

VOICES

CARING

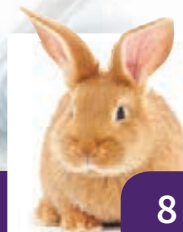


KNITTING FOR PREMATURE BABIES

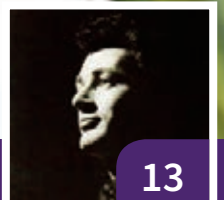
KEEPING **HEALTHY**
AND **HYDRATED**



6



8



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Also in this **issue**

Spotlight on Dementia * A life less ordinary * Celebrating mothers * Caption competition

Hello & welcome

...to the Spring edition of Caring Voices. Hopefully the longer days and lighter evenings are giving everyone a spring in their step as we move forward into summer.

Our homes have had an exceptionally busy start to the year with knitting, ballroom dancing and seasonal gardening just a few of the great activities which have been taking place. Plus we are increasingly sharing our lives with the local community, inviting in visitors from MPs and Mayors to children from local schools and a range of animals large and small. Next issue will feature what we have all been doing for National Care Home Open Day which is coming up in June plus a round-up of some of the great days out residents will be enjoying.

There's plenty of well-deserved praise for Caring Homes in this edition – for dementia awareness sessions, from the CQC and from happy residents, relatives and visitors to our homes. Our Managing Director Laird MacKay is encouraging everyone to nominate colleagues for internal and external awards – read his message on page 10 and don't forget to speak to your line manager about the Caring Homes Stars.

Share your successes and your stories with your colleagues - keep sending your news items and we will use as much as we can in the next Caring Voices.

Best wishes
The Caring Voices editorial team

Six steps to the best

Ivy Court Care Home in Norwich has been awarded the industry-recognised Six Steps to Success accreditation for providing the best possible end of life care to residents.

Three nurses at Ivy Court have studied for the Six Steps to Success qualification over the past year and are now sharing their knowledge with colleagues at the home.

Ivy Court deputy manager Vanessa Soares explained: "It is our aim to give the best care we can to our residents and the Six Steps programme is proven to lead to better end of life care by increasing our knowledge and awareness of the issues. Evidence of our commitment to the programme will be kept in a portfolio that everyone can reference."

"We are extremely proud of our nurses – Beata Bialasik, Magdalena Jakubowska and



Hristina Hristova – for gaining accreditation from this course."

The Six Steps programme equips all staff to recognise and effectively manage end of life situations. This is done by close working with the resident, their families and other organisations to deliver the best quality care and ensure the widest possible amount of choice for the individual both before, during and after end of life care.

Six Steps supports care homes to fulfil the end of life support needs detailed in the Care Quality Commission (CQC) Essential Standards of Quality and Safety.

Topping out at Kingsclear

Kingsclear has reached a new milestone in its development, with a topping out ceremony to signify the final stages of its rebuild by Caring Homes.

The final roof tile, at the care home in Camberley, Surrey, was fitted by Surrey Heath Mayor John Winterton in the presence of building contractors MP Brothers with colleagues from Caring Homes, to celebrate this achievement.

The Mayor – who attended the event with the Lady Mayoress, his wife Di – said; "I want to thank Caring Homes for inviting me to this marvellous topping out ceremony which is something I haven't done before. I have seen many care

homes at the stage when they have residents but not at the formation stage."

"I am glad to see Kingsclear is a new build home as that gives the best opportunity for top notch care – which I am sure the future residents will enjoy here. There are a number of good care homes in Camberley and I am sure Kingsclear will rank among them."

Donna Boobyer, Senior Commissioning Manager for Caring Homes said: "It is very exciting for everyone involved that we have reached this milestone at Kingsclear. We will now all be working hard to get the home fitted out inside and recruit staff ready to welcome our first residents later this year."



Colleagues at our homes praised by the CQC

In the past few months a number of our homes have been awarded a good all round rating following the latest CQC report.

Congratulations go to Garth House, Coxhill Manor, Sanford House, Frethey House, Denham Manor, Knowle Park, Latham Lodge, Mount Pleasant and Home of Compassion.

These homes were all rated as providing a 'good' care service in all areas in the inspection for providing a safe, effective, caring, responsive and well-led care service.

Our colleagues were praised in all cases by the residents, relatives and others who were spoken to. Among the compliments paid to colleagues were:



Frethey House

The CQC report praised Frethey House saying "staff interactions were warm, spontaneous and respectful, laughter and playful dialogue was witnessed throughout the day."

One resident told them: "The staff are all lovely, very caring and they get on well together. I could not be better cared for anywhere else no matter how much I paid."

Coxhill Manor

The CQC report praised Coxhill Manor in its overall summary, and noted: 'People told us that they got on well with the staff. Interactions showed kindness and compassion. One person said, "They are very, very kind and very caring."

One person said: "Frankly I don't think anyone could do better. The staff are exceptional."

Knowle Park

The report states that staff were knowledgeable about residents and their past histories. Relatives are encouraged to be involved and help residents to make choices about their care.

One person said: "It's a privilege to be at this place, a lovely place." Another commented "Staff are lovely. They are friendly and helpful."



Sanford House

The CQC report noted that "staff were well trained, kind and compassionate... polite, thoughtful and treated people with dignity and respect."

One relative said: "It gives me total peace of mind my family member being here. Nothing is too much trouble, they get to know people and know what makes them laugh."

Denham Manor

One resident told inspectors: "I'm very impressed by the way they keep me informed. They operate together as a team, staff work well together and it shows."

