

PRISM



PILKINGTON RETIREMENT INFORMATION AND SUPPORT MAGAZINE • www.pilkingtonfamilytrust.com

Charitable Governance

Like any other business a charity has to plan for the short, medium and the long term future. It is the role of the senior management team to ensure that task is undertaken to ensure proper governance of the organisation.

I will give you an insight of the processes and structures in place that allow us to meet the criterion laid down by the

mechanisms to address those issues.

This is supplemented by a Board that meets three times a year to ensure that the day-to-day activity meets the objectives that are agreed annually with senior managers. The objectives are formulated into a business plan which is disseminated to all staff members. This is further consolidated by myself meeting with all staff through a twice yearly briefing session to ensure we are achieving our objectives.

Together with the board, we undertake a strategic review of all services approximately every three years, and look forward over a five-year timeframe. We analyse robust

data that we hold to include beneficiary demographics and national trends and evolve plans to meet changing needs. This has to be achieved within predicted budgetary levels.

Budgetary requirements are achieved with the support of a Finance Committee that meets three times a year with our investment advisors. Their task is to identify a long term strategy that will provide a consistent stream of income to provide for the agreed charitable activity. This can be challenging given the sometimes volatile nature of the stock markets. The performance of the advisors are evaluated through the use of industry

recognised benchmarks.

If all of these different elements are managed and delivered properly we are able to provide the high quality services of which we are all fiercely proud.

You now start to get a flavour of the amount of planning and oversight that is undertaken to ensure that we meet a whole host of statutory regulations that charities need to comply with. This compliance, in my opinion, is appropriate, although sometimes it appears burdensome it ensures transparent and effective use of charitable resources.

Paul Morgan
Managing Director



Charity Commission who oversee our activities and to whom we formally report every year.

We have a Trustee body that meets three times a year and it oversees the general strategic aims of the charity. We utilise this forum to discuss the major issues affecting beneficiaries (including older people in general) and identify carefully considered

Sally-Beckett - Just Giving!

A Rednal grandmother has walked up Snowdon to raise money for the Birmingham Children's Hospital who saved her grandson's life.

Sally Beckett, wife of former Triplex Kings Norton employee Alan Beckett, took part in the hospital's Star Appeal after her grandson Charlie had open heart surgery at just 13 days old. The campaign has been set up to raise £3.8million for a centre for children with rare diseases.

The 65-year old has previously raised thousands of pounds for the cause which she said "is securing a legacy for future generations".

"Without them Charlie wouldn't be here today. He is seven years old now and quite a cheeky little thing. He had a heart bypass to repair a hole in the heart and he has gone back to the hospital several times since and they have just been fantastic. This

is the only real place for children to go in the country and it has to be kept going. This is just my way of saying thank you and giving something back to them for everything they have done and secure the legacy for future generations who without it might not live."

Sally set off with more than 90 others and three coaches travelled to Snowdonia during the month of May. They set off at 10.30 am and then walked up to the summit and returned to the bottom of the mountain about 4pm before returning to Birmingham for 8pm.

She said: "We were led by a member of the Welsh Fusiliers who was fantastic and thankfully it



was not too hot.

"Since I got back people have been coming up to me asking me how I got on and I would like to thank everyone who has supported me and the Birmingham Children's Hospital fundraiser.

Sally has raised £425 so far. Visit www.justgiving.com/Sally-Beckett1 to boost her coffers further. The total for the group which undertook the feat is now well over £20,000.



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Trust Fund says goodbye to Meals Driver Christine Litherland



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EDITOR'S NOTES

Oh my goodness, please don't tell me that Ruskin Lodge has just celebrated its 25th 'anniversary'. It seems like only yesterday that we were digging out the foundations – where do the years go?

It's hard to imagine exactly how many guests have benefitted from this wonderful facility during that time, but I do know that each and every one of them has received the highest possible standard of care whilst in our charge. You will see on page 4 a summary of our recent Care Quality Commission inspection report, which is very complimentary about the care on offer. It really is a lovely place and I would urge anyone who needs respite care for themselves or family members to come and stay with us.

So the nation has spoken and the democratic decision has been taken to leave the European Economic Community. It's far too early to assess the full implications of the decision – all that we can hope is that ultimately it's for the good of the nation. Only time will tell I suppose.

Talking of 'the good of the nation', it would be remiss of me not to mention the Queen's 90th birthday. We are truly blessed to have a Monarch who has reigned for so long with such grace, compassion and dignity.

As you may know, I love my sport so I've been enthralled watching Wales at Euro 2016 – much less so with the other lot! What an absolutely incredible achievement on reaching the semi-finals. Still on the subject of football, like so many other people I was utterly captivated by the quite remarkable story of Leicester City last season. It was wonderful to see a small club triumph over the mega-rich 'big boys'. It also taught us a valuable lesson in life – if you work hard enough, show dedication, commitment and desire, then you can achieve great things.

I'd like to take this opportunity to welcome Carole Cullen to the PRISM editorial team. If you've got anything that you'd like to contribute to the magazine, I know that Carole will be delighted to hear from you.

Finally, I would like to finish my notes by thanking Pilkington NSG for their financial contribution towards our new Dementia service. Their support is greatly appreciated, not only by the Trustees but by the recipients of the service.

