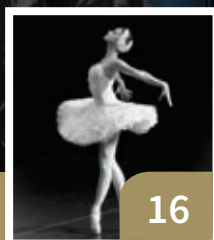


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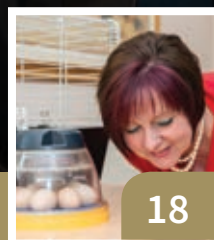


SUMMER FUN IN OUR HOMES

2017 RECOGNITION AWARDS ROUND-UP



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Dancing with Dementia * Egg-citing new arrivals * Having fun fundraising * 1000th My World presentation

MESSAGE FROM
THE MANAGING
DIRECTOR

Laird
MacKay

RECOGNITION
AWARDS
2017

Hello & welcome

Welcome to the Summer edition of Caring Voices.

On these first six pages of this issue we pay tribute to all our winners from the recent Caring Homes Recognition Awards. And that doesn't just mean the people who went home with the awards but to everyone who was shortlisted and of course to everyone who made the awards and conference such a successful event - a lot of work went on behind the scenes in the run up to the date as well as on the day itself.

Initial feedback from the conference has been very positive and I hope those able to attend enjoyed it as much as I did. Items from the conference syndicate sessions and the excellent market stalls have been uploaded and are available for everyone to make use of on the Hub.

Congratulations to all of the award winners and those who made the shortlists. It was great to be able to celebrate your success with everybody present.

Front cover picture shows Mary Plante from Galsworthy House receiving her award for Registered Nurse of the Year from Helena Jeffery with host Ronan Keating and Clive Livermore from sponsor Caring People. A full list of all our winners is on page 4.

A showcase for talent, dedication and commitment

The Recognition Awards 2017 were an excellent opportunity to showcase talent, dedication and commitment as well as demonstrate the crucial role we play in caring for some of the most vulnerable people in our society.

Combined with the Bringing Your Vision to Life conference the day signified a major event in the Caring Homes Group calendar bringing colleagues from both Caring Homes and Consensus together along with sponsors and business partners who helped to make the event possible.

With over 5,500 employees across the group our winners beat the competition to receive their awards which were presented by Founding Director Helena Jeffery and musician and singer Ronan Keating, along with a host of sponsors.

Comprising of 23 categories, the awards recognised the achievements of over 61 shortlisted finalists from both Consensus and Caring Homes and Group support functions. Categories included Manager

of the Year, Carer of the Year plus awards for a top chef, ancillary workers, support colleagues and best kept gardens.

Thank you for submitting an overwhelming number of nominations this year - more than 3,000 - and to the selection panels for their commitment and expertise, as these decisions are rarely easy. Undertaken by our Operational Managers in the first round, then the judging panel led by Helena Jeffery, James Allen, Laird MacKay and Martin Gash had a difficult task to select between so many worthy entries.

Attended by over 340 guests the evening itself was a great occasion, with colleagues and business partners coming together to celebrate the very best care and support provided across the country by outstanding people.



Our winners pictured on stage with Helena Jeffery, host Ronan Keating and many of our sponsors for the evening. 1 - Lyndsey Dixon for Whittington House, Best Kept Garden; 2 - Gail Fisher, Lifetime Achievement Award; 3 - Lorraine Bennett, Care Chef of the Year; 4 - Ruth Halls, Rendlesham Care Centre, Manager of the Year and Best Dementia Care Team of the Year; 5 - Whittington House gardens; 6 - Our host Ronan Keating; 7 - Michael Radbourne, Ancillary Worker of the Year.

"It's very important that we celebrate success, from the finalists nominated, to the thousands of our colleagues making a significant contribution to caring for and supporting people all over the UK." Paul Jeffery, CEO, Caring Homes Group





RECOGNITION AWARDS 2017

We are delighted to announce the winners of the 2017 Recognition Awards. The awards were revealed on the 28th June at a glittering awards dinner at the Grove Hotel in Watford. Winners were presented their awards by Helena Jeffery, sponsors and none other than Ronan Keating.



Ancillary Worker of the Year
– Caring Homes
Michael Radbourne, Sanford House

Ancillary Worker of the Year
– Consensus
Joan Perrin, The Heathers

SMO of the Year – Caring Homes
Lynn Berry, L'Hermitage

SMO of the Year – Consensus
Andy Ford, Wales

Best kept Garden of the Year
Whittington House

Best Residential Team of the Year
– Caring Homes
The Magna Care Centre

Best Residential Team of the Year
– Consensus
Belstead Mews

Best Supported Living Team of the Year
Church Road

Support Function Colleague of the Year
David Robinson, IT Service Delivery Lead

Carer of the Year
Sharon Hunt, Huntercombe Hall

Support Worker of the Year
Krystal Matthews, Strawberry Fields

Registered Nurse of the Year
– Caring Homes
Mary Plante, Galsworthy House

Registered Nurse of the Year
– Consensus
Liz Smith, The Gables

Care Chef of the Year
Lorraine Bennett, Marchglen Care Centre

Best Dementia Care Team of the Year
Rendlesham Care Centre

Best Specialist Support Team of the Year
Cheshire House

Fulfilling Lives Award – Caring Homes
Barry Pentelow, Laverstock Care Centre

Fulfilling Lives Award – Consensus
Keri Strugnell, Tandridge Hill Farm

Excellence in Leadership & Management – Caring Homes
Alan Horler, Coxhill Manor

Excellence in Leadership & Management – Consensus
Michelle Christie, East Midlands Supported Living

