andy's main personal goal is to regain the independence he used to have using his powered wheelchair. We're concentrating on activities to help his manual dexterity and upper limb strength, so he can properly operate his wheelchair controls again. Andy is committed to this and puts a lot of effort into both his one to one and group therapy sessions."*  
Debra Hall,  
Senior Occupational  
Therapist

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Andy takes part in a cookery session in the rehab kitchen



# Be part of our 'Heroic One Hundred!'

As part of our centenary celebrations, we are looking to recruit 100 people to take part in this year's Worthing 10k.

The Worthing 10k is one of the largest and friendliest running events in the south east, welcoming runners of all abilities to the flat seafront course on Sunday 2 June.

We have charity places available for this year's race and we've already begun recruiting members for our 'Heroic One Hundred' team, who will be running to raise money for the disabled veterans in our care.

Christine, one of our Fundraising Officers, says, *"Running for us is a rewarding experience and we will be there to support you all the way."*

*"The Worthing 10k is a great event for those who*

*want to start running but need something to aim for. Running for a cause such as Care for Veterans will really help motivate you throughout your training, and on the day itself."*

*"Now is the ideal time to start training, so make sure you contact us asap to secure your place."*

Registration via Care for Veterans is just £22, and we ask that you raise a minimum of £50 in sponsorship. In return, you will receive a free Care for Veterans t-shirt or running vest. There will be a hospitality tent on race day with refreshments before and after the run, plus entry into a prize draw to win a fabulous prize, and



a party the week after the event.

As last year, some veterans will also be taking part in their wheelchairs, so you'll be able to run alongside them proudly.

**If you'd like to run the Worthing 10k for Care for Veterans, call Christine on 01903 218444 or sign up online via our website.**

## Resident focus: Anita

**Ninety-four-year-old Anita came to live at Care for Veterans last year. Being registered blind has seriously affected her coordination, and living alone, she was always at risk of a nasty fall.**

Originally from Wales, Anita moved to Worthing at the age of 14 as she and her family needed to find work. A few years later, the Second World War started: *"At the beginning of the War, they changed the age of sign-up from 18 to 17 and a half, so I volunteered. Within 10 days, I was in uniform!"*

Anita served in the Women's Auxiliary Air Force (WAAF) as Leading Aircraftwoman (LACW) throughout WWII. She explained, *"I was first stationed at North Weald Airfield, Epping Forest. I visited many places throughout my Service and was posted to Belgium for almost a year. I was there when the War ended, and in 1945, I served the last*

*supper to all the top officers from the Army, Navy and RAF."*

Since being at Care for Veterans, Anita has become very involved in all the facilities available to her. She is very social and loves to chat, so she goes to the Social and Recreation room every morning to be with her new friends: *"There's somebody to talk to all the time, or if I want a break, I just come up to my room."*

Anita also attends her physiotherapy sessions twice a week. Here, the Physiotherapists work on maintaining her function. Anita uses the adapted exercise bike to help increase her physical tolerance, and she uses



Anita with Physiotherapist, Vilma

the treadmill to improve her rhythm in walking.

Care for Veterans' Physiotherapist, Vilma, says, *"Anita is fearless. She's so fast! When we're walking with her in Physio, we have to tell her to slow down a little, just so she concentrates on improving her walk. She encourages the other residents too, telling them 'keep going, come on, keep pushing.'"*

Anita never complains. She is always willing to take on the task, and always with a smile.

About her time at Care for Veterans, Anita said: *"Yes, it's really enjoyable, everyone is very nice. There's plenty to do; I go to everything as it keeps me occupied. All the staff are so good, absolutely first-class."*

# It's the Green Light for our Green Initiatives

As we celebrate our centenary and all that the charity has achieved, we must also plan for the future to ensure that we are here for disabled ex-Service personnel for the next 100 years.

