

In touch

with Cinnamon



Photographs by Keith Woolford

in this issue

BURCOT LODGE
opens its doors

WHO MADE THE
DIFFERENCE?

Winners for the third quarter





Lesley Webb, Care & Quality Manager



Sandy Atkins, Head of Care and Quality

Lesley Webb joins Care & Quality Team

Lesley Webb joined Sandy Atkins, Head of Care & Quality, at the start of 2018 as our new Care & Quality Manager.

Lesley worked initially as a Home Manager. She progressed to become Group Home Manager and then Operations Manager before leaving her company to join the Social Care Regulator in 2003. During this period, Lesley was an inspector for the National Care Standards Commission (NCSC), Commission for Social Care Inspection (CSCI) and the Care Quality Commission (CQC). During the latter part of her tenure at CQC, Lesley was an Enforcement Inspector.

Raising standards

Cinnamon's Care & Quality Team ensure that all of our homes continue to provide high quality, safe and effective care and services to our residents. They lead and manage the compliance and governance function by implementing clinical assurance initiatives that result in continuous advances in quality standards and the customer experience.

The team is focussed upon developing a systematic approach to governance and continued improvements in quality across all Cinnamon care services. They have responsibility for establishing frameworks, processes and systems to ensure that Cinnamon's drive for strong governance and quality holds General Managers to account through regular monitoring and reviews.

"What we would like the teams in the homes to do prior to our visits is to consider areas that they are particularly proud of and where they feel that they are outstanding, and share examples of them with us," explains Sandy. "We would also like teams to tell us areas that they feel would benefit from development, so that we can ensure that we can provide the support specifically to meet the individual and unique needs of each service."

Roy Smith

Operations Support Manager



Roy has held various care roles since leaving school, including Home Manager and Area Manager. For the last seven years he has worked in various quality and governance roles for different care providers, including four years with

Care UK. Roy has a keen interest in identifying and developing creative and innovative practices in social care, and has what he describes as "a peculiar obsession" with the Mental Capacity Act. Roy loves policy, regulation, mountains and chocolate cake. He lives in Kent with his wife and four children.

Sarah Vickery

Head of Finance



Sarah is a chartered accountant who originally trained with the accountancy firm BDO Stoy Hayward. Since moving into the commercial sector in 2001, she has worked for a number of interesting companies including BMI Healthcare, a

luxury clothing retail chain and The Village Vet Group. Sarah has two adult children, two whippets and a horse. She spends most of her spare time walking dogs, riding horses, seeing friends and family and watching TV detective shows.

Susan Munro

General Manager, Sunnybank



Susan is a Registered Nurse with a diploma in Orthopaedic Trauma. She spent most of her NHS years at St Bartholomew's Hospital and Great Ormond Street Hospital in London.

Following the birth of her son, Susan decided to pursue a career in care. She has worked in large corporations and not-for-profit organisations in a variety of positions including Home Manager, Regional Operations Manager, Clinical Development Nurse and Head of Service Development. Her main interest is dementia care and she has extensive experience in this field.

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Burcot Lodge opens its doors

Burcot Lodge, Cinnamon's 10th home, held its sparkling grand opening recently. More than 100 guests from the local community including friends of Burcot Grange came along to celebrate with the Burcot Lodge Team. There was plenty to entertain the guests: the Highly Strung String Quartet, an exhibition of paintings by residents Francis Houlston and Audrey Woodward, nails done by Nikki in the new beauty salon and meaningful activities with Jan Williams.

Following a champagne buffet lunch courtesy of Head of Hotel Facilities Sandra Lanson and her talented Kitchen Team, General Manager Vicky Osborne formally welcomed the guests. "We developed The Lodge at Burcot Grange to meet the growing demand for dementia care and we wanted to provide somewhere that embraces everything about our values," she explained. "The team and I are very proud to be a part of this exciting new journey."

Cutting the ribbon

Joan Hawkesworth and Penny Gillet, both residents from Burcot Grange, cut the ribbon and declared the new home officially open. The guests then had a tour of the home and were amazed by the luxurious accommodation, the friendly and welcoming atmosphere and the wonderful gardens.

