Hello Summer!

Abbeyfield
Making time for older people

Residents Newsletter

Summer 2018

A message from

Jackie

Welcome to the latest edition of your residents newsletter.

Well summer is upon us once more, and what a glorious summer it is turning out to be, and long may it continue.

I would like to start by congratulating Philip Birkinshaw who has recently been announced as my replacement as Chief Executive Officer of Abbeyfield The Dales. Philip has excellent experience and I know he will be a great leader and support for you all. I wish Philip every success and I know he will come to meet you all very soon.

I would also like to congratulate our Residential Unit team at Grove House, they achieved a 'Good' rating in their recent CQC inspection which is a fantastic achievement. I and the Senior Management Team are delighted with this result and are very proud of the hard work, commitment and achievement for the staff and residents on the unit. We are also looking forward to a similar result from our imminent inspections of our Extra Care Units at both Grove House and Halifax sites.

As always we've had a busy few months across all our sites recently with activities and celebrations galore. To see what's to come check out our **'What's On'** section for further details.

Our Fern House property continues to grow, welcome to the new Registered Manager Jan Hackshall, I wish you every success in your new role, and welcome to all our new residents and staff members.

Finally, as you know I am leaving Abbeyfield The Dales after 5 very happy years of service to move onto pastures new. During my time here I have received overwhelming love and support from all our residents and staff, and these are memories which I will treasure forever. I am sure you will join me in wishing Philip all the best in his new role as Chief Executive Officer, and I would like to express my deepest gratitude to every member of staff for their dedication to Abbeyfield The Dales and most importantly to our residents.

Jackie Bradfield
Chief Executive Officer

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If you have any suggestions as to what you would like to see in future editions of the newsletters please contact Abi Andrew-Fletcher on 01943 886168 or email a.andrew-fletcher@abbeyfieldthedales.co.uk

Staying Safe in the Sun...

1

Keep well hydrated.

The human body is 60 to 70% water and human beings wilt in much the same way as plants if the level of hydration is not maintained. Daily requirements for water are much the same for adults of any age but a lot of research shows that older people do not drink enough water. The consequences of this can be profound with a much increased risk of urinary infections, headaches, confusion and falls. It is important to stay well hydrated all year round but especially so in the warmer summer months. When body temperatures are higher we perspire more, losing water, leaving us feeling tired and lethargic.

To try and avoid this, daily guidelines suggest drinking 1-2 litres of water daily, but not all at once. An easy way to stay hydrated gradually is by getting fluids at meal times, with medicine, and socially.

2

Wear protective clothing.

If possible, wear long pants, long-sleeved shirts, and hats. Hats with wide brims not only cover your face, but they also protect other easy-to-forget spots like your ears and your scalp.

3

Make sunglasses your favourite accessory.

Sunglasses shield your eyes from UV rays that can cause eye problems, like cataracts. Pricey sunglasses don't guarantee better protection. Look for a pair that says it blocks 99% or 100% of UVB and UVA rays.

4

Use sunscreen and use it right.

UV rays can damage your skin in as little as 15 minutes. To protect your skin, put sunscreen on every part of your body that will be exposed to the sun at least 15 minutes before going outside, even if it's cloudy out. Sunscreen is most effective when used with other sun protection methods, like those mentioned above.

When choosing sunscreen, pick one with at least SPF 15 and that offers broad-spectrum protection from both ultraviolet A (UVA) and ultraviolet B (UVB) rays. One coat of sunscreen doesn't last all day. **You need to reapply sunscreen every two hours**, and don't forget to put it on your hands and feet and to reapply after swimming or sweating.

5

Limit your time in direct sunlight, especially between 10 a.m. and 4 p.m.

That's when the sun's rays are at their strongest. Plan your outdoor activities early in the morning or later in the afternoon. You should also find or create shade during those hours.

Meet the team...

In this edition we are getting to know...

