

# Cinnamon

*You make the difference*

*in this issue*

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*New homes for  
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REFER A  
FRIEND &  
WIN A £250  
BONUS





Sheena Wyllie

## Beyond Awareness Sessions Continue

A dementia care learning programme developed specifically for The Cinnamon Care Collection is currently taking place throughout Cinnamon homes. Called 'Dementia: Beyond Awareness', it comprises a series of workshops designed to build on the dementia awareness training given during induction. The workshops will enable all members of the team to gain a deeper understanding of the experience of dementia and relate this knowledge to The Cinnamon Care Collection's dementia strategy and vision. They are the key to putting knowledge into practice, ultimately in order to enhance the living experience for people with dementia in a Cinnamon home.

The Beyond Awareness programme is currently at Workshop Three and feedback has been positive. If you have missed any of them, please let your manager know.

I am continuing to enjoy the lively workshops and the warmth, energy and enthusiasm of all the teams. I feel honoured to be part of Cinnamon's investment in real quality of care, life and service.

*Sheena*

**Sheena Wyllie**  
 Director/Nurse Consultant  
 Lamplight Care

## Log on to Care

### Free access to eLearning modules for Cinnamon's team members



At The Cinnamon Care Collection, we recognise that learning is one sure path to improving not only your own life but other people's lives too. That's why we are proud to be a member of the 'Log on to Care' project, an online learning and development process which provides free access to more than 250 training modules dedicated to the Adult Social Care sector.

Many of the modules are linked to the Care Certificate. This is a set of standards designed to give everyone the confidence that health and social care workers have the same introductory skills, knowledge and behaviours to provide compassionate, safe, high quality care and support. You can find out more about the Care Certificate at [www.carecertificate.co.uk](http://www.carecertificate.co.uk).

Thousands of learners have completed these modules successfully and gone on to give them a satisfaction rating of more than 95 percent.

#### eLearning Centre

You can find the eLearning Centre at [www.logontocare.co.uk](http://www.logontocare.co.uk). It allows you to:

- Monitor your progress
- Go back to your last place so you can complete a module in more than one sitting
- View and print certificates of achievement once you have completed courses

As the Ancient Greek philosopher Aristotle once said, 'Quality is not an act, it is a habit'. So let's all get into the good habit of logging on to the eLearning Centre to ensure that we deliver the best quality care.

## NEWS ON NVQs AND QCFs

**We apologise for the delay in signing candidates up for National Vocational Qualifications (NVQs) and the Qualifications and Credit Framework (QCF) units since early May. Unfortunately, signing up to the new levy is quite a long process. We should, however, be up and running again very soon. Thank you for your patience in the meantime.**

As well as NVQs for our Care Team, there are NVQs available in other areas such as Administration, Housekeeping, Customer Service, Hospitality and more. Look out for further information coming soon about who should complete which qualifications.

NAME YOUR  
NEWSLETTER  
£100  
GIFT VOUCHER



## Name your newsletter competition

Can you come up with a prize-winning name for your new Cinnamon newsletter?

It can be upbeat, individual, inspiring or fun, as long as it reflects Cinnamon's commitment to exceptional quality and our determination to be the ultimate difference in later life care.

*The prize is a  
£100 gift voucher.*

The senior management team will select the winning entry and the winner will be announced in the autumn issue.

Please email your competition entries to [jennie.mason@cinnamoncc.com](mailto:jennie.mason@cinnamoncc.com). The closing date for entries is 1 September 2017.

*Good luck!*

# Welcome

Director Carole Hunt introduces our first Cinnamon newsletter.

I am delighted to introduce our very first company newsletter. We are growing quickly and this is an important step in our company's development. It will allow us to share with each other news from our homes and Support Office, and help us to get to know our team members throughout our business. We look forward to reading your contributions, too, as our newsletter evolves.

As this is 'our' newsletter we thought it would be fun to have a competition to choose its name. The entry details are on this page and I hope you'll all take part.

I would like to share our history with you and explain the vision behind our business. Initially, working with an operating partner, we opened four new build homes in the Hampshire area; Hartwood House, Sunnybank House, Netley Court and Abbotswood Court. In 2015 we purchased Burcot Grange to add capacity to this exceptional site near Bromsgrove in the West Midlands. In April 2016, we brought these five homes together under one operating company, The Cinnamon Care Collection.

“ We want people to be proud of  
the difference we make. ”

Over the last 15 months we have expanded our collection by opening Leah Lodge, Wellington Vale and Cedar Mews. In the next year we will be opening Rectory Court in London's Blackheath, The Lodge at Burcot Grange and Emerson Park in Hextable, Kent. You can find out more on page 6. Our ambition is to open four to five homes a year over the next few years. It's going to be a busy and exciting time for us all!

