



Setting Standards for
Retirement Communities

ARCO Roll of Recognition

July 2020

A record of our gratitude



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IMPORTANT

While everyone has given permission for their names to be printed in this document we have amended and removed names where necessary to protect the identity of residents.

Thank you to all for their participation.

Welcome

In late May, we asked people who live and work in Retirement Communities to tell us about those people who had made a real difference to them during an intensely difficult and uncertain period. Lockdown across the UK was in full force at the time, and had already been for over two months. The words and voices in these pages stand as a permanent reminder and recognition of that time.

We hoped people would share with us what they really valued and what they would like to say to those people who were there for them.

ARCO received hundreds of nominations from both residents and colleagues for individuals who have gone the extra mile to keep their villages safe, happy, and healthy during the COVID-19 pandemic.

From creating pop-up shops, to always being there for a friendly chat or advice; from devising socially distant exercise classes, balcony sing-alongs, quizzes and VE Day celebrations to those staff members who moved out of their homes into villages so they could support residents 24/7; and for facing incredibly difficult situations with a smile, care and compassion – the nominations have highlighted the wealth of spirit and support within Retirement Communities and the willingness of individuals to do everything possible and more to be there through an unprecedented, uncertain and worrying time.

ARCO would like to thank each and every person nominated for everything they have done and will continue to do to help keep their residents safe, well and connected to their community.

We have kept our editing to a minimum as much as possible. There were so many nominations that we could have happily filled this document several times over. Sadly, we were not able to include every kind word or heartfelt comment but we will make sure we share them with individuals, teams and villages¹. The names of all nominees² are included in this document.

This has been such a difficult and sad time, but it is also clear that it has given us a time for renewed connection and community, even when isolating. So, for us, it feels all the more important to ensure we keep a record of all the kindness, compassion and dedication to be found in Retirement Communities throughout the UK.

Thank you to all who contributed!



M. Voges

Michael Voges
Executive Director, ARCO

¹In line with privacy choices, as set out in our nomination form.

²All nominees from whom we were able to confirm permission to publish their name, title and location in their preferred format. Where comments are made unattributed, the person nominating preferred to keep their nomination anonymous.

Amazing individuals

With so many examples of people going above and beyond, ARCO reached out to Members and their residents and asked people to share their stories and to send us personal notes of thanks that we could share with the wider world.

We were clear that this was a roll of recognition, a compendium of all the ways in which community and compassion have connected those who live and work in Retirement Communities in the UK. Four colleagues' names kept popping up throughout the more than 300 responses we received, so we thought we would start by recognising them:

Lucy W.

Receptionist
Millbrook, Inspired Villages

Lucy received 18 separate nominations from residents and colleagues for the dedication and care she has shown in her role over the past few months.

Her hard work and kindness has made residents feel supported, comforted, cared for and 'altogether more human' through a very difficult time.



How has Lucy made a difference to life at Millbrook?

// Lucy is very kind, capable and hard working. Nothing is too much trouble and no matter the task she always makes sure it is done with efficiency. She is a huge asset to Millbrook Village. If anyone deserves to be recognized, Lucy is that person.

Millbrook Resident

// Lucy is always very cheerful and helpful, taking on other roles whenever required. She can turn her hands to anything. She is a credit to our village life.

Millbrook Resident

// Lucy's commitment to our village and all the residents is immeasurable!

Millbrook Resident

// Lucy has worked extremely hard dealing with residents' enquiries and problems, taking and delivering orders from the village food store and restaurant, compiling Millbrook Residents' Memories VE Day, organising picnics complete with flags for each resident and countless other tasks such as providing books, puzzles and DVDs from the clubhouse for the duration of the lockdown. All this with good humour, patience and a smile.

Millbrook Resident

A word from Lucy's colleagues

// Lucy has been the backbone of the team at the village throughout lockdown. She has covered each department to ensure that the residents receive a 5 * service they can rely on. Residents know if they have any questions or queries. or just need a someone to talk too Lucy will always be on the other end of the phone or an email.

Leah from Millbrook Village

// Lucy is so appreciated by our residents for everything she does to support them, be this available for a reassuring chat on the phone, providing first aid attention and a calming assurance that everything is going to be ok.

David N., Village Manager at Millbrook Village

// Lucy has gone out of her way to engage and build stronger relationships with residents and staff particularly during this period.