Have a lovely summer all of you.

Mike Horton
Editor



For details of how to contact us see page 6



Happy retirement Christine

Christine Litherland, Meals Driver at St Helens, has retired after 26 years service working for the Trust Fund.

Christine (holding the balloon) is pictured above with Family Trust work colleagues on 26 February just before she was about to set off on her last delivery.



Mrs A Wilburn is pictured above celebrating her 102nd birthday in Broadoak Manor, on 23 March.



Birthday wishes go to Mary Nicholson, known as Polly, on her 101st birthday on 12 January.



Marie Gibson, new regional welfare officer.

Marie Gibson is our new Welfare Officer for the Wrexham area.

Marie takes over from Chris Connor who left us earlier in the year.

Marie brings some great skills and experience to the organisation and we wish her all the very best in the role.

Anniversaries

Congratulations are sent to the following couples who have or are about to celebrate their special anniversaries.

DIAMOND WEDDING

- Mr & Mrs Wilfred & Beryl Lawrenson, St Helens – 4/2/2016
- Mr & Mrs Frank & Ada Prince, Birmingham – 27/2/2016
- Mr & Mrs Sydney & Hilda Jones, Ashton-in-Makerfield – 10/3/2016
- Mr & Mrs James & Joyce Anders, St Helens – 22/3/2016
- Mr & Mrs Matt & Connie McGrath, St Helens – 24/3/2016
- Mr & Mrs Henry & Doris Kinsley, Orrell – 4/4/2016
- Mr & Mrs Stan & Elsie Green, St Helens – 12/05/2016
- Mr & Mrs Derek & Sheila Fleetwood, Birmingham; – 12/5/2016
- Mr & Mrs Roy & Dorothy Caudwell, Blackpool – 07/07/2016
- Mr & Mrs Christopher & Dorothy Pagendam, St Helens – 21/7/2016

- Mr & Mrs Arthur & Ruth Bonney, Billinge – 27/07/2016
- Mr & Mrs Cyril & Rita Eden, Warrington – 1/9/2016
- Mr & Mrs Leslie & Margaret Yates, St Helens – 13/10/16

GOLDEN WEDDING

- Mr & Mrs Robert & Pauline Sleath, Birmingham – 8/1/2016
- Mr & Mrs William & Rita Ball, St Helens – 12/3/2016
- Mr & Mrs George & Isobel Haden, St Helens – 19/3/2016
- Mr & Mrs Tom & Sylvia Ienders, Warrington – 19/03/2016
- Mr & Mrs James & Norah Glynn, St Helens – 24/03/2016
- Mr & Mrs James & Dorothy Lea, St Helens – 26/03/2016
- Mr & Mrs Doreen & Leslie Barrow, St Helens – 2/7/2016
- Mr & Mrs Vincent & Teresa Arnold, St Helens – 10/9/16

Trust Fund spend for last financial year

Opposite: A snapshot of how the income generated in the financial year to 31 March 2016 was spent

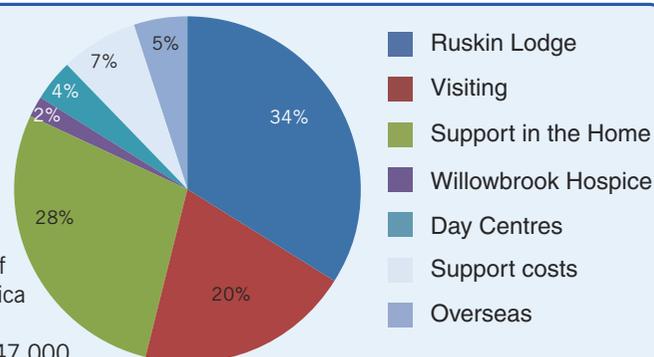
Another financial year has come and gone for the C & A Pilkington Trust.

The Trustees, Board Members, Management and Staff continue to work together to use the resources of the Trust in the most effective way to provide care and support to the beneficiaries where it is needed.

The income continues to be generated largely by investments (95%) though donations from the Pilkington Charitable Fund to support some services, NSG Pilkington to assist the start up of the Dementia Service and the Rainford Trust to support the funding of food parcels in South Africa were welcomed.

The total amount spent in the year to 31 March 2016, on services to beneficiaries, was £3,147,000

Barbara Northover—Trust Fund Accountant



A day at the races

In April we organised a race week to be held at Ruskin Lodge.

Invitations were sent out to Day Centre members to take part in a fancy dress race day, which gave everybody the opportunity to dress up really smart – suits, shirts and ties, dresses, hats and fascinators.

Cake stands, drinks, hats, were all purchased for the big event and we made flower button holes.

A local bookmaker got to know about us hosting a race week and offered us some lovely banners, bunting and bottles of ginger beer, which was very nice of them.

Our race week started on 11 April, and ran for three days and everyone was excited about the day ahead.

Guests were welcomed by the sight of a life-sized cardboard horse duly named 'Mr. Bond', which everyone really loved and had their photograph taken with.

The room was beautifully decorated in coloured pom-poms, shiny gold horseshoes made from cardboard and each table was adorned with table cloths and napkins and beautiful flower arrangements.

Everybody was offered buck's fizz or a

choice of juices, and were presented with a racing guide for the day.

