

SPRING 2018

THE
Cinnamon
CARE COLLECTION

In touch *with Cinnamon*



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MOVING ON

Burcot Grange & Lodge bid a fond farewell to **Sandra Ianson**, Head of Hospitality, who retired recently after 26 years of sterling service in charge of the Kitchen and Housekeeping teams. Sandra enjoyed all of the many events at Burcot Grange but felt most at home as Chef creating delicious, nutritious menus for the home's hungry residents. She will now mostly be seen on the golf course trying to reduce her handicap. Everyone at Burcot will miss her.

Wave goodbye

Staff and residents at Burcot Grange & Lodge also waved goodbye to versatile all-rounder **Sian Williams**, Home Admissions Advisor at The Lodge. Sian joined Burcot Grange 10 years ago and, since she has always enjoyed a new challenge, has held roles in Administration, Activities, Housekeeping and Reception. Sian is retiring to spend more time with her granddaughter but hopes to return to Burcot Grange & Lodge in the future when Imogen starts school.

MOVING IN

Ali Nalwala

Accounts Assistant, Support Office



Ali is a part-qualified Chartered Accountant with over nine years' experience in finance. After completing his degree in Accounting & Finance, Ali worked for Thorpe Park in the Treasury Department. He subsequently became Sales Ledger Assistant at Madame Tussaud's where, after a year, he was promoted to Retail Analyst. At Cinnamon, Ali will assist in compiling management accounts and support the Finance Director with *ad hoc* tasks relating to bank reconciliation and various payments, especially with regards to the development of new homes and projects.

Akshay Chavda

Accounts Assistant, Support Office



Akshay is a part-qualified Accounting Technician (AAT) with previous experience working in the accounting sector. Ali will support Cinnamon's management accounts and the Finance Director with tasks relating to invoices, expenses and bank payments. Ali is passionate about football and plays on a weekly basis.

Be back soon



Victoria Osborne, General Manager at Burcot Grange & Lodge, recently said *au revoir* to her team before going on maternity leave. It was not goodbye, however. Vicky will return to her post in early 2019. In the meantime **Bev Williams**, Commissioning Manager, will cover as General Manager.



SPICE UP YOUR LIFE

New Employee Benefits Website and App.

Very soon you'll be able to access a brand new one stop shop for all your Cinnamon Care Collection employee benefits and communications. Called Spice of Life, your dedicated website will make it easier than ever to access all of your benefits and company news.

The Spice of Life website will provide you with lots of ways to save money for you and your family on everyday purchases and events. It will also help to support your health and wellbeing, and give you information on your employee benefits and rewards, your NEST workplace pension and more besides!

To accompany the new website, we'll also be launching an App that will put all of this at your fingertips – making it even easier to access your benefits and save money!

Details on how to access the website and app will follow soon, so...

keep a look out!

Top of the pops

The Cinnamon Care Collection recently won an award from the leading care home reviews website in recognition of being rated by residents and their families as one of the top 20 mid-size care home groups in the UK.



That wasn't the only good news. Cedar Mews in Birstall, Leicestershire was recognised as one of the top 20 care homes in the East Midlands and Netley Court in Southampton was identified as one of the top 20 care homes in the South East.

The national and regional Top 20 Care Home Awards were given by carehome.co.uk after an assessment of over 75,000 reviews on their website between July 2015 and January 2018. Care homes from across the UK were rated in terms of overall standard, facilities, care and support, cleanliness, residents being treated with dignity, food and drink, staff, activities, management, safety and security, rooms and value for money.



Carole Hunt

Carole Hunt, Director of Cinnamon Care Collection, said, "We are delighted to receive these accolades, especially as they come from the people who matter most – our residents, their families and friends. We take pride in our determination to be the difference in their lives through the luxurious quality of our homes and the outstanding care we provide. There are over 18,500 care homes in the UK and to be singled out amongst the best in the country is a huge endorsement of our success."

For a full list of Top 20 Care Home winners, see www.carehome.co.uk/awards.

NVQ BONUS...NVQ BONUS...NVQ BONUS...

Care pay rates no longer include an NVQ additional amount because we now want to simplify things by using one overall rate. In future, any Care Assistants who gain their Level 2 NVQ and Senior Care Assistants who achieve their Level 3 NVQ will receive a bonus of £100*.

* £100 net after tax and National Insurance have been deducted.