One relative said: "Staff go out of their way and like to have little jokes with the residents."



15 years service

Jo Cooper was given a celebration cake by her colleagues in the finance department to mark her 15 years of service with the team at Bradbury House.

Jo, who is currently Deputy Credit Control Manager enjoys working with the head office team and building relationships with the homes and families of the residents who she deals with on a daily basis.



A fond farewell to Jacky

Jacky Hussey is retiring after an amazing 29 years of service at Coxhill Manor.

Since 1988 Jacky has been a familiar and friendly face on the nightshift. She has seen a lot of change over her years at Coxhill Manor and has seen it grow from the original Manor House to how we know Coxhill today.

Jacky didn't have to think twice when asked what she will miss most about Coxhill... 'The residents'. She loved the rapport she had with them, discovering all the things they had in common and building relationships.

One of her favourite things about working at Coxhill were the garden parties where she could really join in the fun and get to know residents' families. Jacky also loved Christmas time and would always be a regular at the carol service.

Jacky's time at Coxhill has been somewhat of a family affair - all her family have worked here at some point over the years. Jacky's husband spent a period here on the maintenance team, while her daughters have worked in the kitchen during University holidays, and her son has helped in the car park for the garden parties.

Jacky was also a key member of Coxhill's 'Staff Engagement Team'. A role that suited her very much as she gets on so well with staff and residents alike.

Jacky plans to spend her time doing the things she loves, yoga, spending time with her family, catching up on some sleep and gardening.

We are very sad to say goodbye to a much loved member of the Coxhill family, but wish Jacky every happiness in her retirement. And hope it won't be too long before she pops back to see us.

Sharing our knowledge

Caring Homes colleagues have been sharing **knowledge of dementia** with the **community** through a series of **free dementia awareness sessions** held recently at **Miranda House, Laverstock, Tall Trees and Wytham.**

The well attended sessions explored what dementia is, how it is diagnosed, and the effects it can have on friends and family. Two sessions took place at each home, one aimed at family members of those living with dementia and the other at local businesses and organisations.

The events gave participants an in-depth understanding about, and empathy for, the psychological needs of a person with dementia.

Royal Wootton Bassett Mayor Mary Champion, who attended the event at Miranda House, has praised Caring Homes for sharing knowledge of dementia with the community through these events.

Cllr Champion said.

“I have been on many dementia training courses and this is definitely the best and the sensory room was so good and brought the feeling of dementia to life.”

Others attending the events included local solicitors, councillors, funeral directors and representatives from Age Concern, Dementia Action Alliance, the Alzheimer’s Society and Caring About Dementia Group.

Caring Homes’ Dementia Training Lead Michele Saunders, said:

“We were delighted at the interest shown in finding out about dementia by the community. We want to actively promote a dementia friendly community through sharing our knowledge and expertise.”



Praise for awareness sessions

“The practical session was very good and gave a good insight into how scary the world is to dementia sufferers.”

“I am currently caring for my relative with dementia – the session provided huge understanding and made me see it in a different light.”

“Practical stepping into the world of someone with dementia was extremely useful – a very powerful way of making the point about what it is like for someone suffering from dementia.”

“It was a real eye opener putting on the glasses, gloves, etc to experience the world of dementia.”

“Everyone should attend one of these sessions because dementia can affect all of us to a greater or lesser extent.”

“For me as a ‘start-up’ carer for a dementia patient it was an invaluable re-enforcement of what I had tried to gather for myself.”

“The sensory experience was a real eye-opener - really made you empathise with the frustration, indignity and feeling of uselessness someone with dementia lives with.”

Lord Mayor of Oxford praises Wytham House

THE Lord Mayor of Oxford Mohammed Altaf-Khan praised the ‘excellent facilities’ at Wytham House where he attended the dementia awareness event.

The Lord Mayor, who previously visited the home to plant a rose bush when it opened last year, attended the event along with representatives from other local businesses and organisations. “At Wytham House it is good to see some of the most vulnerable people in our community being cared for in a well designed and well run home,” said Cllr Altaf-Khan.

“It must be very reassuring for families to know their loved ones are well looked after and good to see that as a society here in Oxford we are caring well for our elderly people, some of whom may be in the last stages of their lives.”

The Lord Mayor met with Wytham House manager Koren Evans-Slade as well as area manager Julie Taylor, Regional operations director Micky Shirley and other members of staff.



The Lord Mayor with Wytham House manager Koren Evans-Slade outside Wytham House



The Lord Mayor enjoying some refreshments at Wytham House

Understanding and Supporting Dementia

With over 850,000 people living with dementia in the UK and a rising number expected to reach over a million people by 2025, it is more important than ever for us to understand how to support the increasing number of people who live in our homes and utilise our services who have this condition. It is the dedication to learning and the willingness to understand that delivers exceptional care for dementia.

At Caring Homes Group we have a suite of dementia training that is accredited by City & Guilds and recognises our colleagues who have worked through 3 levels: Bronze, Silver and Gold.

Today we have seen 940 colleagues complete all required elements of the ‘Living in My World’ Bronze level and 86 colleagues who have completed all required elements of the ‘Understanding My World’ Silver level.

Our leadership development programme also integrates dementia through the newly developed “Inspiring My World” workshop.