With over £1.9m to raise annually, we must constantly look at ways in which we can not only raise money, but also reduce our expenditure, to ensure sustainability. Our 'green project' was started a year ago, designed to both save Care for Veterans money on our energy bills whilst also reducing our carbon footprint for the benefit of the wider community. So far, in undertaking this project over the last 12 months we have:

- obtained a cardboard bailer to recycle our cardboard
- started recycling various packaging and plastics which raises around £200

per year

- refurbished our laundry and replaced the old and outdated machines with environmentally-friendly machines, which save a lot of money on electricity, water and machine parts
- created our solar panels project, supported by a very generous donation of £50,000 from The Rampion Fund. Solar panels on the rooves of our facility will both save money on our energy bills and generate a small income of approximately £27,000 per year, and will reduce our carbon footprint greatly
- created our project to replace our decades old lighting system with

energy-efficient LED lighting which will save approximately £20,000 per year in energy, maintenance and light bulb bills. Furthermore, LED lighting has recognised health benefits, particularly for those who suffer with headaches, stress or anxiety. For those with Acquired Brain Injury who are very sensitive to light, an environment without flickering fluorescent bulbs helps natural biological rhythms, for example in the morning when they can be less alert and active. Our veterans will therefore directly benefit from the improved lighting across the whole of our facility.

We are also looking at



other ways we can save money, save energy and make Care for Veterans a 'green' place to live and work, helping to sustain our charity and create a better environment for both our veterans and our community as a whole.

**We are proud that 95p of every £1 raised or donated goes directly to the care and rehabilitation of our veterans, and our green project will help ensure that this continues.**

## Top Marks for End of Life Care Provision

We are extremely pleased to be able to tell you that Care for Veterans has been awarded the Quality Hallmark Award at Platinum Status by the Gold Standards Framework (GSF) for our end of life care. This award is given to those facilities that have previously been awarded the Beacon status and maintained and improved GSF standards within their service.

The GSF determines excellence in end of life care, and assesses facilities on their services and procedures which are then rated in different categories.

GSF accreditation illustrates a hallmark of excellence in their area, recognised by the Care Quality Commission, NHS Choices and care commissioners. Platinum Status is their highest award so is a real achievement for us, as we achieved top marks, earning 85 out of 85 total credit points available.

The comprehensive and detailed assessment comprised of a written

portfolio of information submitted by the charity, followed by a formal inspection by a GSF representative, and finally, a review by an independent panel who make the final decision.

Our Director of Nursing and Operations (Matron), Valerie Walker, said: *"To know that we have maintained the quality of our care to the highest standard is amazing. Although the process was challenging at times, it all paid off as receiving top marks and Platinum Status is evidence that we are doing a really good job. I want to thank all the staff who contributed to the work in*



*order for us to achieve this brilliant result and who provide such excellent end of life care for our veterans."*

The award will be presented to Care for Veterans at the Annual GSFCH Award Ceremony in London in April.

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*"To know that we have maintained the quality of our care to the highest standard is amazing."*  
**Matron**

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# Centenary Events and Initiatives

Last year, we started working hard on preparations for our centenary year so we could make the most of this amazing milestone in the history of our charity. We have been busy setting up events and initiatives and securing support, as well as organising our usual events, which will of course, have a centenary flavour. We are pleased to announce the following events which will raise money for our care and rehabilitation, and attract more support for Care for Veterans during this special year.

## Centenary Auction Thursday 9<sup>th</sup> May

This special and one-off auction on 9<sup>th</sup> May will be held at Bellmans Auctioneers in Wisborough Green, West Sussex. We have had some wonderful auction Lots donated and there really is something for everyone. We have holidays, sporting memorabilia, tickets to amazing events and money-can't-buy items. What's more, Bellmans have waived all their usual commission charges so that bidders only pay what they bid and Care for Veterans receives 100% of the hammer price.

The Lots on offer include:

The event will start at 6.30pm with a drinks and canapes reception including entertainment by amazing magician, Tony Charles, and then the auction starts at 7.30pm. This is a ticketed event but tickets are free in advance. For tickets, or a copy of the auction catalogue, please contact Elizabeth on 01903 218444 or at [elizabeth.baxter@careforveterans.org.uk](mailto:elizabeth.baxter@careforveterans.org.uk). If you are not able to attend but would like to bid, please contact Bellmans Auctioneers on 01403 700858 to leave a commission bid.



