

CARING HOMES

# VOICES

CARING

WINTER 2017



*Celebrating  
industry success*

**Toddlers visit**  
care homes

**Colleague  
fundraising fun!**



COULD YOU BE A  
**CHAMPION?**



A MESSAGE  
FROM OUR CEO  
*Paul Jeffery*



2017 has been a busy and successful year for Caring Homes. Our newest home Kingsclear, in Camberley, has officially opened and Riverside Place, in Ware, is on target to open in the Spring. Many of our homes have been praised by the CQC in their latest inspections with Good ratings.

I am extremely proud that Caring Homes won the Laing Buisson award for Personalisation in November. This was a new category for 2017 and illustrates the importance we place on making every residents' life the way they would want it to be. Congratulations also go to East Hill House for winning Best Dementia Care Home in the 8th National Dementia Care Awards and to Liviu Crisan for winning Carer of the Year in the National Care Awards.

Sadly, we experienced a major fire at Forth Bay in August although all colleagues and residents were successfully evacuated. Forth Bay remains closed and we are working hard towards reopening in 2018. All our colleagues in Scotland have supported each other during this difficult time and deserve praise and recognition for their professionalism. As ever, the health and wellbeing of our residents has been our number one priority and this has remained at the highest standard throughout.

Our successful group conference earlier this year saw colleagues from Consensus and Caring Homes come together to discuss best practice and our in-house awards recognised some of our very best colleagues throughout the business. At conference we forged an official link with the Care Workers Charity and this relationship is set to flourish in 2018. For more information see pages 4 and 5.

Looking forward to 2018 I am sure it will be another busy and exciting year for all of us at Caring Homes as our operational changes and new faces slot into place and we welcome a new managing director following Laird MacKay's departure.

I sincerely hope you will all enjoy your seasonal celebrations, both throughout our care homes and in your own homes with friends and families.

It just remains for me to take this opportunity to thank each of you for your contribution to Caring Homes this year and to wish all colleagues a happy and peaceful Christmas.

**Paul Jeffery**

*Our cover picture shows Dormy House resident Inge getting to know toddler group member Daniel and his childminder.*

# Hat trick of top awards Caring Homes

Caring Homes is delighted to have won three top industry awards in recent weeks – a reflection of the excellent work carried out by all colleagues across our homes.

**Win 1**  
East Hill House has been awarded Best Dementia Care Home at the National Dementia Care Awards 2017.

East Hill House in Liss, Hampshire is managed by Samantha Booty, who leads an exceptional team providing residential and dementia care for up to 32 residents.

Inclusivity is a cornerstone of East Hill's ethos. The team are passionate about spreading this ethos to the wider community by joining up with the people of Liss to make it more dementia friendly.



The team of this long established care home is committed to providing continuity and stability for residents and is proud of the fact it has not used agency staff for the last eight years. This has made a huge contribution to the well-being of members of the East Hill community, with residents and their family members forming close and lasting bonds with the care team.

Care Home Manager Samantha Booty said; "I'm struggling to find the words to describe how proud I am winning this amazing prestigious award and how to thank my team for their continued hard work and passion. Without them it just wouldn't have been possible! This is a huge lifetime achievement for us all at East Hill House."

**Win 2**  
Caring Homes won the Personalisation Award at the LaingBuisson Awards.

This award recognises excellence in personalisation of care, demonstrating choice



and control for all adults and older people whatever their needs or care setting.

In their 12th year, the LaingBuisson Awards have become the Oscars of healthcare and social care, celebrating success across the sector.

This year the event was their biggest ever with finalists chosen by judges from over 350 nominations. Caring Homes were up against stiff competition from Barchester, Brighterkind, CareTech, John Taylor Hospice and Making Space.

**Win 3**  
Rendlesham Care Centre carer Liviu Crisan was named Carer of the Year 2017 at the 19th National Care Awards.

Well-liked by relatives, residents and colleagues alike this represents a significant achievement as Liviu fought off stiff

competition to be deservedly recognised. This is the second year running that a Caring Homes' colleague has won this prestigious award.

Liviu, who has been working at Rendlesham Care Centre since 2014 gets to know every resident on an individual basis, often shops for them in his own time and is planning to take one elderly gentleman on holiday next year. All the families on the unit he works on look for him if there is something they need and he shows an abundance of patience and generosity of spirit with everyone he works with.

After receiving his award Liviu said: "I am delighted to win this award for doing a job which I truly love. I am learning all the time from the people around me, I care from the heart and am delighted to be able to make a difference to people's lives."



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**Paul Jeffery**

*Our cover picture shows Dormy House resident Inge getting to know toddler group member Daniel and his childminder.*

# Kingsclear officially opened

Kingsclear by Caring Homes was officially opened with guests from the community sharing a festive afternoon to mark the occasion and £1,400 being made in charitable donations.

Surrey Heath Deputy Mayor Dan Adams cut the opening ribbon along with Caring Homes founding director Helena Jeffery and Kingsclear's first resident Karen Machers and her husband Phil. More than 60 guests attended the event including representatives



from four local charities - Camberley Rotary, St Mary's Nursery, Camberley Care Trust and the Stroke Association – which all received a charitable donation to mark the opening of the home and the building of lasting relationships with the community.

Helena said; "It is wonderful to see everyone here to celebrate the opening of the new Kingsclear. This home has always had a reputation for good care, which will continue as will the excellent engagement with the Camberley community."

Guests enjoyed festive food and drink plus music from Camberley and District Silver Band.

**Picture Caption - Top**  
Surrey Heath Deputy Mayor Dan Adams cuts the official opening ribbon along with Home Manager Diane Stone, Kingsclear's first resident Karen Machers and her husband Phil, and Helena Jeffery.

**Picture Caption - Left**  
Members of Camberley and District Silver Band.

# Topping out ceremony Riverside Place, Ware

The final trim was secured on the roof of our new luxury care home in Ware as part of a traditional topping out ceremony to mark the latest milestone at the development.

Deputy Mayor of Ware Cllr Mick Standley helped to secure the final elements of the roof at Riverside Place by Caring Homes, along with Caring Homes founding director Helena Jeffery, architect John Bell, representatives from building contractors Dalton Homes and other Caring Homes colleagues.

Riverside Place, Plaxton Way, overlooks the River Lea and is a 72 bed, purpose-built home designed

to meet existing and future demand for residential, nursing and dementia care in the picturesque Hertfordshire town.

Cllr Standley who is also chairman of the Ware Town Council Planning Committee, was given a tour of the building before going up to the roof. He was impressed with the design of Riverside Place, commenting; "The design is impressive and I really like the roof slope, a flat roof is one of the things we particularly don't like."

"Ware is a wonderful town and Riverside Place is in a good location for a care home here, we wish Caring Homes every success."





# The rainy day fund for everyday heroes

**Did you know, you are among some two million care workers in the UK, contributing to one of Britain’s largest workforces, doing an amazing job, caring for some of the most vulnerable people in our society?**

As a part of this large workforce you will be familiar with early starts, long hours and mentally draining work, which are all part and parcel of the job. You may be aware that as a result, it’s all too easy for illness, or other unforeseen circumstances, to take their toll and push some beyond their financial limits.

There are around 3,000 benevolent funds of all shapes and sizes across the UK, supporting people from all manner of working backgrounds, such as the police, fire fighters, pharmacists and mechanics when they fall into financial difficulties.