How to get accredited

After you have attended a “Living in My World” workshop you will be asked to complete a quick knowledge test on eCademy (lasting no more than 10 minutes of your time) and you will also be supplied with a workbook by your trainer. This book allows you to reflect and demonstrate how you would apply this newfound knowledge to your role. Your trainer will mark this workbook once completed and give you feedback. So long as all three of these elements are successfully completed, you too can be awarded a City & Guilds Certificate and badge.

Make sure you have booked yourself onto a workshop if you haven’t already done so. There are always sessions being run near you.

Could you be a dementia trainer?

We are always looking for dedicated colleagues who embrace and promote the support of people with dementia to become “My World” trainers. In-house trainers are given full training by our Dementia Training Lead, Michele Saunders who wrote and quality assures our suite of “My World” training.

If you would like to be an in-house dementia “My World” trainer and have achieved a City & Guilds accreditation in the bronze level “Living in My World”, then please speak with your manager in the first instance. If they are in agreement that this role would be for you they will put you in touch with your Regional Trainer who will be there to support you every step of the way.

80% Top marks

As of January 2017, at least 80% of Castle View staff have now attained at least one City and Guilds qualification in Dementia Awareness and at Heffle Court the figure stands at an impressive 100%.

Home manager at Castle View John Adair said: “I am extremely proud of my colleagues for achieving their qualifications, and believe that this further enhances our ability to care for all of our residents whether they have dementia or not. I believe that the ongoing support and development of our staff is a key feature of enhancing the reputation of Castle View and Caring Homes here on the Isle of Man.”

Week to celebrate good food and drink

Our homes supported Nutrition and Hydration Week which ran nationally in March and aimed to highlight, promote and celebrate improvements in the provision of nutrition and hydration locally, nationally and globally.

This year organisations large and small were encouraged to take part in a Worldwide Afternoon Tea on March 15 to promote the importance of hydration for all. Residents and colleagues at our homes took part in events organised by home managers or activities co-ordinators.

Research from the British Nutrition Foundation shows that older people are vulnerable to dehydration due to physiological changes in the ageing process. This can be complicated by many conditions plus both mental and physical frailty can further increase the risk of dehydration.

Age-related changes include a reduced sensation of thirst, and this may be more pronounced in those with Alzheimer's disease or in those that have suffered a stroke. This indicates that thirst in older people may not be relied on as an indicator of dehydration.



Margaret and Irene enjoy afternoon tea at Galsworthy House



What's cooking?

Throughout caring homes our chefs supported Nutrition and Hydration week with special foods and events to mark each day of the week. Good nutrition and hydration are always a priority for our catering teams but to introduce an element of fun all chefs were asked to come up with a special afternoon tea, evening meal and even a cocktail.

Thursday became Thirsty Thursday with non alcoholic cocktails, juices and specialist smoothies on offer. Fruity Friday followed with imaginative fruit desserts, fruit platters, fruit based drinks and smoothies.

At Cotman House a special Stewed Apple and Porridge was served for breakfast, which took some residents

a couple of days to be convinced about according to the chef. Likewise the non-alcoholic cocktails took a little getting used to but residents all enjoyed the kitchen's interpretation of a Manhattan Iced Tea.

At Tall Trees a traditional afternoon tea was enjoyed including choux pastry swans, cream horns, chocolate iced cupcakes, mini Chelsea buns and a selection of sandwiches.

Thirsty Thursday saw residents trying a selection of non alcoholic cocktails including a Cranberry Sangria and Tequila Sunset. Finally on Friday chef produced fruit platters with some new and exotic fruits to surprise residents including three types of melon, dragon fruit, pomegranate, star fruit and mango.



Healthy and hydrated at Horsell Lodge

Making sure we have **enough to drink** is **always important**, but **increasingly** so among the **elderly population** who, for many reasons, **may not be able to tell** when they are getting **dehydrated**.

Within a care home making sure all residents keep healthy and hydrated can be a challenge... but it is one which colleagues at Horsell Lodge have risen to by creating an in-house hydration bar.

Home manager Robyn Bennett explained: "There were two reasons for developing our hydration bar – we wanted to make sure our residents were all drinking enough and we had a donation of an old piece of furniture which we wanted to put to good use."

Robyn explained that there has been extensive research into hydration and the ageing process and there are many best practice guidelines introduced to ensure those with increased mental and physical frailty are not put at increased risk of dehydration.

Older people are vulnerable to dehydration due to physiological changes leading to a reduced sensation of thirst. This can be more pronounced in those with Alzheimer's disease or those who have suffered a stroke. Thirst in older people may not be relied on as an indicator of dehydration and many residents need to be encouraged and helped to drink regularly.

Two keyworkers Emma Hall and Ruth Suters are leading the hydration bar project and a range of juices, mock cocktails and milkshakes are offered twice a day.

"We are coming up with lots of different drinks for everyone to try and have purchased bottles, glasses and straws to make the whole thing more fun, said Robyn.

"Of course we still offer teas and coffees but the hydration bar is open and these drinks are offered first. The new bar looks fantastic and residents seem to be really enjoying the new choices. I am really proud of the team as we have worked with the whole issue of hydration not necessarily as a problem but as an opportunity to look at our way of working and to change and improve it for residents' benefit."



Dormy House chef highly commended

Caring Homes chef Steve Harding represented the company at the NACC (National Association of Care Catering) Care Chef South East Regional Cook Off recently.

Steve competed against other care industry chefs at the event winning a coveted 'highly commended' for his dessert which one of the judges described as 'equal to anything served in a Michelin starred restaurant'.