The kitchen staff had prepared the food and made lovely meals for everyone. Their delightful cakes and biscuits were arranged beautifully on cake stands.

Then, after lunch and cakes, the races began. They were shown on the big wide

screen television, and everyone was able to choose a horse.

Everyone really enjoyed the races, hopefully picking themselves a winner; the day centre room was bustling and full of cheers. The races

consisted of six races from Aintree then an interval for ginger beer, wine and lemonade or selection of fruit juices. Trophies and rosettes were awarded to the winners.

The whole day was a real success, full of laughter. It really was worth all the hard work to see how lovely everyone looked and just how much they enjoyed it.

Everybody thanked us for making their race week so special and it was lovely hearing how much it had been enjoyed by all.

Dawn Stockley, Day Centre Organiser



Star roles for glass making

Following hot on the heels of his TV debut in January, Matt Buckley, Architectural UK and Ireland MD, again represented the Company on television with an appearance in May on BBC's The One Show.

Matt's first TV appearance this year, on 7 January involved meeting ex-government minister turned TV presenter Michael Portillo, who visited St Helens while making an episode of BBC2's Great British Railway Journeys. Entitled "From St Helens to Knutsford", Michael began that leg of the journey feeling the heat of modern glassmaking. "The programme tracked glass making in St Helens from the 1860s to the modern day and gave really good coverage of our heritage as well as our current excellence," Matt explained.

Matt's role on The One Show was to accompany presenter Roma Agrawal on a tour of the float process at Greengate.

"As a former engineer, Roma was particularly interested in the scale of the furnace and the technical breakthroughs which led to the Pilkington float glass process," Matt said.



Architectural UK and Ireland MD and recent TV interviewee Matt Buckley.



Cake baked by the Cook for the occasion.

Happy 25th anniversary to Ruskin Lodge

It seems like only yesterday that we were putting up the marquees and setting out the tables in readiness for the opening ceremony of Ruskin Lodge and here we are now celebrating its 25th 'anniversary'.

To mark the occasion the staff at the Lodge organised an afternoon tea with a beautiful buffet, guest singers, tombola and raffle. Day Centre members joined the residential guests to make it a most enjoyable afternoon of singing, dancing and laughter.

Whilst the faces of guests and staff have changed over time, the one thing that remains constant is the high quality of care being provided. To that end, we'd like to thank everyone who has contributed so magnificently over the years in building such a wonderful reputation. Long may it continue.

Care Quality Commission: Ruskin Lodge inspection

The Care Quality Commission, (CQC), the independent regulator for health and social care in England, carried out an inspection of Ruskin Lodge on 19 and 25 January 2016.



The CQC monitors, inspects and regulates many services such as care homes, hospitals, and health centres to make sure they meet fundamental standards of quality and safety. The findings are published and include performance ratings to help people choose care.

Most visits from the CQC are unannounced so services such as Ruskin Lodge, have to be prepared at all times to be able to demonstrate how they meet the fundamental standards.

Since October 2014, the CQC has been using a new way of inspecting and ask five main questions about the service: **Is it safe? Is it effective? Is it caring? Is it responsive? Is it well led?**

It is the responsibility of the team at Ruskin Lodge to be able to demonstrate that the care provided in the home meets, and wherever possible, exceeds the standards expected. The Inspector will always need to meet with the manager, staff and guests and families if available.

A CQC report and rating is not just about what an Inspector sees on the day of the inspection, but also takes into account information from other bodies who have contact with the home. Prior to the inspection, the CQC Inspector had contacted the Local Authority, Healthwatch England and the infection control team to look at their findings from their own inspection of Ruskin Lodge.

Many Care Home Managers will tell you that the most daunting part of their job is the inspection. It is a time when you feel that you have to have an immediate answer and explanation for everything that you do. In reality this isn't the case and Inspectors are happy to allow you time to gather information that is not readily to hand.

As Ruskin Lodge had not been inspected by CQC for two years we knew an inspection was due at any time, but there is always a feeling of nervousness and trepidation when you hear the words 'The CQC Inspector is here'. These feelings did only last for a short time, until I remembered that the Inspector just wanted to be sure that we are providing good quality care in pleasant and safe surroundings with staff who are well trained and who care about our guests. It was important to remember that the Inspector like us, was simply doing her job and it's right to ensure homes are well run, caring and safe. We hear too many

negative stories about care homes; we should also be celebrating the homes that provide a high standard of care for older people.



Once that initial feeling had gone it was time to concentrate on providing all the information requested to prove we could answer 'yes' to the five questions mentioned above. In truth, the information and evidence I thought I would need, had been

sitting in a box in my office for months so that everything was to hand when the inspection took place. Despite saying the Inspector allows time to gather information, I wanted to have the evidence as soon as it was asked for. I didn't want to be searching for papers and files I knew I had but couldn't remember where I had put them. It is important to be prepared for an inspection at any time and regularly check that what we do continues to meet the standards expected. Regular reviews of how we operate at Ruskin Lodge are carried out by the home manager and Managing Director and new ideas introduced or improvements made as appropriate.

