

Heritage House Autumn Newsletter



October 2018

Diary dates

Thursday 25th October

TEATIME TEASER

The Courtyard Café at
Holkham Hall 10.00 - 4.00

Saturday 28th October

THE ONE, THE ONLY, THE
HH CAKE & PRODUCE STALL
Burnham Market, 9.00 - 1.00

Friday 23rd November

HH/ADNAMS WINE TASTING
Heritage House 7.00pm start

Saturday 24th November

HH CAKE & PRODUCE STALL
Burnham Market, 9.00 - 1.00

Saturday 24th November

HERITAGE HOUSE STALL AT
WELLS CHRISTMASTIDE

Wells Health Centre Car Park
Bolts Close, 10.00 - 5.00



A new hand on the helm - Part 2

As many of you will already know, Heritage House is now under new management. We're very pleased to report that the Trustees of Heritage House have appointed Steve Cheshire as our new Centre Manager. Steve, who lives near Swaffham, began his working life as a management trainee with Marks & Spencer, a company he remained with for 15 years. He then moved to the 'not-for-profit' sector where, during a 20 year career, he held senior positions at a number of major charities, most notably as Fundraising Director at Leonard Cheshire Disability UK and later the National Autistic Society, as Head of Fundraising Strategy at the British Red Cross and as Chief Executive of the Norfolk Citizens Advice Bureau.

Steve comes to us with a wealth of experience. He has worked with all levels of government and with key county and national stakeholders. His particular interest is social inclusion, something that is a key feature of the Heritage House ethos, and he is looking forward to working with - and supporting - staff and volunteers and helping them to deliver the very best possible care for our day visitors.

Looking to the future he is keen to enhance the already high standard of service that Heritage House delivers and to develop partnerships with other local organisations that will be beneficial to all concerned.

We are very pleased to welcome Steve to the Heritage House family and we wish him every success in his new job.

This is not the only personnel change we've had recently. As well as a new Chair of Trustees, two other positions have been filled or re-filled
(continued on page 2).



Familiar faces, but

..... Firstly there's been a change in the front office. John Tookey, who took over as part-time Administrator when Helen Andrews left us at the end of last year to have son William, has now returned the Monday to Wednesday seat back to Helen. Welcome back Helen, it's good to have you back where you belong.

Even more bravely John also agreed to act as interim Centre Manager during the weeks prior to Steve's arrival. We are very, very grateful to John for all that he has done for us over the past 10 months and we're sure that he's been quite pleased to be able to go back to being *just* a member of the Management Committee and an ambulance driver. Thank you John.

Another familiar face with a new role is Stuart Revill. As well as being a member of the care staff and an ambulance/WAC driver, Stuart has recently qualified as a Minibus Driver Awareness Scheme (MiDAS) driver assessor and trainer, and has taken over from Adrian Underwood as HH's MiDAS trainer. Congratulations Stuart, those of us who need initial or refresher MiDAS training can't wait for you to get to grips with us!

Grand Summer Raffle

Our Grand Summer Raffle raised over £1,350 and was a great success, but who won the top prizes? Well Sara Crisp from Great Massingham (see photo) won Brian Ryder's oil painting of the Grand Canal in Venice, and John Power from Wells won the splendid wooden chest that Peter Baldry made specially for us. Congratulations to all the lucky winners and very many thanks to those who donated prizes. And special thanks to Trevor Wright, who hand delivered all 27 prizes.

Fundraising and Events

As we said in the last newsletter, the very generous funding that we've received from the 2018 Norfolk Superhero is greatly appreciated, but it is a one-off: we need to keep fundraising. With that very firmly in mind we have several events coming up in the next month or so which need supporting in various ways.

First up there's the next 'Teatime Teaser' at Holkham, that's this Thursday, and then on Saturday there's the next of our popular - and very successful - Cake & Produce stalls in Burnham Market. Then, in late November, we have a cluster of three events spread over just two days: a Wine Tasting evening at Heritage House on Friday the 23rd followed by another Cake & Produce Stall and a stall at Wells ChristmasTide, both of which are on Saturday the 24th of November.