For the competition Steve prepared a two-course textured modified meal with a main course of globe of mild spiced chicken, set on a plinth of coriander with coconut and a hint of lemon, abstract and themed vegetables. The dessert was ambrosia banana custard, infused apricot suspension with basil and vanilla syrup.

Hospitality Manager Mike Biggs said: "The overall standard at the competition was very high and this was Steve's first competition so he did incredibly well. Steve is one of our senior chefs and is certainly leading the way with Caring Homes textured modified food."



Knitting hats for premature babies

Keen knitters at Galsworthy House care home in Kingston Upon Thames are casting on to knit hats for premature babies at nearby Kingston Hospital. Activities co-ordinator Sue Ottoway has picked out patterns and started work on the hats with members of the regular Tuesday knitting group.

Sue said: "Knitting and crochet are popular with our residents and a great activity for older people as they keep the fingers moving and the brain busy."

Galsworthy resident Diana, 94, added; "My grandmother taught me to knit when I was about 6, I knitted jumpers for my children and grandchildren so it is lovely to carry on knitting here at Galsworthy House."



Call for D Day Veterans

Is there a D Day veteran living at your home? If so, tell them about this great opportunity for a funded tour to Normandy to pay respects to fallen comrades.

The travel arm of the Royal British Legion, Remembrance Travel, is on a mission to find every single surviving D Day veteran, as the Treasury is enabling a series of tours for D Day veterans. The tours are being funded by the Treasury from Libor fines, and will enable a D Day veteran to return with a family member and carer on a six-night tour. The tours will be accompanied by a medic and a guide from the Royal British Legion.

Call Remembrance Travel's tour operator, Arena Travel on **01473 660800**.



St Patrick's Day Celebration

Irish themed activities took place throughout the day at Frethey House recently to mark St Patrick's Day.

Morning coffee came with a drop of Irish Cream liqueur, accompanied by Foster and Allen Irish music. After lunch there was a St Patrick's Day themed quiz, and an Irish sing-a-long. Colleagues and residents then refuelled with an Irish tea loaf and another tippie of Irish Cream Liqueur, accompanied by the music of Daniel O'Donnell.



The Irish patron saint's day was also marked at Belmont House with some visiting traditional Irish dancing and a day of bread baking.



MP visits Whittington House

MP Alex Chalk with Whittington House resident Beryl. MP for Cheltenham Alex Chalk spent time meeting staff, relatives and residents at Whittington House during a recent constituency visit.

Mr Chalk was shown around the home by activities co-ordinators Jo Cann and Jenny Spencer and introduced to some residents who were enjoying a coffee morning.

"Mr Chalk sat for quite a while discussing local affairs in and around Gloucestershire, the economy and elderly care at Whittington House," said Jenny.

"He went from room to room introducing himself and meeting his constituents. He was very impressed with facilities at Whittington House, especially the cinema and commended the staff here and the great work that they do within the home."



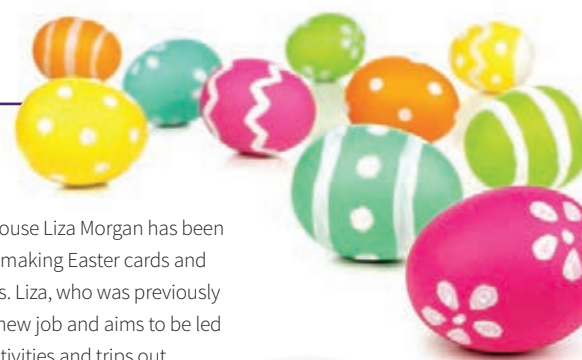
What's happening in our homes?

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



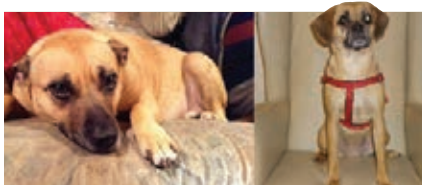
Alpacas at Miranda

Residents at Miranda House recently enjoyed a special visit from a pair of very unusual four legged guests, two Alpacas named George and Frontier. Those who are not so mobile did not miss out as George and Frontier toured around the home and some of our residents even enjoyed a special visit in the comfort of their own bedrooms.



Strictly ballroom at St Georges

Popular visitors Terry and Jenny came to see residents at St Georges in Bristol to demonstrate various ballroom dances. As always residents enjoyed the music and colour of the event and some even had a go at some ballroom steps.



Meet Macey

Everyone at Sanford was heartbroken when the home's dog, Sandy, passed away suddenly in November. Sandy brought love to and was loved by everyone and will be greatly missed by all. The home just didn't feel the same without a four-legged friend and the new year brought a new friendly face to the home in the form of Macey, a 3 year old puggle, who has joined the family.

Although a little boisterous, Macey is settling in well. She has received a very warm welcome, and is sure to be just as loved as her predecessor.

Easter crafts

New activities co-ordinator at Wytham House Liza Morgan has been enjoying seasonal crafts with residents – making Easter cards and bookmarks and planting spring seedlings. Liza, who was previously a care assistant, said she is enjoying her new job and aims to be led by the residents when planning future activities and trips out.

"I have been busy ordering lots of supplies so we can try out some new things and see what people enjoy," she said. Included on the list are pottery, flower arranging, starting up a Wytham choir, gardening, poetry and indoor balloon volleyball.