THE INSPECTOR CALLS

What to expect at your Care Quality Commission inspection

Visiting care homes is an important part of the Care Quality Commission's (CQC) inspection process. An impending inspection may seem daunting, however, there is no need to be anxious when the inspector calls.

First and foremost, relax and be yourself. There are no trick questions. Inspectors simply want assurances that our residents receive safe, effective, caring and responsive care that is based on individual needs and preferences.

Give some context

As well as answering the questions, it is important to give some context for your responses. For example, if you feel you do not get enough support, has this always been the case or was it in the past? Are things improving? If you do have concerns, have you shared them with members of the management team so that they could be explored – and if you have not, can

Possible questions you may be asked could include:

"What do you understand about safeguarding and protection?"

"What would you do if you thought a resident were at risk, or actually being harmed or abused?"

"What support do you receive to enable you to care for people effectively?"

"Tell me how you treat residents as individuals, with dignity and respect, and promote their privacy?"

"Tell me how you involve residents in decisions about the service they receive? What would you do if a

resident was not happy with an aspect of their care?"

"What does personalised or person-centred care mean and can you give me some examples of when you have provided this to a resident?"

"What are your views of management of the home?"

"What are the vision and values of your company, and how do you apply these in your daily practice?"

"Tell me what consent to care means in practice and what happens if a resident is unable to consent to a particular aspect of their care?"

the management team be criticised? It is also important to let the inspector know which areas of your work you are particularly proud of even if you are not asked a direct question. It is your opportunity to share this information on behalf of the residents

for whom you care and you should not be afraid to do so.

Remember – you are your residents' voice and, as such, need to speak for those who may not be able to do so themselves.



Congratulations

Congratulations to **Karen Oliver**, Wellington Vale's Clinical Manager, on her successful grant application to the Tissue Viability Society. Karen's award will allow her to attend a conference in Newcastle and write an article afterwards on tissue viability and wound care, which will be published in the society's magazine.

Congratulations also go to **Sarah Delves**, formerly Watson, Dementia Care Manager at Abbotswood Court, who recently married her fiancé Adam. Snow fell heavily leading up to their big day, with roads closed and transport routes disrupted. It was an exceptionally white wedding!





Wellington Vale's royal tea party



Cheers at Cedar Mews



Retro Rita



Leah Lodge goes international



Hartwood's bouncy castle



Hotchpotch ukulele band at Abbotswood Court



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 fourth quarter are...



Carol Ann Lawrence
*Care Assistant,
Abbotswood Court*

Carol Ann's colleagues and residents' relatives nominated her for making a difference. They say she is always happy and cheerful, creates uplifting activities

and puts our residents first without fail. Well done Carol Ann, you are an inspiration to us all.



Michelle Djoporus
*Care Assistant,
Cedar Mews*

Every day Michelle is motivated by putting residents first and making their lives better. She has gained the trust and respect of everyone at Cedar Mews. She is reliable, trustworthy, always smiling, never complaining and constantly makes an extra effort to support residents and colleagues. We are proud to have Michelle as a part of our team.



Richard Green
Gardener, Burcot Grange

Richard was especially helpful during the recent heavy snow. When he wasn't on duty, he helped to get people to and from work, picking them up and later taking them home no matter where they lived. He did this on several days, including the night before taking a very early flight to go on holiday. Richard is a very valued member of our team.

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COMING SOON!

Look out for posters of your 2017/18 annual winners and information on our 2018/19 awards in your home soon.



Megan Evans
*Care Assistant,
Hartwood House*

Megan is a lovely person who is very much respected by her colleagues, our residents and their families. One nomination praised Megan

for being a dependable, honest, hardworking individual who is happy to help out wherever help is needed. Her compassion and high standards of care certainly make a difference to our residents!



Debbie Freeman
*Care Assistant,
Leah Lodge*

Debbie received nominations from colleagues and residents alike. Comments included, "Debbie is such a fantastic Care Assistant. No matter

how she is feeling in herself, you would always think she is on top of the world", "Debbie is always cheerful and willing to help me with any problems" and "Debbie will always go that extra mile to help all the residents".



Hollie Dadswell
*Dementia Care Assistant,
Netley Court*

Hollie makes a difference in everything she does because she truly understands the people she cares for and is always prepared to go above and beyond what is expected of her. One family member said, "I know when Hollie has looked after my Mum because she always looks amazing". Residents feel safe with Hollie. She works incredibly hard and never falters in her desire to please. She is always smiling, a great support to her colleagues, a terrific role model and loved by everyone.