**Your name as a character in a future Peter James thriller book**



**Stay at a luxury villa near Marbella, Spain (sleeps 10)**



**VIP hair experience at celebrity hair stylist Nicky Clarke's London salon**



**Private Wine Tasting for 12 people**



**Porsche driving experience at Silverstone**



**Signed shirts from Manchester Utd FC and Everton FC**

- Stay in a beautiful country house in France (sleeps 8)
- Tour of the BBC and lunch with Nicholas Witchell
- House of Commons tour and tea with Sir Peter Bottomley or Tim Loughton MP
- Tour of the House of Lords with Lord Tebbit
- Overnight stay and Dinner at Bailiffscourt Hotel & Spa
- Annual race tickets and VIP experiences at Fontwell Race Course and other race courses
- A day to remember in London including lunch at Claridges

And so much more... see a list of all the auction Lots on our website at [careforveterans.org.uk](http://careforveterans.org.uk)

## Golf Day Thursday 12<sup>th</sup> September

Calling all golfers – join us at the stunning Ham Manor Golf Course, Angmering on the Harry Colt-designed course. The day includes coffee and bacon on rolls on arrival, 18 holes of golf and then a two-course meal in the beautiful manor house. Teams of 4 cost £300 and the winning teams will win trophies. Teams can be all male, all female or mixed. For more information or to field a team or sponsor a hole, please contact Antonia on 01903 218444 or at [antonia.shepherd@careforveterans.org.uk](mailto:antonia.shepherd@careforveterans.org.uk)





## The Goodwood Revival

Friday 13<sup>th</sup> - Sunday 15<sup>th</sup> September

We are delighted to announce that Care for Veterans is the official nominated charity for Goodwood Revival 2019! We are so fortunate to have been chosen and are most grateful to the Duke of Richmond for making this possible. The Duke's family have a long association with our charity, dating back to the Duke's great grandfather and grandfather. We are so pleased that this close association continues during our very special year.

The Goodwood Revival is the only historic race meeting to be staged in period theme, recreating the romance and glamour of motor racing as it used to be. Goodwood Motor Circuit comes alive for Revival, both on and off the historic track, and is one of the most prestigious events in the country. For more information about the event and to purchase tickets visit their website at [www.goodwood.com](http://www.goodwood.com)

We are looking for people to help Care for Veterans on any of the three days of the event, and if you volunteer to come and collect for one of the three-hour slots, you will receive a full day pass to the event free of charge! Anyone interested should contact the fundraising department on 01903 218444.



## An Evening of Music, Prose and Poetry

Saturday 9<sup>th</sup> November

Our final centenary event of the year will be a glamorous evening of music, prose and poetry in the stunning Baron's Hall at Arundel Castle. We are indebted to The Duke of Norfolk who has kindly donated Arundel Castle to Care for Veterans for our event, which will consist of a drinks and canapes reception and then a celebration of 100 years with musical performances and poetry and prose read by celebrities. Tickets cost £50 available from Fundraising on 01903 218444.



## Other Reasons to Celebrate this Centenary Year



We are not the only ones celebrating our centenary this year. Hampshire-based family company, Draper Tools, are celebrating 100 years of producing quality tools, used in homes the world over. We are delighted that Draper Tools have adopted Care for Veterans as their charity of support in 2019, and in June will be celebrating with a huge birthday party for their staff. At the event, they will present some of our veterans with a cheque for an amazing £10,000 and are also undertaking cake sales and dress down days to support us during the year. Well done Draper Tools on your centenary milestone and thank you for your generous support.

Care for Veterans have also been chosen as the charity of support during 2019 for Southdown Gun Club, AMF Bowling at Worthing, The Worthing Beer Festival, Yapton Beerex, The Celebration of Sussex Awards and the Worthing & Adur Business Awards. Local accountants, Carpenter Box, have also chosen Care for Veterans as one of four charities they are supporting during the 10<sup>th</sup> anniversary year of the Carpenter Box Charitable Foundation, and The Mayor of Worthing has chosen Care for Veterans as one of her three charities of support during her mayoral year. Riverside Brewery have created a special craft lager to support our veterans who even tasted the lagers available and chose the one they liked best. Riverside Brewery will donate 5p for every bottle sold.



Peter and Richard tasting the new lager

# Please Support our Lift Renovation Appeal

Those of you who have visited Care for Veterans in recent years will know that our veterans' bedrooms are split across three wings. Whilst Norfolk and Richmond wings are situated at ground level, the Alexandra Wing is at first floor level and contains 22 bedrooms. All 22 veterans on the Alexandra Wing are wheelchair users and so the only access up and down is via our two lifts. With meals three times a day in the dining room and the veterans' various therapy sessions all based on the ground floor, plus regular usage by visitors and staff, the lifts are a lifeline and are used hundreds of times per day. They are also vital to elderly visitors who cannot climb the stairs or are wheelchair users themselves.