Manager of the Year – Caring Homes
Ruth Hall, Rendlesham Care Centre

Manager of the Year – Consensus
Margaret Elliott, Heatherington House

Lifetime Achievement Award
Gail Fisher,
Positive Behaviour Intervention Lead

The awards were an excellent opportunity to showcase talent, dedication and commitment. We believe it is very important that we celebrate success, from the winners and shortlisted finalists, to the thousands of colleagues who make a significant contribution to caring for and supporting people all over the UK.

Thank you for everything you do everyday. All of you make a positive difference.

We know you will join us in offering huge congratulations to all of our worthy winners.

An outstanding evening to celebrate the best care

The Awards Gala Dinner was opened by Paul Jeffery, who reflected on the day's activities. He then kicked the evening off to a fantastic start by presenting a special award recognising the achievement of the East Midlands Supported Living Team in obtaining the group's first overall Outstanding CQC rating.

Boyzone member and musician Ronan Keating was welcomed to the stage and joined by Helena Jeffery to host and present the awards along with many of our sponsors for the event.



Our winners pictured on stage with Helena Jeffery, host Ronan Keating and many of our sponsors for the evening. 8 – Lynn Berry, SMO of the Year; 9 – David Robinson, Support Function Colleague of the Year; 10 – Barry Pentelow, Fulfilling Lives Award; 11 – Teresa Freeman, Magna Care Centre, Best Residential Team of the Year; 12 – Sharon Hunt, Carer of the Year; 13 – Alan Horler, Excellence in Leadership and Management.

Supporting 'The Care Workers Charity'

At the event we also announced our new membership of The Care Workers Charity, Supporters Club.

We raised an amazing £2,370.00 through a raffle held on the night to add to the sum committed by the Group to the charity which helps support current, former and retired care workers when they find themselves facing hardship. To learn more about The Care Workers Charity visit: www.thecareworkerscharity.org.uk



Bringing your vision to life

Delegates who were present at the Bringing your Vision to Life Conference were required to participate in two syndicate sessions following the opening address given by Paul Jeffery.

Engaging our Teams

Laird MacKay presented this workshop to Caring Homes delegates which sought to consider how best to engage our colleagues and to retain the best people to work at our homes and services.

Together groups of colleagues looked at the tools we have to help us, our tactics and style. Delegates explored and identified the meaning of “engagement”, acknowledging why colleagues stay with the company and discussed how together we can improve retention.

The essentials are:

- Appreciating People
- Inspiring People
- Valuing People
- Mentoring People

Caring Homes visions and values wheel was launched, looking at the seven areas which underpin everything we do – Empathy, Choice, Kindness, Respect, Compassion, Dignity, Time.



Caring Homes Vision – Working together to provide excellent care by exceptional people for everyone

Delegates explored how to put these values into practice, and how to overcome any barriers which may get in the way. Laird also looked at the Outstanding CQC rating received for well-led at Magna and asked home manager Teresa Freeman how this was achieved – for more on this see page 12.



Visiting market street

Conference delegates not only listened to talks and took part in fun activities but also visited a selection of market stalls representing head office support functions to learn about the help which is always available to them. The Market Stalls were prepared by our support function teams; Finance, Works and Projects, Facilities, Hospitality, HR, IT, Recruitment, Marketing and Learning and Development.

Each team created a stall which shared key tips and information with delegates raising awareness of processes, systems and tools available to Managers and their teams enabling them to work effectively and efficiently. Delegates were asked, to reflect upon the key takeaways (summarised on the hub) and to complete an action plan for each of your homes and services, identifying where there is potential room for improvement in current practices. These have now been returned via Operational Managers to agree and set objectives.

Visitors are always welcome at Caring Homes

Our doors are always open to visitors but we love to have a reason to invite people in so National Care Home Open Day in June saw many of our homes busy.

At the time of writing it was not yet the end of July and there had already been a bumper crop of summer fetes and open days at our homes.

So far the weather has been kind and colleagues, residents and relatives have loved spending time in our glorious gardens and enjoyed delicious food and drink prepared by our hard-working hospitality teams.