But until 2009 there was nothing to support the care sector, that’s where the Care Workers Charity (CWC) comes in.

Caring Homes Group is delighted to pledge support to the Care Workers Charity and is now a member of the charity’s Supporters Club. The new partnership was announced earlier this year at the Caring Homes Group conference and recognition awards, when Alex Ramamurthy, CEO of the Care Workers Charity was welcomed to the stage to talk about the charity and its work. Paul Jeffery, CEO, Caring Homes Group stated; “I am delighted that Caring Homes Group has pledged

to support the Care Workers Charity as the work which the charity does in supporting current, former and retired care workers is invaluable in the sector.

“The people our colleagues support on a daily basis rely on them to be there and it is reassuring to know that the Care Workers Charity exists to provide help for care workers who may need it.”

In order to support the charity we will be asking for colleagues to become involved as ‘Champions’ across Consensus and Caring Homes. Keep reading to learn how you can volunteer and play a key role in supporting colleagues and the wider community to become aware of the benefits available and lead the way in raising the funds for this worthy charity.



# We're looking for Champions

### What is a Champion?

Champions will be our eyes and ears on the ground. They lead on fundraising in their local community, raising the profile of the Care Workers Charity and sign posting care/support workers experiencing hardship to their grants.

Being a Champion is great, you will get to become part of a huge network of supporters across all kinds of care providers and suppliers who are supporting to spread CWC’s message.

Those who volunteer your time will be assisted with support from CWC’s engagement team. Champions will be invited to attend regional annual conferences and given additional training, these new skills will help each volunteer to be amazing Champions and empower you to take additional skills back to the work place.

### Why are we keen to support through the creation of Champions?

The purpose of the CWC is to provide benevolent grants to those who have worked within the UK care profession in a registered domiciliary, residential care, day centre or supported living services as defined by CQC, CSSIW or SCRC.

They can help with many unexpected financial situations including, the financial impact of someone close to you dying, sudden illness or injury, sudden change in living circumstance, sudden loss of income or a relationship break down.

If you think you or someone else could benefit from their support, head now to their website to find the grant criteria and complete an application form: <https://www.thecareworkerscharity.org.uk/>



### Here’s an example of how a grant can help

Esme, 61, is as a support worker and has been a care worker since 2012. Esme went through a rough patch in her life, when she was forced to sell her house after being made redundant and was out of work for a year. The move from her home to rented accommodation was tough on Esme, and the process left her without many basic items she had previously been able to rely upon. She was left with just the bare minimum in her new accommodation, most of which was loaned by her daughter, a member of Esme’s church helped her apply to the Care Workers Charity for assistance. The member of her church who supported the application confirmed Esme had next to nothing in her flat and it would make a real difference to her life if someone was able to help.



### Caroline Fleet, a care worker, shares below why she chose to become a champion

#### What inspired you to become a Champion?

I was inspired to be a Champion as I thought it was an amazing opportunity, I was immediately engaged in the cause and started building a great relationship with my engagement manager.

#### What has been the highlight of being a Champion for you?

I have loved encouraging everyone to take part and get involved with the fundraising events we have held for the charity. I have also enjoyed feeling empowered enough to tell everyone about a charity that supports us as carers.

#### Why would you recommend someone else should become a Champion?

I would recommend anyone becoming a Champion because it’s a really worthwhile charity which helps to highlight the importance of carers in residential life. In my home it has also allowed people to feel like they can support those who support them.



### Contact Us

You can find more information about anything mentioned here on the CWC website: [www.thecareworkerscharity.org.uk](http://www.thecareworkerscharity.org.uk)

If you have any questions about becoming a Champion or getting more involved with any events at the Care Workers Charity, contact: [Rebecca@thecareworkerscharity.org.uk](mailto:Rebecca@thecareworkerscharity.org.uk)

If you would like any more information about grants, please check out the grants section on their website or email: [grants@thecareworkerscharity.org.uk](mailto:grants@thecareworkerscharity.org.uk)



# Toddler group brings smiles and joy at Dormy House

**Dormy House Toddler Group is going from strength to strength, backing up all the research which indicates that intergenerational projects are beneficial to both older people, including those living with dementia, and to children.**

Carla Cashley, Activities Co-ordinator at Dormy House in Sunningdale, launched the toddler group in August as she used to take her grandson, George into another care home she previously worked at and witnessed the positive effects and change of behaviour in the residents.

Bonds have quickly formed with the children and their parents greeting residents with big smiles and the occasional hug while the residents eagerly wait for the little ones to arrive.

She said; “It has been a huge success, quite overwhelming to be honest. Every session has been positive and you can really see the changes in the residents when the children are here.”

Resident Anne, who used to be a nurse in London, has attended every session and always reads a story to the toddlers.

“It is my favourite activity,” said Anne, who dressed up as a witch for Halloween and read stories about Meg and Mog – a witch and her cat. “The children are just lovely and it is such fun to spend time with them.”

Other residents who regularly attend the sessions include Phyllis who loves to watch the children and likes to join in with the nursery rhymes and Maureen, resident living with dementia who has never had children but loves to play with them and will spend the whole of the session playing ball or bricks.

Bracknell mum Emily brings her daughter Liana, one, to the group.

“It is a brilliant idea, a really good social activity and the care home residents really seem to enjoy it. The interaction between the generations is lovely to watch – there is no judgement from children this young.”

Grandmother Pam brings Sophia, 18 months, to the group after seeing it praised on social media.

“I saw it advertised and thought it sounded like a great idea, fantastic for both the old and the young people taking part. We donated some toys to help out.

“My own mother used to be in a home and we always noticed that when children were around

it really brings the best out of the residents.”

Mum of two Liz was at group with Fin who is 21 months. Her older son who also attends when not at nursery says going to Dormy is House is ‘going to see all the other nanas and grandads.’

“This is such a positive group,” said Liz. “It does the boys a lot of good to learn about different parts of life and all the different type of people in it. Their own grandparents live miles away.”

Already at Dormy House the care team can see a difference in some of the residents with the children giving them real purpose.

Resident Marie, who is living with dementia, rarely wants to take part in activities but loves to interact with the children.

Home manager Joanne Gullon said; “Marie doesn’t usually like a lot of noise but she wanted to come and see what was happening at toddler group – she absolutely warmed to a young baby. She now comes to the group on a regular basis and to see her face light up is lovely.”

At Dormy House the group meets on a Monday and Thursday morning with up to 20 children per session and many Dormy House residents popping in to enjoy spending time with the children.

the piano for us, the residents loved the children singing to them and copied the actions that the mums and children were doing to the music.

Victoria added; “It was extremely rewarding and lovely for me to see how well the session had worked. It truly shows me what a positive and enriching experience it was for everyone involved and we made some truly wonderful memories, we definitely intend to do this again.”

**Inset, top, shows resident Maureen playing with a Dormy House toddler group member and, below, resident Marie with Dormy House Activities Co-ordinator Carla and her grandson George.**



Main picture shows the Halloween session underway at Dormy House toddler group.

## Mums and tots morning Mill House

Victoria Parry, Activities co-ordinator at Mill House, has successfully been bringing children into the home.