However, due to their age and continuous use, both lifts have started malfunctioning, causing major problems when they do so and involving many call-outs when the lifts break down or need new parts. Indeed, one of the lifts was out of use for two months when we had to wait for a new part to be sourced.

Worse still, the lifts have broken down with one of our veterans or an elderly visitor inside which has been very distressing, especially for those with an acquired brain injury who do not understand what is happening. Breakdowns have also caused disruption and delays in getting veterans to their therapy sessions and to the dining room at mealtimes. Furthermore, the malfunctioning lifts have cost our charity almost £20,000 in call out fees, new parts and repairs in the last two years. It is now time to get the lifts renovated.



Research has shown that the entire inside mechanism, controller and hydraulic equipment needs to be replaced which will cost £53,625 per lift. The work will take approximately four weeks to complete but once done will:

- offer an additional 10 years of life minimum to the lifts
- improve performance, reduce waiting times and noise
- reduce energy consumption, benefitting both the environment and reducing our energy costs
- improve peace of mind for veterans, family and staff members using the lifts
- ensure our veterans can continue to move independently around the facility and attend their therapy sessions
- ensure that the costs being saved on ongoing maintenance and energy reduction can be directed straight back into providing first-class care for our veterans



In order to renovate the first of the two lifts, we need to raise £53,625 and we are kindly asking our wonderful supporters if you would be able to donate to this appeal. As a gesture of thanks to those who contribute to the appeal, we will acknowledge their support by including their names on a plaque on the outside of the lift, to be seen by all our veterans, staff and visitors who use them. If you are able to help us, please complete the donation form below.



## Donation form

Name: ..... Address: .....

Tel: ..... Email: .....

Gift Aid it and make your gift worth 25% more at no extra cost.

I am a UK tax payer and understand that if I pay less income tax and/or capital gains tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.

Signature: ..... Date: ...../...../.....

## To make a one-off donation

**Will you help us achieve our fundraising target of £53,625 to enable us to renovate our lift?**

I would like to donate:

☐ £20 ☐ £50 ☐ £100 ☐ Other £.....

☐ I enclose a cheque made payable to Care for Veterans

OR

☐ Please debit my credit/debit card No: .....

Start date: ...../...../..... Expiry date: ...../...../..... Security No: .....

**Please return this form to:**

**Care for Veterans, Gifford House, Boundary Road, Worthing, BN11 4LJ**

THANK YOU for your vital support and for helping us care for veterans.

## To make a regular donation via your bank

Please complete your name and address above and return to Care for Veterans – DO NOT send to your bank.

To The Manager of (name of bank): .....

Bank Address: .....

Account Holder Name: .....

Account No: ..... Sort Code: ..... - ..... - .....

Please pay the sum of £..... to

Care for Veterans, A/c No 10093912, Sort Code 20-98-74

at Barclays Bank, 1 Chapel Rd, Worthing, BN11 1EX

every month starting from ..... from my account above.

Signature: ..... Print Name: .....

Make your donations worth more by completing the gift aid section above if you are a UK tax payer.

# Why I work here: Pauline

**Pauline is our Commissioning and Placements Officer at Care for Veterans. Her role is to help new residents and their families through the admissions process, and get settled as smoothly as possible.**

"I started working at Care for Veterans over eight years ago. I actually started in the fundraising team as an admin assistant, before being asked to cover maternity leave in this role, and I've been here ever since!"

"It is a very diverse role and every day is different, so I never get bored! I'm the first point of contact for any new potential resident. It's usually a family member who makes the first enquiry. I then make an appointment with them to visit us here, so I can take them around, show them all of the facilities and answer any questions they may have."

"The next stage is to arrange an assessment

with the new resident. It is usually me and a senior registered nurse who visit them, either at home or sometimes in hospital, so we can meet them properly, and ensure that Care for Veterans is able to fully meet their needs."

"Because I am involved from the beginning, I build up a rapport with the resident and their family, which is really nice. Most people find the whole admission process very daunting and it is very rewarding to be a part of that journey and to feel I have helped in some way."

"There is a down side to the role - obviously, it is very sad when we lose someone, especially if they've been with us for a



Pauline with 100-year-old, Rene

long time and I have really got to know them well, but I am available to offer support to the family and try to help in any way I can."