Abigail Andrew-Fletcher

Administrator, Grove House

Abi recently joined the Abbeyfield family in May 2018 and is now settling in well to her new administrator role. She mentioned in her 'First Week Review' how much she is loving working at Abbeyfield and how overwhelmed she was by the warm welcome received from both staff and residents. She is now looking forward to completing the vast amount of training courses available and possible future visits to other properties to get to know all the staff and residents.

Alongside supporting the admin team with various tasks, Abi will be spending time on reception training, covering lunches and eventually full days covering Tricia and Myra's holidays. Make sure to say hello and introduce yourself if you notice her on reception or around the building.

Abi previously worked within veterinary care at Kingsway Veterinary Group in Skipton, firstly as an apprentice receptionist then promoted to Reception Manager at the age of 21. As well as managing reception she also provided admin and accounts support as part of her daily duties.

During the 6 years working for Kingsway Vets her knowledge and interests developed which led her to study Customer Service and Accountancy through apprenticeship programmes with Craven College.

"As you can probably tell from my previous employment I'm an animal lover and have my own little bundle of joy 'Denny' a dwarf rabbit... although she is not so little any more. During my first week the Grove House residents had a visit from a couple of pooches and rabbits, which I enjoyed as much as the residents did. I think I may have to bring my Denny in for a visit and cuddles sometime in the future."

If you have any questions or queries you can contact Abi on:

01943 886168 or e-mail: **a.andrew-fletcher@abbeyfieldthedales.co.uk**

Jan Hackshall

Housing & Care Services Manager

With a flurry of new faces across Abbeyfield The Dales were also getting to know Jan Hackshall in this edition. Jan is new to Abbeyfield The Dales, she joined us on Monday 18th June 2018 and is the Housing and Care Services Manager at our Bingley site, Fern House. Jan has worked in care for 35 years for the Bradford Area Health Authority, Bradford Council and the NHS, working in a variety of establishments, hospital settings and in peoples own homes with varied age groups and younger adults.

Jan has worked as both a carer and manager in the community with older people, dementia care and with people who were experiencing mental health problems, and managed 24 supported living services.

Jan lives in Thornton, with her husband Mark and their grown up son Kris. Jan and Mark will celebrate their 30th Wedding Anniversary this October, and their daughter Chelsie is also having her first baby in September, this will be their first grandchild and they are both very excited.

Jan like Abi is also an animal lover and has a 9 year old Jack Russell called Poppy! “She is a lovely dog, she is very clever and can be a little monkey!” She has always had pets and when young was forever getting into bother for bringing home waifs and strays and injured birds and animals. This then continued into adult life, rescuing ex battery hens, this gave Jan great pleasure as it extended their lives and gave them back their freedom. “They were all characters and were funny to watch running around the garden! They took over most of the garden but as they don’t live too long I didn't mind… Well saying that I had a hen called Thelma who was over 15, I have taken the decision not to replace them as I get too attached.”

“I like spending time with my family and socialising with my large circle of friends. I like baking, cooking and enjoy reading but prefer books and like to sit in my garden and read in the sunshine.”

If you have any questions or queries you can contact Jan on:

01274 065094 or e-mail: **j.hackshall@abbeyfieldthedales.co.uk**

What's on!

We've got lots of activities you can join during July, August and September all over Abbeyfield The Dales Ltd.

Grove House

Scam and Fraud workshop run by Safer Project	Thursday 26th July at 2.30pm
Strawberry Fair (ALL WELCOME)	Thursday 9th August
History of Aviation by Air Yorkshire	Wednesday 15th August

Fern House

Trip to the Light Cinema in Bradford to see 'Andre Rieu's Concert'	Sunday 29th July –3pm
BBQ and Performance Show at Fern House	Saturday 4th August
Bingley Morris Dancers at Fern House	Monday 13th August at 7pm
Planned Russian Week (more details to follow)	Late August - September

The Beeches

Flower Arranging	Friday 27th July
Ladies Please Choir (6.30-7.30pm)	Tuesday 7th August
Pyjama Drama	Thursday 16th August

