

In touch

with Cinnamon



in this issue

ENTER THE DRAGON

*Cinnamon Crusaders'
Dragon Boat Race*

WHO MADE THE
DIFFERENCE?

Winners for the second quarter

NAME YOUR
NEWSLETTER
COMPETITION
WINNER

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Extracts from our induction presentation

Importance of your induction

The Cinnamon Care Collection's in-house training programmes are improving every day. We now welcome all our new team members into their home with a full induction day. This includes a presentation about our vision and values, together with other important information that will give new recruits a head start with our company.

In addition, new team members receive all their mandatory training via a combination of face-to-face training sessions and our Log on to Care eLearning system. Anyone new to care will also be guided through our Care Certificate eLearning module, available through the eLearning Centre at www.logontocare.co.uk.

Don't miss out!

Free access to eLearning modules

Learning new information and improving skill sets boosts confidence and personal development, and ultimately leads to a better quality of life. This explains why The Cinnamon Care Collection offers every team member free access to more than 250 training modules dedicated to the Adult Social Care Sector.

It's easy to access these training modules at a time that suits you via the eLearning Centre at www.logontocare.co.uk. Many of the modules are linked to the Care Certificate. The eLearning Centre 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

Thousands of learners have completed these modules successfully and gone on to give them a satisfaction rating of more than 95 percent. So if you want to build on what you know and increase your skill sets, make time to Log on to Care.



USE IT, DON'T LOSE IT

It's very important that you take time off to rest and enjoy yourself with your family and friends.

Please remember that your annual holiday allowance is from 1st April to 31st March and if you don't use it, you lose it. By now, you should have used over half of your holiday allowance. Please ensure that you book your holiday well in advance to give your manager plenty of time to arrange cover for your shifts.



Hartwood Care (4) Limited
Abbotswood Court

Inspection report

Minchin Road
Romsey
Hampshire
SO51 0BL
Tel: 01794330704
Website: www.hartfordcare.co.uk

Date of inspection visit:
15 August 2017
16 August 2017

Ratings

Overall rating for this service: Good

Is the service safe? Good

Is the service effective? Good

Is the service caring? Good

Is the service responsive? Outstanding

Is the service well-led? Good

Abbotswood receives CQC rating

Congratulations to the Abbotswood Court Team on the results of their recent Care Quality Commission (CQC) Inspection.

A team of specialist adult social care inspectors assessed the home's services in depth against five key lines of enquiry: is the service safe, caring, effective, responsive to a person's needs, and well-led? They subsequently awarded a rating to the home. This rating is important because it is made available to the public and carries considerable influence when people are selecting a senior care home for their loved ones.

Gemma Ridout-Bowden, General Manager, was very pleased to learn that Abbotswood Court received a rating of 'Good' overall, however, she and her team were thrilled to be awarded 'Outstanding' in the area of responsive service. This means that the CQC inspectors recognised that the Abbotswood Court Team have outstanding skills and an excellent understanding of residents' social and cultural needs. In addition, the service they provide is flexible and responsive to residents' individual needs, and the team proactively plan residents' care and support with them.

"I am grateful to the entire team at Abbotswood Court for creating the right service and atmosphere before, during and after the inspection period," said Gemma. "The interviews with staff, quoted in the CQC report, demonstrated just what our home is all about. We will continue to work hard to improve our service so that every area can be rated 'Outstanding' at our next inspection."

Well done!

We have a winner

Thank you to everyone who entered the Name Your Newsletter competition. There was a tremendous response and the judges, led by Director Carole Hunt, found selecting just one winner from the many entries very difficult.

"The eventual winner was chosen because the name most closely reflected the purpose of the newsletter, which is to keep team members, residents and their families in touch with what is going on in and around their home," explained Carole.

The grand prize of a £100 gift voucher goes to Millie Bensaad, Night Duty Care Assistant at Abbotswood Court. "I am so happy," said Millie when she heard the news. "I never win anything! I am so honoured and pleased to have chosen the name for our Cinnamon newsletter, and looking forward to seeing it in print."

"I am so honoured and pleased to have chosen the name for our Cinnamon newsletter."



Winner Millie Bensaad receives her prize from Gemma Ridout-Bowden, GM

MOVING IN

There are four new faces at Support Office.



Matthew Wix
Sales & Marketing Manager

Matthew has spent 14 years working in sales and marketing for the pharmaceutical and private hospital sectors. He has extensive experience in all aspects of sales and marketing including brand development, joint venture working, business development, customer service training and healthcare development. Matthew joins The Cinnamon Care Collection from Nuffield Health, where he successfully developed self-pay campaigns, and managed sales and marketing activities whilst developing several key teams within the private hospital setting.