The Inspector spent the first day speaking to the manager about policies, procedures, recruitment of staff, care of guests, care plans, staff training, maintenance of the building and much more. Each topic covered had to be explained in depth and evidence given to prove we are doing what we say we do. It's not enough just to say you do something, that's easy - you have to prove it. The Inspector spoke to staff individually about their own roles, how guests are cared for, what training they receive, staff support mechanisms, admin procedures etc. Perhaps most importantly the Inspector spoke privately to guests who were staying in Ruskin Lodge, to ask what they felt about the care and support they receive.

After two days of inspection, I received some initial feedback. At this point the Inspector indicated that she was very pleased with

everything she had seen at the home and felt the atmosphere was homely and friendly and no concerns were raised. Whilst the Inspector had indicated that the home was operating to a high standard and guests were very happy and complimentary, having to wait for a few weeks before the draft report was sent to Ruskin Lodge brought back those feelings of anxiety. We like to think we do the best possible job at Ruskin Lodge but how would an Inspector view us?

About a month after the inspection, the draft report arrived. To say I am delighted and proud to read the comments in the report would be an understatement. There was not one negative comment from the Inspector. Comments from guest such as, 'I feel safe here,' 'nothing is too much trouble,' 'they looked after me when I was ill and the care and attention aided my recovery'. The comments from guests were particularly pleasing as they gave a picture of how staff aim to make a visit as enjoyable as possible.

Staff comments were also very positive and they made comments such as 'it's a wonderful place to work, 'I feel really well supported in my job, I feel listened to and valued.'

Positive comments were not just about the care provided, but also about the food, the environment, the activities and the team, which when added together make Ruskin Lodge the place it is and as one guest commented, 'Ruskin Lodge was first class and that's why I keep coming back and that's the truth'.

With the new rating system brought in by the CQC in 2014, all homes are given a performance rating - outstanding, good, requires improvement or inadequate. Ruskin Lodge

achieved 'Good' in all areas and as an overall rating. Whilst I am delighted with the comments made by the Inspector and feedback from guests, staff and families, I can't hide a small amount of disappointment that we didn't achieve outstanding in some areas. I know one thing for sure, I definitely want outstanding next time. We have already put some new ideas in place to ensure continual improvement and we are all aiming even higher. Watch this space!

Diane Swift
Manager Ruskin Lodge



The Dementia Service

The Pilkington Family Welfare Trust Admiral Nurse Service has been operational for the last six months. Maralyn Devlin the dementia support worker started in December and Gill Connor the Admiral Nurse started at the beginning of January.

The service works in partnership with carers, families and people with dementia offering specialist support, information and advice. Since starting the service in January referrals have been received from The Pilkington Family Trust welfare officers, the Carers Trust and the Later Life and Memory Service. A number of people have also contacted the service after reading the article in the December issue of *Prism*.

The work done by the team varies on a day-to-day basis, but includes visits to people with dementia and their carers. People can be referred to us during assessment or shortly after diagnosis, also when families are experiencing significant problems because of the signs and symptoms of dementia and also to help families cope with loss and bereavement.

Gill provides psychological support to the families, ensure they are aware of services available as well as providing strategies that may help people live well with the condition.

Maralyn ensures that social opportunities are provided that are dementia inclusive not only in Pilkington venues but also around the St Helens area. The six-weekly reflection group is well attended and everybody has



Gill Connor and Maralyn Devlin.

a good time. However, we are arranging other future events that include afternoon teas, lunches and other social activities.

The team is also available to provide training to the staff at the Pilkington Family Trust as well as liaise with other agencies to ensure that St Helens becomes dementia friendly. Gill and Maralyn are involved in the St Helens Dementia Action Alliance. Recently Gill and Maralyn have become Dementia Friends Champions enabling them to deliver dementia friends awareness sessions. These are currently being delivered to The Pilkington Family Trust staff.

During Dementia Awareness week (16 - 20 May), Gill and Maralyn attended an event in St Helens Library providing an information stall about our services. A memory box from Museum of Liverpool life was used in sessions at Ruskin Lodge Day Centre that provided lots of opportunities for discussion. The "10 bob note" was well remembered.

We would like to have our own memory box that is specific to St Helens and especially Pilkington's glass. If anyone has any leaflets, books, or other memorabilia that they would like to donate, we would appreciate them. Any pictures can be scanned and returned if required.



The memory box from Museum of Liverpool life.

Update on the Dementia Project - Gill Connor

Following on from the launch of our new dementia service last autumn, and the promotion of it in the last *PRISM* magazine, Judith Gleave contacted us for support with her husband who was diagnosed with vascular dementia in July 2015.

Judith's husband Pete worked for Triplex for 26 years, in a number of departments including the computer department. Pete was into household maintenance, baking cakes for his grandchildren, and was a crossword addict. He even won the Channel 4 general knowledge quiz show 'Fifteen to One' twice!

In November 2012, Pete had an aortic and mitral valve replacement operation, but a few days afterwards it was confirmed that he had suffered a stroke during the procedure. The physiotherapy team at Whiston Hospital provided excellent support to Pete for his left side, which was affected by the stroke, but Judith recognised a gradual decline in Pete's cognitive abilities. After a number of visits to the GP and a memory clinic, a consultant confirmed Pete has vascular dementia.

Today, Pete no longer bakes or pursues some of his previous hobbies, but he still finds great joy in folk music (a shared passion with Judith) and sings in the mixed and men's choirs at the local University of the Third Age. Pete and Judith's teenage granddaughters both come to tea once a week, which they love as they can catch up on the gossip.

