

In touch

with Cinnamon



in this issue

CINNAMON'S CHEF
CHALLENGE

Pages 6&7

WHO MADE THE DIFFERENCE?

Pages 8&9

RECTORY'S RESPITE
REUNION

Page 11

IN THE
TOP 20
AGAIN!

Page 5

A SPRINKLE OF
CINNAMON

Page 12



Hayley Gibbons



Mwaya Siwale

MOVING UP

Hayley Gibbons

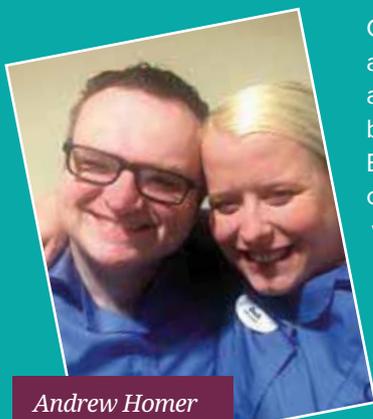
Trainee General Manager, Sunnybank House

Hayley qualified as a Registered Nurse in 2005 and subsequently gained experience in various areas including urology, orthopaedics and a medical assessment unit. She completed her nursing revalidation in 2017 and has qualified in a number of additional courses including Dementia Care and CQC Key Lines of Enquiry (KLOEs). She is currently working towards her Level 5 Management qualification. Hayley joined Cinnamon Care Collection in 2016 as Deputy Manager at Hartwood House, before transferring to Sunnybank House.

Mwaya Siwale

Trainee General Manager, Rectory Court

Mwaya has spent almost 10 years in care management for older people and people living with dementia. She joined Cinnamon Care Collection in autumn 2017 as Deputy Manager for Rectory Court. Previously, Mwaya was Head of Memory Care in Chelsea and, earlier, head of a dementia care unit in Barnet.

Andrew Homer
& Becky Lowth

Congratulations to **Becky Lowth** and **Andrew Homer**, Senior Carers at Cedar Mews, who have both been promoted to Team Leaders. Becky has a strong person-centered approach to her work which benefits all of her residents and their family members. She is totally committed to her colleagues and residents alike. Andrew has a strong work ethic and is very popular with residents and their families. He works closely with his peers and constantly strives for excellence.

MOVING IN

Ben Collard

Estates & Development Manager,
Support Office



Ben has worked within property teams for large care organisations, including Barchester Healthcare, since 2011. In his previous role as Head of Estates at HC-One, he looked after the property function for 350 care homes. Prior to this he

worked in Energy Management, Renewable Energy and SME business support roles. At Cinnamon, Ben will manage the delivery of facilities maintenance to our homes and assist with any matters related to building or refurbishment. He will also assist with new build developments.



Libby Barrett

Libby has enjoyed a rewarding career in the care industry for more than 38 years, during which time she has held roles at Barchester Healthcare, Mayflower, Sunrise Senior Living

and Gracewell Healthcare. Libby was a Health & Social Care consultant for a short while before joining Cinnamon Care Collection. 'My greatest enjoyment derives from developing relationships with others, building teams to commission new services, and seeing the difference we make to other people's lives,' she said.



A warm welcome also goes to **Justin Regos** (left) who is currently helping out at Wellington Vale and, in due course, will become General Manager of one of our new Cinnamon homes opening shortly.

Farewell

A fond farewell and grateful thanks to **Susan Munro**, General Manager of Sunnybank House. Everyone at Cinnamon Care Collection joins Susan's team, the Sunnybank House residents and their families in wishing her all the best.



SPICE OF LIFE!

Your new benefits programme and information portal is waiting for you.

To activate, you only need your employee number. If you are unsure of it, please contact your Administrator. Then follow these simple steps to discover all your key employee benefits and some great ways to save money!

1. Log on to <https://cinnamoncc.hapibenefits.com>
2. Click the 'I'm New - Get Started' link.
3. Follow the on-screen instructions to login and create your own password.
4. Click on the app tile or search 'Hapi' in the App Store or Google Play Store to download the free app on your Apple or Android mobile phone.