“After the success of the Channel 4 documentary ‘Old people’s home for 4 year olds’, I discussed the possibility of doing something similar at Mill House,” she explained.

“We thought that the documentary showed the richness of interactions between the young

children and the residents and how happy it made the residents. We thought that it would give our residents an opportunity to spend time having spontaneous fun in an unstructured environment where they would be completely free to be themselves.”

Mill House volunteer Wendy is connected with a local church and as part of that she was aware that there was a regular get together of the local mums and she organised for them to visit Mill House on one of their scheduled meeting days.

The room immediately lit up with the smiles of the residents as our visitors entered. The children straight away took to interacting with the residents by showing them the toys that they had brought with them. We also did a sing along session as one of the mums played



## Working with youngsters, Knowle Park

Activities Co-ordinator Lydia Froud said; “I am in talks with a local nursery school who are hoping to come up and join us for some morning arts and crafts in the new year and take part in some music and Oomph sessions which will be a lot of fun.

“I love the intergenerational connections we have started to build. We already have regular Wednesday visits from the children aged between 14 and 17 from Cranleigh School who play games, bring food and visit our bed bound residents to provide company and a person to talk too.

“We have also had the Duke of Kent School visiting twice this term with a tea party of homemade cakes and a choir. We even had students playing their own music, one pianist and one guitarist who sang for us too! The residents are loving it and really engaging well with younger generations.”



# Artist Annie finds happiness through painting

Annie came to live at Whittington House in January after collapsing in her home due to several mini strokes, which resulted in various stays in hospital. Annie and her family decided to trial Whittington House for respite care.

Annie really struggled with leaving her home, especially her beautiful garden and the loss of her independence. Her mobility is limited and she requires assistance for her daily needs. This has had a profound effect on Annie's mental health and confidence.

Throughout her life Annie has enjoyed studying, teaching and selling art. She was inspired by her garden to paint botanical pieces, which she was encouraged to show at a local art exhibition.

Whittington House Activities Coordinators Jo and Jenny have worked with Annie since she arrived at the care home.

"In the early days it became increasingly more challenging to engage with Annie without her becoming withdrawn and depressed," they explained. "She spoke fondly about her time as an artist and an art teacher as well as constantly reminisced about her home - in particular her garden which she spent hours tending to.

"We would regularly speak to Annie about her paintings but Annie would become upset having left them all behind at home. We discussed this with her family and they soon brought in a selection of Annie's framed artwork to decorate her room."

Annie was encouraged to display her paintings on her walls in her room. This made her environment more relaxing and homely. She was also encouraged to start painting again and Annie now very proudly discusses her artwork and paints again on a daily basis.

Studies have shown that increased use of the arts in healthcare over the last 20 years has resulted in a number of health benefits, including reduction in blood pressure, heart rate and perception of pain. It has also shown to improve communication skills, self-esteem and behavioural changes.

Engaging in creative activities can help to honour our residents' life stories, and preserve their sense of self and show them what they are capable of.

## Birthday fun at museum

A special trip to Nature in Art Gallery and Museum in Twigworth was organised earlier this year to celebrate Annie's birthday.

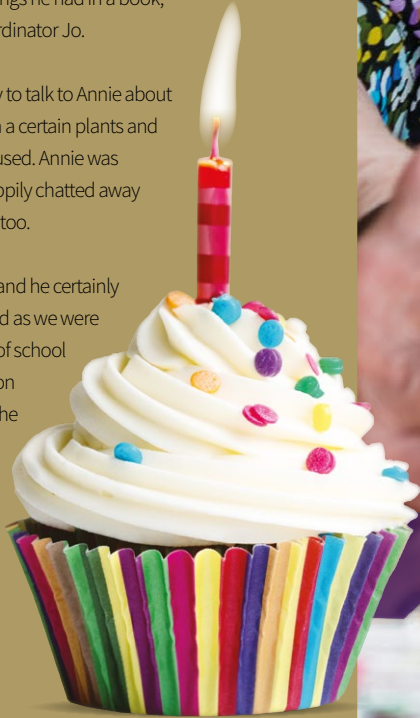
Nature in Art is the world's first museum dedicated exclusively to fine, decorative and applied art inspired by nature. This gave the residents a variety of mediums and subjects to see. The outside sculptures were of great interest. A large tree made from metal and coloured glass leaves especially caught their eye.

Along with other Whittington House residents Annie enjoyed a rest stop in the café and spent a while chatting with artist in residence Simon Williams, who specialises in Botanical and Natural History Illustration.

"Annie was particularly impressed with a collection of paintings he had in a book," said Activities Coordinator Jo.

"Simon was happy to talk to Annie about how he had drawn a certain plants and what medium he used. Annie was enthralled and happily chatted away about her artwork too.

"Simon was great and he certainly could draw a crowd as we were joined by a group of school children. Annie soon got involved with the children and gave an impromptu art lesson, even drawing in a child's exercise book."



## Feedback Corner

I cannot recommend Denham Manor enough! Detailed and dynamic care planning. All residents known to all staff and management. Residents treated with dignity and as individuals. Excellent care staff. Excellent nursing staff. Excellent management. I know mum is cared for and the attention to detail has allowed family to be totally confident for mum's future. Mum thriving in Denham Manor.

JC – son

I have always found my husband to have been treated with dignity at Oak Manor. Staff also knew my husband's history and interacted with him. I was also always kept informed of my husband's condition and was kept in the loop regarding his care. I too have always been treated with friendliness and care when I visit.

Vivien B – wife

Very caring and loving at Mellish House. Treat residents as individuals. Lovely activities and parties for residents. Always try to help if any problems raised. Activities people always come up with new ideas.

Shelley B – daughter

My mother has been a resident since mid September 2013. She is not (as yet) a 'heavy duty' resident, despite being 97 in December! She washes, dresses herself and still has remarkable cognitive abilities and senses. She is mobilised with a Zimmer and for further distances, a push wheelchair. She considers her room her home and is both happy and content at Castle View.

Jillian W – daughter

Mill House is a warm, friendly care home. The staff are friendly - always happy to help. My father is very settled at Mill House, enjoys activities when they are arranged. Meal times are a social occasion and the menu is varied. Father is treated with dignity and respect.

Elizabeth R – daughter

My mother has resided at Rendlesham for one year. She has been cared for extremely well. The staff are professional and diligent. I have also witnessed the dignity in which all residents have been treated. I feel totally confident that my mother is in the right place and is cared for with love and devotion

Anthony D – Son



## Royal family theme Sanford House

Sanford House achieved a 'first' for a care home in the area by taking part in the community carnival parade. The team, along with residents and relatives, worked hard to decorate their bus on a Royal Family theme with bunting, balloons and a crown on the top. The team all wore royal family masks and had been practising their royal wave in preparation for the event.

Care home manager Joan Auton, who wore a Queen Elizabeth mask, said; "It was a fantastic event and a real achievement for our team to get so many of our residents involved and really enjoying themselves."



The project came to fruition as they cut and arranged them by themselves and had a lovely walk to do it all, choosing colours to group together to go in different rooms at the home.

## Floral project results in colourful display

Knowle Park residents Doreen, Pamela and Anne have been watching and helping their flowers grow for the whole Summer and Autumn season.



## A century of music Kippington

Hengie, resident of Kippington Nursing home, had her 101st birthday celebrated in style with an event dubbed 'A Century of Music'.