Woodlands

90th Birthday Bash	Saturday 28th July
Rose Garden Grand Opening	Thursday 9th August
Trip to Boundary Mill in Colne	August - Date TBC
SCAD Boat Trip	September - Date TBC

Ing Royde

Trip to Southport	Wednesday 25th July

Spring Chickens

The Beeches

The Beeches residents and staff got into the Easter spirit this year, a batch of spring chicks arrived on Monday 30th April. 10 ready to hatch eggs were received in an incubator and within a couple of days their first chick hatched! Over the next week all 10 hatched successfully (there were 2 cockerels and 8 hens) and once they had dried and been in the incubator for at least 48 hours they were transferred to a larger box.

Amanda said "it was such a fascinating time all our residents watched with great enthusiasm it was a great talking point bringing everyone together."

The Railway Children pre-school also visited twice a day which brought great pleasure to our residents watching the children's faces light up as the chickens hatched and then were able to hold them.

Unfortunately after 11 days the chickens went back to a free range farm to live their lives. The residents and staff all missed them but gained so much from them. And the Beeches team have been inundated with requests for the chickens to return next year.

This experience was made possible by "**The Residents as Volunteers Scheme**".

For more information about the "The Residents as Volunteers Scheme" please contact John Durkin (Volunteer Manager) on 01274065092.

Knit & Natter

The Beeches Knit & Natter group have been very busy.

They meet every Monday at 10.00am in the lounge where coffee and biscuits are served by their amazing volunteer Ian and simply knit & natter, more nattering than knitting some days we've been told.

The group have been knitting squares for blankets which are then sewn together and finished off with a crochet edging by our resident Heather Emmerson.

Everything the group make is for a good cause, Aireborough Rotary Club collect the fruits of their labour and distribute them locally, nationally and internationally to hospitals and charities.

Keep up the good work and be sure to let us know what you make in the future.

Woodlands

Boat Trip

On Monday 18th June Georgia Walker the activities co-ordinator organised the annual boat trip with Skipton & Craven Action for Disability (SCAD). Eight residents set assail on Monday morning from the centre of Skipton Town and on towards Gargrave. The sun was shining with a slight breeze in the air but that didn't stop some residents sunbathing on the top deck. Wildlife was rife all along the canal. From cygnets to herrings, lambs, calves and ducklings. Not a stretch of land or water was empty. Passers-by waved and smiled as they recognised the well-known SCAD Boat pass. And a boat trip can't be a boat trip without fish and chips! Local Bizzie Lizzie's fresh fish and chips to satisfy the stomach of Woodland's residents. Now the boat was heading on towards Bradley to explore what beautiful wildlife it had to offer. The tranquil surroundings made time pass by so quickly and after a day filled with food, fun and laughter it was time to turn the boat around and head back for Skipton.

And the Woodlands gang get to enjoy the day all over again in 2 months time. We hope you all have a fantastic day.

Keighley College

Volunteers

Fern House is building a fantastic relationship with Keighley College whereby both benefit from a supply of amazing volunteers and work placements. As the college is particularly interested in their Heath & Social Care students gaining real life experience with older people, both in terms of care and personal interaction. Abbeyfield The Dales is a perfect partner for them. The college has a vibrant atmosphere and is fully inclusive, offering courses for mainstream students and also those with learning difficulties.
Student volunteers help with events and some have spent full days at Fern House making friends with the residents.

The college also has Nail Art and Hair & Beauty departments, on Tuesday 19th June they were celebrating a Beauty Tea Party and invited Fern House residents to attend. A total of 14 residents and volunteers accepted the invitation and were treated to food & drinks, bingo with prizes, a singalong, plus the choice of a hand/arm massage and nail treatments. John Durkin (Volunteer Manager) explained everyone joined in and had a really enjoyable day. The college is planning similar events in the future and have already invited our residents along to join in with the fun.