"On the other hand, it is so fulfilling when a resident comes to us for rehabilitation and is eventually able to leave here to return home. We recently had a gentleman who came to us for rehabilitation and

I went through the whole process with him and his wife. He came to us using a wheelchair and left by walking out with just a walking stick! It was a very emotional day for all the staff saying goodbye to him, but wonderful to get him back home to be with his wife."

# Why I work here: Jonathan

**Jonathan is our Dining Room Supervisor. He serves the residents their meals at breakfast, lunch and dinner times, and helps to keep the dining room in order. He told us why he enjoys working at Care for Veterans...**

"I started working here almost four years ago. I was working as a scaffolder at the time, and really needed a change. I'd lost a lot of confidence and wasn't very happy at all."

Since working here, I am so much happier and more positive. This job is so rewarding, more rewarding than anything I've ever done."

I get to see our residents every single day. I've heard so many amazing stories from them, I love chatting to them all. I think that's why I love it here so much; I

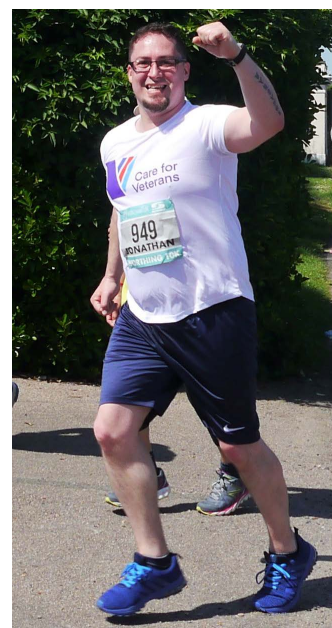
get to have a laugh with the residents and my colleagues, so it's a lovely environment to work in."

I'm surprised at how much I pick up from the residents that aren't able to speak. I've learnt to understand what they're telling me using gestures and hand movements. That has really developed over time."

Last year, I ran the Worthing 10k to raise money for Care for Veterans as I wanted to give something back. I've been helped out by

friends before, and really appreciated it, so I think it's important to give back. The veterans have been through so much in their lifetime compared to me, so it felt really good to do something for them."

I'd never done a run before, but I really enjoyed it! It was great being part of the Care for Veterans' team, and knowing I was helping the residents spurred me on to the finish line."



*"This is the most rewarding job I've ever had."*

Jonathan



# Volunteer focus: Paul

Following a chance meeting with a member of staff, and a spur-of-the-moment tour of Care for Veterans, Paul decided to offer his services as a volunteer gardener.

He thought it would be the perfect opportunity to rekindle his gardening skills, and so it has proved to be.

Already retired, Paul was going through a difficult period of bereavement when he arrived at Care for Veterans. Life had taken an unexpected turn and Paul was struggling to adjust. Just weeks before a scheduled house move to Worthing, Paul's wife, Ann, sadly passed away.

Paul was left with a difficult decision; should he move, or stay put and carry on with his old life? He decided to continue with their adventurous plan to downsize and be close to the sea – even if it meant doing it alone and leaving his beloved garden behind. Ann had always been the extrovert half of their partnership, organising their activities and creating a busy, fulfilling retirement – now

Paul was on his own.

Paul moved into the flat, but being new to the area, he soon felt isolated. He found himself sinking into the grey world of comfort eating and drinking. But, volunteering at Care for Veterans has changed all that, as Paul says:

*"At first, I thought it was just a question of filling time, but as soon as I put on my gardening gloves, I felt I belonged. I was part of a team again, and able to use my skills. Suddenly, I was making plans for the garden's future, thinking ahead, feeling that sense of anticipation that only a gardener can."*

*"It's also changed my perspective on things; now I see our garden from the veterans' viewpoint – most of them are in wheelchairs. I think about what they would like to see, and how they are able to experience the garden. I've met loads of people and made new*



*friends. As I often say, volunteering at Care for Veterans 'was meant to be'."*

Volunteering has helped Paul adjust during a major life transition, but Care for Veterans is lucky to have him too, he's a key member of the volunteering team.