The Heads of Department, some of whom hold a joint role with Burcot Grange, are pictured below: *(back row L-R)* Kelly Platten, Deputy Care Manager for The Lodge; Lisa Tooker, Deputy Care Manager for Burcot Grange; Maureen Kendall, Receptionist for Burcot Grange; David Wilkes, Burcot Maintenance Manager; *(front row L-R)* Tom Swire, Administration; Sian Williams, Home Admissions Adviser; Ailean Henry, Activities Manager; Sandra Lanson, Head of Hotel Facilities; Vicky Osborne, General Manager.





Finalist Sandra Lanson and her colleagues



Director Carole Hunt

GREAT BRITISH CARE AWARDS

Cinnamon team members have received wider recognition for their determination to be the difference in the lives of our residents and their families.

Congratulations to **Anne Wardaugh** from Cedar Mews (*pictured middle right*) who carried off the Care Home Worker Award at a glittering gala evening celebrating the Great East Midlands Care Awards 2017 recently. This was one of nine regional finals for the Great British Care Awards, which celebrate excellence, promote best practice and pay tribute to outstanding individuals.

Cinnamon Care Collection scooped two prizes at the Great South East Care Awards 2017. Director **Carole Hunt** won the award for Outstanding Contribution to Social Care. Carole is passionate about high quality care and achieves this through her amazing people management skills. In addition

to developing many individuals working in care, Carole has helped to turn first class buildings into happy and vibrant homes for residents.

Sean McClure from Netley Court won the award for Care Home Chef for his well planned nutritious menus and five star hotel grade meals with a diverse and exciting mix of foods.

The three winners will go forward to the national finals of the Great British Care Awards which will be held at Birmingham's ICC in spring 2018.

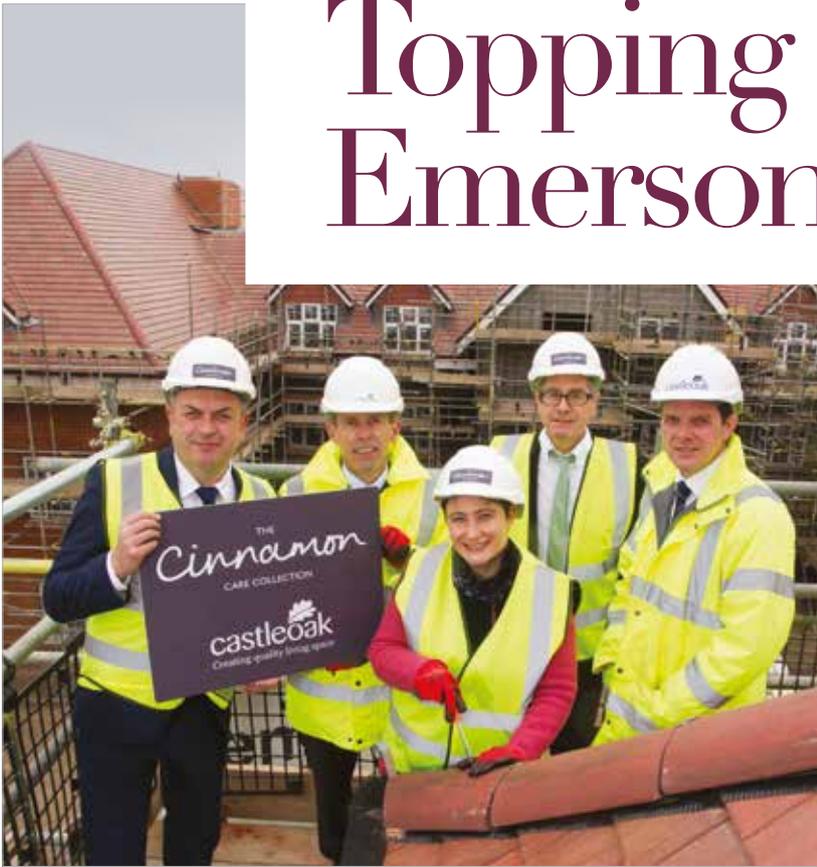
Worthy finalists

Congratulations also go to **Will O'Leary** from Cedar Mews' Kitchen Team, Ancillary Worker **Debbie**

Gazzard and Home Admissions Advisor **Ben Dalgetty** (*pictured top right*), who were all worthy finalists for the East Midlands Dignity in Care Award.