CQC Inspection
Well Done!

The Care Quality Commission (CQC) monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and they publish their findings, including performance ratings to help people choose care. They set out what good and outstanding care looks like and make sure services meet fundamental standards below which care must never fall.

Our Grove House residential unit recently had their inspection and were rated good in all 5 areas including safe, effective, caring, responsive and well led. A "Good" overall CQC rating is a fantastic achievement and the team should be very proud. The rating highlights the high level of care we offer here at Abbeyfield The Dales. Well done to the team, it is well deserved.

The service users using the service informed CQC that they were made to feel welcome, maintain good family relations and that staff were kind and caring. Dignity and respect was maintained, the atmosphere was warm and friendly, staff are flexible and responsive to residents needs changing and the food was good and a wide variety is offered.

Registered manager Louise Sharples advised ***"to get the good CQC rating we worked hard updating care plans providing a person centred approach to our residents, involving family and all staff."***

On hearing the news Chief Executive Officer, Jackie Bradfield immediately responded:

"Please pass on my congratulations and thanks to staff for their contribution as a team to this achievement. Well done to all who have lead us to this outcome. Outstanding next!"

The Chair of our Bard of Trustees, Arthur Francis was hot on Jackie's heels:

"Excellent news. Congratulations to you personally and to all your team for achieving this notable result. Getting a 'good' in every category is a tribute to the work you and your team have done over the last few years."

Finally we are looking forward to similar results from imminent inspections on our Extra Care units at both our Grove House and Ing Royde sites. Good luck to you all.

Abbeyfield Summer Fayre 18

Sunday June 10th 2018

To celebrate Abbeyfield Week this year the activities co-ordinators, Natalie Aynsley and Georgia Walker had a brilliant idea of bringing all the Abbeyfield the Dales homes together for one day to celebrate in unison.

The chosen venue was Skipton Town Hall as the girls felt that this was most accessible for all our sites. With a spacious grand hall and stage for live entertainment, decorated in vibrant colours it was the perfect choice. Local stalls were also set out around the room for people to leisurely mingle about and part with some pennies.

The day kicked off with a great local brass band, Hot Aire from Silsden. They really got the atmosphere going with their great choice of upbeat musical pieces.

Once everyone was all danced out the buffet was open (Perfect Timing!). A great selection of food was served, all freshly cooked by Abbeyfield kitchen staff from Grove House and Fern House.

Moi Mwita (Head Chef) and Jill Grubisic (Catering Manager)

Now bellies were full and people were satisfied, Emma Jones a local Singer from Ilkley was up next! She played classics from the 1960's onwards. Hands were clapping and the sun was shining and drinks were flowing. What more could you want!

The stalls looked full and busy. Especially the tombola and raffle stall, because who doesn't love taking a chance of winning something good!

Woodlands resident Sheila Cowell with daughter

A few hours in and some staff had gone missing…Georgia went on the look out to find them all. And there they were towards the back of the hall; looking fascinated by the birds of prey. But the show must go on as it was nearly time for the last act.

Jess Driver a young opera singer with a voice to stop traffic… literally. As staff looked around to see a hall full of people mesmerised by her voice, local passer-by had also come through the side door to find out who was behind the amazing voice. What a great way to end the day.

When the cocktails had run out and the cake stall was empty, it was time to call it a day. Residents, families, volunteers, staff and the local people of Skipton all came together for one day that hopefully they will never forget.

Thank you to all the staff who volunteered and worked tirelessly throughout the day. Also a thank you to the volunteers who Abbeyfield rely greatly on, kindly joining us on another day out, donating their own time to help.

And last but not least to all the residents and family members who came to help make this great day happen!