Our dedicated gardeners have also helped the charity save money – we no longer need to pay for garden maintenance. The benefits of volunteering are wide and varied, but reconnecting with a sense of purpose has helped

Paul through the darkest of times. It has also helped transform our gardens too. Paul says that he has "slotted in well" and when old friends ask him how he copes with just a balcony for a garden, he points out that he now has 1.2 acres, and he's busier than ever!

Paul and our gardening volunteers create beauty; something our veterans so richly deserve.

## Can you spare some of your time?

Volunteers give priceless support to our services. With your help we can reach and support more veterans.

Whatever your background, you'll find that volunteering for Care for Veterans is rewarding and challenging, and knowing that you are helping to make a difference is a great feeling.

We are currently looking for volunteers for the following:

### Assistance at Fundraising Events

We hold events throughout the year and always need extra pairs of hands to help out on the day, for example to help with refreshments, stalls, fundraising initiatives etc. Our events are held mainly on Saturdays, Sundays and in the evenings.

### Reading and Chatting with Residents

We have some residents who would love to have more company and someone to come and read to them, play cards with them or generally just visit and have a chat. This sort of volunteering is very flexible as you could visit at any day or time to suit you.

### Gardening

We have large gardens and are always on the look out for people to come along and help with weeding, planting, pruning etc. This is fairly flexible and you would liaise with our gardening volunteer team to organise when to come and for how long.

**For more information, please contact Sue Harris on 01903 218444 or email [sue.harris@careforveterans.org.uk](mailto:sue.harris@careforveterans.org.uk)**



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From £4 per month, play with 4 chances to win  
**£10, £25 or £200!**

**Sign up to play! Call 01903 218444 or visit  
[www.careforveterans.org.uk](http://www.careforveterans.org.uk)**

## Leave a lasting legacy

Making a Will is one of the most significant decisions you can make. Providing for your loved ones is the most important consideration but, having done so, will you consider supporting Care for Veterans by leaving a gift in your Will? 32% of donations to us come from legacy giving, making it a vital source of funding for our work.

We also have our Make a Will Month initiative in June, where you can make your Will with one of our partner Solicitors in exchange for a donation to Care for Veterans.



If you would like to leave a legacy, or find out more about Make a Will Month, please contact Elizabeth Baxter on **01903 218444** or email [elizabeth.baxter@careforveterans.org.uk](mailto:elizabeth.baxter@careforveterans.org.uk)



# Heroes in our Community

We greatly value everyone who supports our charity, be it by donating or raising money, attending our events or volunteering. We are grateful for all your hard work and generosity. You are all heroes in our eyes and as you know, we could not continue without your support.



It is with a heavy heart that we say 'farewell' to Sgt Major Vance Walker from 12<sup>th</sup> Regiment Royal Artillery (pictured left with Care for Veterans' resident, Richard) who has now retired after many years of service. Vance was the link between Care for Veterans and the Regiment, based at Thorney Island, and during the last few years has been invaluable to our charity. He has raised many thousands of pounds by organising collections, bag packing and challenges at Tesco in Havant and has brought members of the Regiment to our Summer Fayre and to events during Remembrance Week. We shall really miss Vance and his amazing support and wish him and his family all the very best for the future.



We are very grateful for the amazingly generous donations from the Lest We Forget Association, who have been supporting our veterans for many years. They have enabled many hundreds of veterans to go on trips all over the south east which have been greatly enjoyed. They have also sponsored the military band at our

Summer Fayre for the last few years. The Lest We Forget Association was formed in 1922, to support disabled ex-Service personnel, providing entertainment and outings. We are indebted for their generous and continued support and cannot thank them enough for all they have contributed over many, many years.

## Corporate Heroes

HSBC Invoice Finance have again chosen Care for Veterans as their charity of support for their 5k Fun Run – for the third year running! They have also attended our fairs and done a sterling job with the tombolas, raising vital income for our veterans.

Local businessman, Lawrence Boon of Fizz Creations, became involved with Care for Veterans just over a year ago. During that time he has organised two amazing quizzes at Sussex County Cricket Ground and an Elvis Night at Food Restaurant, raising many thousands of pounds.

## Trusts

A huge thank you to the Veterans' Foundation for donating £26,462, Corporation of Trinity House for donating £10,000, and The Childwick Trust for donating £20,000 – all to fund our physiotherapy, helping get veterans back on their feet again. Thanks also to the Royal Air Force Benevolent Fund for donating £19,000 towards rehabilitation of our RAF veterans, The Aldershot Church of England Services Trust for their donation of £10,000 towards LED lighting, and The Rampion Fund for contributing £50,000 to our solar panels initiative.