Burcot Grange had cause for celebration, too. **Sandra Lanson** was a finalist for the West Midlands' Best Chef Award and attended a gala evening at The Edgbaston Cricket Venue, cheered on by the home's management team. "We are so proud of Sandra. Getting through to the finals is a terrific achievement," said **Vicky Osborne**, General Manager. "It was a fantastic evening. We even won an award for Best Selfie!"

Topping out at Emerson Park



A 'topping out' ceremony held at Emerson Park Retirement Village recently marked a major milestone in the construction of this £20 million development, which will bring Cinnamon's unique brand of luxury retirement living to Kent.

The topping out ritual is said to have originated in Scandinavia during the Viking age and bestows good luck for future occupants, continued growth and the safe completion of the building.

The honour of laying the final coping stone on the roof of Emerson Grange care home, situated at the heart of Emerson Park, went to Cllr Michelle Lowe, the Deputy Leader of Sevenoaks District Council who holds the portfolio for Housing & Health.

Ken McKenzie, Cinnamon's Development Director, and Paul Hart, Emerson Park's General Manager, were delighted to welcome the Managing Director of Castleoak, Doug Jones, and his Operations Director, Morgan Palmer, to the celebration. Cinnamon has worked closely with this award-winning construction company for many years. Emerson Park is on course to open in spring 2018.

Splendid charity season



The Burcot Grange Team certainly did their bit for charity recently. First they held a coffee morning to raise funds for Macmillan Cancer Support. Then, the following month, they showed their support for Breast Cancer Care by donating to two charities. In November they joined in to raise money for Children in Need and in December held a Christmas jumper day to support Save The Children. They also filled six shoeboxes with games, toys, sweets, colouring books, pens, cuddly toys and useful personal items such as toothbrushes, toothpaste and face cloths, and sent them to children in war-torn parts of the world so that they, too, could have a Christmas present. In all, they raised almost £700 for their assorted charities.

Mascot Bluebell Bear finds out where the Christmas shoeboxes went



Rectory Court and Burcot Lodge will be in the next edition

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 third quarter are...



Fel Diane Acain
Senior Care Assistant, Abbotswood Court

Cheerful, dedicated and compassionate, Fel retains her calm demeanour in difficult situations. She gives unparalleled reassurance and support

to residents and colleagues alike, and always finds time to speak to them in a kind and friendly way no matter how busy she is.



Sarah Ashmore
Care Assistant, Cedar Mews

Sarah quietly and consistently delivers dignified, person-centred care. Residents at risk of malnutrition are in very safe hands with Sarah by

their side; she encourages the use of fortified fluids and foods, and conscientiously maintains person-centred documentation.



Emile Yardley
Maintenance Assistant, Burcot Grange

Emile has been a wonderful Maintenance Assistant at Burcot Grange since he left school in 2002. Nothing is ever too much trouble for him.

He is always willing to help in any department and is a supportive, obliging member of our team. Well done, Emile.



Lorraine Dent-Magnusson
Nurse, Hartwood House

A resident's family member nominated Lorraine saying, "Whilst Mum does not reside on the 'Nursing Floor' with 24/7 nurse care and attention, Lorraine

has looked after her exceedingly well. In particular, when Mum had a fall, Lorraine was attentive and knew Mum's medical history in detail, facilitating an effective and smooth handover to the paramedic."

Commitment to care



Paul Chadaway (*left*), who recently joined Cinnamon as a Carer, went more than an extra mile recently for his residents at Burcot Grange – in fact, he walked more than six miles, undeterred by heavy snow, just to get to work.

Paul isn't the only member of the team to receive recognition for his exceptional efforts. Vicky Osborne, General Manager, and Lisa Tooker, Deputy Manager, received an

unexpected card from a recent guest. "Thank you for creating a wonderful home from home atmosphere," she wrote. "I felt safe and well cared for. If

there were more homes like Burcot Grange, the world would be a nicer place."