Colette Mallatratt (Finance Manager), Brass band 'Hot Air' and Janet Dobson (Registered Housing & Care Services Manager)

Puzzle Pages

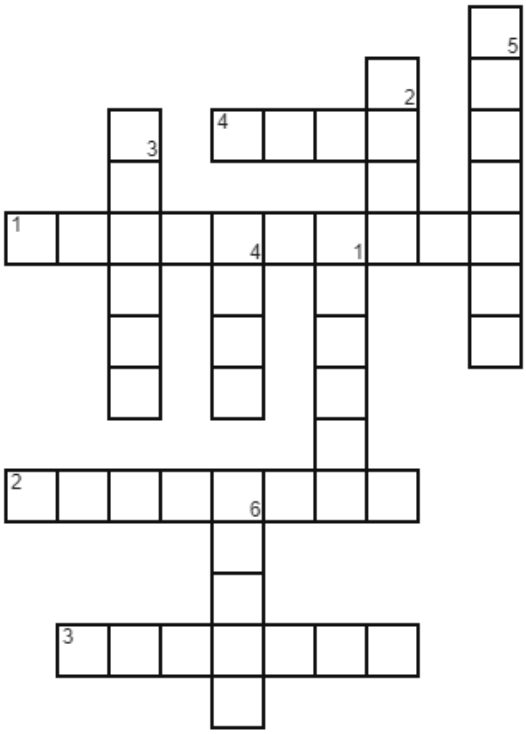
B F L O W E R S B Y N
T S A E Y X X U H N Y
O E U N M S U N H A T
I A G N H O T N S S E
P S H A B F N Y Q U L
I I T O R A E A V M T
C D E G L D T V D M H
N E R B O I E H A E S
I I J P L S D N I R K
C O Y F L P I A S N A
A Q J V Y J U L Y G G

Sunbathing
Flowers
Summer
Picnic
Daisy

Seaside
Laughter
Garden
Lolly
July

Lemonade
Holiday
Sunhat
Hot
Sunny

Summer Crossword



Across

1. Protects your eyes from sunlight
2. Beautiful escape
3. The flower of a seed plant especially of fruit trees
4. When fruit is ready to eat

Down

1. Worn in summer instead of trousers
2. Yellow striped insect that makes honey
3. When the sun changes your skin colour
4. Grassy area in front of a home
5. Light umbrella used for shade
6. Yellow and white summer flower

5	7		6			9	8	
9	1	3						
	4	8	5		9	1	2	3
3					7			8
8		7				5		1
1			3					7
2	5	1	7		8	3	4	
						7	5	2
	3	9			4		1	6

3								7
7		6	1		5	9	4	2
	9		7					
8	6	3	9		4	2		5
1				5				8
2		9	3		7	6	1	4
					3		8	
4	3	8	5		9	7		1
9								6

Grove House

Flower Club

At Grove House there has been a flower club put together by our resident Mavis Greenwood and Activities Coordinator Natalie Aynsley. The club already has 6 regulars, who meet twice monthly to create beautiful arrangements that they then take home and enjoy. At each meeting the group work on their own individual arrangements as well as a larger piece they arrange together, which is then displayed in the coffee bar area of Grove House for other residents to appreciate and enjoy.

Natalie told us the ladies love the flower club and always look forward to the next meeting, especially one resident who brings her daughter along too, as they enjoy working together on arrangements.

Margaret Privet, a member of the club says "I had never tried flower arranging before and I thought why not give it a go? It turns out I'm really good at it and I really enjoy it."

If you would like to join the club at Grove House and try something new, please contact Natalie on 01943 886005, we think the more the merrier. There is a small fee of £4 per month to cover the cost of flowers and equipment, when joining the club you will receive a canvas bag, oasis foam block and pot which are yours to keep and reuse at each meeting allowing you to take away your arrangements.

For those of you who would like to be involved but cant make it to this site why not speak to your on site activities co-ordinator or manager and look into setting up your own group.

Yorkshire 3 Peak Challenge

The Abbeyfield team recently conquered The Yorkshire 3 Peak Challenge on Saturday 26th May. The team consisted of staff from Grove House including, Natalie Aynsley, Joanne Caine, Philip Birkinshaw, Sharron Mann and Dawn Ibrahim.