The wine tasting is a repeat of the event we held last November in partnership with the Adnams shop at Holkham and, as before, it's an opportunity to try some excellent wines under the expert guidance of the Adnams staff and to support Heritage House by coming along and, if you're so inclined, stocking up for Christmas. Tickets are £10 and we open at 6.30pm.

Our ChristmasTide stall will be in the Health Centre car park from 10.00am until lighting up time and the main attraction will be a bottle stall tombola - and for that we need your help. Volunteers to help man the stall would be welcome and, even more importantly, donations of bottles - particularly bottles containing alcohol - would be very much appreciated. And if they could be dropped off at Heritage House sometime in the next 2 - 3 weeks we would be doubly grateful.

Looking further ahead, the 'daubers' among you (*this is a foreign language to me - Ed!*) will be delighted to



know that the Staff will be organising another Prize Bingo Night for you here in Heritage House on Friday, December the 7th. Easter eggs apart the format will be the same as for the very successful Bingo evening the HH Staff held on Good Friday, i.e. doors open at at 6.30pm, 'Eyes Down' at 7.30.

What's on next door

As usual, here are the dates of the hearing clinics that the NDA (Norfolk Deaf Association) will be running in Wells Hospital over the next couple of months. They're held every other Tuesday between 1.00 and 3.00 pm and they're the place to go for your free hearing aid batteries:

November 6 & 20; December 4 & 18
(all Tuesday afternoons)

Cake Makers Wanted

Heritage House will be running a stall at the Festive Food Fair that Holkham is hosting over the weekend of 15/16 December and Moira Wright would be very pleased to hear from anyone willing to make some mini Christmas cakes that we can sell. For details please contact Moira on 01328 712158 or at moirawright5@gmail.com.

200 Club

In these uncertain days it's good to know that there's one thing you can depend on - the Heritage House 200 Club monthly payout! This month we have the anomaly of a No. 1 winner in second place but winners are winners and we congratulate them all:

£50	Anne Bailey	No. 279
£20	Coral Williamson	No. 1
£10	Maggie Ward	No. 53
£5	Gilly Cook	No. 142
£5	Tom Worsley	No. 96
£5	Margaret Greenham	No. 82

It's never too late (or too early) to join the Club and remember, the December draw pays DOUBLE!

We really do need help!

Steve Cheshire's arrival, following as it does Nicky Milner's appointment as our new Chair of Trustees at the end of June, means that we now have a brand new senior management team in place. It is in effect a new beginning for Heritage House and, as result, it is only reasonable to expect that there are going to be some changes to the ways things are done here.

One almost immediate change has been to re-jig the transport rotas to make optimum use of our vehicle fleet. In future we will be operating three, not two, ambulances most days of the week and that means more ambulance crews are needed. In an ideal world we would be able to recruit more drivers and assistants to do this but it's not that easy. As we've said before, our best recruiting sergeants are our existing volunteers. They can talk to people, tell them what they do, why and what it means to them. And of course by 'they' and 'them' we mean you!

And it's not just drivers and assistants that we need. There are many other ways that volunteers can help make our day visitors' experience more interesting and enjoyable. We are NOT asking volunteers to do the work of the care staff: reading to day visitors, making them a cup of tea or just sitting quietly with them and listening to them talk about their lives can make a huge difference. Or helping in the garden (speaking of which a big thank you to Pauline Gillings and her Holkham volunteers for last week's tidy-up).

Heritage House really values its volunteers and we are enormously grateful to them for all that they do. However they are just that - volunteers - and it is only because they generously donate their time that we are able to do what we do. But we do need more. So, current volunteers, if you feel you can, please talk to your family, friends and neighbours. Who knows, you might just strike gold and in doing so help us fill a slot on the transport rota or make one of our day visitor's day at Heritage House that much more rewarding.



Heritage House, Mill Road, Wells-next-the-Sea, Norfolk NR23 1RF
Phone: 01328 711333 Fax: 01328 711633 E-mail: heritagedaycare@btinternet.com
www.heritagedaycare.co.uk

"For Those in Need"