Sally G., Assistant Manager at Millbrook Village

Sally G.

Assistant Manager
Millbrook, Inspired Villages



Sally received 12 separate nominations from residents and colleagues who jointly agree she has gone above and beyond for Millbrook during the pandemic including moving into the village for an extended period of time to ensure the safety of residents around the clock. Her positive outlook and cheery disposition coupled with hard work has made residents feel secure, contented, cared for and altogether happier to know that she is around.

How has Sally made a difference to life at Millbrook?

// Sally has turned her hand to every job that needed doing. She works with a smile, with patience, with enthusiasm. She always finds time to stop and talk and has put in many hours over and above her normal working hours.

Millbrook Resident

// Constantly cheerful and organised many events to lift spirits. Nothing is too much trouble for Sally. She has also stayed in the village having to leave her dog behind.

Our VE Day celebrations organised by Sally were amazing. Social distancing was observed but a huge boost for us all but a massive amount of work for Sally and her team.

Millbrook Resident

// Sally has not only taken on additional administrative duties for colleagues who are isolating, but has consistently been a cheerful and cheering presence on site. She organised socially distanced activities to keep residents in touch with each other and in a better frame of mind. All this while moving house.

I felt happier knowing Sally was around. She made it clear it was her choice to be here so we didn't feel like we were inconveniencing her, even though we must have been.

Millbrook Resident

A word from Sally's colleagues

// At a time of uncertainty where residents were unable to pop and see family and friends to talk and ask for help - Sally was there. She ensured that residents had everything they needed to help lower anxiety, stress and loneliness which enabled residents to live well through isolation.

The positive mentality of both staff and residents has lifted my spirits throughout isolation and I have memories that I will cherish for a lifetime.

Leah from Inspired Millbrook Village

// Sally has chosen to give up her personal and home life to spend as much time staying at the village 24/7 to support our residents during this lockdown. With 50% of our residents being single occupancy, it's important to them to know a trusted and familiar face is 'on the doorstep' when required. Ensuring our residents do not become lonely or frightened by this coronavirus situation.

Whilst the coronavirus situation has been the focus of Sally's support recently, she always goes the 'extra mile' to ensure the safety, satisfaction and that little smile or cuddle to make sure everyone is ok. A totally dedicated and caring member of my team.

David N., Village Manager, Inspired Millbrook Village

// Sally is just a credit to the residents, the company and her friends and family.

Emma C., Village Advisor, Inspired Millbrook Village

Amazing individuals

Paul R.G.

Village Manager

St George's Park Retirement Village

Paul received 10 separate nominations from residents and colleagues for the dedication and leadership he has shown during the COVID-19 pandemic.

His innovation of the village services and hard work has given residents confidence during a very uncertain time and Paul's actions have led them to feel comfortable, secure, safe, cared for and supported during this challenging time of change.



How has Paul made a difference to life at St George's?

// Paul has completely re-organised our Village Staff Hospitality Team of 40 employees who work with the 300+ Residents in 240 apartments in the Village to provide a hot meal and shopping/delivery service from our shop, seven days a week. He has supervised the lockdown of our extensive indoor and outdoor Village facilities in line with Government instructions and enabled safe Social Distancing measures thoroughly and carefully.

St George's Resident

// Paul has put a huge amount of effort into making sure the residents are kept as free of COVID-19 as possible, while running a very efficient and helpful hospitality team. We as residents are all extremely grateful for being looked after so well during this very difficult and unprecedented time.

St George's Resident

// I have felt safe and cared for and less anxious than I would have been had I needed to go shopping. We are trying to keep the Village safe and this has helped enormously.

St George's Resident

// Paul has kept us informed on all the government's requirements for our safety at this time. He has reorganised village life so our shopping is delivered and also daily hot meals should we need them. We are very fortunate to have a manager who had the vision and foresight to organise village life so well in these unprecedented times.

St George's Resident

A word from Paul's CEO

// Paul has been ever present throughout the lock down always making sure that all the residents are cared for, walking the village each day and ensuring that he and his staff speak to every resident every day. He has at all times had the safety of his staff at the forefront of everything that has been implemented.

Philip S., CEO, St George's Park

Emma E.