However, at the end of last year, Judith was reaching crisis point. "When Pete was diagnosed with dementia there was no upfront offer of help should I need anything. I'd had over six months of just getting on with it, but I was at the stage where I needed more support. I read about the new Pilkington dementia service in the *PRISM* magazine

and contacted the service seeking help."

Gill Connor (the Trust Fund's Admiral Nurse) and Maralyn Devlin (Dementia Support Worker) are now supporting Judith and Pete.

Judith comments: "Gill and Maralyn have been an absolute godsend. They provide me with emotional support and encouragement, and they have a very practical way of dealing with things. They told me that I may be entitled to an attendance allowance and also put me in touch with social services so I could get care support to help with Pete's mobility and balance. We were also put in contact with other support organisations."

"With their help, Pete now has a medic alert medallion. The St Helen's Carers Centre has sent me lots of literature, which has given me great guidance and they even offer a course on dementia to help carers like me. I've also been issued with a keyring, which says the carrier [me] is responsible for a person with medical difficulties, and Pete has a keyring which links back to me; this is so reassuring. The team has really helped me with the practicalities of living with dementia."

Judith is determined that together, Pete and her continue to share their love of folk music for as long as possible. Gill and Maralyn are providing her with the encouragement and support to enable this. Judith says: "Earlier in the year, we wanted to go to a folk festival, but I was concerned about Pete's mobility issues. Gill and Maralyn encouraged me to go and gave me great practical advice on how I could

cope while I was away; they even gave me tips on how I could get a card at a festival to help with queuing etc. Pete loved the festival and was singing his head off. Gill came to see me immediately afterwards to see how we had got on. We now hope to go to another festival in September. By being encouraged to 'give it a go', it is helping us to live as positively as possible."

Judith is thankful that she has the tremendous support of her two daughters. Wendy, who lives locally cares for Pete once a month, so Judith can take a break and stay with her other daughter Bev in London who spoils her.

Judith says: "I'm lucky to have the support of my two daughters and good friends who care for us both in different ways. Wendy, my daughter who lives locally, visits her Dad so I can continue with my hobby which is singing in the St Helen's Ladies' Choir and, I'm grateful to know that Ruskin Lodge is able to provide respite support."

Living with dementia is difficult for both Pete and me. We have bad days as well as good days, but we are genuinely helped and grateful for the love and support of our family and friends, and the very real tangible help that has been given to us by Gill, Maralyn, and the team. With the Trust Fund's help, living with dementia is made easier. I would encourage others to reach out to the service if they are affected by dementia."

Below are lists of retirements and deaths for the period December 2015 to June 2016 inclusive

Deaths

We have been notified of the following deaths since the last issue of *Prism*. The number of years' service are as shown.

It is with regret that we report the deaths of the following pensioners.