Collectively the team raised a whopping £1500, which will have a huge impact enriching the lives of residents across all Abbeyfield The Dales homes.

As you can see from the pictures a great day was had by all. Although Natalie has only just recovered *"It was a hot day, with sunburn and plenty of blisters and tired bodies on completion. My body has just got back to normal".*

Activities

Fern House

Garden

Pottering about in the garden, doing a bit of weeding is an activity we all enjoy… who doesn't love the outdoors! At our Fern House site they have some wonderful gardens and since the weather has been glorious of late the residents have been spending more time outside. Enjoying the smells of fresh Lavender growing and watching birds land on the newly bought and decorated bird tables. Our resident Jane Philbey is regularly found out in the garden with a little white basket scattering bird seed and enjoying the sun. Much of the garden can be seen from the dining room and residents love to see the birds enjoying their meal while they are enjoying theirs.

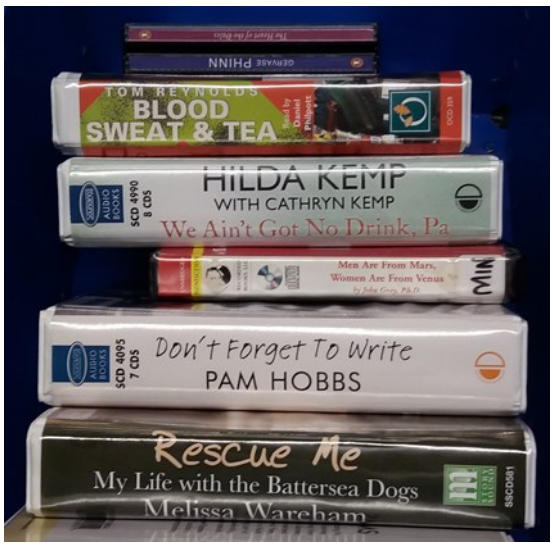
Everyone at Fern House likes to sit outside and many of the balconies are now filled with a variety of colourful plants on display. Much of the weekly craft sessions on the residential unit have been held out on the first floor balcony too, enjoying the sun whilst assembling and decorating colourful little bird houses.

Many of the residents are eager to grow vegetables out in the garden and they plan to start growing tomatoes very soon. At the moment they are growing on a smaller scale, currently working on a harvest of cress and mustard seeds and everyday the residents look forward to seeing them grow a little more.

Literature and Audio Books

Fern House is also lucky to have a lot of bookcases with a wide range of books. As we have mentioned, the residents love their garden, so all the gardening books are coming in very handy during Garden Club, informing them which herbs would grow best in the sun room and shed.

The rest of the shelves are filled with books on Cooking, Woodwork, Nature and all manner of other subjects. The staff soon realised they all like to enjoy poetry and books together as a group so recently they have been using the Bradford Library Home Service to borrow books they know and love, to read again and recommend to others in the group. A couple of favourites so far have been 'A Countryman's Lot' by Max Hardcastle and 'Gently Sahib' by Alan Hunter… and they can't wait to recommend a few more, once they have finished reading them.



One of the huge advantages of using the home library service is that they also offer Audio Books for people that struggle to read themselves due to vision loss. Complying with Accessible Information Standards the audio books available allow our residents Rita, Nancy, Cybil, Jenny and Marjorie to independently continue to enjoy their favourite books by Gervase Phinn, Alan Titchmarsh, Hilary Mantel and Jonathan Dimbleby.

If you need any further guidance on the accessibility of information to you please speak to your site manager.

Royal Wedding Celebrations

Grove House

Residents received a royal invitation for a front row seat to watch the royal ceremony of Harry & Meghan and to attend afternoon tea to celebrate. The courtyard was decorated with British bunting and the tables presented with china tea sets ready for residents to enjoy a posh afternoon tea.