Princess at Mill House

Staff and residents gathered outside Mill House in the hope of seeing HRH The Princess Royal, who was visiting the neighbouring Robert Welch shop for their 60th Anniversary recently. Resident Rachel Buxton, had the honour of giving The Princess Royal a bunch of tulips and even managed to have a few words and share a joke.



Home manager Kim Mulford said: "The Princess Royal was lovely, coming over to see us and take the flowers from Rachel, joking about how cold it was for us to be standing out. Rachel said that she was overwhelmed by the occasion as she has never been so close to a member of the royal family before."

Schoolchildren spend time at Mellish

Children from Pot Kiln Primary School in Sudbury love making regular visits to Mellish House. Recently year 6 pupils did some arts and crafts work with residents on the theme of the American Diner – which is currently being developed at the home.



Teacher Mr David Stevens, added: *"It is important the children have an understanding of the care required in their own local community and the chance to spend time with people of another generation - some of them don't have the opportunity in their own family group. We bring a small group every month and those who have visited before are already asking when they can come back."*



Cricket club sponsored by Tall Trees

RESIDENTS and staff at Tall Trees are eagerly awaiting the start of the season after sponsoring their neighbours at the local cricket club.

Club chairman Russell Hayes and vice chairman Ian Lewis visited the care home and accepted a sponsorship banner to be displayed at the cricket ground and show the care home's support for the club.

Home manager Michelle Little said; "Tall Trees is proud to be part of the village community and pleased to be sponsoring our neighbours at the cricket club. We are looking forward to the start of the cricket season and wish the club the best of luck."



MESSAGE FROM THE
MANAGING DIRECTOR

Laird MacKay

RECOGNITION
AWARDS
2017

Firstly a warm welcome to a new year – not just to 2017 which we are already well into but the new financial year as well.

We are moving into a critical year for Caring Homes with some of the best CQC results of the large care groups – The Caring Homes position is now 75% Good with CQC, and we sit at 5th on the private provider list. This is a 20% improvement in 12 months.

IoM, Jersey and Scotland – all statistics show quality performance is good and remains at a very high standard. Well done everyone.

The next target for us all is to return to the 92% figure we had under the old inspection regime – it is possible by the year end.

We have invested in our colleagues and now have an excellent team of managers in place alongside a full support team. We need to transform that level of people investment and the good UK-wide clinical position into high occupancy for our homes.

Across the Caring Homes workforce we need to be shouting out about the things we do well and our internal awards the Caring Homes Group Recognition Awards 2017 give us all the chance to do just that. Every home should have a nomination pack and all entries must be received by May 3rd - so there is still time to put forward a colleague or team.

National Care Home Open Day is just around the corner and, once again, all our homes should be taking part and opening their doors to welcome the public in on June 16th.

National Care Home Open Day is a UK wide initiative inviting care homes to connect with their local community, welcoming the public and arranging events and activities that help to create lasting links.

The day is all about showing what excellent care homes are really about and how they can play an important role within local communities, developing relationships across the generations.

This is something really positive for the care home industry – so let's be a part of it.

Do you have a top carer in your home, a great activities co-ordinator, an extraordinary chef? Are you a great team?

In addition to our own internal awards there are currently four sets of national industry awards open for nominations. We need to be shouting about all the things we do well and seeking recognition within the industry through these awards.

The National Care Awards // www.careinfo.org/careawards-2017

The Nursing Times Awards // www.awards.nursingtimes.net

The inaugural Caring UK Awards // www.caringukawards.co.uk

National Dementia Awards 2017 // www.careinfo.org/dementiacareawards-2017

Please take a minute to have a look at the criteria for these awards and see who you can nominate. Contact Sue Varley at svarley@carinhomes.org with some details and to discuss putting together a nomination.

QCF congratulations

Our congratulations to the following colleagues for completing their QCF Qualifications:

QCF Level 2 -

Rojina Rai, Moorlands Nursing Home; Hannah Park, Ferfoot; Dulce Wiltshire, Deer Park View Care Centre; Edyta Kijo, Cranmer Court; Adam Wabicki, Kippington Nursing Home; Dariusz Marek Misiorowski, Kippington Nursing Home; Jemma Elston, Kippington Nursing Home; Hannah Seymour, Rendlesham Care Home; Stephanie Bailey, Cotman House; Charlotte Hindley, Ivy Court.

QCF Level 3 -

Falilat-Abosede Adegboyega, Galsworthy House; Elisabeta Zamfira, Coxhill Manor; Caroline Thorne, Hulcott Nursing Home; Anil Purran, Walstead Place Residential Home; Daniel Wilkes, Mill House; Kylie Hester, Mill House; Caroline Torr, Tall Trees; Caleb Stanger-Roberts, Ferfoot; Laud Amewugah, Miranda House; Shereze Pretorius, Miranda House; Costel Eugen Voineag, East Hill House Residential Home; Sarah Cole, East Hill House Residential Home; Blanka Bledek, Knowle Park; Iwona Baranska, Kippington Nursing Home; Margaret Ball, Brooklyn House; Darren Dennis, Cotman House; Mandie Brooks, Ivy Court.

Congratulations also go to Scarlett Macdonald, Home Manager at Rectory House for completing her **QCF 5 Diploma in Leadership for Health & Social Care**.