NCHOD saw events including a traditional high tea at Belmont House; a garden party at Denham Manor; afternoon tea at Tall Trees and Walstead Place; coffee and cake at Whittington House and a beach themed event at Ferfoot. Oaken Holt and Laverstock celebrated both National Care Home Open Day and the Alzheimer's Society Cupcake Day. Mill House held a Downton Abbey themed afternoon tea party while at Hawkhill House carers were also celebrated for their hard work and commitment at a special tea event.

For both Home of Compassion and the Oaken Holt estate it has been a double whammy of events so far this year. Home of Compassion joined in the fun of NCHOD and the very next day celebrated a year of providing first-class care to Thames Ditton residents with a first birthday event.

Meanwhile at Oaken Holt The Deputy Lord Mayor of Oxford Cllr Christine Simm joined residents, relatives and carers for an afternoon tea and open day to celebrate the fantastic refurbishment which has taken place. Oaken Holt also joined in NCHOD and was having the annual farm day at the estate as Caring Voices went to press. Magna Care Centre has held a summer fair and has a number of afternoon tea events planned for the summer. Summer events are coming up at Gildawood Court Rendlesham and Wytham House while Sanford House is taking part in the local carnival. Be sure to let us know what you are doing – send photos and a few details to voices@caringhomes.org and we will feature the best in another round up next issue.



Pictured left – Deputy Lord Mayor of Oxford with Oaken Holt manager Sherrie Hume meets residents; afternoon tea at Hawkhill and Creature Teachers at Magna Care Centre.

Pictured clockwise on right – A taste of Downton Abbey at Mill House; fun and good food at Home of Compassion; enjoying the outdoors at Oaken Holt.



So far the weather has been kind and colleagues, residents and relatives have loved spending time in our glorious gardens and enjoyed delicious food and drink prepared by our hard-working hospitality teams.

Home of Compassion looking beautiful in the sunshine, prepared for visitors to the first birthday celebration.





All Fingers and Thumbs at Laverstock

Laverstock Activities Co-ordinator Barry Pentelow successfully organised a summer concert at the home. Barry played the piano and was accompanied by carer George Rylewicz who played guitar and 84-year-old resident Michael who also played piano. Calling themselves Fingers and Thumbs the musicians entertained family and friends and the concert was followed by Pimms and nibbles. The concert was recorded so that it can be played on the big screen for residents to enjoy whenever they want to.

Oak Manor garden

Colleagues, residents and relatives are busy transforming the garden at Oak Manor to get the best from the space for everyone.

Home manager Regina Mparutsa explained; "Everyone loves our garden and have been getting involved painting the tyres for planting and tidying the place up. We are making this a lifetime project and have already started to think about how we can still garden when the summer is over."



Kingsclear welcomes visitors

Kingsclear has been holding a variety of events to get people in to see our newest home. These include a tea party – pictured – and sharing a glass of fizz during Royal Ascot week. Next issue we will feature more on the opening of this newest member of the Caring Homes family.



Bollywood comes to Moorlands

Bollywood came to Moorland recently and residents enjoyed a display of colourful Indian dancing – with some even having a go themselves.

A day out at the Isabella Plantation

Home of Compassion residents had a great day out at Richmond Park visiting the Isabella Plantation. The group stopped at Pembroke Lodge for a cuppa and a slice of cake to fuel themselves to explore the gardens. The Rose Garden was discovered in full bloom, the air was warm and the clouds, surprisingly, held onto their rain. The resident gardeners were charming and helped identify many plants we hadn't come across before.



A bench to say thank you

The Osborn family donated a bench to Abbeycrest nursing home in memory of Jennifer who was cared for there, and in recognition of the kindness and courtesy the whole family received at the home.

A letter from Michael Osborn said; "We knew from the moment we arrived at Abbeycrest that we have made the right choice. Not for a moment have any of us had the slightest reason to regret that choice. Your staff are like a group of friends, also supporting one another and we are truly grateful for the compassionate and skilful way in which they cared for Jennifer."



Dancing shoes on at Hawkhill House

Hawkhill House joined in on an afternoon of dancing and socialising with other members of the community in a dementia friendly disco organised at Foundry Pub, Aberdeen - an event which is believed to be the first in Scotland!



The Foundry Bar closes its doors to host the relaxed discos which are open to those who have dementia, their carers, retired people or those with additional needs. Lunch at the event is donated by Marks & Spencer and the event is supported by Aberdeen Football Club Community Trust and Alzheimer Scotland alongside Active Aberdeen Partnership.

Summer fun From around our homes

Around up of just some of the events and activities taking place across the regions

Mellish diner takes us back to the 1950s

The Mellish Diner is a vision which came from residents in one of their regular meetings and has involved redesigning, redecorating and fitting out one of the dining rooms at Mellish House. Mellish Diner has 1950s style diner tables and chairs plus a fully operational retro jukebox playing hits from the era.