Rob Burcher
Regional Support Services

Rob has extensive experience within the hospitality sector. For the past 14 years he has been working for high quality care providers with an enthusiastic, hands-on approach. At The Cinnamon Care Collection, Rob will support the Catering, Dining, Housekeeping and Laundry Teams, working with them to develop the service we offer to our residents, as well as providing guidance and advice. He is always keen to help and will have a particular focus on enhancing residents' dining experience.



Sonam Patel
Management Accountant

Sonam is a part-qualified Chartered Accountant with five years' experience in the accounting industry. She started out as a Junior Accounts Assistant at an IT company and thereafter was promoted three times within the company. At The Cinnamon Care Collection, Sonam's role is to assist in producing timely, accurate monthly accounts. She also assists with proactively improving processes and efficiencies within the Finance Team, which in turn improves the quality of information being produced and helps to drive our overall business strategy.



Christine Sylvester
Accounts Assistant

Christine began her career as an Office Junior and went on to complete her Association of Accounting Technicians (AAT) qualification. Since then she has worked for various organisations, always within the Finance Department, focussing on Accounts Payable. Christine's role at Cinnamon is to support Management Accounts and the Finance Director with *ad hoc* tasks relating to invoices, expenses and bank payments, especially with regard to the development of new homes. In addition, she liaises with the Administrators based at the individual homes.



Standing

George Georgescu, Head of Maintenance (far left); Sue Dawber, Home Admissions Advisor, and Shilton Gracias, Head Chef, (near right).

Sitting (L-R)

Maggi Baird, Head of Housekeeping; Mwaya Siwale, Deputy Manager; Gina Lim, General Manager; Janet Ise, Administrator.

Meet the Rectory Court team

Cinnamon's latest home at Rectory Court in London's Blackheath is getting ready for its grand opening this month and here is the team that is putting it on the map.

Gina Lim, RN, General Manager

Gina has more than 20 years' experience in the healthcare sector including 17 years in management. She joined The Cinnamon Care Collection in spring 2015 as Interim General Manager at Burcot Grange in Bromsgrove. Gina is excited to have the opportunity to establish Rectory Court with the support of her amazing team (*pictured above*) and is looking forward to welcoming their first resident to the home.

Mwaya Siwale, Deputy Manager

Prior to joining The Cinnamon Care Collection, Mwaya was Head of Memory Care at Chelsea Court Place Nursing Home, run by Innovate Aged Care, where she played a major role in commissioning the service.

Janet Ise, Administrator

Janet holds a BSc degree in Business Management and an MA In Human Resource Management. She has over 10 years' experience in the financial sector, carrying out various financial and administrative roles.

Sue Dawber, Home Admissions Advisor

Sue began her career in marketing and worked for many years in commercial property. Following an extended

career break to raise her children, she jumped at the opportunity to join The Cinnamon Care Collection and provide care with a difference at Rectory Court.

Shilton Gracias, Head Chef

Shilton has a great passion for food and is always delighted to see people enjoying his dishes. Before joining Rectory Court, he was a Relief Chef at Torkington House, a high quality residential care home in west London that is part of the care charity, Greensleeves Care. Before that Shilton worked in Premium lounges at Heathrow Airport.

Maggi Baird, Head of Housekeeping

Prior to joining Rectory Court, Maggi was the Assistant Housekeeper at Demelza Children's Hospice in Eltham, south London. She is very excited to be part of Rectory Court as she has a lot of respect and empathy for elderly people.

George Georgescu, Head of Maintenance

George hails from Romania and before coming to Cinnamon he worked for the Apex hotel chain for two years as a Maintenance Technician. He is delighted to join Rectory Court in a new role working alongside such talented team members.



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 second quarter are...



Matt Byres
*Senior Carer,
Abbotswood Court*

Matt's colleagues nominated him for the way he has developed within his role. Matt provides great leadership, remains calm in difficult situations

and ensures that our residents are the focal point of his day. He is always willing to offer assistance to his teammates and volunteers to cover absences due to sickness or annual leave. Matt's enthusiasm, care and compassion shone through when the Care Quality Commission came to inspect our home.



Nancy Hall de Vuyst
*Activity Co-ordinator,
Hartwood House*

Nancy's nominations showed how much she strives to exceed expectations and ensure people around her have a fabulous day. As well as

organising great activities, running crazy 'Oomph' sessions and planning thoughtful one-to-one time with our residents, Nancy also does good deeds for local charities.



Gillian Andrews
*Senior Carer,
Burcot Grange*

Gillian makes a difference with her positive attitude and ready smile. Her cheery persona rubs off on her teammates and

residents, and brightens everyone's day.