The following colleagues have recently completed the **Future Leaders Programme** which is an innovative, flexible and interactive development programme for managers - Tabatha Scarborough, Deputy Manager, L'Hermitage; Alan Horder, Home Manager, Coxhill Manor; Scarlett Macdonald, Home Manager, Rectory House; Debra Potter, Home Manager, Heffle Court; Maekhala Allan, Home Manager, Mellish House; Meeramol Mayanlvas, Coppice Lea; Imelda Shearer, Hawkhill House; Fraser Smith, Regional Trainer (Division 3); Krishna Thaker, HR; Chris Rudolph, Marketing.

Qualifications and Credit Framework (QCF) Qualifications are tailored by the candidates to suit their job roles and responsibilities.

Home of Compassion shortlisted for healthcare design award



Home of Compassion welcomed judges from the Pinders Healthcare Design Awards recently as the home was shortlisted in the 'Best Redevelopment of a Care Home' category for 2017.

The judges – a director from Pinders, an architect and a former Care Quality Commission (CQC) inspector – spent the morning at Home of Compassion, touring the building and talking to staff. They were accompanied by Home of Compassion Deputy Manager Denise McMillan, Caring Homes Founding Director Helena Jeffery, Construction Manager Kevin Coleman, Architect David Tibbs, Senior Operations Director Julie Mason, Regional Manager Sally Lorch and Business Development Executive Caroline Heath.

A charitable donation of £500 was also given to Caring Homes from Pinders to mark the coveted place in the final and this will be given to Macmillan. The Pinders Healthcare Design Awards aim to promote and recognise the very best developments in all types of care-related property and to acknowledge the contribution made by home owners, designers and architects to the wellbeing and quality of life for those in their care.

Whilst architectural standards and innovation are key factors, the overriding test for any project is the degree to which it has recognised the needs and desires of the residents and incorporated these into the final design.



Marketing department in the running for national award

The marketing campaign for Home of Compassion has been picked out by the Chartered Institute of Marketing in the Marketing Excellence Awards 2017.

The extensive campaign – A Caring Perspective - included commissioning new photography to represent the real age of care home residents (average age 86 and range from 80-100), and adopting brand standards with a more emotional narrative throughout. The campaign, which included billboards, direct mail, advertorials, brochures and advertising was a success – meeting the set commercial aims and objectives.

Sales and Marketing Director Mark Sherriff said; "The aim of the campaign was to work with and support the Caring Homes operational team both before and after the launch of Home of Compassion last year. The main challenge was to deliver a target number of enquiries and bed sales in a very competitive local marketplace in Surrey."

Ensuring best practice

The Best Practice Group for the elderly division meets six weekly, led by Clinical Director Frank Cummins. The first meeting of the new group was held in December 2016. The main function of the group is to provide a basis for developing and improving care in the elderly division and stimulating ideas and priorities for continuous improvement.

The group will be responsible for the review of all policies and procedures as well as the promotion of best practice initiatives. All new care policies and procedures for the elderly division will be discussed through the best practice group and it promotes the involvement of different grades of staff with varying levels of experience and knowledge in the development of policies.

The last meeting of the group was held in March and some of the matters discussed were;

- // There is to be a review of the current bed rails policy and in the near future there will be a review of the falls policy and choking policy. The reviews of future policies will be via subgroups appointed by the Best Practice Group
- // It was mentioned that it would be pertinent for the homes to have information on Sepsis. As we are looking at putting a clinical subject into the Learning from Investigations publication it was decided to have Sepsis as a subject in the next publication
- // A new training pack for Preparing for Inspections has been developed. The first course will be held for ten managers in the elderly division in either May or June 2017
- // At the present time, HR are looking at designing a standard supervision record for use in all homes
- // The Training Team have developed an e-learning safeguarding course. The Best Practice Group have agreed to review the safeguarding course and will feedback at the next meeting in May 2017



I nominate...

Wendy is the face of the home

Regional manager **Gary Briggs** has nothing but praise for **Belmont House** receptionist **Wendy Sexton**.

"She's the face of the home, the first person most people see when they come here. She really will do anything that is asked of her and undoubtedly does a great job of selling the home for us."

Wendy has been at the Sutton home since day one – well before day one really, starting in May 2016 in the marketing suite before the Worcester Road home opened last July.

She does whatever task comes her way, from traditional receptionist duties to watering the new turf at Belmont House to make sure it didn't die after it was laid. She brings in books she has finished with and nail varnishes she doesn't want so that they can be used for the residents benefit.

Wendy previously worked at St George's Hospital, Tooting, as a medical secretary in the neo-natal unit unit so is no stranger to getting to know families and helping people through what can often be difficult times.

"I'm always busy, every day is different. I love talking to people and getting to know

them, I'm always chatting – one of those people who strikes up a conversation at the bus stop," explained Wendy.

Wendy, who lives in Sutton with her husband and teenage son, said there is no such thing as an average day at the care home but that is one of the things she loves.

Wendy added: "Belmont is a fantastic place to work and I enjoy coming to work here – every day is different but we are like a big family and everyone is prepared to help out where they can to make things work."

"Of course I have a job description but as with most jobs it can be ambiguous! I'd say I was a team player, not a prima donna and will do whatever I can to help."

Wendy Sexton



107th birthday celebrations for George

We've celebrated a number of milestone birthdays at Caring Homes care homes in the past few months.

Claydon House were delighted to celebrate their oldest resident, George's milestone 107th birthday, when they held a small party at the home for his family, friends, residents and members of the care team.

Mayor and Mayoress of Lewes Dr Graham Mayhew and Penny Brown joined in the celebrations and presented George with a beautiful bunch of flowers from the people of Lewes.