Home manager Maekhala Allen said; "We are delighted the project has been a success – it is something the residents wanted to have in their home and we are all excited to see it up and running."

Six children from Pot Kiln Primary School attended the launch after winning a competition held at the school to select party guests as so many of the children wanted to attend. The children were joined by Sudbury Mayor Sarah Page, Great Cornard Councillor Pamela White, residents and relatives plus Mellish House carers and other colleagues.

Seeing how the Queen lives

Sanford House residents visited the Queen's house in Sandringham. Unfortunately she was out, so the residents and staff enjoyed the history of the house and the sights and smells of the glorious gardens.



Nancy gets a limo ride

Originally planned as a treat among colleagues at East Hill House, but in conversation with Nancy it transpired that a ride in a limo had always been something she wanted to do but never had the chance so colleagues agreed to give up half of the hour they had the limo hired for and took her for a spin around the village.

Nancy was taken to the local pub where her granddaughter and great granddaughter were pleasantly surprised to be greeted by her. She put her best frock on, had her hair done and enjoyed a glass of bubbly this 99 year lady had a dream fulfilled.



Celebrating liberation in Jersey

Liberation Day is a very special day in the Channel Islands – it's a day of remembrance of the time During World War Two when German forces occupied Jersey. The day was celebrated in grand style this year at L'Hermitage with an open day, 1940s music bunting and fantastic food. In addition at L'Hermitage we are remembering the old Channel islands language of Jerriais. Jerriais is an old language derived of French and Norman French. We have about six residents who are fluent in this language and are running a monthly group where Enid De Gruchy, a fluent speaker and teacher of the language, has volunteered to come in and meet and talk in Jerriais to our Jerriais speaking residents.



Magna Care Centre is full of care and compassion

At the Magna Care Centre there are plenty of reasons to celebrate this summer, the home has a Good overall CQC rating with a coveted Outstanding in well-led and the team has just scooped the Best Residential team of the Year at the Caring Homes Recognition Awards – the secret, hard work and teamwork.

The Magna Care Centre, in Wimborne, Dorset, has been praised in its latest CQC inspection report for having a ‘brilliant’ staff team led by a caring, supportive home manager.

The home was rated as providing a ‘good’ care service in four of the five categories which are rated, with a coveted Outstanding rating for being well-led.

Residents and relatives told inspectors the staff were very caring and compassionate and that residents were always treated with dignity and respect. Inspectors found the home was providing high quality and holistic care to residents.

One relative said; “It’s wonderful, I would recommend it to anyone... the staff are now empowered and there is such a different feel, the care is wonderful with all needs being totally met.” Another said; “They are so full of care and compassion. I can sleep at night knowing my relative is well cared for.”

The CQC praised the home, saying that staff were seen to know the residents well and understand their needs. At mealtimes the majority of people were able to eat independently but if people needed assistance staff sat with them and gently prompted them to eat with patience, kindness and dignity.

The report continues, praising the leadership of home manager Teresa Freeman who has introduced many new initiatives at the home since she took the post in August 2016. These

include a suggestion box for staff, residents and relatives to use; resident and relatives meetings which are now attended by more than half the residents; regular recognition for staff achievements.

The report states that people, relatives, professionals, a student nurse and staff said they felt Magna Care Centre was well managed and well led. There was a relaxed atmosphere at the home and staff seem happy.

One relative said; “Everyone is so supportive. We feel involved all the time and the staff are very open, there is a very caring culture which is most important, we have no worries at all.”

Another said: “Since the new manager has been here things have improved, staff seem happier and she has made a few simple, homely changes to make the residents and their families feel welcome.”

The range of activities provided daily at the homes on both a group and individual bases were praised for providing engaging and stimulation sessions for residents. One relative said; “All the things that are offered here help to keep my relative’s mind active. He can’t speak but I can see in his face he is happy here.”

Teresa Freeman, Home Manager insists it is all about team work, and hard word. She said: “The team here at Magna are all incredibly proud of the care which we provide and that Magna is a happy home to both live and work in.



“Obviously I was delighted we got Good overall and that there is an Outstanding for well led. This is all down to the fantastic team I have around me, all working to the same values to provide the highest quality care.”

In our own recognition awards the team spirit at Magna was recognised with judges picking them out in a hard fought category for Best Residential Team of the Year.

The judges shared the views of one nomination which stated; “They are a super team of wonderful carers who go above and beyond for their residents. The carers have big smiles, high standards and are always very professional. They make the home a wonderful place for people to live, always willing to help and respond quickly to any request.”

Magna Care Centre

“OUTSTANDING” FOR WELL LED

Involved, Mentored

One staff member told us, “I cannot explain the difference that (the registered manager) has made. They have taught me so much and gone well above and beyond what I have ever expected. I feel invested in and involved and she is open and approachable.”