Kippington Manager Edwin Cabagui welcomed the Mayor of Sevenoaks, Cllr Maxine Chakowa who attended in full official robes, and the event looked back at the great variety of musical styles that Hengie has seen pass through the 20th Century and beyond.

Meanwhile Brooklyn House resident Olive reached her 100th birthday and celebrated in style. Surrounded by her family and balloons, she enjoyed a day of relaxing and opening cards and presents in the morning and afternoon tea with her birthday cake and a very special delivery of her telegram and birthday wishes from the Queen.



## Cheers to a pie and a pint

Home of Compassion ventured out to a local landmark to join the CHEER charity for their Pie and A Pint event at the Marquis of Granby in Esher. CHEER are a local charity that provide companionship for lonely elderly folk in East Elmbridge with volunteers who give their time for a cuppa and a chat.

Victor, aged 95, thoroughly enjoyed himself and when asked if he liked the event exclaimed "yes, very much so, all the people were nice. But next time I will only have a snack for breakfast."

Home of Compassion will be returning the favour and

inviting CHEER over for a lunch soon and we will certainly be joining them for Pie and a Pint again.



# Celebrating life in our homes

A ROUND-UP OF SOME OF THE EVENTS AND ACTIVITIES WHICH HAVE BEEN TAKING PLACE ACROSS THE REGIONS



## Wild West birthday, Belmont House

Cowboy hats and checked shirts were the order of the day as Belmont House Nursing Home in Surrey celebrated a year of providing first-class nursing care to the local community with a Wild Wild West Party.

Home Manager Arthur Tanare said it has been a busy first year for the home and everyone had enjoyed celebrating with the local community. The event at the Worcester Road home welcomed about 75 guests who shared a BBQ and were entertained by Smokey Joe who got people dancing and singing.



## Bradbury, animal therapy

JC Party Pets are regular visitors at Bradbury House, coming in with an array of different animals including skunks, exotic birds, reptiles and continental rabbits. The animals are taken around to each and every resident for a meet and greet and a chat about the animal. This always proves to be a highly anticipated activity with the pleasure of the visit going on for days after as everyone enjoys looking through the photographs taken at their visit. Brian is pictured here with one of the visiting parakeets.

## Ferfoot residents pimp their zimmers

Colourful, personalised frames and walking aids are a regular sight at Ferfoot care home in Chippenham following a Pimp my Zimmer campaign. Residents have enjoyed transforming their frames into colourful works of art with knitted covers, personal items, fairy lights, scarves and flowers.

Personalised themes have included the seaside, knitting, military aircraft and many more. The competition has involved many members of the care team from hospitality colleagues and healthcare assistants to managers and administration colleagues. The winner, Head Housekeeper Marion Carter, was presented with a case of Prosecco.



## Life's a ball, Galsworthy House

Residents, families and friends of Galsworthy House were joined by members of the local community for a Victorian Ball dedicated to past elegance at our home in Kingston-upon-Thames.

It was also a chance to say thank you to our residents, their relatives and friends for their support and to help celebrate our fantastic refurbishment which has recently taken place.



## Tate Britain welcomed into Home of Compassion

As part of our Talkative Tuesday monthly event, the Home of Compassion were delighted to welcome Tate Britain to give a presentation. Held in our Priory 1st Floor dining room, Marcus, who has been a curator at the Tate for over 15 years, wowed the 30-strong audience with his depth of knowledge and sparkling wit. Amongst the audience were representatives from local charities, church communities, day centres plus residents and their families.



## Miranda House corral a carnival win

Miranda House were the winners of the best Decorated Carts, Prams, Bicycles, Wheelchairs & Mobility Scooter category for the Royal Wootton Bassett Carnival 2017.

Our Activities team and SMO worked really hard to put together the winning "Miranda Corral Wild West Wagon" and resident Archie enjoyed receiving the winning trophy and £100 for our resident fund.



## Peeling apples for Jersey Black Butter

Residents from Beaumont Villa and L'Hermitage visited The Elms, an old farm complex owned by the National Trust to help to make traditional Jersey Black Butter by peeling and preparing apples. Jersey Black Butter is made from apples stewed over an open flame for days and can be used spread on bread or as an accompaniment to cheese, pork chops and more. It's not actually butter, it has the consistency of jam.



# Celebrating life in our homes



## Three turns on the carousel

Thursford was the favourite destination for outings from Sanford House this year, with not one, but three trips to the popular local attraction, giving as many residents as we could the chance to go.

All had the chance to see the world's largest collection of steam engines and organs, and hear Robert Wolfe, one of the world's leading theatre organists, play the mighty Wurlitzer. Also on display were fairground rides such as the traditional carousel.

## Army visitors share cake and experiences

Ferfoot Care Home welcomed four soldiers from the 27th Regiment RLC to speak to residents who had served in the armed forces. The soldiers took a break from their regular duties to pay a visit to the home.

Resident veterans were delighted to swap stories and memories about their different experiences. Colleagues were even more pleased with the lovely cake with them and presented vouchers for **£60 for the Activities Fund** which will be put towards items for activities and events.



## Castle View completes tranquil new rockery

Residents at Castle View Nursing Home are thrilled with the new rockery which was opened recently in Peel.

The project was an initiative by Peel Neighbourhood policeman Darren Loader, Castle View manager John Adair and led by Community Impact Team Leader at the Children's Centre, David Gibson.

The rockery is invaluable to Castle View, it gives the opportunity for residents to sit at the front of the building and admire the tranquil countryside views and the rockery plants, of course.



## Jigsaw fun for Frances

Activities co-ordinator Lucy and resident Frances spent four days cracking this 500 piece Cadburys inspired puzzle- Frances was incredibly proud to have finished it!



## Film tableaux St Georges

Film night was accompanied by a beautiful tableaux at St Georges care home when residents settled in to watch Beauty and the Beast on the big screen. The items – including Beauty and Beast costumes as well as the rose in the glass case – were put together by activities coordinator Helen Yalaoui-Blake and provided a fantastic talking point as the film event was enjoyed by all.



## Christmas card avalanche Knowle Park

At Knowle Park there will be a Christmas Card avalanche from school children thanks to a project organised by Activities Co-ordinator Lydia Froud.

Lydia is working with local schools to create as many cards as possible for their students to send to residents. Homemade Christmas cards, letters, poems and pictures are welcomed with four schools on board helping us to reach our goal of at least four extra cards per resident!

There's also lots of exciting theatre and music happening- with a trip to the local pantomime in Guildford, a travelling and very experienced care home based (with full set and music) company providing us a Musical Pantomime before the New Year and entertainment all over Christmas with visiting animals, theme days and festive fun.



## Lancaster Bomber mechanic Nellie takes trip down memory lane

Jersey's annual air display is always enjoyed by islanders of all ages, but few will have enjoyed it more than 98-year-old Nellie this year.

L'Hermitage care home resident Nellie made parts for the Lancaster Bombers during WWII, and memories rushed back when she saw one of the last remaining examples fly over the Jersey sky.

Born in Leeds, Nellie moved to Jersey with her husband, Herbert, in the early 1970s and worked in the kitchens at St George's School on the island. But as a young woman she made parts for Lancaster bombers not long after war broke out.