Sue Brown, Activities Co-ordinator at Claydon House said: "We had a musical interlude with classical and folk music which George particularly loves. Many of the pieces came from the countries George has lived in during his life, including Russia. Our in-house chef researched and made a fantastic Russian chocolate birthday cake which George was thrilled with."

- At Mellish House Agnes celebrated her 100th birthday with a high tea for friends and family which was also attended by Sudbury Town Mayor and other local councillors.
- Harriet celebrated her 100th birthday at Scoonie House with a small party for family, friends, residents and the care team. Local councillors Tom Adams and Charles Haffey also attended.
- At Belmont House Dinah celebrated reaching 103 years old with various friends bringing birthday cards and various gifts. Dinah had lunch with family in the private dining room.
- At Galsworthy House Vera celebrated her 102nd birthday with a champagne tea for family and carers at the home. Vera, who has lived at Galsworthy House for two years, received a variety of flowers and chocolates and had a cake shaped as the numbers 102.



Are any of your residents older than 107? Or about to celebrate reaching 100 soon? Let us know what you are planning to do to celebrate. Send any details or photographs you would like considered for inclusion in the next issue of Caring Voices to voices@carinhomes.org

The last activity

Glenda Davison has been an activity coordinator at Mellish House in Sudbury for more than 13 years and enjoys getting to know all her residents although – as in every walk of life – finds herself becoming closer to some than others. Here she talks about her relationship with Robert.



Robert was one of those people I felt really close to, explained Glenda. He was a larger than life character who had been an actor and voice coach in Hollywood with his lovely wife who was a Vogue model.

When Robert passed away in November, with no close family able to organise his funeral, it seemed the most natural thing in the world for Glenda to make the arrangements – looking at it as a sort of last activity for Robert.

"Robert was a wonderful storyteller and always had a tale to tell," said Glenda. "He told me how he'd met his wife in a hotel swimming pool. Robert was enjoying a swim when the hotel manager came in with a beautiful young woman he introduced them and she must have liked what she saw as she lent forward saying "I think you are my future husband" the rest is history.

Robert was born in Canada and spent his childhood years in an orphanage. He was known as "Bobby" and often told us he thought he was Gregory Peck's love child, although of this there is no proof.

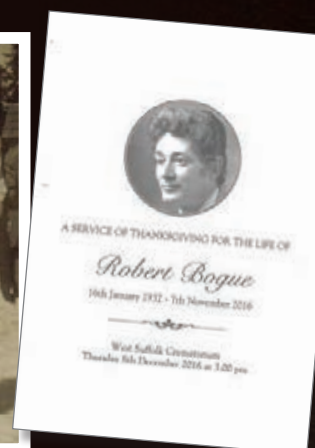
He gave Marilyn Monroe elocution lessons and taught her to sing on the set of 'The River of no Return' where she shared a billing with Robert Mitchum. Robert loved Marilyn second only to his adored wife and called her the most beautiful woman in the world.

When Robert came to Mellish he was very active and joined in with many activities. He particularly loved singing and poetry with his favourite song a Marilyn classic - Diamonds are Girl's Best Friend. His theatrical side often came to the fore as he liked changing his outfit at least 4 times a day. Robert loved a hat - be it one we had made for Easter or Christmas or just a cap. He became more flamboyant and perhaps a little eccentric as time went on and crayoned his eyebrows with marker pen and candle wax which he squirreled away in his room.

Everyone was fond of Robert, he was such a gentleman to the very end with immaculate manners. Robert had so many talents and shared these with us he also told me that it was a conscious decision not to have a family as their lifestyle wasn't conducive to raising children but he was fond of his nephew Charisma (Chris) in America who visited his Aunt and Uncle several times over the years.

Chris sent a lovely book of photographs he had taken on these visits which I used as a reminiscence tool but Robert's condition moved on and he was no longer mobile so I became the link via email between Chris and his Uncle Bobby.

Sadly Robert passed away in November 2016, aged 84 and as his beloved wife was too ill to help I asked if I could arrange his funeral as the last activity I could do for him.





In celebration of all our mothers

Mothers' Day was celebrated by Caring Homes residents, with special lunches, flower arranging and welcoming in friends and family to spend the day with them.

At Wytham House the new chef Steve Shore was looking forward to dishing up a special three course lunch to the residents including salmon terrine to start, roast rib of beef with all the trimmings and homemade chocolate brownies.

"Just because people are living with a degree of dementia does not mean they can't enjoy good food. Food here is very much restaurant standard," said Steve.

"We work hard to make sure our food looks great as well as tasting good as enjoying a meal is as much about the presentation as the flavour."

Steve, who did his apprenticeship with Trusthouse Forte and has worked for hotels and restaurants including The Waldorf in London, is also enjoying preparing textured modified food for those residents who have dysphagia.

He said: "Pureed foods which are moulded back into shape are definitely the way forward for residents who have difficulty swallowing, again it is about how the food looks, as well as how it tastes."

Steve, whose own mother is living with dementia, started working for Caring Homes in March and is enjoying being part of the Wytham House family as well as being able to spend more time with his own wife and family who live locally.

At Tall Trees activities co-ordinator Daryl Jenkins brought in some spring blooms for mothers to arrange and put around the home in celebration of Mothers' Day. The vases of daffodils and tulips formed a bright centrepiece for the Mothers' Day roast which was enjoyed by all.