Valued, Appreciated, Recognised

Staff were recognised by the service. The home had an “employee of the month” scheme which recognised and celebrated staff who were nominated for their hard work in the home.

Trusted, Involved, Inspired With Shared Values

Staff had regular meetings...which were conducted in an open and honest way...staff were encouraged to discuss their views and opinions on the running of the service and put forward any ideas for different ways of caring and supporting people.



Praise from the CQC for our homes

Congratulations go this issue to Abbeycrest, Dormy House, Horsell Lodge, Moorlands, Southlands and Tall Trees. As Caring Voices went to print we were eagerly waiting for a Good overall rating for Galsworthy House to be published.

All these homes have been rated as providing a ‘good’ service in all five of the CQC inspection areas - safe, effective, caring, responsive and well led.

Our colleagues were praised in all cases by the residents, relatives and others who were spoken to during the inspection.

These were among the well-deserved compliments which were made.

Abbeycrest

A relative told inspectors: “We have complete trust in them here.” Another said; “The staff are wonderful, they are so caring and always have time for everyone.” Another said; “We’re very happy with the care our relative receives, it couldn’t be better.”

Dormy House

One resident told inspectors; “You won’t find better than this. I’m staying here ‘til the end of my days.” Another said; “The carers learn to know what you want so you don’t have to tell them. They know.”

Horsell Lodge

A relative told inspectors: “They are very caring staff and very knowledgeable about the needs of people.” A staff member added; “Staff look after people from their heart. They really care for the residents.”

Moorlands

A relative told the CQC inspectors; “As soon as I stepped inside I knew it was going to be okay for my relative to be here. All the worries I had are gone. It’s a wonderful home and I can’t fault anything. From our first contact with them they were so professional and helpful.”

Southlands

A resident praised the home, telling inspectors “I love the space and the colours” and “The environment is really lovely, comfortable and always clean.”

Tall Trees

The CQC report said people feel safe and well cared for at the home. A resident told inspectors: “I love it here, I feel very happy and safe.” A relative added; “I feel that my mother is very safe here. I would not leave her here if I did not feel that she was in good hands and I was not happy with the home.”



Leadership Development in Caring Homes

At Caring Homes we believe that a competent and happy workforce leads to high quality care. We support and develop our colleagues in their roles so that they can feel confident about the care they are giving, enabling them to focus on good quality care and give their time to you.

With many of our residents living with Dementia, our 'My World' programme is City & Guilds accredited and is one of the leading in-house Dementia programmes in the country. So far we have seen well over 1,000 colleagues gain the 'Living in My World' Dementia award, which

means that you will be cared for by someone who understands Dementia. We also reach out to relatives and local communities, educating them through our 'Experiencing My World' events. Our leaders are given opportunities to develop themselves and their teams so that they can be

effective in their duties. They are also given the tools to put theory into practices, such as the 'Inspiring My World' programme, leading the way in Dementia.

Inspiring my world

Alan Horler is the Registered Manager at Coxhill Manor in Surrey which has over 20 residents who have Dementia. Alan attended the Inspiring My World two day workshop for Leaders quoting "The training that has been offered, I would say is the most rewarding and stimulating training that the company provides, because it is face to face and you are with peers. Michele Saunders, our Dementia Training Lead, is very inspiring".

"You've got to own the vision yourself – you have to believe in it!" Alan reflects, "You can't do it on your own though. There has to be one or two other people in the house that gets it and they can help you drive it. The key thing is you have to create time – that's the hardest thing, however the rewards are great when you do".



Samantha Booty is the Registered Manager for East Hill House. "I believe to be a great leader you have to work alongside your staff and not above them, because this gives them more confidence, not only in themselves, but also in the way home is being run".

Samantha has seen a lot of success since being Manager at East Hill House. Rated "Good" by the CQC in every category Samantha feels proud of her team. "I like to make my team feel that they are all a part of the running of East Hill House. I share my targets with them so that we can work together to achieve them. It can be challenging at times balancing the needs of the Home and that of the business, but we all adopt a problem solving approach and manage to succeed".

East Hill House was a finalist for 'Best Dementia Care Home' in the 6th National Care Awards. They have since won 'Best Dementia team of the year' in 2015 and Samantha was a finalist for 'Manager of the Year' at the Caring Homes Group Awards.

"I honestly believe that the training and support the company gives is unbelievable and is second to none" Samantha is keen to state. "This is the company that responds to whatever you need. They have a great support team centrally. As soon as you say I want to do this or that and I'm willing – they will be there right behind me. Clare, my previous Manager, was a real inspiration to me and a mentor".

Leadership development

At Caring Homes we recognise, embrace and develop talent. We are always looking for the leaders of tomorrow who can ensure the very best standard of care is delivered.