Village Manager

ExtraCare Charitable Trust's Lark Hill Retirement Village



Emma received 7 separate nominations from Lark Hill residents for her dedicated leadership and support of the Village during the pandemic. Having only joined as Village Manager in December 2019, Emma has made residents feel reassured, safe, secure, and altogether more contented at a time of a global health crisis.

How has Emma made a difference to life at Lark Hill?

// Newly appointed before the outbreak, Emma has completely reorganised village life with efficiency and common sense with maximum consideration for the safety and wellbeing of the 400+ residents. She and her staff always seem to be available and have kept us fully informed on developments on an almost individual regular basis with unfailing good humour. She is a breath of fresh air during a difficult time and we residents are fortunate indeed to have her. Morale has remained high during the lockdown and we have felt safe and secure at all times.

Lark Hill Resident

// With a sense of authority and a pleasant attitude towards residents, Emma has really made a difference to our lives at Lark Hill.

Lark Hill Resident

// Emma has worked so hard to keep us all safe. Always smiling and she will stop and talk to everybody. All the staff are pulling together and she has made such a difference here. It has made us feel secure both physically and mentally. (We) felt we all mattered and were not just 'old codgers'! In fact, I think most of us have quite enjoyed lockdown thanks to Emma and her staff - apart, of course, from not being able to visit family.

Lark Hill Resident

// Emma has increased morale at this difficult time and shown dedication and organisational skills to the village residents and her staff.

Lark Hill Resident

Care & support

Highlights from different areas of community life

Stories of those providing face to face or over the phone support, shopping facilities, meal deliveries, a friendly face and time to listen, cheerful dispositions keeping the mood up, those who have turned their hand to anything and everything!



Annette C.

Receptionist, Wixams Village

// Annette originally came to Wixams Village to volunteer a few months ago, but since the lockdown she has really stepped up to the plate. She works in lots of areas within the Village & is always so positive and very helpful and a reassuring voice at the end of the phone for those on the shielding programme. She ALWAYS goes the extra mile. All of the staff at Wixams Retirement Village have worked tirelessly above and beyond in these unprecedented times. The Location Manager, Louise Cottingham particularly, has really stepped up to the plate. She is indeed a true credit to ExtraCare. **Wixams Village Resident**



Patrick M.

Waiter, Gardener & Receptionist, Audley Ellerslie

// Patrick will turn his hand to anything for the good of all and although part of a team, he will go that little bit further if you have any special needs. I feel safe when he is around, he never makes a fuss and just gets on with anything that is needed, whatever the task may be. I have lots of physical problems and he does not leave until he is certain I am safe and happy. I feel he is an unsung hero and would be amazed if he knew he had been nominated.

Audley Ellerslie Resident



Colin S.

Concierge, Wadswick Green Village

// Colin is always bright and cheerful – he has collected medication for us and writes poetry to try and lighten the atmosphere of the current situation as well as making welfare calls to ensure we are coping as we are shielding. His poetry has made us smile and realise there is still some happiness to be found during these hard times.

Wadswick Green Resident



All of the staff at Brunswick Garden Village, ExtraCare Charitable Trust

// Every day they are here keeping us safe and making us laugh in this horrible time. They make me feel well looked after and happy that I can help also. I'd like to say a big THANK YOU to them. **Brunswick Garden Village**



Mohammed G.

Shopkeeper, Hughenden Garden Village

// Mohammed opened the grocery shop shortly before lockdown and made great efforts to extend the range and then kept his shop open 7 days a week (even during Ramadan) so we would have a good range of food. He was up early in the morning to buy the food to bring to the shop and was always willing to deliver to people who could only contact him by telephone. He saw us not just as customers but as his responsibility, and he has made a real difference to the quality of life we could all have during the lockdown.

Hughenden Garden Village Resident



Gary B.

Shopkeeper, Hagley Road Retirement Village, ExtraCare Charitable Trust

// He's been working 7 days a week, stocking his shop, taking and delivering groceries to residents. Shopped for specific requirements and diets - nothing has been too much trouble. He has gone over and above his job. Always extremely pleasant, kind and compassionate. I've felt delighted to know that anything I wanted was only a phone call away. **A Hagley Road resident**

// He's made a difference by providing a 7-day service to residents (including a free delivery service) during lockdown period. I've felt extremely grateful for a pleasant, efficient, cheerful and important facility.