"We had to go to work at the break of dawn, when it was still dark outside," said Nellie, adding that it took two different buses to get to the factory. Every day, she would have to wear working clothes or overalls.

"I looked like a man all day

• At Ferfoot Care Home there was to be a fun Christmas Pantomime – Mother Goose - and some local alpacas coming in to visit – Oh yes there were.

• At Sanford House residents were visiting the Fakenham Christmas Tree Festival to see the seasonal lights as well as having their own Christmas party and a church service. There will be traditional Christmas carols at Sanford House on Christmas Eve and friends and family are welcome to join their loved ones for Christmas Day.

• Traditional handbell ringers will be visiting Coxhill Manor before Christmas to play for the residents and there will also be a Christmas singalong promising all the festive favourites.

• East Hill House were inviting in the public along with residents and relatives for a Christmas Fayre last week. Lots of opportunities to get some Christmas gifts were promised, as was the opportunity to meet Santa.

and was a lady in the evening," Nellie explained. One of her tasks was to fill capsules with cordite, a replacement for gun powder.

Nellie's youngest daughter, Cynthia, only realised what her mum did during the war many years after. She explained: "She used to talk about going to the factory and wearing protective suits, but we only realised the connection later on. There was so much secrecy surrounding it that she never really said what she was working on."

Nellie's face lit up this year when she saw one of the last Lancaster bombers in the Jersey sky during the air display. "It was fantastic! It was a wonderful display," she said. "I would have loved to be in the plane."

In 1944, Nellie had her first daughter, Andrea. By that time, the war was coming to an end and construction of planes was ending. Nellie dedicated herself to raising her daughter, who was soon joined by a little sister, Cynthia.

Sadly Nellie, now a grandmother of six, was widowed in 1992 but continued living in her cottage until Summer 2017 when she decided it was time to move to L'Hermitage. Nellie is known at the home for breaking into song every now and then, many of them favourites from the war years.



## Diwali... a celebration for Hindus

By Nancy Kirk, Business Development Executive

At the Home of Compassion we decided to celebrate the Hindu festival Diwali, also known as Deepavali. From the middle of October through to the middle of November, Hindus spend five days honouring Lakshmi the God of Fertility and Prosperity. This is done by dressing up in fine clothes, swapping sweets with close friends and family and throwing a good party with fireworks to boot.

The residents certainly embraced the ethos of the event. Putting on their finest clothes for an Indian feast designed, cooked and served by our Hospitality Manager, Manish with fireworks preceeding the food - including an amazing paneer butter masala and a delicious dahl with naan bread.

The dessert, Semiya payesam, appeared to be a Far Eastern version of our traditional rice pudding, being a milky aromatic comfort dish made with vermicelli noodles.

Over dinner Manish told us the tale of how this festival promotes good over evil and light over dark. Before you worship Lakshmi, you must pray to Lord Ganesha first. The order is vitally important. Lakshmi was a wealthy and powerful woman and her husband Lord Vishnu did not like how this affected her because he thought it made her big headed, so he devised a plan to inform her that she would be incomplete without the blessing of a child.

Being childless, Lakshmi turned to Goddess Parvati, who was not convinced her child would be looked after properly by Lakshmi. But Lakshmi assured her that if she could adopt Ganesha, she would ensure him all the happiness his heart would desire and if anyone wanted to pray to her, they had to pray to Ganesha first.

This reinforces the Hindu belief that wealth cannot be obtained without acquiring knowledge and intelligence first - wise words indeed.





# Our homes are praised in their CQC reports

This issue congratulations go to our teams at Claydon House, Cranmer Court, Deer Park View, Galsworthy House, Guysfield, Oak Manor, The Pines and Wytham House who have all received a good overall rating in their latest CQC report.

Some lovely comments were made to the inspection teams from colleagues, residents and relatives at every home. As Caring Voices went to print we were waiting for the results from inspections at Bradbury House, Mellish House, Southlands Place, Hulcott and St Georges.

1

Claydon

One member of staff told inspectors; "We treat people like we would like to be treated. If they are safe and happy, then I am happy." Another added "This is their home and we work in it. They don't live in our workplace."



2

Cranmer

Staff were praised with one relative saying: "They are my friends, I'm much older than most of them, they are like my children, they look after me well."



4

Deer Park View

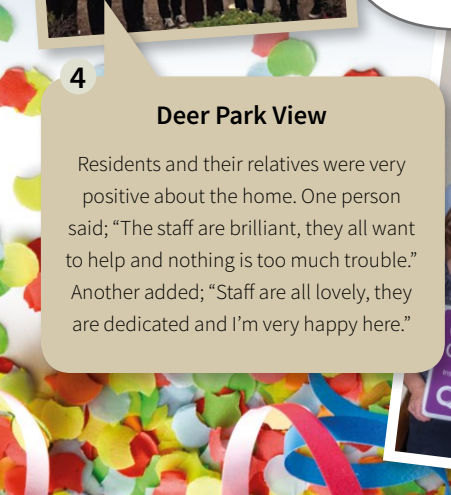
Residents and their relatives were very positive about the home. One person said; "The staff are brilliant, they all want to help and nothing is too much trouble." Another added; "Staff are all lovely, they are dedicated and I'm very happy here."



3

Galsworthy

"Staff have the skills, experience and a good understanding of how to meet peoples' needs. The knowledge staff had of people as individuals gave them the opportunity to care for residents in the most effective way," it states.



6

Oak Manor

The care team were praised. One resident said; "The staff are genuinely good. You can talk to them and ask them anything. I have become quite good friends with some of them." A relative added; "They are very caring. If my relative becomes upset someone will be with them immediately. They never talk down to them."



5

Guysfield

Residents told the Care Quality Commission (CQC) inspectors that the care team were skilled in meeting people's needs. "Staff are all good, they know what they are doing," said one. Another added; "The staff are lovely, they're very good and kind." Inspectors praised the team as being attentive, patient and for knowing people well.



7

Wytham House

Staff told the inspectors they worked well as a team and felt valued. One said; "There is a friendly and happy atmosphere, I get a good sense of achievement at the end of the day."



8

The Pines

Residents told the Care Quality Commission (CQC) inspectors they felt safe at the home and were treated with dignity and respect by the care team. One resident said; "This is my world, they help me with anything I want."



# Guysfield Care Home opens the discussion about dying matters

Colleagues at Guysfield Care Home in Letchworth have completed an end of life care programme in conjunction with Garden House Hospice Care.



The ABC End of Life programme is a two-day course designed to increase the confidence and ability of nursing and care home colleagues to support residents who require end of their life care.

Jane Landon and Caroline Smith, End of Life Care Educators were invited to speak by Guysfield Care Home Manager Pawel Michalewicz at the Journey to Outstanding meeting forum at the home - an opportunity where family members could discuss any concerns with the management.

Caroline Smith and Jane Landon said "We were pleased to be asked as guest speakers to educate family members about End of Life Care. We sensitively talked about Advanced Care Planning, the last year of life, signs of dying and other related topics. This lead to a very encouraging open discussion and people came away feeling very positive."

The aim of the talk was to inform family members what to expect, and to make them feel comfortable

about having difficult conversations about dying matters. Participants particularly, found the aspect about 'eating and drinking at end of life' informative. The End of Life education sessions have been delivered to nursing and care homes across North and East Herts.