Once activated, you can visit the website from any computer, laptop, tablet or smartphone as often as you like. Explore the range of benefits provided and discover savings on your everyday expenditure.

All of your key benefits are in one place: <https://cinnamoncc.hapibenefits.com>!

A telephone Helpline is open from 8.30am-5.30pm, Monday to Friday, at 0333 400 0844



Powered by hapi.

Fast track to success

At Cinnamon, we take a genuine interest in the future of our teams. We recognise that talented people naturally want to advance and appreciate meaningful support in this process.

That is why we are holding leadership training sessions in June and July for those new to Cinnamon Care Collection as Heads of Department, Team Leaders and Senior Carers.

In addition, we are introducing a series of development workshops for Senior Carers and Team Leaders to enhance their skills. Starting in late summer and autumn, the workshops will:

- ✓ Give Senior Carers and Team Leaders the skills to take full responsibility for their team's effectiveness and engagement.
- ✓ Build capability for future leadership roles within Cinnamon Care Collection.
- ✓ Provide a forum for sharing best practice and giving mutual support.
- ✓ Provide the opportunity for cascading relevant information and processes by Cinnamon support functions.

The workshops will be held in your region every four months and each one will stand alone. There is no need to attend them in a specific order and new team members can be accommodated within the sessions.

Certificate on completion

Attendees will be assessed on work-based assignments and will receive a certificate after completing the development programme. Please ask your General Manager for details and sign up today.

CONGRATULATIONS

A round of applause for **Jennie Mason** (right), Administrator at Support Office, who has successfully completed her CIPD Level 3 Foundation certificate in Human Resources Practice. A talented trio at Netley Court have attained new qualifications, too. **Danny Carter**, Head of Maintenance, gained his Institution of Occupational Safety and Health certificate for Managing Safely. **Debbie Evans**, Receptionist, qualified for her Level 2 NVQ in Business Administration, and **David Allardyce**, Care Assistant, achieved his apprenticeship in Level 2 Care.



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 who you believe will be 'Determined to be the Difference', and they are successfully placed, 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 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.

Refer a Resident

You can Refer a Resident too. 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 are not eligible for this award.

Please speak to your General Manager if you know someone who would be interested in living in a Cinnamon Care Collection home.

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

EU Settlement Scheme

Although the precise details of the UK's withdrawal from the European Union remain subject to ongoing negotiations, we encourage all Cinnamon team members who are EU citizens to apply to the EU

Settlement Scheme, as well as your family members. The scheme allows you and your family members to live, work and study here in the UK after 31 December 2020.

The requirement for an application fee was withdrawn on 21 January 2019.

Anyone who has applied already, or who applies and pays a fee during the test phases, will have their fee refunded.

Look out for the latest developments concerning the scheme as Brexit continues to unfold in the coming months.





Cheers at Cedar Mews



Rectory Court celebrate

TOP OF THE POPS *again*



For the second consecutive year, Cinnamon Care Collection has been recognised as one of the Top 20 Recommended Care Home Groups in the country by the UK's leading care home reviews website.

Carehome.co.uk is the Trip Advisor of the care home industry, with over 123,000 independent reviews of care homes. To select the award winners, care homes were rated against a range of criteria including facilities, care and support, residents being treated with dignity, staff, activities and value for money.

This is a huge achievement by all Cinnamon teams – but that's not all! Individual Top 20 Care Home Awards 2019 were given to:

- ✦ Cedar Mews
- ✦ The Lodge at Burcot Grange
- ✦ Netley Court
- ✦ Rectory Court

Carole Hunt, Director, said, 'We are delighted to be recognised by our residents, their friends and families as one of the UK's leading care home groups, and are also thrilled to have won a Top 20 Care Home Award in every region in which we operate.'

'These awards highlight the outstanding care we provide for our residents and the luxurious quality of our homes. Our teams in all eleven homes work tirelessly to provide the very best care, support and happiness to the people who live here. Congratulations to everyone.'