AFTERMARKET	Catherine Bebe	21	Cyril Walley	29	Robert Barr	28	Kenneth Winstanley	7	Raymond Nixon	15			
Terence Field	2	Stanley Hobbs	35	Esther Dennett	23	Hilary Bloor	32	Albert Rickaby	23	Margaret Lyon	11		
ALEXANDRA WORKS	Robert Cunliffe	18	Frederick Fairclough	21	R Emmett Cummings	39	William Whalley	6	Thomas Crabtree	17			
Colin Bromilow	34	COWLEY HILL	Alan Paynter	42	HEAD OFFICE	Colin Rawlinson	26	Charles Eden	32	John Foster	28		
ARCHITECTURAL	Marjorie Taylor	25	Eleanor Swift	31	Veronica Pickering	18	Frank Davies	1	Jeffrey Elmer	11			
Jeremy Almond	10	Derek Case	39	Derek Hughes	37	PILKINGTON SPECIAL GLASS	George Connah	20	Ronald Hewitt	21			
BIRCH STIGMAT	Stan Houghton	41	Ann Houghton	20	Alice Beardsmore	34	David Tinman	31	John Ernest Croston	28			
Joyce Ford	6	Robert Southward	14	Emily Riley	9	James Shaw	8	Leo Murphy	33	Winnie Crehan	8		
David Heskett	6	George Marsh	23	Alan Nicholson	40	PONTYFELIN	Robert Garrett	22	William Forber	6			
Isabelle Fisher	12	Jessie Drinkwater	22	Mary Crowe	17	Raymond Mathews	41	Keith Morrison	23	David Ball	29		
Dorothy Brown	19	Alan Martin	37	Joan Ramsdale	38	PPE ST ASAPH	John Webb	13	TRIPEX KINGS NORTON	Alan Jobson	30		
CAPE STIRLING	John Roberts	44	Elizabeth Howel-Evans	25	F. Alan Barlow	3	Gordon Burgham	26	Gordon Burgham	26			
Ivie White	2	Ronald Barker	32	Alwyn McDonough	40	PRL STIRLING	George Warden	22	George Warden	22			
CAPS MICROFILM	Alan Williams	8	Audrey Hockenhull	36	James Lyle	21	Keith F Hughes	26	Ann Sowton	24			
Winifred Warriner	1	Charles Taylor	39	George Oxley	37	PRL WREXHAM	Ann Sowton	24	Harold Bond	10			
Margaret Wintle	3	William Ellison	11	James Fairhurst	27	Gordon Roberts	4	James Tickle	29	Reginald J Rees	22		
CHANCE	James Graham	23	Norman Cotton	11	John Brian Coxhead	40	Patrick Sweetman	20	Roy West	20			
Doris Smith	7	Joseph Owen	41	Peter Owens	28	Edward Yates	33	Garry Hegenbarth	13	Edna Edwards	15		
James Jewkes	31	Maureen Bradburn	12	Eileen Hart	36	Klaus Philip Gruell	25	Bernard Carley	30	Ronald Taylor	32		
Linnett Robinson	5	Leslie Keenan	39	Edward Yates	33	LATHOM	Frederick Wilburn	31	Ronald Taylor	32			
Phyllis Farley	7	William Burke	17	Klaus Philip Gruell	25	Kenneth Knockton	34	Ernest Mose	13	WATSON STREET			
Irene Golding	19	Philip Lebrocq	30	Robert Brown	38	Philip Irlam	29	Richard Waring	29	Richard Waring	29		
Alan Cowles	42	Richard Greenall	14	Michael Green	31	Robert Brown	38	Albert Heaton	42	Albert Heaton	42		
William Plester	16	Grace Woods	14	Sylvia Erlam	12	Michael Green	31	Alan Cunliffe	32	Alan Cunliffe	32		
Jean Sprigg	8	John Golding	27	John Rigby	38	Sylvia Erlam	12	Thomas Manchester	33	Thomas Manchester	33		
CITY ROAD	Donald Lowe	16	John Golding	27	Geoffrey Evans	29	Anthony Smee	35	Anthony Smee	35			
Fred Derrick	23	May Finney	35	Donald Lowe	16	PB FLAT HEAD OFFICE	Harry Anders	40	Harry Anders	40			
				May Finney	35	Charles Woolley	35	Denise Molyneux	22	Denise Molyneux	22		
						PIL PONTYFELIN	Ernest Robinson	13	Henry Harrison	18			
						Clifford Dundon	31	Brian Horton	7	Arthur Fairclough	18		
						Albert Cranham	22	Ronald Roberts	19	Kenneth Watkin	17		
						PIL RAVENHEAD	Elizabeth Birchall	10	Elizabeth Birchall	10	Brian Beesley	21	
						Brian Turner	19	SHEETWORKS	Leslie Marsh	37	Ronald Burrows	31	
						Dorothy Burrows	13	Ann Glynn	21	Ann Glynn	21	Ronald Burrows	31
						PILKINGTON AEROSPACE	Robert Wright	26	ST ASAPH	Rex Widdows	29	Robert Fairclough	35
						Graham Oates	33	Roger Evans	26	Rex Widdows	29	Audrey Gaskell	41
						PILKINGTON GROUP LTD	Edward Taylor	4	TRANSPORT	Derek Stubbs	26	Charles Smith	14
						Edward Taylor	4	Derek Stubbs	26	WELDALL	Una Lowe	17	
						Mary Graham	18	TRIPLEX ECCLESTON	William Hankinson	4			
						Alan Cumberbatch	37	William Hankinson	4				
						Barry Rosser	18	Michael Mountford	24				
						Clifford Barnes	23	James Philbin	24				
						Raymond Evans	5	Edwin Johnson	17				
						Doreen Hill	5	Doreen Dorrell	13				
						James Mercer	6	Douglas Greenall	38				
						Anthony Henning	32	Samuel Roden	23				

Retirements

List of retirements for the months of December 2015 to June 2016 inclusive. The number of years' service are as shown.

CORPORATE	John Schofield	11			
Paul Carey	41	Jeffrey Williams	29		
COWLEY HILL	David Marsh	42			
Gerrard Owen	38	Susan Lyon	40		
CUMBERNAULD	PLYGLASS	Andrae Murnieks	19		
James Primrose	17	Kenneth Harding	27		
EDC REDDITCH	PRSL	Christine Litherland	26		
Colin Whitehead	42	QUEENBOROUGH	Martin Allen	46	
GREENGATE	Anne Quayle	32	WATSON STREET	Alan Matthews	50
Linda White	33	LATHOM	John Daniel	7	
Iain Brown	41				

Contact us...

By telephone: 01744 457929

In writing: The Pilkington Family Trust
Units 16-20
Chalon Way Business Park
Chalon Way East
St Helens, Merseyside, WA10 1AU

e-mail: enquiries@pilkingtonfamilytrust.com

If you prefer you may wish to complete the attached slip and return it to the above address, and we will get back to you as soon as possible.



Name, address and telephone number of sender:

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Nature of enquiry:

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Every effort is made to ensure that details and information in the magazine are correct at the time of going to press.

Managing incontinence

Incontinence of urine can happen for a number of reasons, each of which are treated differently. There are two main reasons why that might not happen as it should ('stress incontinence' and 'urge incontinence'), and these are explained here.

Stress incontinence

If the pelvic floor muscles are weak, then any kind of stress put onto the bladder can cause it to leak some urine. For example, coughing and sneezing increase the amount of pressure within the abdomen and can cause some leakage. The pelvic floor can be weak for various reasons, including obesity or previous pregnancies due to the added weight supported by the pelvic floor. People who suffer with this kind of incontinence can often improve it by pelvic floor exercises done daily (see link at the end of this article). Sometimes surgery is an option, to reinforce the support around the base of the bladder, although this is generally reserved for troublesome cases where other methods have not worked.