So what are growing into? You will know from the recent 'Vision and Values' workshops that we are 'Determined to be the Difference' in later life care. We want people to be proud of the difference we make to our residents' lives, and that of their families and friends who entrust us with their care.

The fact that *compassion* and *respect* form part of our values is testament to this ambition. These are not just words, they are what we should be constantly striving to achieve. That is why we have recently introduced the You Make The Difference Award to recognise and reward team members who truly demonstrate these qualities. You can find out more about our first winners on pages 4 and 5.



Finally, I would like to leave you with this thought. Is the home where I work somewhere I would be happy for a person I cared about to live? Being 'Determined to be the Difference' means the answer should always be 'Yes'.



WE ARE  
**passionate**  
**DEDICATED**  
**respectful &**  
**inspired**  
**UNITED**

# You make the difference

This award recognises Cinnamon team members who inspire others through consistently demonstrating their determination to be the difference in the lives of our residents and their families. Each quarterly winner receives a £100 gift voucher and could go on to win the annual prize of a £250 gift voucher.

## The winners for the first quarter are...



**Pam McCann**  
*Administrator,*  
*Abbotswood Court*

Dedicated Pam is a pillar of support for everyone at Abbotswood Court. Nothing is too much trouble for her

at any time, whether it is having conversations with residents or helping a staff member with a problem. Pam's caring concern for one resident in particular is a shining example of how to make a difference. Pam dedicates her time to talking to the resident, listens to what the resident is saying, and provides them with the emotional and social support that they need.



**Michael Chirohoh**  
*Care Assistant,*  
*Burcot Grange*

Unfailingly polite, friendly and approachable, Michael is a pleasure to work with and a valued member of our team because he really cares

about our residents and his colleagues. Michael's team members enjoy working with him and really appreciate his reliability and cheerful, positive approach. Residents have singled Michael out for always taking the time to listen to them and respecting their dignity.



**Tracy Howard**  
*Care Assistant,*  
*Cedar Mews*

Tracey's recent appointment to the Care Team has been enthusiastically received.

Residents on Lavender Lane

love Tracy because she spends time with them and makes them feel special, whether it's assisting with a relaxing bubble bath, walking together around the gardens or just tea, cake and a chat with her undivided attention. One resident said, 'When I'm feeling down, Tracy will share and make me realise how lucky I am to be alive and lucky to live well in such a lovely place.' A family member commented, 'Mum was in a mess physically and mentally when she came to live at Cedar. Tracy has become her friend and transformed mum's attitude to life in so many ways. She looks after herself now and has her hair done. Tracy has helped mum to live well again.'



**Brett Jiggins**  
*Maintenance Manager,*  
*Hartwood House*

Multi-talented Brett is outstanding at his job and can fix almost anything. Polite and always obliging, he takes great pride in what he does and always

# Ann Wilson

Care Assistant, Netley Court

'The best Care Assistants make a difference by being passionate about their job, delivering excellent service with great enthusiasm and a smile, and taking an active interest in people's lives,' explains Mark Shockledge, Netley Court's General Manager.



'Ann does all of these things naturally. She's an absolute gem. Nothing is ever too much trouble for her and she always ensures that the people she cares for get the very best. I'm not at all surprised that she's our first quarterly winner for this award.'

## Universal praise

The Netley Court residents echo Mark's views. 'Ann is insightful and reads body language well,' says one resident. 'Ann is able communicate without being patronising or treating residents like children,' comments another. 'She energises a room and will find things for residents to do during quiet times,' says a third.

Ann's colleagues have only praise for her, too, remarking on her fantastic work ethic as well as the way she consistently exceeds expectations and handles new challenges with ease. 'Residents are always at the forefront of Ann's mind and she will regularly do things to make them smile,' explains one team member. 'The best Carer I have ever had the pleasure to work with,' says another.

In fact, the only person who seems at all surprised to have been chosen for the first quarterly award is Ann herself. On being presented with her prize, she was visibly moved by the recognition she had received. 'I feel quite humbled to have been nominated,' she said. 'Thank you all so much!'

ensures that his work is to the highest standard. His colleagues say it's a pleasure to work alongside him. No wonder everyone appreciates his work and says he's a great asset to Hartwood House.



**Hedvika Pavluchova**  
*Care Assistant,*  
*Leah Lodge*

Hedvika was nominated by one of our family members for her daily kindness, welcoming smile and wonderful engagement with

our residents. Hedvika understands that a smile and kind, softly spoken words shared every time she interacts with one of our residents makes all the difference. Hedvika's compassion and respect for other people shines out in her daily work. She is a pleasure to know and to work alongside. Well done, Hedvika, and thank you.