Burcot Grange in the snow



Marva Levy-Monford
Care Assistant,
Leah Lodge

Marvellous Marva is a wonderful hard-working lady who always puts our residents first and

gives them 100 percent. She is a joy to work with because she is always calm, patient and reliable. Marva is liked by everyone and is a good mentor for new staff. She is an absolute star!



Angelika Ziegert
Senior Care Assistant,
Sunnybank House

Happy, bubbly Angelika is always willing to lend a hand and recently stepped up to become a full-time Senior Care Assistant. She is always reliable, trustworthy and hard-working.

Residents give her the highest praise. One resident said, "Angelika is always on hand when I need her. Nothing is too much trouble for her and things always run efficiently when she is around."



David Allardyce
Care Assistant,
Netley Court

David is a 'natural' at what he does and has formed excellent relationships with our residents and their families, as well as his

colleagues. He consistently delivers a person-centred service with a smile. No wonder residents ask when he is coming on duty. David joining Netley Court has been a great success. He is an asset to our home.



Breda O'Doherty
Activity Co-ordinator,
Wellington Vale

Breda makes a difference for our residents and the whole staff team. She is passionate about her role and very competitive, which inspires her to be the best. It's a joy to take

part in Breda's 'Oomph' sessions, which are always well attended. Breda worked incredibly hard during December in order to give Wellington Vale the 'wow' factor.



Christmas cake competition winner



Burcot Grange

CINNAMON'S SEASONAL CELEBRATIONS

Cinnamon staff and residents celebrate the holidays in style.



Leah Lodge



Rectory Court



Support Office Operations Team and General Managers

Christmas classic

Burcot Grange and Lodge marked the end of 2017 with their biggest, brashest pantomime yet. Loosely based on the story of *Jack and the Beanstalk*, it was written by ingenious Ingrid Bromley, Activities Assistant, who somehow managed to incorporate all of Cinnamon’s mission statements into her script.



Members of the Burcot Team performed the pantomime to a lively audience of residents and relatives. Ailean Henry, Head of Activities, reprised the character of local spoilsport ‘Elf & Safety’ and in true theatrical tradition, three understudies – students on work placements at Burcot Grange – seized the chance to become overnight stars when members of the original cast were struck down with ‘flu.

The audience played their part to perfection too, booing and hissing in all the right places, shouting out “Look behind you”, applauding the heroes and laughing along to the slapstick comedy routines. It was a memorable performance of this most traditional fare, enjoyed with mulled wine, mince pies and Christmas carols.

The cast of the Burcot Grange and Lodge panto take a bow

UP & AWAY



It’s up, up and away into 2018 with Wellington Vale’s New Year Competition, which is open to residents and the general public.

The Activities Team released a host of balloons with Wellington Vale Competition printed on them and the competition rules inside. Anyone who finds a balloon should take a photo of where they found it and post it on the home’s Facebook page along with the serial number inside the balloon. There are two prizes. The person who finds the balloon that has travelled the furthest distance will receive a large hamper of goodies. The resident who has the matching serial number will win a special day out tailored to their interests. “Our residents are very excited to find out how far the balloons travel,” said Breda O’Doherty, Activity Co-ordinator.

Keep your eyes on the skies and you could be the winner!



Releasing the balloons at Wellington Vale



ON THE FIDDLE

People with dementia often like to have something to keep their restless hands occupied, but as Hervé Boscher, Head of Activities at Leah Lodge soon discovered, 'fiddle cushions' are expensive to buy. Instead, Hervé decided to use his skills to design and sew some fabulous fiddle cushions and bags for the home's residents to enjoy.

TOY STORY

The winners of the Teddy Mascot Competition were announced recently: Abbot the Elf from Abbotswood, and Bluebell and Bayleaf Bears from Burcot Lodge and Grange.

Each home was challenged to purchase a soft toy mascot and invite their residents and team members to name and dress it before taking it with them on outings. The challenge aimed to encourage greater use of Cinnamon minibuses and cars for the benefit of residents. They took a photo of their mascot with a resident at every destination and stuck the photo into a 'passport' with a note of where they had gone and what they did on their trip.

Thank you to all the residents and team members who participated in this bit of fun. Congratulations to the winning entries which involved a lot of hard work, especially on the part of the Activities Co-ordinators. Both winning homes received £100 in gift vouchers to spend on an event or outing of their choice.