On top of the world at Netley Court

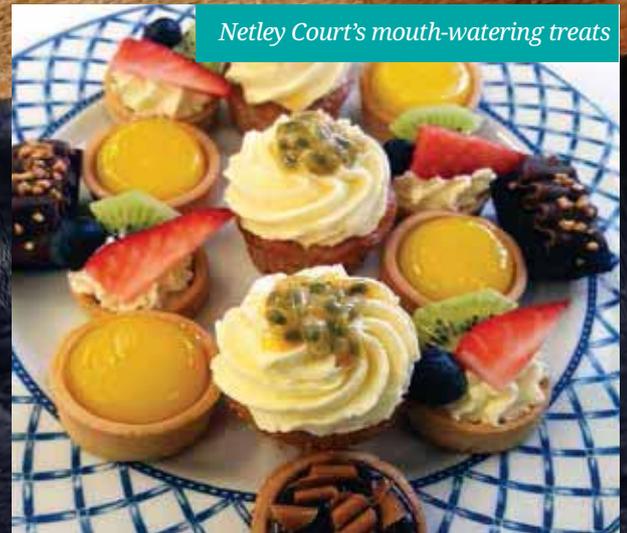


Carole Hunt

Cover photo: Burcot Lodge team cheer success



Traditional tea at Burcot Grange



Netley Court's mouth-watering treats

The first round of the Cinnamon Chef Challenge was to celebrate Valentine's Day with an afternoon tea party.

Sean McClure, Head Chef at Netley Court, and his team created some mouth-watering afternoon treats for their residents and went on to win this closely fought heat. Sean also produced an exquisite evening dinner.

beef with a traditional Sunday lunch menu, while Netley Court continued their winning streak with a seaside theme and food.

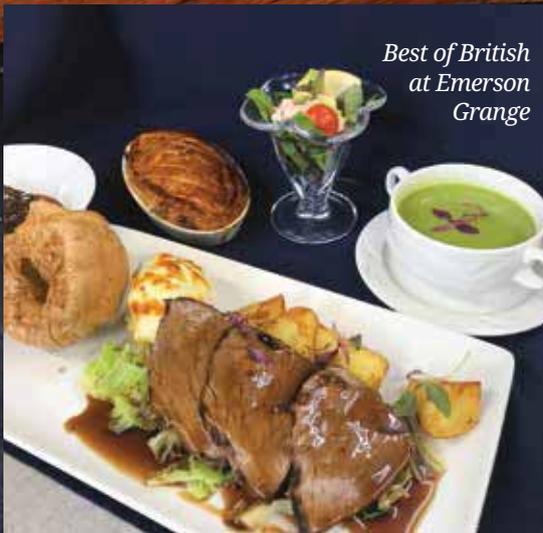
Round Two was 'Best of British', a themed three-course meal and event for residents which celebrated tasty traditional dishes. Burcot Grange held an exuberant tea dance, Emerson Grange celebrated British

Chris Gray-Grana Priego, Wellington Vale's Head Chef, also chose a seaside theme and teamed up with Breda O'Doherty and her Activities team to create a wonderfully entertaining day for residents. Highlights included Punch and Judy shows, candyfloss, a beach display with sensory items, a sweet cart and, of course, fish and chips.



Netley Court's seaside specials





Best of British at Emerson Grange



British icons at Sunnybank House

Round Three challenged the chefs to demonstrate their skills in modified meals by showcasing the dishes they produce for residents who require a texture modified diet. Once again, Sean McClure was the winner.

The finalists

Sean McClure from Netley Court, **Keith Nicholas** from Emerson Grange, **Dan Bree** from Hartwood House, and **Chris Gray-Grana Priego** from Wellington Vale were selected as the four finalists for Chef of the Year cook-off later this month. The winner will be announced at The Cinnamon Awards lunch on 5 June 2019.



Beside the seaside at Wellington Vale





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.

Each finalist will receive a £250 gift voucher. They will also be invited to the special awards lunch on 5 June 2019 where the two national winners for Care and non-Care will be announced.