**Ollie Rivera**  
*Housekeeper,*  
*Sunnybank House*

Ollie always has a beaming smile on his face and works to the best of his ability each and every day. Residents said, 'Ollie is a gem. He always goes above and beyond his

duties to help me, and is always there if I need anything doing. We need hundreds like him!' and 'Ollie is one of the happiest people I have had the pleasure to meet. He's very hard working. He really deserves this award.'



**Rachel Brent**  
*Carer, Wellington Vale*

Rachel is passionate about the care we provide and her dedication to our residents is commendable. She has the courage to speak out and her honesty coupled with the support she gives to residents, their

families and her colleagues, is much admired. Always happy and laughing, Rachel's enthusiasm, character and smile bring immense joy to our residents and team members.



*How Burcot Lodge will look*



*How Emerson Park will look*



# Exciting new developments



Ken MacKenzie, Development Director, and his team are delighted to announce that construction on The Lodge at Burcot Grange near Bromsgrove, West Midlands, will be completed in October. Designed by award-winning architects, this brand new 54-bedroom care home is set like a jewel in beautifully landscaped gardens. Offering primarily dementia care and respite breaks, the facilities will include a café area and relaxing beauty salon, complemented as always by Cinnamon's exceptional standards of care.

The attention to detail that is the hallmark of The Cinnamon Care Collection is evident in every aspect of the interior design, from the space planning and facilities designed with residents' changing needs in mind, to the luxurious decor and premium fixtures and furnishings.

The new home will enjoy the many close relationships with local groups

and communities that have already been forged by its popular sister care home, Burcot Grange.

A marketing suite will open at Burcot Lodge next month and the home will open officially in the autumn.

## Care village in Kent

In addition, construction is underway at Emerson Park, a Care Village situated close to Hextable in Kent. Opening in early 2018, Emerson Park will offer an exclusive collection of 47 luxurious retirement apartments, accompanied by a range of first-class facilities conveniently located within the village centre. These include a cinema, café, gym and bistro. A range of active clubs and societies will fill the communal spaces and excellent transport links will ensure that the local attractions are easy to explore.

A deluxe care home, Emerson Grange, nestled at the heart of Emerson Park will offer Cinnamon's unrivalled care within this vibrant community.

Two show apartments will be ready for the public and Cinnamon staff to see

from next month. It is anticipated that Emerson Park's independent living apartments will be ready by February and Emerson Grange will open in early spring 2018.

## Rectory House refurbishment

As if that wasn't enough, Ken and his team are due to finish the refurbishment of Rectory Court in London's Blackheath, near Greenwich, ready for its anticipated opening in the autumn. Rectory House is the sister home to nearby Leah Lodge. It will offer 41 bedrooms, a café and a beauty salon, all set within lovely landscaped gardens. A marketing suite will open onsite next month.

"At Cinnamon we are dedicated to great design but this goes hand in hand with the consistently high standard of care we offer," said Ken. "We are determined to be the difference, both in the quality of our homes and the care we provide."

# Refer a friend...

and receive a £250 bonus

Do you know someone who has the right qualifications and experience to apply for one of our current job vacancies? Would you like to earn a £250 bonus? Then what are you waiting for?

If you refer a qualified candidate whom you believe will model The Cinnamon Care Collection way of being 'Determined to be the Difference' and they are successfully placed, The Cinnamon Care Collection will give you an introduction bonus. All referrals must be in connection with a specific vacancy and the introduction bonus will be paid in full once the referred employee has been employed for three months with Cinnamon.

### How does it work?

Anyone joining The Cinnamon Care Collection will be asked at their interview if they were referred and who referred them. If your name is recorded and the applicant is hired, you will receive a £250 bonus\*.

Only one introduction bonus will be paid for each referred employee hired. If more than one eligible employee refers the same successful job applicant, the introduction bonus will be paid to the employee whose name is submitted first during the job interview.

To be eligible for the bonus:

- The applicant must be recruited within three months of the date the referral application is received.
- Both you and the hired applicant must be employed by Cinnamon at the time of payment.
- The applicant must not have been employed by Cinnamon previously.
- The applicant must not have applied for the same job independently or been referred by a recruitment agency.
- The applicant must not have applied for another position within Cinnamon.
- The introducing employee must not be involved in the recruitment process.

\*The introduction bonus is subject to tax and national insurance deductions.