Marion Burley
*Housekeeping
Assistant, Leah Lodge*

Marion works quietly and with good spirit, completing her duties with pride and showing respect to everyone. She's always

willing to help and support her colleagues in their determination to be the difference in our residents' care. Thank you, Marion!

Mandy Withers

Night Care Assistant, Cedar Mews

Mandy is a lady of many talents. Although her designated role is a Night Care Assistant, she can often be found in Cedar Mews during the day when she is not working, assisting in other departments, taking residents out for shopping trips or accompanying them to hospital appointments, or just being with them and giving them company and comfort.

It is that devotion to delivering great care coupled with her willingness to extend herself beyond her job description that have made her stand out as someone special.

Passionate about care

Having spent many years working in Customer Service, Mandy rightly believed that her passion for helping people would be ideally suited to the care profession. That belief led her to join Cedar Mews in January this year.

“It was lucky for us!” says Helen Cooke, General Manager. “Mandy is a real asset to our home. She has bucket-loads of enthusiasm, positivity and compassion – all of which endear her to residents and colleagues alike. She constantly strives to make everyone’s lives better and that is how she embodies Cinnamon’s mission to make a difference. Mandy is a star and we’re all delighted that she has won this quarter’s You Make The Difference Award.”



Nicky Parker
Housekeeping Assistant, Netley Court

Nicky is always polite, kind and obliging. She is consistently thorough and always delivers support with

a smile. Residents say she really makes them feel important and her colleagues say it’s a pleasure working with her.

wing. A resident’s family member said: “My mother is often anxious but Paula is able to calm her, especially by reaching out to her sense of humour. Nothing is ever too much trouble for her to ensure that Mum is treated with respect and dignity.”



Cindy Burns and Wendy Doyle
Housekeeper and Kitchen Assistant, Wellington Vale

Our unsung heroes, Cindy and

Wendy, work tirelessly behind the scenes and are equally deserving of recognition. They epitomise our ‘whole home’ ethos by stepping in wherever needed and, in Wendy’s case, taking control of the kitchen and producing a wonderful menu for our residents two days in a row. They are passionate about care and consistently strive to meet Cinnamon’s values.



Paula Hooper
Healthcare Assistant, Sunnybank House

Paula goes beyond her duties to ensure that our residents have the highest standard of person-centred care

and she takes new team members under her



Capsule history lesson

Four children were thrilled to win a competition recently to choose what should go into a time capsule, which they buried in the grounds of our new luxury Cinnamon care home, The Lodge at Burcot Grange. The children, who are aged between eight and nine years old, are all pupils at nearby Blackwell First junior school in Bromsgrove.

Jake Shiels from Yellow Class chose a fidget spinner, “because in 50 years people might have forgotten about them. All children love them.” His classmate, Ollie Squire, agreed but chose a newspaper and photos of Blackwell School, field, shop and houses. “This will show what Blackwell looked like and what is in the news, and how people see the news,” he said.

Kaitlyn Tiffany, also from Yellow Class, said, “I chose a new pound coin because it has been released this year,” while Elsie Cain from Green Class chose

some of their school books, “because in 50 years’ time people might write differently from us and do different things at school.” Some of the residents from Burcot Grange helped the children to bury their time capsule and joined them for refreshments together afterwards.

The Lodge at Burcot Grange is due to open this autumn. The £4.6million facility, which Clegg Construction began last August, will provide 54 ensuite bedrooms, a hairdressing salon, landscaped gardens and coffee shop adjacent to our existing care home, Burcot Grange.



On your marks, get set...

31-day
challenge



Christmas preparations are well underway at Netley Court where the Activities Team is already in training for their annual 31-Day Challenge.

The brainchild of Mark Shockledge, General Manager, their challenge is to organise at least one different Christmas-based activity for each the 31 days of December. Scott Carrigan, Sharon Smith and Jessica Drysdale of the Activities Team have delivered the challenge successfully for the past two years and they're pulling out all the stops to make sure that this year is better than ever.

So far they have planned shopping trips, Christmas crafts, a visiting brass band, two visiting choirs, a Christmas pantomime, a pianist, Christmas floral arranging and a variety of singers. In addition, they're making sure that all their residents participate in decorating their home for Christmas. "Last year's challenge exceeded all expectations and I am hoping that this year will be even better," said Mark.

Sweet as a nut

Wellington Vale held its first World's Biggest Coffee Morning recently to raise funds for Macmillan Cancer Support.

Residents, relatives and members of the community were all invited to attend. Forty cakes were donated to make the morning a sweet affair, and they held a raffle and a Best Homemade Cake competition. The morning was a huge success raising £160 for the charity. Cathy Parker, Bank Receptionist, won the cake competition with her fabulous Walnut Cake which everyone agreed was the cream of the crop.