Annual prize: You Make The Difference Award Trophy and a £500 gift voucher.

The **Spirit of Cinnamon** team award and the **Chef of the Year** will also be announced at the awards lunch.

The winners for the fourth quarter are...



Maisie Chapman
*Receptionist/
Admin Assistant
Abbotswood Court*

Maisie is an enthusiastic, cheerful individual whose positive attitude makes her shine. Her kind,

approachable and confident manner comforts new team members. Her organisational skills and thoughtfulness result in smooth-running shifts, happy residents and a warm, caring atmosphere.



Hannah Williams
*Night Senior Carer,
Burcot Lodge*

Hardworking Hannah always tries to make the difference in everything she does. She mentors and supports her junior team members and,

when a night staff vacancy occurred, she took on extra shifts so residents' care would not be disrupted. Her colleagues say Hannah is very caring, fantastic with residents and 'she deserves a medal!'



Jan Williams
*Activities Assistant,
Burcot Grange*

When a usually happy resident fell into an unexpected and deep depression, Jan talked to her for ages but feared she had

not been able to help. The following day, Jan gave the resident, who is a believer, a written prayer made up of everyday words. Realising how much trouble Jan had taken to find exactly the right words, the resident immediately smiled and now reads the prayer daily.



Julie Pipe
*Receptionist/
Admin Assistant
Cedar Mews*

Julie is loved and valued for her unique, fun-loving approach. Colleagues say she is the best 'meet and

greet' person a company could wish for and her personality resonates through the home. Her team members, residents, visitors and professionals all appreciate her for being someone who a truly makes the difference to many people's lives.



Evelyn Asem
*Senior Nurse,
Emerson Grange*

Evelyn demonstrates high standards of professionalism and an exceptional approach towards her work. She treats each resident as an individual, with respect

and dignity. She uses her exceptional communication skills to gain information regularly from residents to improve their care. She has excellent problem-solving abilities and shows sound judgement. Evelyn is dedicated, empathetic, reliable and knowledgeable in her role as a Senior Nurse.



Patricia Dance
*Senior Carer,
Hartwood House*

Patricia has made a huge impact on Minstead, the dementia floor at Hartwood House, in a very short period of time. She is calm, structured

and passionate about looking after residents who are living with dementia. Their relatives regularly give Patricia the highest praise.



Kara Sealey
Second Chef, Leah Lodge

Kara was nominated by many of her colleagues for the unstinting support she gives them. They also applauded her for baking great cakes and her willingness to go 'the extra

mile', always with a smile. Kara makes a point of getting to know all her residents and does her best to give them what they want. Her manager says she is a fantastic Second Chef.



Katrina Noble
*Senior Care Assistant,
Netley Court*

Kind, courteous Katrina is witty and fun to work with. She is patient and kind with residents, takes time to get to know them, shows respect and is always willing to help. Katrina

is an excellent communicator with residents and their families too.



Charmaine Taylor
Second Chef, Rectory Court

In addition to helping the Head Chef create lovely food, Charmaine is approachable, cheerful, very supportive to the whole team and always willing to go out of her way to help the residents and their families.



Valeria Ilie
*Care Assistant,
Sunnybank House*

Val is passionate about her work, respectful to the residents and supportive to her colleagues. Her team members say she is always smiling, cheerful and willing

to help anyone at any time. Val puts the 'sun' into Sunnybank.



Theresa Beattie
*Care Assistant,
Wellington Vale*

Theresa was nominated by her colleagues for her calm and caring support. A new team member commented that he would not have settled in so quickly had she not been there to help and assist him.

Snakes alive!

Residents at Burcot Lodge recently enjoyed a visit from some rather large rabbits, baby lambs and reptiles, courtesy of Encourage Animal

Therapy, a popular local organisation. They enjoyed the afternoon so much that monthly visits have been scheduled for the rest of the year.



Ice cream treat

There is an exciting new addition to the dining room at Wellington Vale: an ice cream display freezer which will come in handy during garden parties and events.