Dave

Night Porter, Binswood Hall Retirement Village, Audley

// *Dave is a sociable, kind man who takes a pride in looking after the village all night on regular shifts. In lockdown we all eat in our flats and whether that is home cooked or delivered from the kitchens there is far more rubbish produced from each flat in packaging etc than usual. Dave cheerfully clears it all up and keeps an eye on everywhere to keep the village safe and clean. He's made me feel safe, secure and well-looked after. I would like to say a general thank you to all the staff who are working so hard.*

Audley Binswood Retirement Village Resident



Diane P.

Head Housekeeper, Earlsdon Park Village, ExtraCare Charitable Trust

// *This lady is amazing not only on her rounds does she deliver our papers she arrives here at 5am and stays way and above her contract hours. We have been very lucky so far here and I have no doubt in my mind it's this lady's commitment to hygiene around the village. She is a lovely unassuming personality. We all are so thankful for her. She has made me feel safe but most of all cared about. I would like to say that this village, staff and volunteers have been exceptional throughout my now 12 weeks shielding, I owe them so much.*

Earlsdon Park Resident



Karen

Cleaner, Inglewood Village, Audley

// *She is always ready to help and smiles and laughs whilst she is helping or just doing her job. She has made me feel happy and cared for. Her 'happy while I work' attitude is a great reflection of Audley.*

Inglewood Village Resident

// *She works seven days a week, and is determined to keep all of the residents safe. She's made me feel SAFE, SAFE, SAFE!!! I would like to say that she deserves to be recognised for her hard work.*

Earlson Park Resident



Karen H.

Bistro Manager, Longbridge Village, ExtraCare Charitable Trust

// *Focused, committed and devoted worker who puts in maximum effort. Her work makes me feel humbled and grateful, I worry that some day she will be head- hunted and our loss will be greatly felt.*

Longbridge Village Resident

Fitness & wellbeing

Stories of those devising ingenious ways to keep residents active and connected both physically or mentally through video exercise classes to balcony exercise or sing-alongs. For the Quiz masters and the online event organisers to the comedians keeping everyone smiling.



Emily M.

Gym Instructor, Hughenden Garden Village

// Emily is like a breath of fresh air. On Mondays and Fridays, she stands in the car parks and around the village grounds playing music to entice residents onto their balconies and then gives a half hour keep fit session. She does this 6 times to give everyone a chance to join in whichever direction their balcony faces. This not only exercises the muscles but also stimulates the mind and there is great community spirit across the balconies.

Hughenden Garden Village Resident



Simon N.

Duty Manager, Adlington

// During lockdown Simon facilitated a virtual quiz for all homeowners and staff to participate in which he has prepared and presented in his own time. It has alleviated the isolation and loneliness that people have experienced during this difficult time and everyone has commented how they have looked forward to it as a weekly get together.

Karen C., General Manager, Adlington



Denise S.

Activities Organiser, Hagley Road Retirement Village

// She has enthusiastically created activities for residents to do during lockdown including quizzes, games, exercises for us to do on our balconies; she created a Facebook group and got us all involved as far as possible in village activities during our long lockdown. I felt supported as part of the Hagley Road Village community at what could be a very lonely time.

Hagley Road Village Resident



Rebecca W.

Fitness Instructor, Wixams Village

// Rebecca has gone above and beyond her job specification. Due to the closing of her main place of work she has willingly volunteered for other tasks within the village. Rebecca has organised outdoor fitness activities twice weekly which have been well attended and appreciated by all the residents. This enabled those in isolation to become involved by joining the sessions from their balconies. This was a bonus as we could see and wave to those occupants less fortunate than ourselves. A bubbly lady for whom nothing has been too much trouble.

Wixams Village Resident

Outstanding Leadership

Stories of those who have shown outstanding leadership during this time from adapting their village to support residents to providing brilliant crisis management plans to keep residents and staff safe during the pandemic.



Shirley H.

Head of Innovation and Wellbeing, Extra Care Charitable Trust

// Shirley is always available to our front-line staff to provide help, guidance and advice during the Covid-19 pandemic. As well as interpreting Government information for all our villages she was working almost 24/7 in the earlier weeks to ensure services were safe and teams supported. Shirley always has time for people no matter how exhausted she was, leading us all through this in a practical way.

Louise B, Cluster Manager, ExtraCare Charitable Trust



Veronica M.