Guysfield Care Home manager Pawel Michalewicz said "We received very positive feedback from colleagues as well as relatives after meeting Caroline and Jane. It gave all of us extra confidence to discuss such sensitive subjects as End Of Life care.

"This also provided relatives with an additional form of support. I truly believe that this is a great project and we will continue to work together to support families and residents in Guysfield Care Home"

Guysfield Care Home is situated in the conservation village of Willian, Hertfordshire and provides both short and long term care packages to elderly people.



# Latham Lodge involved in national research into falls prevention

Latham Lodge is currently taking part in a three-year research study with The University of Nottingham, NHS Solent NHS Trust and Falls in Care Homes (FinCH) into helping elderly people stop falling over.

Sharon Simpson and Jo Taylor pictured inset below from NHS Solent Research Team are working with colleagues at Latham Lodge with 24 of the 36 residents living at the home signed up to take part in the study, which is a brilliant level of uptake. The pair have been asking questions and collecting information from our residents and colleagues at Latham Lodge.

The care home is one of 66 homes nationwide taking part in the study which will involve 1308 residents. The research is being organised by the University of Nottingham, in conjunction with Norwich Clinical Trials Unit and is being funded by the National Institute for Health Research.

Falls lead to broken limbs, bruises and people generally feeling afraid. Sadly falls do happen in care homes as well as among elderly people living in their own homes and the aim of the research is to try and understand why and how they happen.

Latham Lodge Home manager Sylvia Morse-Carter explained; "I think we were approached by the research team as we had previously been involved in some SMART research in 2016 and we are delighted to be taking part in any research that can help improve the quality of life for our residents.

This latest study began in October. The research nurses are currently doing the consent documentation and when they have everything in place the data will go off to Norwich and a decision will be made as to whether we will receive the specialist training or not. It is a randomised control study with some of the homes taking part carrying on as normal and others using a falls prevention tool and training."

"This will dictate the next step - so would we be chosen to use the FinCH tool. If we get randomised then the Solent Trust will allocate a Falls Lead to deliver the GTach (guide to action in care homes) training and will then liaise with our own Falls Lead," added Sylvia.

The proposed study will compare falls rates in homes where staff are trained to use the new treatment and if chosen to take part all carers at Latham Lodge will be given special training.







## Doreen celebrates 30 years, Walstead Place

**Caring Homes Senior Care Assistant Doreen Knight has spent a lifetime caring for others at Walstead Place in Haywards Heath and has celebrated 30 years in the role.**

Doreen, who is described by Home Manager Jacquie Ferguson as 'the epitome of what a carer in 2017 should be' first started working at Walstead Place in 1987. At that time her children were school age so she commenced on night duty, gradually moving onto day duty and helping out in a variety of departments throughout the home.

Jacquie said; "I came here as manager in 2010, so have known Doreen just over seven years. I would say that Doreen is the epitome of what a carer in 2017 should be - conscientious, kind, committed to her residents and the job in hand"

Doreen was recognised for her outstanding work in the field of older person's care last year winning the Care Home Worker Award 2016 from West Sussex Partners in Care and she was National Care Awards Carer of the Year 2016. She was also given special recognition for her achievements at the Caring Homes Group Recognition Awards 2017.

Doreen combines her care role with activities at Walstead Place, working alongside the other activities co-ordinators developing an exceptional activity programme. She has also developed a passion for dementia care and has been instrumental in developing dementia activities. Doreen also acts as a mentor to junior colleagues, having trained as a 'buddy', passing on her knowledge and expertise to the benefit of the residents at Walstead Place.

## Plenty of awards, St Georges

**Colleagues at St Georges have been awarded with long service awards and Living in My World certificates.**

Home manager Terry Ford was proud to present SMO Keith Searle, Activities Co-ordinator Helen Yalaoui-Blake and receptionist Judith Foley with their Living in My World certificates and badges which they are now wearing with pride at the Bristol home.

Terry added that three colleagues are also the proud recipients of long service awards. Anita Foster, assistant chef, has been at the home for 15 yrs. She is a lively character who focuses on the resident experience and will always go the extra mile. Sally Douglas is one of our kitchen assistants who has completed the 'Living in My World' dementia training. Sally is

happy to have completed this training and wears her badge with pride. Karen Walls is one of our domestic assistants who has now been with us for 10 yrs. Karen is always happy to help and is looking forward to the extra holiday.



## Exceptional Mentor, Forth Bay

Forth Bay colleague Nicky Turnbull has been named an exceptional mentor for her work at the home by NHS Forth Valley and the University of Stirling. Mentors are voted for by any 3rd year students who they have mentored while they have been on placement with Caring Homes. Nicky was presented with her award at a special ceremony in November. Senior Operations Director Julie Mason said: "A fantastic achievement – so very well done."

Regional Manager for Scotland Jackie Morrison added; "Well done Nicki. It takes a lot of patience and dedication to achieve this."



## The Pines care home strikes platinum for quality care

The Pines has been recognised with a major national award – for the second time. Our Wandsworth home is among just 68 homes from across England to win a Quality Hallmark Award again, three years after receiving the prestigious honour from the National Gold Standards Framework (GSF) Centre, the UK's largest provider of training in end of life care.

Home manager Pratheesh Nair said; "We are delighted to have retained this award. It recognises the work every member of The Pines family puts in every day to ensure all our residents get the best possible care right up until the end of their lives and beyond." By satisfying the team of expert assessors who visited the home that they were still meeting the necessary 20 quality standards, ranging from leadership and support to dignity and respect. The Pines has proved that it has embedded all the elements necessary for good care for all of its residents right up until the end of their lives. Homes that demonstrate their credential for the second time are recognised with the Platinum award.

GSF Quality Hallmark Awards are presented to homes that demonstrate real improvement in the quality of care they provide. Many halve the number of their residents dying in hospital as well as halving crisis hospital admissions, leading to greater satisfaction for families, residents and staff and significant cost savings for the NHS.

Coppice Lea care home also achieved the Quality Hallmark Award from the National Gold Standards Framework (GSF) Centre, the UK's largest provider of training in end of life care for health and social professionals. Staff from the home were presented with the award at a special ceremony in London on 29 September.



## Forth Bay prepares for the festive season

**Forth Bay Care Home in Scotland experienced a significant fire back in August which led to the full evacuation of all residents and colleagues. We are very pleased to confirm that everyone was safely evacuated.**

Our residents were all quickly settled into alternative accommodation and we are delighted to report that 27 residents have settled into the Scottish Miners Convalescent Trust accommodation at Blair Castle, just outside Culross.

This move brings both residents, relatives and colleagues back closer

to Forth Bay, and no longer facing a long commute and we are extremely grateful to the Scottish Miners Convalescent Trust for making Blair Castle available to us. A further 17 residents are living at Glenbervie Care Home in Larbert.

Forth Bay home manager Fiona Day said; "We are happy that our residents and colleagues are all settling into Glenbervie and Blair Castle now that it is the winter months. Families are visiting much more regularly.

"My team have been amazing and did not complain about having to travel two hours a day to get to Alan McLure when some of residents were living there initially.

"We would like to sincerely thank our dedicated teams for their brilliant work since the fire in ensuring all our residents continue to get the best care possible. We are extremely proud of their continued professionalism,

support and dedication.

"The residents have also been so resilient - I guess they are the generation that survived the Blitz."