Feedback Corner

"My mother spent the last 6 months of her life at Sanford House Nursing Home, passing recently. We cannot praise the staff highly enough, they all have hearts of gold and treated my mother with care, compassion and dignity at all times"

Daughter of resident

"I have nothing but praise for the staff that cared for my husband at Abbeycrest. His dementia meant he was not always easy to deal with but they were unfailingly caring and cheerful. In the last week of my husband's life, as a family, we were cared for alongside my husband."

CF, wife of resident

"I am very impressed by the care, concern and support staff have given my mum at Hillview Court Nursing Home. She can often get upset and tearful and staff deal with her with great kindness and respect.

Lorna T, daughter of resident

"Right from the start, staff made my father feel at home at Denham Manor. The nurses are fantastic and always keep you informed. All staff go out of their way to accommodate residents and the carers are just brilliant."

KR, daughter of resident

"The staff at Beaumont Villa are so welcoming every one of them! Nothing is too much trouble. The home is spotless and so clean- a wonderful friendly atmosphere."

Alan D, son-in-law of resident

"My mother was at Cranmer Court for a little over 2 years. Throughout that time, she received wonderful care - even when she was a little difficult. In her own words "I cannot fault this place". I would have no hesitation in recommending Cranmer Court."

Terry M, son of resident

"I came to the Home of Compassion after a knee replacement op at the hospital. So I was only there for nine days. I received the kindness and friendly care I could have wished for. Happy faces made my recovery all the quicker."

Dodie H, resident for convalescing

The staff put 100% into every aspect of care at East Hill House. The support they give families, as well as residents, is amazing. They go the extra mile for everyone. My mother is young to be in a care home but the home has made every effort to make her and us feel comfortable.

Emma C, daughter of resident

Bradbury House carers get cleaned up for Comic Relief

Carers at Bradbury House in Braintree had a fun afternoon of activities to raise funds for Red Nose Day with will a bake sale, entertainment, a raffle and a tombola. Staff and residents dressed up or wore red and there was a bath the carer event.

Activities co-ordinator Clair Roadnight, who organized the event, said: "It was just for a bit of fun really, something which staff and residents can all get involved in to raise some money for a good cause."



Heffle Court team take on April Fools' Day challenge

A team from Heffle Court were aiming for new heights as they climbed Mount Snowdon.

The team of six - Home Manager Debby Potter, Deputy Manager Steve Orwell, Administrator Julie Wishman, Nurse Tina Hewitt, Head Chef Sam Armstrong and Assistant Chef Stuart Potter - will be raising funds to support a colleague's daughter who has been diagnosed with cancer after giving birth to her first baby.

Debby explained: "This originally came about because it was on Julie's bucket list and it grew from there. We decided to support her with the challenge and hopefully make money for a good cause in the process.



"Some of us trained by walking across the South Downs others have been thinking about it. Steve is an experienced mountain climber so will be showing us the way."

A great reason to eat cake



Latham Lodge colleagues and residents tucked in when they held a "time for a cuppa" and cake afternoon recently.

The event had many colleagues baking delicious cakes and bakes which raised £70 for Admiral Nursing.

Home manager Sylvia Morse-Carter said "It was very well attended and there were plenty of sumptuous cakes, home made donations from many of the staff at Latham. We also had Sharon Simpson, a research nurse from Solent NHS, attend and support the event. She spent most of her time selling cake!"

Admiral Nurses are specialist dementia nurses who give expert practical, clinical and emotional support to families living with dementia to help them cope. They are registered nurses, and have significant experience of working with people with dementia before becoming an Admiral Nurse. Most work for the NHS in communities, helping people with dementia to stay at home for longer. They also work in other settings, including care homes, hospitals and hospices.





Caption competition

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

What is this adorable spring goat 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**

£50

STORIES WIN PRIZES

Do you have a **news story** or **best practice case study** to contribute to Caring Voices?

We are offering a **£50 prize of Marks & Spencer vouchers** for the best story received, as judged by the Sales & Marketing Director, Mark Sherriff.

AND FINALLY

The Summer edition of **Caring Voices** will be published in **August** packed full of all the news from around the homes taking place in the next few months plus updates on awards and initiatives. We will be featuring **National Care Home Open Day**, coming up on **June 16th** and which many homes will be taking part in – so send all your news and pictures to **voices@carinhomes.org**



Plan your activities for **National Care Home Open Day** June 16th 2017

Visit the website: **www.carehomeopenday.org.uk**

Easter wordsearch

- APRIL
- BASKET
- BUNNY
- CANDY
- CHURCH
- CHOCOLATE
- COLORFUL
- DECORATE
- EGGS
- FAMILY
- JELLYBEANS
- JESUS
- LAMB
- LILY
- PAINTING
- PARADE
- SPRING
- SUNDAY

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

Try these food & drink anagrams

As it was **Nutrition and Hydration week** recently the theme for these anagrams is food and drink. Can you work out the items? Word lengths for the answers are shown in brackets.

RAW INERT MEAL (7,5)
AWFUL RECOIL (11)
IN REAL EGG (6,3)
A MOTTO (6)
CRIED (5)
RICH EAT OK (9)
CHANGE MAP (9)

A SUGAR SAP (9)
RE A JUG ON ICE (6,5)
EMU LEG (6)
EAT (3)
COOL CHEAT (9)
REGAL (5)
PUB TUNE TREAT (6,6)

CAR DUST (7)
ORDER PIG (8)
PAST EIGHT (9)
CRACKPOT INLAW (5,8)
CHEAP (5)
A TROPIC (7)



CARING HOMES

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