Retirement and long service

Farewell to Lynn

Denham Manor said goodbye to colleague Lyn Veal who retired recently. Lyn has been with Caring Homes for more than 15 years and has worked as a kitchen assistant for all that time. She will be missed by her friends as well as residents and relatives at Denham Manor.



Long service to Finance team

Congratulations to three members of the finance team who are based at head office and have now completed 10 or 15 years with the team.:

Rob Law	15 years
Darrell Robinson	10 years
Sheila Moorut	10 years



Surprise presentation for 1000th care worker to complete dementia training

A care worker at Oak Manor care home in Norfolk had a surprise visit from Caring Homes managing director Laird MacKay who presented her with an Ipad as the 1000th person to successfully complete our My World dementia training.

Marlise Moura, who has worked at Oak Manor for a year alongside her husband Joao was delighted and overwhelmed at the surprise presentation and plans to pass the Ipad on to one of her children.

Home Manager Regina Mparutsa explained: "Marlise is the 1000th Caring Homes colleague to qualify in the Bronze Living in My World Programme.

"Here at Oak Manor 94 percent of the team have completed the training and the rest are booked in. We plan

for everyone to do the silver level of training and then go for gold to ensure we are offering the best possible care for our residents."

Caring Homes developed and rolled out its My World programme to all colleagues across all its care homes during 2015-16. Accredited by City & Guilds, the programme has received very positive feedback from the wider care industry, colleagues and the families of residents.

Caring Homes Managing Director Laird MacKay said; "My World was created to help carers understand how those living with dementia see the world, with the intention of increasing understanding on how people can be best supported.

I was delighted to make this presentation to Marlise and recognise the fact that 1000 colleagues have successfully completed the training to date."

East Hill House awards

Every year at East Hill House colleagues' achievements are recognised with an in-house celebration alongside the National Care Awards. There's a week of voting and an awards ceremony where the residents award the winners with their certificates. Awards include Making the Best Bed, Chattiest Employee and Relatives' Choice.

This year comments included:

"I was unable to pick just one person as all the staff are fantastic and do a great job, they are so kind and caring and nothing is ever too much trouble."

"I feel ALL staff get my vote. From what I do see everyone does an amazing job and always with a smile. Well done to all at East Hill."

Marketing team award

The marketing team is celebrating after winning a prestigious national industry award for their Home of Compassion marketing campaign which was picked out as Best Marketing Initiative in the Care Home Awards for 2017.

Caring Homes Sales and Marketing Director Mark Sherriff said; "The aim of the campaign was to work with and support 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. "

The extensive campaign – named 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.



Alan Dedicot presenting the award to Caring Homes Marketing Communications Manager Emma Oakes and Marketing Executives Elaine O'Mara and Sarah Scott.



Dancing with dementia

Tall Trees resident Monica has rekindled her lifelong love of dancing thanks to her daughter – and the pair are finding a true connection through a mutual love of ballet.

Monica is living with dementia at Tall Trees and loves to put on her dancing shoes and use the rails in the corridors as an improvised barre for ballet moves.

Her daughter Annabel says that dancing with her mum - something they have done together throughout her life – is magical and has helped their relationship, finding a new way of communicating and sharing quality time together through dance.

“We can be prima ballerinas within the confines of a care home,” she said. “It is lovely to watch mum dancing, her eyes light up, her body opens, she starts to do movements she wouldn’t normally be able to do. It’s really beautiful.”

Monica started dancing at boarding school then went through professional training and was an assistant ballet teacher in Bristol aged approx. 20.

“It was around then that she met my father, he turned up at the ballet school, they fell in love and moved to London together. Here she set up her own ballet school in East London.” explained Annabel.

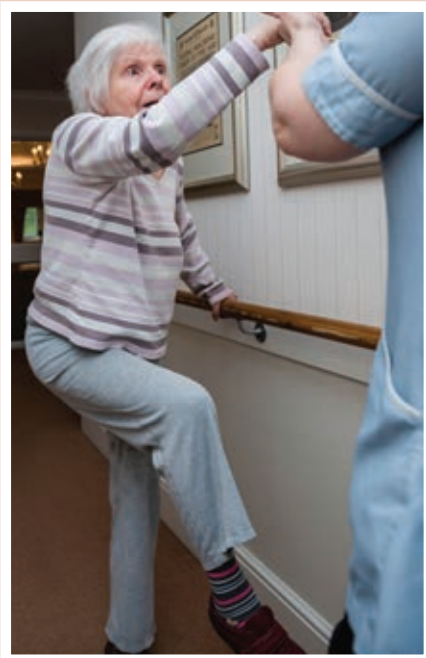
Sadly for the family, in 2006 Monica suffered a series of strokes and, at the same time, her husband was declining with Alheimers. Her condition affected her speech and her movement, it was a stressful time for the whole family and the decision was made for Monica and her husband to both go into a care home.