Donations were kindly given from local companies to support the event, The Loafer Bakery supplied fresh homemade scones and Rodda's Creamery supplied pots of Tiptree jam and clotted cream. Grove House kitchen staff prepared the afternoon tea, served on 3 tier cake stands packed with sandwiches, sausage rolls, scones and cakes. Whilst enjoying a bite to eat resident were also entertained by an opera singer, Jessica Driver.

Activities coordinator Natalie Aynsley told us "the afternoon was loved by all. The weather was lovely and all residents had nothing but praises especially for the kitchen team."

Resident Margaret Elliot also said:

"The afternoon tea was beautiful with the china tea sets and the food was delicious."

Grove House resident Betty Thornton and son Patrick

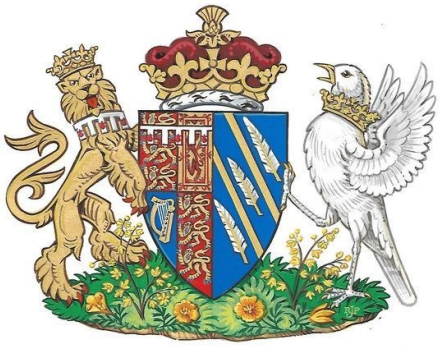
Fern House

Over at Fern House the residents enjoyed celebrations slightly different. Natalie Baines, activities coordinator, conducted a survey prior to the wedding to establish what residents would like for their Royal Wedding Party.

The celebrations were not all focused around the new royal couple but residents enjoyed reminiscing, discussing previous royal weddings, looking through old wedding photos and sharing memories on their own big days.

Natalie also organised wedding games, quizzes, bridal makeup demonstrations, wedding dress displays and wedding cake decoration to entertain the residents followed by refreshments kindly donated by Bingley Co-op.

The residents at Fern House received a letter from the royal couple themselves, thanking them for their thoughtful letters.



The Duke and Duchess of Sussex
have been overwhelmed by all the incredibly
kind cards and letters they have received
on the occasion of their Wedding,
and are so touched that you took
the trouble to write as you did.

It really was most thoughtful of you
and greatly appreciated by
Their Royal Highnesses
who send you their very best wishes.

Fern House continued

THE WEDDING OF MARION HILDA MILNES & VICTOR DOUGLAS BRUSHETT

Marion and Victor had been engaged about a year before they were married. There wasn't a definite proposal of marriage but just after the end of the war in Europe, on a tram in Belgium, they came to an understanding that they would marry and be together.

They were married in St Barnabas Church Heaton on a dull October day. Marion explained "I couldn't have a white wedding dress because clothing was still regulated by clothing coupons, but I did splurge on a lavish white hat to go with my blue suit. On the day I had something old, something new, something borrowed and something blue."

Victor wore a suit and the 50 guests at the Wedding wore what could be described as a very post war selection of clothes, well-loved clothing with a few nice accessories like the fox fur Marion's Sister in Law wore which her brother had brought back from RAF Pilot training in Canada.

The invitations were posted and the guests were mostly Marion's friends and relatives as Victor was a Londoner and getting people to travel "Up North" wasn't easy, Marion explained.

Marion was able to get a photographer to take photographs outside the church but they had great difficulty in booking a venue – they finally settled on a wedding breakfast at Sunwin House.

"I was lucky to have a week in the Lake District at the Romney Hotel (since demolished) where the weather was sunny and warm for October. My husband and I did a 7 Lakes Coach Tour & I read some Domford Yates books my new husband had bought me.

I remember my suitcase had a tray which held the confetti in it and we decided to throw the confetti out of our bedroom window before we went down to breakfast. However once we reached the Dining Room we realised that it was immediately underneath our bedroom window and everyone had seen the shower of confetti!

My most lasting memory is of my father stopping as we left for the church and asking if I was sure, as Marriage was to be for keeps. Happily I married the right man and it was!"

Images from The Beeches!

The celebrations continued at The Beeches, below are some pictures of the day.