Urge incontinence

In some people, the cause of incontinence may be that the bladder is falsely being told to empty itself by the nerves that control it. So, all of a sudden, the bladder may receive a strong signal to pass urine and, even with a strong pelvic floor, the entire bladder may be involuntarily emptied. The patient will notice a sudden, strong urge and will not be able to react quickly enough. Sometimes this problem with the bladder nerves is linked to an underlying health problem such as diabetes, or after a stroke, but often it is just something that happens for no good reason. Smoking and drinking lots of caffeine can, however, increase the risk of this kind of incontinence. To try and improve things, your doctor may first try a period of 'bladder training', where the length of time that the patient is able to wait is very slowly prolonged. However, if this is not successful there are medications that can help. Examples include oxybutynin and solifenacin. Both of

these medications act on the bladder nerves to calm them down and stabilise the bladder. These types of drugs can sometimes cause a dry mouth or constipation, but are generally found to be helpful by patients that use them.

Of course, sometimes people may have a mixture of the types of incontinence described above; if it is unclear, therefore, how to best treat it, your doctor may refer you to a urologist who may perform various tests to assess the function of the bladder.

If incontinence is a new problem, there may be a correctable cause such as a urine infection, which can be easily diagnosed by your doctor.

How else can incontinence be managed?

If urine leakage does not respond to any of the treatments mentioned above, then the key is to making the patient as comfortable as possible. This may involve ensuring that there are enough pads to change frequently, and your doctor can refer you to the local incontinence service who may be able to supply these. In some cases, it may be appropriate to insert a catheter into the bladder to allow it to drain constantly. This can have its own problems, including an increased risk of urine infections, but in some cases it can make the situation a lot more comfortable.

It is important not to suffer in silence with leakage symptoms; do go and see your doctor to rule out any underlying cause and to get advice on how it can be improved.

Please see the following website if you are interested in pelvic floor exercises: <http://patient.info/health/pelvic-floor-exercises>

What's on

Please ring 01744 457909 for further details

DONCASTER

Silver Leaf Club: 2.00pm-4.00pm.
2nd Thursday in the month at Pilkington Recreation Club, Kirk Sandall. All Pensioners and Non-Pilkington Friends. Membership fee applies.

Day Club: 11.00am-3.30pm fortnightly (Wednesdays) at Pilkington Recreation Club, Kirk Sandall.

NORTH WALES

St Asaph Self-Help Group: Meets 1st Tuesday every month at Rhuddlan Community Centre at 2.00pm. More information: Mr G Jones on 01745 332517.

Monday Club: 11.00am-2.00pm.
First and third Monday each month. Community Hall, Rhuddlan.
Contact: Peter Greulich 01745 81434

SOUTH WALES

Self-Help Group: Fortnightly (Wednesdays) between 2.00pm-4.00pm PILCS Social Club, New Road, New Inn, Pontypool.

Day Club: Meets monthly on a Friday 11.00am-3.00pm at 'Widdershins' East Avenue, off Greenhill Road, Sebastopol.
Contact: Sally Lewis on 07788 956439.

ST HELENS WELFARE LEISURE CENTRE

Monday
Sewing Group: 9.30am (Patchwork quilting etc).
Ladies dominoes, 6.00pm-9.00pm

Tuesday
Art Group: 1st & 3rd Tuesday of every month.

50+ Ladies Keep Fit: 2.00pm-3.00pm
Pilkington Choir: 7.45pm

Men's snooker group, Monday, Wednesday and Friday afternoons

Wednesday

Rambler's Coffee Morning: 10.30am (1st Wednesday in every month).
Water Colour Painting: (2nd & 4th Wednesday in every month) 9.30am inc. Beginners Section.

Ladies Crown Green Bowling Practice Night: 6.30pm

Thursday
Chi Kung: 10.30am-11.30pm. Tai Chi: 11.45am-12.45pm.

Indoor Bowling – winter months: 1.00pm.

Fridays
Women's Indoor Bowling – winter months: 6.00pm-9.00pm.

Alternate Fridays
Companions: 2.00pm. TV Lounge and Games Room for darts, dominoes, bingo and cards (always available).
Women's Bowling 6.00pm-9.00pm.
Indoor bowling - winter

SELF-HELP GROUPS

There are eight geographically dedicated groups in and around St Helens. Each group meets once a month and participates in a varied programme of events.

Sutton

The Blue Room, Shining Light, Sutton Manor Primary School, Forest Road, Sutton.
1st Wednesday of each month 10.30am-12 noon.

Eccleston

St Luke's Church, Knowsley Road, Eccleston. 1st Thursday of each month 10.30am-12 noon.

Haydock

St James Church, Church Road, Haydock. 2nd Wednesday of each month 10.30am-12 noon.