We were bowled over by the amazing support we received from Marine Gardens Bowling Club last year when all their hard work fundraising throughout the year raised £1,063 for our veterans (pictured above).



Thanks go to Saywell International for allowing Care for Veterans to benefit from one of their super car track days at Goodwood. Not only did they raise £6,909 but they also enabled some of our veterans to enjoy the day by riding in top-of-the-range Ferraris, Porsches and a Monza. Our Royal Navy Veteran, Peter said, "What a fantastic day this has been. I never ever thought I would ride in such an amazing car and I can now say, aged 92, that I have done so! Thanks so much to everyone for such a memorable day."

**Elizabeth, Head of Fundraising & Marketing says, "A huge thank you to all who support Care for Veterans. We could not continue to provide our first-class care and rehabilitation without you, and as £95 of every £1 raised or donated goes directly to the care and rehabilitation of our veterans, our supporters know their money is very well spent on those in our care."**

# Dates for your diary

For more information about any of these events or to book tickets, please call the Fundraising Team on 01903 218444 or 01903 213458.

**2019**

## **Jumble Sale**

**Saturday 6th April 11am-2pm**

Come to Care for Veterans on Boundary Road, Worthing and grab a bargain. We'll be selling books, bric-a-brac, clothing, toys, furniture and all manner of stuff! Refreshments available. Contact Sue.



## **Centenary Auction**

**Thursday 9th May, 6.30pm**

Join us at Bellmans Auctioneers, Wisborough Green for the auction of some amazing items. Drinks and canapes reception, including entertainment, followed by the auction. Entry by ticket only and tickets available free of charge. See page 8 for more details. Contact Elizabeth.



## **Worthing 10k**

**Sunday 2nd June**

Be one of our 'Heroic Hundred' and run the Worthing 10k to support our veterans. See page 6 for more details. Contact Christine.

## **Worthing Artists Open Houses**

**15th, 16th, 22nd, 23rd, 29th & 30th June**

Come to Care for Veterans on Boundary Road and see the art and crafts created by our veterans, as well as art and photography by some of our supporters. Chat to our veterans and enjoy tea and cake. Open on all the dates above from 11am to 5pm. Free entry. Contact Christine.



## **Centenary Summer Fayre**

**Saturday 6th July 1.30pm to 4.00pm**

The amazing Band of the Royal Brigade of Gurkhas will perform and there will be stalls, food and drink, arts and crafts, magician, military displays and much more – something for everyone. Contact Christine

## **Golf Day**

**Thursday 12th September**

Teams of 4 will compete on the stunning Harry Colt-designed course at Ham Manor Golf Club. See page 8 for more details. Contact Antonia

## **The Goodwood Revival**

**13th-15th September**

Get your vintage gear on and join us at The Goodwood Revival for the romance and glamour of motor racing. See page 9 for more details. Contact Elizabeth

## **The Mayor's Variety Show**

**Saturday 14th September**

Come to The Assembly Hall, Worthing for a fun evening of music, dance, comedy and good old family entertainment. The event will feature the UK's No 1 Elvis impersonator, Suspiciously Elvis! Tickets cost £10 for adults and £5 for children. Contact Antonia.

## **Quiz Night**

**Thursday 10th October, 6.30pm**

Our quizzes sell out fast so book your team now to avoid disappointment. Teams of 6 compete for the winner's trophy. £11 per person includes a lovely 2 course supper. Contact Christine.

## **A Centenary in Music, Prose & Poetry** **Saturday 9th November**

Join us to celebrate 100 years of Care for Veterans with an evening of music, prose and poetry at Arundel Castle. See page 9 for more details. Contact Elizabeth.

## **The Glitter Ball**

**Saturday 23rd November**

Join us at Fontwell Racecourse for our annual Glitter Ball. Guests will be treated to a drinks reception, sumptuous 3 course meal, dancing to a live band and magician and tickets cost just £59. Contact Christine.



Contact the Fundraising Team on **01903 218444**  
**elizabeth.baxter@careforveterans.org.uk**  
**christine.gillott@careforveterans.org.uk**  
**antonia.shepherd@careforveterans.org.uk**  
**sue.harris@careforveterans.org.uk**

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