"I was inspired by the 'make do and mend' attitude that many of our residents still have from the second World War", he said. "The fiddle cushions keep hands busy, reduce stress, encourage relaxation and maintain finger skills. More than that, they can provide a wonderful source of visual, tactile and sensory stimulation, which can trigger memories from the past and provoke conversation. For residents who like to be on the move, a fiddle bag offers a more satisfying experience."

It took Hervé many hours working at home to create the fiddle cushions and he's rightly proud of his project. "It takes time, effort and imagination to keep challenging the meaning of activities in our homes and being determined to be the difference," he said.

Well done, Hervé.



Bayleaf and Bluebell Bears with friends





CEDAR MEWS ASSISTS ADMIRAL NURSE

The Cedar Mews Team are keen supporters of Dementia UK. The home hosts monthly meetings for their local branch and they raised £800 recently to help the charity bring an Admiral Nurse into Leicestershire.

Admiral Nurses are specialist dementia care nurses who give expert practical, clinical and emotional support to families. They are named in memory of Joseph Levy CBE BEM, who founded Dementia UK. He had vascular dementia and was known affectionately as 'Admiral Joe' because of his love of sailing.

"We were delighted to give our support to this important cause," said Ben Dalgetty, Home Admissions Advisor. "It is so important for the families of people with dementia to have a good relationship with an expert who understands this condition, is there when they are needed, and can give one-to-one support and expert guidance."



Pimp my Zimmer!

Hervé Boscher, Head of Activities at Leah Lodge, is championing a project to help residents give their walking frames a colourful make-over. Called 'Pimp My Zimmer', recalling the television programme about customising cars, it's a new craze sweeping through Britain's care homes.

The personalised Zimmer frames aren't just fun accessories. Hervé stumbled across the idea while researching ways of preventing falls. "Walking frames are grey and uninspiring, and people with failing eyesight or cognitive decline often find it hard to tell them apart or even see them clearly," explains Hervé, who has a passion for art and design. "As a result, they may forget to take their frames or use someone else's because they look identical, and that can lead to falls.

"Brighter colours make the frames more visible," says Hervé. "A touch of personal memory such as football colours, flowers or cowboy pistols alongside a practical bicycle bell or a hook for a handbag, means residents recognise which frame is theirs. A pimped Zimmer has become a status symbol and residents are proud to use them, which helps to prevent falls. They may be labour intensive to make but it's an enjoyable individual activity and a pimped Zimmer can be an *objet d'art* as well."



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 throughout the year.

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 three-quarters 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.



Coming soon...

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

February

1	Dignity Action Day. Find useful resources at www.dignityincare.org.uk .
3-17 Mar	RBS Six Nations Rugby Championship.
9-25	Winter Olympics, Pyeongchang, South Korea.
13	Shrove Tuesday is Pancake Day.
14	St Valentine's Day.
14-21	National Nest Box Week. Encourage birds into your Cinnamon garden. See www.bto.org/about-birds/nnbw .
16	Kung Hei Fat Choy it's the Chinese Year of the Dog. See chinesenewyear2018.com .

March

1	St David's Day.
1-8	Make Time for a Cuppa and raise some dough for Dementia UK. Register at www.dementiauk.org .
5-11	British Pie Week – celebrate the great British Classic.
11	Mother's Day (Mothering Sunday).
12-18	Nutrition and Hydration Week – see nutritionandhydrationweek.co.uk
13-16	Cheltenham Festival and The Cheltenham Gold Cup Race.
17	St Patrick's Day.
25	British Summertime starts. Clocks spring forward one hour.
30	Good Friday

April

1-30	National Pet Month. Celebrate our beloved companions.
1	Easter Sunday is also April Fool's Day. You Make The Difference Award – deadline for nominations for the final quarter.
2	Easter Monday Bank Holiday.
4-15	Commonwealth Games, Australia
14	The English Grand National. See www.grandnational.fans .
21	Queen Elizabeth II's birthday and National Tea Day. Two good reasons for an afternoon tea party!
23	St George's Day.
24	Oxford and Cambridge Boat Race – it's over in a splash.
30-6 May	RHS National Gardening Week. See www.nationalgardeningweek.org.uk .