Durga Shrestha
*Senior Care Assistant,
Rectory Court*

Gentle, polite and always obliging, Durga makes a difference with her positive, 'can do' attitude towards residents, family and team members. She always steps

in and offers assistance when needed and will cover absences due to sickness or annual leave. Durga's dedication, compassion and respect towards other people are commendable. She is a great asset to Rectory Court and Cinnamon Care Collection.



Ross Hatton
*Maintenance Manager,
Sunnybank House*

Residents commented on how quick Ross is to respond to maintenance problems. One said, "I have known Ross for a long time and I do know he can be relied

on for a good job done quickly". A new resident nominated Ross for helping his move into the home go smoothly: "Ross helped hanging pictures, moved items around for my comfort and helped with my wheelchair". Ross has certainly made a difference and is a worthy winner of this quarter's award.



Shannon Gray
Sous Chef, Wellington Vale

Shannon has demonstrated incredible commitment to her role at Wellington Vale and to Cinnamon Care Collection. In the absence of a Head Chef recently, Shannon rose to the challenge and consistently

worked extra hours in order to maintain a first class service for our residents, developing her skills in the process. Shannon has managed the team through this difficult time with professionalism and strength. She is a very worthy winner of this quarter's award.

Birds of paradise



The Netley Court team, who are always on the lookout for new things, recently came up with idea of having a bird aviary. It has been a great success with residents and is proving to be a popular talking point.

"Now that the better weather is arriving we are certain it will provide many moments of enjoyment," said Mark Shockledge, Senior General Manager.

HUNKY FIREMEN LIFT SPIRITS

Five firefighters from the Lee Green Fire Station visited Rectory Court last month to tour the home and check their Fire Safety and Evacuation Procedures.

They were very impressed. Afterwards, they took the time to visit some residents in their rooms to reassure them that they are very safe thanks to the home's excellent fire procedures and policies. Following tea and refreshments, the officers handed out Fire Safety booklets and invited their delighted audience to visit their fire station. Everyone is looking forward to the visit; they say a "hunky man in uniform" makes their day!



Lee Green's Firefighters with General Manager Gina Lim, Administration Assistant Jane Price, Deputy Manager Mwaya Siwale and Care Assistant Mercy Adjei

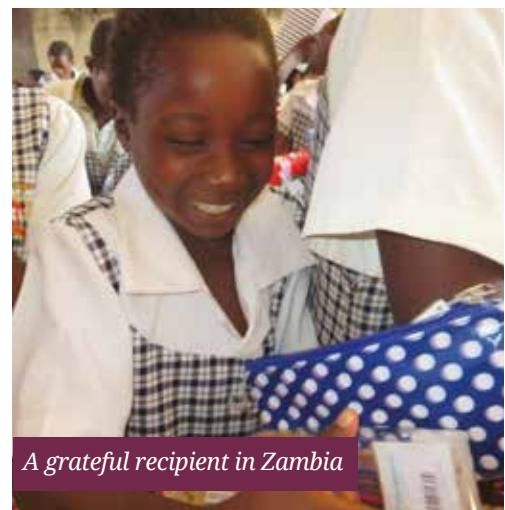
ON YOUR BIKE!

Congratulations to everyone at Wellington Vale on raising more than £260 for Sports Relief.

The staff team cycled over 200 miles and Administrator Muriel Rauzet won the staff prize for clocking up the greatest distance. Residents and visitors also had some fun testing their pedalling prowess. The prize for the resident who cycled the furthest distance went to Tom Hyom, who will soon celebrate his 100th birthday with everyone at Wellington Vale. He's certainly their cyclist of the century!



Thanks given



Ailean Henry, Burcot's enthusiastic Activities Manager, and some of the home's residents filled six shoeboxes with a variety of games, toys and sweets so that children in war-torn parts of the world could have a Christmas present too.

A small shoebox can have a big impact. The Burcot Grange team recently helped to change children's lives around the world through the power of a simple gift by joining Operation Christmas Child, organised by the charity Samaritan's Purse.

Representatives from Samaritan's Purse visited Burcot Grange recently to show everyone photos of the grateful recipients in Zambia. They also presented Ailean and the residents with a certificate acknowledging the home's generous contribution.