“Dad died a couple of years ago, it was a big shock for all of us and how to spend quality time with mum became more important,” said Annabel.

“Mum was living with dementia herself and she forgot all about dad, all about her 60 years of marriage. I needed to find ways to spend time with her which were fulfilling for both of us and dance has achieved that.”

Monica was a huge advocate for the benefits of dancing and is particularly fond of piano music, especially Chopin. She once met prima ballerina Margot Fontaine.

Annabel remembered; “She was quite stern as a dance teacher, quite a task master. You can see she still remembers and loves the music and often conducts along. It is really quite magical to watch – she’s 87 but she still has that muscle memory built up over years of dancing.



“The ballet movements have given her body confidence. It’s physically demanding and has helped her movement and flexibility.

“I look on dementia as a form of living grief – you lose the person that was there before. I can’t connect with my mum in the same way, but through dance I feel we can make a real connection. I am often led by her – she will start a movement and I will join in – it’s a way of communicating with her.

“I really think she believes she is the ballet teacher that she was in her late 30s. Part of dancing together means we have lots of hugs as mum gets very tired and reaches out to me.

“The alternative might be that I would come and meet her here at Tall Trees and she would be in an armchair and we would have a cup of tea. There wouldn’t be that physical connection – dancing helps encourage that.

“Mum will usually indicate when the class is over as she is tired – then it is always a cup of tea and a chocolate biscuit – we carry on at a pace which feels right, it’s always a nice memory for me to drive home with.”

To watch Monica and Annabel dancing use this link to see a video on the Royal Academy of Dance Facebook page.
www.facebook.com/RoyalAcademyofDance/videos/10154429218590875



“The ballet movements have given her body confidence. It’s physically demanding and has helped her movement and flexibility.” Daughter Annabel



Milestone birthdays

Two remarkable residents at our homes have celebrated their 102nd and 105th birthdays in recent weeks.

Magna Care Centre’s oldest resident Margaret was lucky enough to celebrate her 105th birthday during the home’s open afternoon.

Margaret – who has lived at the Wimborne home for two years – enjoyed an afternoon in the sunshine with cream tea on the lawn alongside other residents, family and friends.

Home manager Teresa Freeman said; “Margaret is always ready for a chat with staff and visitors. She was a local lady and had an interesting career as a dressmaker and I understand had made clothes for royalty.

“Margaret had a lovely birthday afternoon here at Magna Care centre. The weather was kind to us and we all enjoyed cream tea on the lawns.”

Meanwhile Elreda celebrated her 102nd birthday at Oaken Holt care home in Oxford.

Elfreda, who has been a resident at the Farmoor home for three years, enjoyed a family party with her two daughters, grandchildren and great-children, including a group of relatives from America.

There was also a special cake baked for Elfreda to share with her friends at the home, where she has also celebrated her 100th and 101st birthdays.

Home manager Sherrie Hume said; “Elfreda is a real character at the home and always has plenty of stories to tell, she takes part in events when she can and loves to chat to her carers and other residents.”

At L’Hermitage Gladys celebrated her 100th birthday with a celebratory breakfast and a visit from Ltnt Governor Air Chief Marshall Sir Stephen Dalton and Lady Dalton who presented her with her birthday card from the Queen. A fabulous cake was made and Gladys was joined by four generations of her family for a superb afternoon tea.



Are any of your residents celebrating a milestone birthday? Is anyone due to get their 100th birthday card from the Queen - Let us know if they have a great life story to share. What are you planning to do to help them celebrate? Send any details or photographs you would like considered for inclusion in the next issue of Caring Voices to voices@caringhomes.org



Egg-citing new arrivals at Tall Trees care home

Residents, relatives and carers at Tall Trees nursing home eagerly awaited the patter of tiny claws this week as they welcomed chicks to the home following an Incredible Eggs delivery.

The eight chicks have all hatched out and have been doing the rounds at the home meeting all residents who are not able to come to the activities room at the home in Shipton Under Wychwood.

Home manager Michelle Little explained: "We have had an incubator here and hatched out our chicks over a few days. We always enjoy having animals at the home and to be able to watch and share in the hatching of these chicks has been really interesting.

"Many of our residents, including those living with dementia, have been involved and are loving spending time with these delightful new chicks. It has been an excellent activity which our residents, relatives and the care team have loved."

Incredible Eggs aims to preserve historic, sometimes rare breeds of poultry, and also to rear the more practical hybrid and utility strains of chicken and duck. Schools, nurseries and care homes get the pleasure of being involved in the hatching process. Birds are returned to Incredible Eggs after a great start in life - hatchlings appear to do much better in small groups with the individual love, care and attention they receive in their early days meaning they get off to a flying start in life.