Now we are two

The Abbotswood Court team recently marked the home's second anniversary with a fabulous celebration tea for residents, their families and friends. The home's first residents, Daphne Leeson and Tom Timson, were guests of honour and looked back fondly to those early days when, in Tom's words, "there were more staff than residents". Daphne and Tom have been very supportive of the home and its hard-working team, so much so that they have become Ambassadors for Abbotswood Court.



The Abbotswood Team (L-R): Gemma Ridout-Bowden, GM, with residents Tom Timson and Daphne Leeson, and team members Debbie Holmes, Katie Venis, Hannah Jackson, Jenelyn Regolto, Matt Byres, Leighann Wickers, Pam McCann and Faye Ward.





*Wilfred Briggs
feeding a
pygmy goat*

ANIMAL MAGIC

Residents at Netley Court were delighted to receive some unusual visitors recently. Two pygmy goats, two pigs, two miniature donkeys, a duck and 20 chicks from Longdown Farm called in to see them.

One resident described the opportunity to bottle-feed the goats as “amazing”. He swiftly added, “But I wouldn’t like to have to do that every day – they are so strong.” The animals’ magical visit gave residents immense pleasure and brought lots of smiles, laughter and conversation, which continued for many days afterwards. No wonder residents want the Longdown Farm animals to pay another visit soon.



*Yvonne Parker
holding a chick*

Over £1,500 raised for the Alzheimer's Association



The Cinnamon Crusaders

Riverbank walk

A group of Abbotswood Court's staff joined forces with their families and residents' family members to Walk the Test Way, a sponsored charity walk with the Rotary Club of Romsey Test.

It was part of the Memory Walk season, the nation's largest event to raise awareness and funds for Alzheimer's care, support and research. Their walk was made all the more enjoyable by the outstanding Test River scenery with its colourful birdlife, flowers and fauna, and the knowledge that was all for a good cause.

Together they raised almost £700 for the Alzheimer's Society. A special thank you goes to Sarah Watson, Dementia Manager, who encouraged her fiancé, Adam, to get involved with spectacular results. Adam single-handedly raised over £300 of Abbotswood Court's donation.

Enter the dragon

The Cinnamon Care Collection was delighted to sponsor the 20th Dragon Boat Race held recently at Bewl Water in Lamberhurst, East Sussex.

Sixty teams took part in this annual event to raise funds for their chosen charities, including The Cinnamon Crusaders from Emerson Park. Each team had 16 paddlers plus a drummer, and they raced in Chinese-style Dragon Boats across 250 metres of water. Sandy Atkins, Sam Bright, Aadil Baig, Danny Carter, Salina Emmett, Stuart Norris and Mark Shockledge joined forces with family and friends, and splashed their way to an amazing 19th place. They raised more than £1,500 for the Alzheimer's Association on the way.



Sarah Watson, Dementia Manager, and Katy Venis, Carer, at the Walk The Test Way finishing line

A Christmas Thank You from Cinnamon

Cinnamon would like to thank our team members who work on Christmas Day, Boxing Day and New Year's Day by paying double time for shifts worked even though this is not a contractual obligation.

General Managers and Heads of Department who work a bank holiday take a day off in lieu during the following two weeks.



Coming soon...

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

November

5	Remember, remember – it's Guy Fawkes' Night.
11-12 Nov	Armistice Day and Remembrance Sunday. Wear your poppy with pride.
17	Do Your Thing for Children in Need. Get your fundraising pack at www.bbc.co.uk/childreninneed .
17-19	The November Meeting at Cheltenham Racecourse, see www.cheltenham.co.uk .
20-26	Great British Game Week. Find recipes at www.tasteofgame.org.uk .
23 Nov-8 Jan 18	The Ashes Cricket Series, Australia v England.
24-26	Davis Cup tennis final – www.daviscup.com .
30	St Andrew's Day.

December

2	Rugby League World Cup Final, Brisbane. Ladbroke's Hennessey Gold Cup 2017, Newbury Racecourse.
13-20	Hanukkah (Chanukah), the Jewish Festival of Lights.
21	Winter solstice – shortest day.
24	Christmas Eve. Festival of Nine Lessons and Carols from King's College, Cambridge – see www.kings.cam.ac.uk/events .
25	Christmas Day – a merry Christmas everyone!
26	Boxing Day. King George VI Chase, Kempton. Check the odds at www.kinggeorgechase.co.uk .
31	New Year's Eve. It's 2018!

January 2018

1	New Year's Day. Make your resolutions.
2	You Make The Difference Award for 2017 – closing date for nominations for the third quarter.
25	Burns Night celebrates Scottish bard Robert Burns – see www.scotland.org .
27 Jan-3 Feb	National Storytelling Week. Visit www.sfs.org.uk for free event resources.