Senior Housing Support Assistant, Wixams Village, ExtraCare Charitable Trust

// During a period of intense encounters to answer issues raised by concerned residents and implement the necessary safeguarding needed for a vulnerable community, Veronica maintain a cool and professional outlook at all times, together with a helpful and understanding perspective. During this unprecedented period, all the staff have given 100% to residents to ease the lockdown impact and explain the reasons for the necessary changes. To date we are all safe and sound thanks to their efforts.

Wixams Village Resident



Wesley R.

Village Manager, Audley Mote House

// Wesley constantly provided information, explaining clearly the essential changes required by Government and Audley Management and telling us how he and his team will help village owners to cope. He organised a shop for emergency supplies, a choice of hot meals twice a day delivered to your home, a shopping service and outdoor exercise classes three times a week - observing the 2m distancing. Wesley is always available for anyone with concerns and deals with problems quickly and efficiently. He shows care and compassion to villagers and has gained the respect of them and his staff, giving a feeling of safety, comfort, and confidence to the whole community. Wesley has gone over and beyond owners' expectations.

Audley Mote House Resident

Maintenance champions

Stories of those individuals who have kept the villages running smoothly as well as keeping the grounds beautiful for residents. With the temporary closure of facilities such as restaurants, some colleagues in retirement communities have turned their hands to new areas of community life.



Peter H.

Maintenance Team, Lovat Fields Retirement Village, ExtraCare Charitable Trust

// Outside his paid hours Peter has come in to work as a volunteer when we have been short staffed through staff needing to self-isolate. He has willingly turned his hand to anything, taking meals to apartments, serving coffee and cakes in the Bistro, looking after the Reception desk, delivering supermarket deliveries to apartments as well as looking after the day to day maintenance and dealing with one or two emergencies like both lifts breaking down, the water going off, the boiler ceasing to operate!

Lovat Fields Village Resident

// Peter and Graeme have worked long hours doing anything and everything to help the residents cope with the current conditions, usually things nothing to do with their maintenance role. I'm happy that the village is in safe hands.

Lovat Fields Village Resident



Nathan C.

Maintenance Manager, Austin Heath, Inspired Villages

// Nathan is always cheerful, helpful, and picks you up when you are feeling down. He always tries to do as you ask and is someone reliable and helpful. I felt safe because he stayed on site, day and night.

Austin Heath Village Resident



Robin C.

Head Gardner, Grove Place Village

// Normally a team of three, Robin has single-handedly tended to the 27 acres of grounds at Grove Place. This is so important, he has made sure there is a beautiful woodland walk still accessible so that our residents can get out for their exercise making sure the pathways are safe which has been paramount to their wellbeing during this difficult time. Robin has played a very important part in keeping residents happy during this difficult time, always with a friendly smile which I know goes a long way to those both living alone or with partners.

Wendy G, Sales and Marketing Manager, Grove Place



Paul H.

Maintenance team, Millbrook, Inspired Villages

// Constantly present, helpful and cheerful. Always ready to do whatever he can to help. Because of Paul, I've felt better, more cared about, relieved. He is a good example to us all living through the pandemic.

Inspired Millbrook Village Resident



Arman R.

Restaurant server and groundsman during lockdown

// He has wholeheartedly put his efforts into maintaining the grounds of this large (in area) Village complex; he works hard in the upkeep of the Village.

Audley Mote House Retirement Village

// Throughout the crisis, Arman has been totally mindful of owners and unfailingly cheerful and helpful in any role or task he has been given. He inspires confidence and hope as a result during this terrible time. He has made me feel more secure and hopeful of better times ahead.

Audley Mote Resident

Community Voices

Because of what they did, I have felt:

- // Upbeat.
- // Safe and listened to.
- // Full of admiration.
- // Much more positive and knowing that there was someone who cared.
- // That they were there for me as a person. Someone I could call at any time, whatever the problem or concern.
- // We feel we can ask and talk about our worries without thinking we are a nuisance, especially under the very difficult circumstances of Covid-19.

I'd just like to say:

- // She always goes that extra mile to help the residents. She always has a smile on her face. Nothing is too much trouble. The atmosphere is relaxed but a very well-run village.
- // We love being here!
- // Every single member of staff at Inglewood should be on the list.
- // Just that if we didn't have have Sam here, life would not be the same. He goes out of his way to help everybody. We all love you Sam.
- // In general, all of our staff have worked very hard to keep all of us safe and well during this pandemic. We appreciate each and every one of them!