Centenary celebration

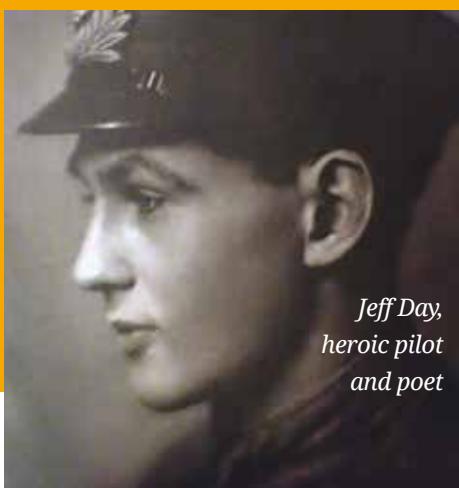
Hartwood House recently celebrated the centenary of the death of Flight Commander Miles Jeffrey Game Day DSC RNAS (1896-1918). 'Jeff' Day not only showed great skill and bravery as a fighter pilot, he was also a poet

who wrote some of his Great War poems whilst airborne.

Jeff Day's niece, who is a resident at Hartwood House, was unable to attend her relative's centenary celebration. She was therefore delighted when Activities Co-ordinator Nancy Hall De Vuyst suggested holding a celebration at Hartwood House instead.

Inspired by poems

Residents' artworks, inspired by one of 'Uncle Jeff's' poems, were on display. Nancy introduced Jeff Day's history to the assembled company, and then the resident's daughter read one of her great

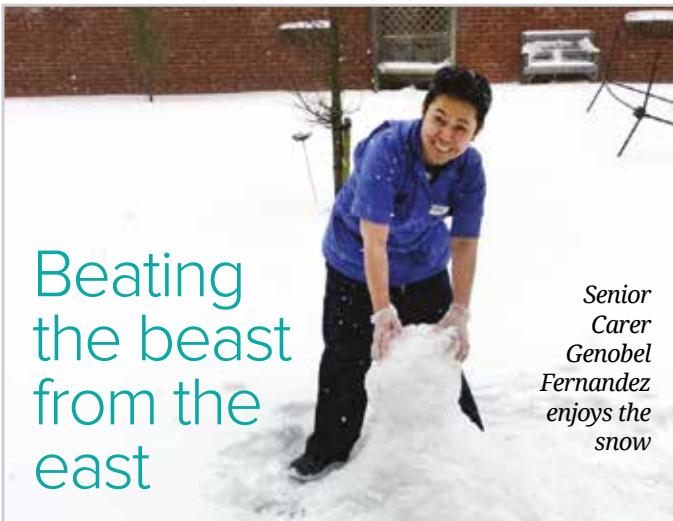


Nancy Hall
De Vuyst

uncle's poems aloud whilst another resident's husband translated it into sign language.

The climax came when Nancy presented Jeff Day's niece and her daughter with a painting of a Sopwith Camel N6363. This was the plane in which their relative engaged six enemy aircraft single-handed, before being shot down in 1918.

After the centenary celebration, residents came together to write group poems.



Beating the beast from the east

Senior Carer Genobel Fernandez enjoys the snow

Along with everyone who lives in the mild south west of England, the Abbotswood Court team was surprised by the snowfall that ushered in spring.

Nonetheless, everyone made a great effort to get to work and many stayed overnight. Some team members even built snowmen in the home's Secret Garden for residents to enjoy. General Manager Gemma Ridout-Bowen said, "Thank you to everyone for their dedication in ensuring that, despite the bad weather, our residents continued to receive their usual outstanding level of care."

LEAH LODGE PERFORMS PUBLIC SERVICE

Leah Lodge is helping to make Lewisham a dementia friendly borough by providing educational sessions for public service workers. Firefighters from Lee Green Fire Station were the first to attend and found the session so helpful that they recommended it to their colleagues. Now five more sessions have been arranged for different fire stations in the borough as well as one police station.



Nicole Webb, Deputy Manager of Leah Lodge, with the East Greenwich Fire Station crew

EASTER egg-stravaganza

The children of staff and residents' relatives, and some of the local junior school hopped down to Burcot Grange & Lodge to take part in the bank holiday Easter Egg hunt in the home's five acres of gardens.

They rounded off the day with a visit from some lovely baby chicks. Next morning, residents worked off all their Easter eggs with an Oomph seated exercise session accessorised with bunny ears.