Burscough Ormskirk Social Group

Older People's Club, Lord Street.
3rd Tuesday of the month 2.00pm-4.00pm

St Ann's Social Group

St Ann's Millennium Centre View Road, Rainhill. 2nd Monday of the month 10.30am-12 noon

Moss Bank Social Group

Moss Bank Mission, Moss Bank Road, St Helens. Last Tuesday of the month 10.30am-12 noon

Thatto Heath

St John's Church, Crossley Road, Thatto Heath. Third Thursday of the month, 1.30pm-3.00pm

Reflections Group

Leisure Centre, Ruskin Drive, St Helens. meets on a Friday approximately every six weeks, 1.30pm-3.30pm

Hearing Dogs for Deaf People

Hearing Dogs for Deaf People is a national charity that trains clever dogs to alert deaf people to important sounds such as the doorbell, alarm clock and fire alarm.

These dogs not only provide safety and security, they are also wonderful companions, providing invaluable friendship and confidence to those with hearing loss.

The charity was founded in 1982 at the world famous Crufts dog show, by Dr Bruce Fogle and Lady Beatrice Wright. From these humble beginnings, the charity has grown enormously. To date, it has created and supported more than 2,000 hearing dog partnerships for deaf children and adults.

Hearing Dogs started training dogs for children in 2012 and there are now 27 child partnerships across the UK. Hearing dog puppies start their training at around eight weeks old. At this young age they live with volunteers in their own homes who teach them basic obedience and take them into shops, restaurants, cafes, and on public transport to get them comfortable with as many different situations as they can. This is a vital stage of the puppies' progress as it ensures they are prepared for future daily life with their recipient.

Volunteers are an integral part of the work of Hearing Dogs. In total, there are 1,740 dedicated volunteers working tirelessly behind the scenes,

helping with anything from gardening and driving, to looking after a young puppy in their own homes.

After spending around 12-14 months with a volunteer puppy socialiser, the young dogs progress onto unique 'soundwork' training at one of two specialist training centres, either in Buckinghamshire or Yorkshire.

Here they are taught in 'training houses' which are specifically designed to replicate a home, learning to respond to certain sounds such as the doorbell, alarm clock and fire alarm. Hearing dogs are trained using positive methods and are consistently rewarded for completing a required behaviour.

Every dog-in-training is regularly assessed to ensure that they are meeting the exceptionally high standards required to become a hearing dog. Their complete training takes months of hard work by volunteers and full-time specialist dog trainers and is both stimulating and enjoyable for the puppies.

When qualified, hearing dogs go through a very careful matching process to make sure they are suitable for their new deaf recipient. The charity carefully considers a deaf person's lifestyle, home



and work environment, and hobbies when matching them with a dog that will suit all of their needs and make the perfect companion.

Hearing Dogs for Deaf People receives no government funding and so relies solely on the support of others to continue its life-changing work.

For more information, please visit www.hearingdogs.org.uk



Pilkington Ramblers

Pilkington Ramblers Section was founded in 1989 and is still going strong. We have an organised walk each month and cater for varying abilities which are as follows: Long walk, approx. eight miles; Middle walk, approx. six miles; Short walk, approx. four miles.

During the winter months we stay within

the local vicinity, however, from March until October we travel by coach to various locations. The next walks are as follows: Tuesday, 19 July, Llanrwst (Coach); Wednesday, 17 August, Ulverston (Coach); Thursday, 22 September, Lytham (Coach); Tuesday, 18 October, Skipton (Coach); Wednesday, 16 November, Briars Hall (no coach - own transport); Wednesday, 7 December, Christmas Lunch - Ruskin Drive.

We have a coffee morning on the first Wednesday of every month starting at 10.15 am. Its purpose is to understand the

location, the length and the nature of each walk. If you decide you would like to participate on the walk it is at the coffee morning where you book a seat on the coach. It is also a brilliant opportunity to meet up with colleagues.

We are aware that some pensioners may not know that such a Club exists and, therefore, if you wish to join the Pilkington Ramblers Section please come along to the coffee morning on the first Wednesday of each month in the Pilkington Pensioners Pavilion, Ruskin Drive at 10.15 am. The completion of three walks enables you to become a member of the Pilkington Ramblers.



Green appeal

We have received an unusual request from Mrs Hirst in Lincolnshire.

She was wondering if any of our kind beneficiaries might know where she can buy a Sir Harry Pilkington rose from? She purchased one many years ago and unfortunately it has recently given up the ghost! Or alternatively, if they cannot be purchased anymore, if anyone has a rose and would be kind enough to give us a cutting, we will make sure it makes it safely to Lincolnshire. Thank-you.



Is this the oldest Pilkington pet?

Meet Wally. He's a Senegalese parrot.

His owner, Pilkington's beneficiary, Mrs Joyce Toohey of St Helens, advises us that she bought Wally when her son was 21 years old, some 36 years ago!

Wally is partial to fruit polos, jam on toast and plain hob nobs, which have obviously, at 36, done him no harm. So our question to all our readers is simple, do you have a pet that is older than Wally? If so please let us know.

Pilkington Transport – Past and Present

Mr John Davies, who worked in the Transport Department for 32 years, has built up a collection of photographs of transport lorries from various works.

If anyone has any photographs of lorries from Pontypool or Queensborough Works he would be grateful if you could email them to him to add to his collection. He has also offered to email any photos which may be of interest to anyone else.

John's email address is johndavies64@blueyonder.co.uk

Congratulations to Barbara Johnson who was our £10 Winter 2015 crossword competition winner!