// I came here just because it was convenient to be near a family member - I did not expect to find myself in a vibrant, friendly community with so many interesting events happening.

// ...How grateful I am to be living in such a safe and caring Village.

// A huge thank you for the rest of the staff and volunteers who have pulled together to support us all.

// Hard working carers like Cherie are vastly under recognised for the skill and joy they bring to the elderly.

// A Very Big Thank You to ExtraCare & especially to the Team at Hagley Road. We have been blessed with wonderful staff, volunteers (young people working long shifts for us).

// I want to say a huge thank you to ExtraCare for their enormous efforts to keep us safe and well. As a result life has gone fairly smoothly despite the crisis.

// All the staff here have been so helpful, but Simon has encouraged them all.

// ExtraCare management have delivered that "EXTRACARE" with dignity, compassion and true professionalism. They have made me feel safe, secure and well informed during this coronavirus epidemic. I would just like to say thank you.

**David, L. Fields Retirement Village Resident,
ExtraCare Charitable Trust**

// I would like to nominate Team Shenley Wood – staff, volunteers and residents – I've felt confidently reassured and appreciative of the combined effort. An amazing feeling of a team spirit will see us through these troubled times. We've remained safe. All have worked collaboratively well - both local and central Management together with the Residents' Association have kept abreast of policy and daily issues as they occur.

**Shenley Wood Retirement Village Resident,
ExtraCare Charitable Trust**

Operator teams behind the scenes

Stories of those keeping the day to day offices running, the bills paid and most importantly keeping the villages and teams stocked with essential PPE provisions.



Elias A.

Group Head of Procurement, Audley Group

// Working untold hours and managing to ensure that the business, employees and customers had enough PPE. His desire, ambition and tenacity have been a beacon of motivation for all. He has been our Superman!

Kevin, Audley Group

// He has kept the company going by ensuring we have the tools we need to work from various locations to keep Audley operating to full capacity and delivering nothing but an excellent service delivery. Be it to our owners, team members, agencies, and suppliers. He unknowingly has helped us to be more confident in continuing our jobs and delivering excellent customer service during this difficult time. He comes up with solutions even when others cannot see a way out. He is truly a hero for the organisation during this time.

Tanisha R-N., Marketing Manager Operations, Audley Group

// By ensuring our care team have never been without PPE. From day one Elias has been on the phone, email and even in one case meeting up personally to secure PPE for our care team. Elias created a "bunker" in the corporate office, turned the board room into a store-room and gathered pieces of PPE from wherever he could. Not once has a member of the care team been exposed without PPE. He sent stock to one of our ARCO partners in need and some care homes that sent out an SOS. When he heard that the continual use of the latex gloves was irritating the carers' hands in the following month's PPE drop to each village there was a tube of Germolene for each carer. He is a big softie really.

Paul M., Managing Director, Audley Group



Rebecca W.

HR Manager, Wadswick Green

// Rebecca has worked tirelessly behind the scenes keeping up with relevant guidance throughout this period to not only look after the wellbeing of the staff but the residents as well. She has remained the voice of reason throughout and worked hard to keep everyone safe.



Josh P.

Food and Beverage Manager, Lynwood Village

// Luke has come up with new ideas to improve our delivery processes, and to maintain a good reputation for us with owners.

A Team Member at Lynwood Village



Richard H.

Head of Health & Safety, Inspired Villages

// Richie has been instrumental in leading a team of multi-functional people within Inspired Villages to build and deliver our Crisis Plan (as we went into the pandemic crisis) and our Re-Inspired Plan (as we start to slowly come out of full lockdown). He has a calm manner, a controlled and measured approach and doesn't ever cut corners. He has diligently and professionally guided upwards of 20 people to build these vital documents, ensuring he fully engages and connects with everyone in the team. His sheer dedication (working 7 days a week, often late night and early morning calls), has resulted in what we consider to be an industry leading plan to keep residents and our teams safe.

Jackie U., Operations Director, Inspired Villages

Resident Association Volunteers

These are the stories of the volunteers that work within the Villages, whether that be for the Residents Association, on Reception or as part of the activities team. From the nominations, it is clear that the chairs of the residents' associations have played a critical role throughout the pandemic.



Valerie T.