**REFER A FRIEND**

**...and receive a £250 bonus!**

Anyone joining The Cinnamon Care Collection will be asked at interview if they were referred and who referred them. If your name is recorded and the applicant is hired, you will receive a £250 bonus.

\*The hired applicant must remain employed for three months.

**£250 BONUS**

To be eligible for the award you must still be employed by Cinnamon. Please tell your friends and family!

### Refer a resident

We are also introducing 'Refer a Resident' to The Cinnamon Care Collection. If you refer a permanent resident to Cinnamon and they move in, after 28 days you will be eligible for a £250 bonus\*. Senior Management and the Sales Team will not be eligible for this award.

We will be happy to hear from you if you know someone that would be interested in living in a Cinnamon Care Collection Home.

## Auto enrolment pension scheme is here

Automatic Enrolment is a new legislation that means all employers enrol their team members into a workplace pension automatically.

This new legislation affects Cinnamon homes on the following dates. Letters and further information will be sent out as your home signs up. Burcot Lodge and Hartwood House have already joined the scheme. Until 2019, contributions will be as follows:

Date Effective	Employer Contributes	Team Member Contributes	Total Contribution
Until 5 April 2018	1%	1%	2%
6 April 2018 to 5 April 2019	2%	3%	5%
6 April 2019 onwards	3%	5%	8%



- 1 Aug 2017** Netley Court & Sunnybank House
- 1 Oct 2017** Abbotswood Court
- 1 Nov 2017** Leah Lodge, Support Office & Wellington Vale
- 1 Jan 2018** Cedar Mews

A 24 hour helpline from **Health Assured** to support you through any of life's issues or problems

**Employee Assistance Programme**



We don't know when you might need us. That's why we're here **24 hours a day**.

# Employee Assistance Programme

Confidential personal support is just a phone call away

Sometimes it can be difficult to balance the pressures of work with the needs of home life. At The Cinnamon Care Collection, we recognise that help is sometimes needed to deal with the practical and emotional challenges you may face, such as family issues, legal or financial problems, medical information, insurance claims, stress and more.

Health Assured provides confidential 24-hour support services by qualified and experienced counsellors that are free to all Cinnamon team members. Help is just a phone call away, so please make that call rather than allowing your concerns to grow.

Call in strictest confidence on **0800 030 5182** or go to [www.healthassuredeap.com](http://www.healthassuredeap.com)



## Coming soon...

Some diary dates that you could include in your activities...

### August

1-5	Glorious Goodwood is a highlight of the racing calendar
14-20	Something's brewing...it's National Afternoon Tea Week
17-21	Cricket: England v West Indies, first Test, Edgbaston
25-29	Cricket: England v West Indies, second Test, Headingley
26	Rugby League Challenge Cup Final, Wembley
28	US Open 2017 tennis championship – see <a href="http://www.usopen.org">www.usopen.org</a>

### September

1-30	World Alzheimer's month takes the theme 'Remember Me'. See <a href="http://www.alz.co.uk">www.alz.co.uk</a>
7-11	Cricket: England v West Indies, third Test, Lord's
10	National Dementia Carers Day – see <a href="http://www.nationaldementiacarersday.org.uk">www.nationaldementiacarersday.org.uk</a>
13-16	St Leger Festival, Doncaster, the high point of the flat racing season
18-24	National Cupcake Week. Find scrumptious recipes at <a href="http://www.nationalcupcakeweek.co.uk">www.nationalcupcakeweek.co.uk</a>
23	British Food Fortnight. See <a href="http://www.lovebritishfood.co.uk">www.lovebritishfood.co.uk</a>
28	Freedom is the theme for National Poetry Day. See <a href="http://www.nationalpoetryday.co.uk">www.nationalpoetryday.co.uk</a>
29	The World's Biggest Coffee Morning. Get your kit at <a href="http://www.macmillan.org.uk">www.macmillan.org.uk</a>

### October

1	<b>You Make The Difference Award 2017</b> – closing date for nominations for the second quarter. Silver Sunday celebrates older people in the UK. Get involved at <a href="http://silversunday.org.uk">silversunday.org.uk</a> .
6-12	Pick up your needles for National Knitting Week. See <a href="http://www.bhkc.co.uk/national-knitting-week">www.bhkc.co.uk/national-knitting-week</a>
7	Rugby league, Super League Grand Final, Old Trafford
16-22	On your marks, get set, BAKE! Find National Baking Week recipes at <a href="http://www.nationalbakingweek.co.uk">www.nationalbakingweek.co.uk</a>
21	British Champions Day at Ascot ends the flat racing season
29	British Summertime ends
31	Halloween