Above – Resident Sally meets the chicks. Below – main picture, home manager Michelle Little and resident Mary keep an eye on the eggs before hatching; top, resident Dora with one of the chicks and bottom, resident Joan and her son Martin welcome the chicks as they toured the home.



Fundraising



Walking around the Kelpies

Hillview Court residents from Willow and Maple House supported by Hillview colleagues and some family members completed a sponsored walk of 3km around the Kelpies at Falkirk in aid of Strathcarron hospice. Sponsor money is still coming in but indications are that they have raised £1000 for the hospice. Everyone enjoyed the event and had a celebration party back at Hillview afterwards.

Dimple completes hospital abseil

Credit Manager Dimple Skilton took a deep breath and abseiled 120 ft down Ipswich Hospital Maternity Block to raise money for charity. Dimple, who is based at head office in Colchester, completed the Extreme Charity Abseil 2017 and raised a total of £440. The funds will go to the chest clinic at Ipswich Hospital to be used towards investing in some of the latest technology for the unit.



Dimple said; "The chest clinic has looked after my health since 2000. When I first went I could not talk and was in hospital every month. I always remember the consultant asked me what my dream was and I said 'to play football with my son'. He fought for me to trial a drug and since then my asthma has been under more and more control and we celebrated when I could play football with my son.

"I still go every six weeks for injections and the staff are wonderful. I have never abseiled before but wanted to push myself by trying something new - I absolutely feared doing this and will never forget it and probably never do it again! I would one day like to try sky diving for a similar cause."

Hats off to Mary

Cotman House resident Mary has been knitting hats for the Innocent Smoothie Big Knit Appeal which is raising money for Age UK to help vulnerable older people.

Mary, along with activities co-ordinator Christina Styles, has knitted more than 300 hats, which will raise £75 for the appeal. These are just a few of the hats Mary has produced.



Feedback Corner

Mum has been a resident at **Ferfoot care home** or 4.5 years. She doesn't have dementia, she is just unable to look after herself. All staff in every area are kind, caring, patient and attentive. The rooms are clean and tidy, the food is excellent and there is always a choice on the menu. Mum is very happy here and my sister and I can rest without worry knowing that she is cared for and in good hands.

Yvonne B – daughter of resident

I really enjoy working at **Belmont House**. The staff are really kind and professional. Whilst conducting my placement at this care home I have learnt a lot and the staff are very supportive. It is a very rewarding experience. **Lidia - volunteer**

Beechwood Park is a lovely residential home. Staff are amazing, very friendly, all helpful and very good with the residents. They let us know if there is anything happening. My brother is so settled and happy and I am glad to see him settled. We are so pleased we got this care home for him.

W McAvoy – sister of resident

All the staff here excel in their given roles, from the manager to the lovely ladies who do all the washing, the carers and the activities staff are kind and gentle and the nursing staff are very professional.

DB – daughter of resident

Mum was supposed to only be at **Coxhill Manor** for a few months following being seriously ill. Two years and a bit on we are all still here and that must be a testament to the good care Mum has received.

In the pink for the Race for Life

Two members of the team at **St George's Care Home in Bristol** got in the pink to raise funds for Cancer Research.

Kitchen assistant Jean Josham and administrator Nicki Green completed the Race for Life on a sunny July day and raised £150 for charity. Their colleagues are especially proud of the pair as neither is very sporty but still took up the challenge in the name of charity.



Get in touch

Remember Caring Voices is your magazine so please get in touch with us if there is something you would like to see featured in it and we will see what we can do. Let's try and get a mention for every one of our homes in the next edition.

Contact us by email at
voices@carinhomes.org

£50

STORIES WIN PRIZES

Do you have a **news story** from a **resident or relative** at your home to share? Is there a **best practice case study** you can contribute to Caring Voices?

We are offering a **£50 voucher prize** for the best story received and printed within Caring Voices, as judges by Sales and Marketing Director Mark Sherriff.

AND FINALLY

At Caring Voices we are always thinking ahead and the Winter edition will be printed just before Christmas packed full of all the news from around our homes taking place in the next few months. So please let us know about your events and activities as we move into Autumn and Winter. Send all your news and pictures to voices@carinhomes.org

Summer wordsearch

Over the summer lots of us are trying to eat healthily so see if you can find all these delicious fruits in the wordsearch

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Caption competition

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

What could these summer beach lovers be saying to each other – or thinking to themselves?

Please send in your entries to:

voices@carinhomes.org.uk. We'll share the best ones through In Focus and in the next issue of Caring Voices and award a **£25 Marks & Spencer voucher** for the best entry.

Go on...give us a laugh!

Whoever gets the greatest giggle in the office will win a £25 Marks and Spencers Voucher. Send your entries to voices@carinhomes.org and we will share the best ones in the next edition.



CARING HOMES

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