Ailean Henry, Head of Activities, said, "A big thank you to my fabulous team of Jan Williams, Jane Smith and Ingrid Bromley, and our volunteer Heidi Farrell for all their hard work. They ensured that everyone had a wonderful Easter Monday."

Thank you!



STEPS to SUCCESS



Leah Lodge has been working closely with St Christopher's Hospice and Barbara Kenyon, the palliative nurse specialist, to improve their end-of-life care.

The Steps to Success programme gives guidance from the hospice on how best to monitor the health of residents. In addition, staff from the hospice visit, advise, provide training and assist the Leah Lodge team with advance care planning. They have learnt how to show that they provided good end-of-life care that not only covered all their residents' needs but everything that the hospice deems to be good practice. "We are proud to be considered worthy of this certificate," said Belinda Watson, General Manager.

Great Scot!

Burcot Grange & Lodge echoed to the sound of bagpipes recently as staff and residents celebrated the anniversary of Scotland's national poet, Robert Burns.



Local piper Alan Hillier, returning for his tenth Burns Night appearance in succession, walked through the corridors and around the gardens of both homes playing a selection of traditional airs with pride and passion. To bring the evening to a climax, Alan ceremonially piped the haggis into the dining room. Then Burcot Grange's leading Scot, Arthur Mitchell, recited the Bard's famous 'Ode to a Haggis' and toasted it with a dram of whisky. The evening ended appropriately with Burns's rousing song, 'Auld Lang Syne'.



Happy days

Every month, Cinnamon homes offer hundreds of imaginative, original activities that are carefully tailored to match each resident's interests and abilities.

Activities Manager Breda O'Doherty and her team at Wellington Vale have been exceptionally busy bees of late. They recently encouraged residents and visitors to colour in over 150 butterflies for National Butterfly Day and proudly displayed their artistic endeavours in the home's coffee shop area (*pictured above*). For Care Home Open Day they held a variety of Oomph exercise classes, followed by an afternoon of live entertainment and a Royal afternoon tea to celebrate the HM The Queen's birthday.

Innovative activities

Breda and her team have lined up many more new activities and events in the coming months. Some of these will be in conjunction with local college and community centres, and involve residents, students and local people.

Residents are eagerly looking forward to ballroom dancing demonstrations from Waterlooville Community Centre's senior dance group. In addition, teachers from Portsmouth College plan to hold a chair-based drama class leading to a production involving residents and their students at the end of the year. Breda's innovative activities ensure that her residents can look forward to many happy days.



Activities Manager Breda O'Doherty gives it some Oomph!

Share your opinions

Cinnamon's Employee Survey will take place during May and June 2018, and further information will be shared within your home in the coming weeks.

The survey is completely confidential and all questionnaires are returned to an independent agency for analysis. No personal information will be released back to your home.

The survey questions are designed to help us discover whether you have any concerns about understanding our company's strategic direction, communication with managers and colleagues, or individual working conditions. Your answers will help us to make improvements so please ensure that you complete the survey.

Your opinions do count!



Coming soon...

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

May

7	Early May Bank Holiday.
8	Victory In Europe (VE) Day.
12-19	National Doughnut Week. Raise funds for The Children's Trust.
19	The Royal Wedding, St George's Chapel, Windsor. World Whisky Day – toast the happy couple.
22-26	Chelsea Flower Show.
28 May- 3 Jun	National Barbecue Week.
28	Spring Bank Holiday.

June

3	The Big Lunch – community, friendship, fun.
9	Trooping the Colour marks HM The Queen's official birthday. Hip hip hooray, it's World Gin Day.
14	Alzheimer's Society Cupcake Day – sign up to beat dementia at cupcakeday.alzheimers.org.uk .
14 Jun- 15 Jul	Football – World Cup, Russia.
17	Father's Day.
19-23	Royal Ascot. See www.ascot.co.uk .
29	National Cream Tea Day. Enjoy it the proper way – see www.creamteasociety.co.uk/cream-tea-etiquette .

July

2-15	Wimbledon Tennis Championships.
7-29	Cycling – Tour de France.
8	Formula 1 – British Grand Prix, Silverstone.
13-8 Sep	BBC Proms 2018. See www.bbc.co.uk/proms .
19-22	Golf – The Open, Carnoustie.
24-29	Longines Royal International Horse Show, Hickstead – see www.hickstead.co.uk .
31 Jul- 4 Aug	Glorious Goodwood, a racing highlight. See www.goodwood.com .