Vera's 90th

In this edition we'd like to wish our Grove House resident Vera a Happy Birthday.

Vera's 90th Birthday Party was held in the conservatory at Grove House, the weather was beautiful on the day and the celebration was very well attended by staff, residents and all her family.

A fantastic day had by all.

Happy Birthday Vera!!

Meet Josephine...

Ing Royde

Our residents at Ing Royde, Halifax, have decided to **'Get Drastic with Plastic'**.

During a meeting the residents discussed ways in which they can reduce their plastic waste and collectively decided a resident cow would make all the difference in reducing milk bottle waste.

So we introduce to you, Josephine the cow. Resident Mary (pictured) has composed a lovely poem just for the occasion.

'In Abbeyfield near Huddersfield,
There's a Cow who will not Yield,
You ask me why she's will not Yield?
She doesn't like her udders-feeled'.

Well done Mary, this was mooosic to our ears.

SAFER

The Key to SAFER communities

Newsletter

FAKE EMAIL - VOUCHER SCAM

Sainsbury's

Scammers are **Phishing** for information. Phishing is the fraudulent practice of sending emails purporting to be from reputable companies in order to induce individuals to reveal personal information, such as passwords and credit card numbers.

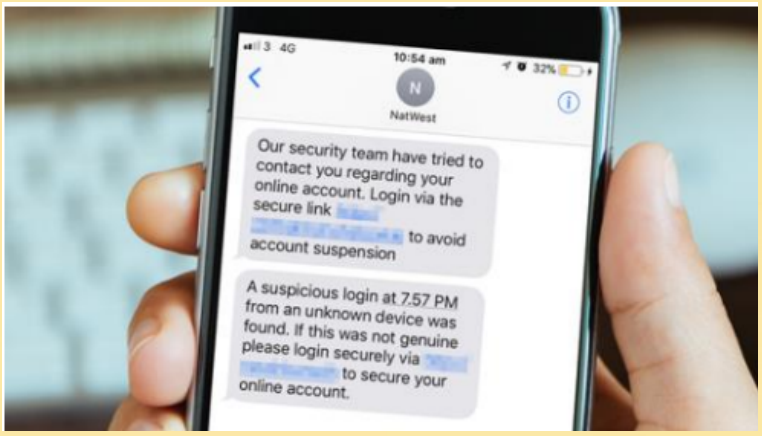
Don't assume an email is from the company who they say they are from. Check the sender's email address. They may use an address that looks similar to the brand they're impersonating (EXAMPLE: name@sainsburys.**scam.eu**.com).

Never click the link on the email attachment, and do not enter your personal details via the link.

NatWest TEXT SCAM

Fraudulent fundraisers are using software to make it appear as if legitimate texts have come from NatWest, adding it to any existing message threads from Natwest on the recipient's phone.

If you already bank with NatWest and had a legitimate message from them in the past this could easily catch you out. If you receive texts asking for information make sure they are from a legitimate source before you respond.



It seems to be targeting individuals regardless of whether they are customers of NatWest or not.

So keep a look out!

0113 393 9809
safer@wyjs.org.uk
www.facebook.com/SAFERProject
www.twitter.com/wytradstandards

SAFER

Policies & Procedures Updates

Listed below are the Abbeyfield The Dales Ltd Policies and Procedures that were recently updated. If you have any queries regarding these or you wish to view these then please speak to your service manager.

Advocacy and The Duty to Consult

Autonomy and Choice

Compensation and Goodwill Payments

Confidentiality, Privacy and Dignity

Major Works and Decant Policy

Falls Prevention

My Life

Personal Risk Management

Pets Policy

Resident Involvement and Empowerment

Resident Personal Finance and Valuables

Tenancy Management

Abbeyfield The Dales Ltd. is Registered Charity No. 1160258 Company No. 9008680 Incorporating HCA H0227 (Bradford), H2463 (Ilkley) and H1046 (The Abbeyfield Society Ltd.)