Chair of the Resident's Association, Earlsdon Park Retirement Village, ExtraCare Charitable Trust

// *The Village as a whole has benefited from Val's balanced approach to the problems we have faced. ...Holding 'drop-in' sessions regularly, for Residents to ask personal questions and get answers if necessary - acting as a conduit between Residents and Management during the whole period - this is ongoing. Zoom meetings whilst lockdown has been in place and encouraging our Village to obey the rules and STAY SAFE - very successful!!!!... Although not without problems with the mental and physical health of the residents Val has held our COMMUNITY together - and so say all of us!!!*
On behalf of the Resident's Association at Earlsdon Park



Chair of the Residents' Association

Lovat Fields Retirement Village, ExtraCare Charitable Trust

// *He has consistently raised and pursued issues to the benefit of all residents. He continues to do this going far beyond what most would do...I hugely respect anyone who can represent the wishes of others fairly...There are many who could be nominated in our village: the management and staff have been outstanding during this difficult time. However, I choose to focus on someone who is not employed to do their job - even in hard times, and especially when so many will remain unemployed for the foreseeable future.*

Lovat Fields Retirement Village Resident



Gail H.

Chair of the Residents' Association, Hagley Road Retirement Village, ExtraCare Charitable Trust

// *Gail has the enthusiasm and energy of a much younger person. It is very satisfying to know there is someone who will help in times of uncertainty. Gail works so hard in all aspects of the Village and will take on any problem. Satisfied to know there is a resident who can help with innumerable queries. What she doesn't know she will find out the details. She will tackle anything from cleaning the pipes in the bar, to making masks for residents, to decorate the Village for special occasions, to tidying the lounge after a concert etc. There is nothing she won't have a go at.*
Hagley Road Retirement Village Resident

// *Very helpful at all times and a very good R.A. chairman*
Lovat Fields Retirement Village Resident

// *He 'meets' regularly with the Manager, the Residents' Association and the ExtraCare RA Chairs online. When problems have arisen [...] Mike has brought matters to the management, had a word where necessary, and generally 'oiled wheels'. He has masterminded the sending of personalised cards of thanks to all staff and volunteers. This Covid-19 has shown us all how much we owe to volunteers. I have felt admiration for his energy and cheerfulness.*
Lovat Fields Retirement Village Resident

The ARCO Roll of Recognition

July 2020

- Adam J.**, Maintenance Assistant, Inspired Villages
- Adam M.**, Lifestyle Manager, ExtraCare Lovat Fields, The ExtraCare Charitable Trust
- Aida Q.**, Food and Beverage team leader, Gifford Lea, Inspired Villages
- Alan R.**, Development Manager, Audley Group
- Alan W.**, Resident Volunteer, ExtraCare New Oscott Village, The ExtraCare Charitable Trust
- Alison L.**, Assistant Manager, Welland Place, MHA
- Alison T.**, Catering, Millbrook Village, Inspired Villages
- Ann M.**, Resident Volunteer, ExtraCare New Oscott Village, The ExtraCare Charitable Trust
- Ann P.**, Volunteer Receptionist, ExtraCare Wixams Village, The ExtraCare Charitable Trust
- Ann S.**, Resident Volunteer, ExtraCare New Oscott Village, The ExtraCare Charitable Trust
- Anne C.**, Volunteer Receptionist, ExtraCare Wixams Village, The ExtraCare Charitable Trust
- Anne O.**, Resident Volunteer, ExtraCare New Oscott Village, The ExtraCare Charitable Trust
- Annette**, The ExtraCare Charitable Trust
- Annette L.** Village Manager, ExtraCare Bournville Gardens Village, The ExtraCare Charitable Trust
- April B.**, Personal Care Assistant, Audley Redwood, Audley Care
- Arman R.**, Restaurant Server, Audley Mote House, Audley Group
- Becky W.**, Fitness Instructor, ExtraCare Wixams Village, The ExtraCare Charitable Trust
- Brenda P.**, Resident Volunteer, ExtraCare New Oscott Village, The ExtraCare Charitable Trust
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- Carolyn M.**, Receptionist, Audley Willicombe Park, Audley Group
- Charlene G.**, Housekeeping, Millbrook Village, Inspired Villages
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- Dave**, Night Porter, Audley Binswood Hall, Audley Group
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Thank you to you all



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