Forth Bay itself remains closed and the fire damaged side was due to be demolished starting at the end of November. Caring Homes are fully committed to re-instating Forth Bay and a project team is working to organise this. Other parts of the home will be repaired and refurbished before reopening.

"We are overwhelmed and thankful for the continued support shown by our local community since the fire and our team have been out delivering messages of thanks personally to businesses and individuals who have helped us," said Fiona.

"We have lots of parties and events planned for over the festive season and look forward to making it a jolly time for all."

## SPOTLIGHT ON SCOTLAND

**This picture shows the damage done to the roof at Forth Bay in the fire.**



## Celebrating excellence and long service, Scotland

**Team members from Caring Homes' seven Scottish care homes gathered together at Marchglen Care Centre in Fishcross, for the company's Scottish Recognition Awards.**

Colleagues, residents and relatives were asked to nominate across nine categories: Nurse of the Year, Nurse Newcomer, Care & Support, Care Newcomer, Meaningful Activities, Nutrition/Eating Well, Management/Leadership, Specialist Adult Care and Support Services.

Scotland Regional Manager for Caring Homes Jackie Morrison said; "These awards give us the opportunity to celebrate excellence in Scotland and the high calibre of the homes and colleagues we have working here. Everyone who was nominated deserve a special mention, as do all of those who have put in 10,15, or 20 years' service with us."

More than 30 long service awards for 10, 15 and 20 years were also presented at the awards event by

Caring Homes Group Chief Executive Paul Jeffery.

After a large amount of nominations and a rigorous interview process the award winners were:

**Nurse of the Year – Laura Hartley, Beechwood Park**

**Nurse Newcomer – Joanna Siwinska, Hawkhill House**

**Care & Support – Lee Haggart, Beechwood Park**

**Care Newcomer – Janilyn Binns, Hawkhill House**

**Meaningful Activities – Diane Buchannan, Forth Bay**

**Nutrition/Eating Well – Roddy Mackinnon, Scoonie House**

**Management/Leadership – Melanie MacDonald, Scoonie House**

**Specialist Adult Care – Christine Graham, Hillview Court**

**Support Services – Tess Masson, Hawkhill House**



**Top** – a trio of winners for Hawkhill House – Tess Masson, Janilyn Binns and Joanna Siwinska. **Middle** – Some of our long service award winners **Bottom** – Paul Jeffery with Scotland Regional Manager Jackie Morrison.



## RECRUITMENT

# Great Colleagues from Overseas

**At Caring Homes we often recruit high quality nurses from overseas, outside of the European Union. These nurses are registered in their own country and have already completed their IELTS (English Language assessment) and their 1st test of competence the CBT (computer based test) prior to arriving in the UK. On arrival they start to prepare for the OSCE (objective structured clinical examination).**

Clinical Recruitment Manager Jane Johnson explained; “The OSCE is a scenario based exam which nurses need to successfully pass to become pinned with the NMC.

**Welcoming Faith Mahleka to Rendlesham Care Centre**

**When did you arrive in the UK?**  
12th Nov 2016

**Where did you work before and qualify as a nurse?**

Zimbabwe, worked in a hospital prior to coming to UK, I had also trained as a Midwife.

**Was this the 1st attempt at passing the OSCE?** I know I was a rare case but I believed I would pass and that’s what happened. It’s about confidence and concentration. You need to focus on the critical things at each stage as it’s impossible to complete everything.

**How was the OSCE, did you find it stressful?** It is quite stressful but I remained focussed and had the right attitude this helped.

**How did you prepare for your OSCE?** I went to the Royal Surrey Hospital to complete an OSCE preparation course.

**Did the home support you?** They tried to support me but It’s tricky as the OSCE is set up to reflect a hospital and working in a care home makes it hard to practice the techniques.

**How have you found the UK?** I requested to be placed in Rendlesham as I had an Auntie in Ipswich and wanted to be nearby. I now have moved my family here and my children are attending school and trying to get used to the cold weather!

“It’s designed to assess their ability, competence and nursing skills and made up of six stations, four of these are scenario based and two test the practical clinical skills of the nurse. We know the exam is in a pressurised environment under timed conditions and isn’t easy to pass.

“The nurses have three attempts to pass this in an eight month period and if they fail they potentially will return home and wouldn’t be able to work for Caring Homes so they do feel under some pressure to pass.”

66 overseas nurses have joined us in the last 12 months, which equates to 31% of nurses recruited overall.

**Wecoming Nyasha Nyakurimwa to Caring Homes**

**When did you arrive in the UK?**  
27th April 2017

**Where did you work before and qualify as a nurse?**

Zimbabwe, previously worked in a hospital setting and trained as a midwife as well as a general nurse.

**Was this the 1st attempt at passing the OSCE?** No I failed the 1st time but passed the 2nd time.

**What was the difference and why do you think you passed the 2nd time?**

I feel it was more down to confidence the 2nd time. I made mistakes in second attempt but remained calm and was able to correct them.

**How was the OSCE, did you find it stressful?** Yes it’s a timed scenario plus someone is observing you which makes it more stressful.

**How did you prepare for your OSCE?** The 1st attempt I did an external workshop at the Royal Surrey University Hospital and for the 2nd attempt I completed an internal workshop run by the training team. I felt better prepared for the 2nd attempt as I was more confident and polished.

**Did the home support you?** I had support from my manager.

**How have you found the UK?** It’s been a culture shock and the nursing environment is very different. I had passed my IELTS and had a good understanding of English but still need to concentrate to understand the accents and adapt my skills. I have joined the local church and made some new friends there.



## Going dotty for Children in Need

**The team at Wytham House in Farmoor went dotty to help raise funds for Children in Need, getting dressed up in funky spotty items and holding a ‘Bake Sale’ as part of their fundraising activities.**

Our team and residents went about their day in what we all thought were incredibly fashionable outfits and which brought many a smile (and a chuckle or two!) by the visitors to our home. Energy levels were kept up by tucking in to the delicious cakes that were kindly baked by our catering team and visitors all in support of a great cause.

Koren Evans-Slade, Home Manger commented: “Children in Need is a great cause and so we donned our ears, did our thing and got our bake on, all in aid of helping change young lives across the UK.

“We love to get involved in fundraising activities and we are looking forward to this event becoming an annual tradition.”



## Having a cuppa in aid of Macmillan

Coffee mornings were held across Caring Homes in aid of Macmillan Cancer Support for the World’s Biggest Coffee Morning annual event.

The first ever Macmillan coffee morning happened way back in 1990. It was a rather small affair with a simple idea: guests would gather over coffee and donate the cost of their cuppa to Macmillan in the process. It was so effective it was launched nationally the following year and since then has raised over £165.5 million for Macmillan.

One in three people will face cancer, and the money raised through coffee mornings will help to make sure no one has to face it alone. Macmillan Cancer Support provide medical, emotional, practical and financial support, as well as campaigning for better cancer care.

• A coffee morning was held at Home of Compassion with the added excitement of a snail race. Seven snails were carefully selected from

the renowned Kirk Stables in Kingston Upon Thames for this prestigious annual race.

• At St Georges cakes were baked by a number of colleagues for the event organised by activities coordinator Helen Yalaoui-Blake with ample help and cake from Lynette Western (Chef) and Anita Foster (Assistant Chef).

• At head office in Colchester £122.25 was raised through a morning of delicious cake eating.

• At Ferfoot Care Home £110 was raised with cakes made by a number of colleagues. Best Baker award went to our Head Chef – Armand Costiuc with his Black Cherry Cake.

• East Hill House care home in Liss and the Triangle Centre came together to host ‘The World’s Biggest Coffee Morning’ to support and raise funds for Midhurst Macmillan Services. Held at the local community centre, residents, team members and the local community all joined forces, enjoyed coffee and cake and raised more than £900.

• Sanford House raised £139 through a tombola and cake sale.



## FUNDRAISING FUN

## Triathlon teams do it for fun

Two teams from head office took part in the Aldeburgh Team Relay Triathlon for fun this year – but are planning to do it again for charity, or for one of our own homes.

**Two Buoys and a Gull:**  
1hr 31mins 42sec  
750m Swim – Mel Brand  
20km Cycle – Kris Wills  
5km Run – Al Cochram

**The Tri-angles:**  
1hr 32mins 34secs  
750m Swim – David Birkby  
20km Cycle – Stuart Graham  
5km Run – Franci Tompkins

Personal assistant Franci Tompkins said; “We had such a fun time at the triathlon, finishing 72nd and 73rd overall out of 104 teams that competed. David and Stuart managed to get ahead in the swim and the cycle but then Alan and his long legs swooped in and overtook me at the final post! “

So it’s game on for next year and the teams would love to see if anyone else would be up for joining them.



## Kingsclear team raise more than £500 through Alzheimer’s Society Memory Walk

Strictly Come Dancing star Ruth Langford took a break from the dancefloor to join 3,000 people, including a team from Kingsclear by Caring Homes, who united against dementia at an Alzheimer’s Society Memory Walk.

The Loose Women and ITV This Morning presenter, who lost her dad, Dennis, to dementia, swapped sequins for a blue Alzheimer’s Society t-shirt when she took part in the charity’s Surrey Memory Walk.

The Kingsclear team has raised more than £500 for the Alzheimer’s Society through the walk.



## Trio of challenges completed for Bliss, with just one to go

Support Services Director Robert Jeffery and Transport Manager Scott Carey have been undertaking some extreme events during 2017 in a bid to raise £20,000 for Bliss.

The charity Bliss – which supports prematurely born babies and their families - is very close to their hearts due to a past event where Caring Homes Group Chief Executive Paul Jeffery and his family required their support.

Rob explained: “Because of the trauma that Paul and his family endured, we decided to support Bliss by undertaking some very extreme challenges. With the help of our sponsors we are trying to raise up to £20,000.”

The pair have completed three of their four events this year – some have been tough, and the toughest may well be still to come.

**Event 1 – 100 Mile Sledge Race in Whitehorse, Canada, February 2017**

The 100-mile race from Whitehorse to Braeburn, is truly the real wilderness. There are no stages, no set hours and sleep is just an option. The number of hours

a racer chooses to sleep as opposed to marking off mileage is up to them.

**Event 2: Barcelona marathon, March 2017**

Rob and Scott completed this event in extremely hot temperatures. Water, running shoes and knowledge that this race will hold them in good stead for the challenges that lie ahead!

**Event 3: 9-day Glacier Crossing trek in Iceland May 2017.**

Back to the wilderness for Rob and Scott’s next challenge, this time they joined other Polar Explorers on an incredible 9-day crossing of Europe’s largest glacier and climbed Iceland’s highest mountain.

**Event 4: South Pole Expedition – December 2017/ January 2018**

The full South Pole Expedition challenges even the most experienced adventurers who can expect driving winds, heavy sleds and 8-10 hours a day of skiing with temperatures well below zero.



## How are we supporting our new recruits?

We offer our overseas pre registered nurses an in-house training course which is delivered by Lyn Waite one of our Regional Trainers. This is delivered at Moorlands where the training room is set up to simulate the different OSCE stations. They practice the skills and gain knowledge and understanding of what is expected of them this helps them develop and build their confidence. On the final day of their training course they undertake a timed mock exam. In addition to this we also invite their line manager to attend an OSCE Awareness Day which helps them understand what is needed to support our colleagues in successfully passing their OSCE exam.





## Caption competition

Can **you** come up with a **caption** for **this festive photo**?

What are these cats thinking? Go on... give us a laugh and whoever gets the greatest giggle in the office will win **£25 Marks and Spencers Vouchers**. Send your entries to **voices@carinhomes.org** and we will share the best ones in the next edition.

## Get in touch

Caring Voices is your magazine so if there is something you would like to see featured in it please get in touch and we will see what we can do. Contact us by email

**voices@carinhomes.org**  
or call **01206 832531**

## And these are the winners from our past editions in 2017.

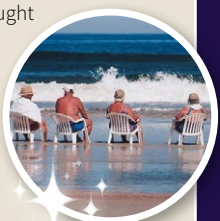
This adorable Spring goat is bleating "I'm only kidding. I can't really fly"

**The winner was Liza Morgan**, Activities Co-ordinator at Wytham House.



And for Summer one beach lover is saying "I think Doris thought I was serious when I sang earlier Oh I Do Like to Sink Beside the Seaside!"

**The winner was Laurence Painter**, Employee Integration Co-ordinator at Bradbury House, Head Office.



## Christmas wordsearch

- AWAY IN A MANGER
- CHOIR OF THE BELLS
- DOMINICK THE DONKEY
- FROSTY THE SNOWMAN
- HOLLY JOLLY CHRISTMAS
- JINGLE BELL ROCK
- JINGLE BELLS
- LET IT SNOW
- LITTLE DRUMMER BOY
- LITTLE ST NICK
- O HOLY NIGHT
- RUDOLPH
- SANTA BABY
- SILENT NIGHT
- SILVER BELLS
- THE CHRISTMAS SONG
- THE FIRST NOEL
- WINTER WONDERLAND

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



## National Care Home Open Day

National Care Home Open Day will be held on Saturday, 21st April 2018 and we hope as many of our homes as possible will take part – so put the date in your diary now.

The theme is Linking Communities with the aim to bring more members of the community into our homes and create long lasting relationships. So, get your thinking caps on and we look forward to hearing all about your plans for the day.

Visit **www.carehomeopenday.org.uk** for more information in the new year.

## Try this Christmas Word Scramble

LEL BS

ISENTPIOTA

CLEAND

GIGABRNDEER

TEWHAR

SCRALO

EDINERER

GOSTINCK

ESOKOCI

GNREGO

GLISEH

LEVES

TENESSRP

DRANLAG

SOTTLEMIE

FITG

YALOHID

LEGAN

LENO

STRANEMON

CREDEMBE

WOMANNS

DANCY ENCA

SLITEN

Christmas Word Scramble Answers: BELLS / POINSETTIA / CANDLE / GINGERBREAD / WREATH / CAROLS / REINDEER / STOCKING / COOKIES / EGNOG / SLEIGH / ELVES / PRESENTS / GARLAND / MISTLETOE / GIFT / HOLIDAY / ANGEL / NOEL / ORNAMENTS / DECEMBER / SNOWMAN / CANDY CANE / TINSSEL

  
**CARING HOMES**

Caring Homes Group, Bradbury House, 830 The Crescent, Colchester Essex CO4 9YQ