In the meantime, residents enjoying the sunshine in the garden will welcome an ice cream, and visitors and team members can enjoy an ice cream in exchange for a donation to charity.

The Activities team has sourced high-quality ice cream from a local company called Mooka. The company was kind enough to invite Wellington Vale's residents to visit their factory and see how they make their ice cream. What a sweet tale!

Correction: The previous issue incorrectly stated that food for Burcot Lodge's first birthday party was prepared by the Housekeeping team and the home's birthday cake was baked by the home's Head Chef. In fact, the Kitchen team prepared the food and Jacquie Wells, Head of Housekeeping, baked the cake.

Please do make every effort to ensure that you provide accurate information to *In Touch with Cinnamon* when you submit your stories.

Giving Red Nose Day some..

Wellington Vale staff and residents raised over £300 for Red Nose Day, the charity supporting vulnerable people and communities in the UK and around the world. Using exercise equipment and Zing! exercise classes, they managed to hit their target of 5,000 minutes of exercise in just one week. Meanwhile, the Netley Court team enjoyed dressing up, raising £120 while having fun as well.

Zing!
by Cinnamon



Vintage respite reunion

Rectory Court recently held its first-ever respite reunion. Eight people who had previously stayed at the home for respite received a very warm welcome back from the home's current residents. They enjoyed a wonderful vintage

afternoon tea together to the tuneful accompaniment of local young pianist, Tom Monks, who played and sang for the assembled guests. This delightful occasion resulted in five of the eight guests re-booking for future respite.



Marie Wray, Care Assistant, with Jo Bown, Sales & Marketing Consultant



Young entertainers

The Netley Court team are working closely with Burlesdon primary school nearby. The pupils enjoy bringing in their school work to show residents while the residents love listening to their young visitors and giving advice.



Good news

The marketing suite at Rivermede Court, Cinnamon Care Collection's new 80 bedroom luxury care home in Egham, Surrey, opened last month. General Manager Libby Barrett and her team have started networking within Egham, and look forward to working with and serving the local community.



A sprinkle of Ci

Nancy De Vuyst, Activities Co-ordinator, and her team at Hartwood House recently added a sprinkle of Cinnamon to the life of resident and Portsmouth FC football fan, Joan Hogg, age 92.

Joan, a lifetime supporter of Portsmouth FC, had not been to a match for over 60 years, when her favourite player, the devastating winger Peter Harris, played in the squad. Her 'Sprinkle of Cinnamon' wish was to watch one more football game at Fratton Park and support her favourite team.

Members of the Activities team at Hartwood House helped Joan to knit her own supporter's scarf for the match

and arranged an unforgettable day out for her.

It involved a tour of the stadium including the boardroom, dressing room, stands, tunnel and trophy room, as well as front row seats to watch the Portsmouth v. Rochdale game, accompanied by Nancy.



Cultivating calm

The team at Wellington Vale are revelling in their new Zen-themed team room.

'I took a poll to decide the theme for our feature wall and ordered what we needed,' explained Breda O'Doherty, Activities Co-ordinator. Then George Piu, Maintenance Manager, and his assistant, Dave Evans, made the transformation happen. Everyone thinks it looks great and we are delighted.'

Whamoni!

'I don't know what I have done to deserve such an amazing day out,' said Joan. 'As we left the stadium, one of the security guards asked me if I could come to all the home games as he thought I was a lucky charm – Portsmouth won 4-1!'

Making dreams come true

Burcot Grange helped to make resident Rosemary Hill's dream come true, too, with a sprinkle of Cinnamon. Rosemary loved horses and eventing in her spare time when she was younger. Her dream was to ride a horse again.

Ailean Freeman and Charlotte Kenny from Burcot's Activities team arranged a riding session for Rosemary and hope to arrange more in the future.

'Making our residents' dreams come true is what it's all about,' said Ailean.

'The stresses and strains of daily life that, at times, get to all of us, pale into insignificance at moments like these. It's wonderful to make that difference to someone's life.'

Wishing tree

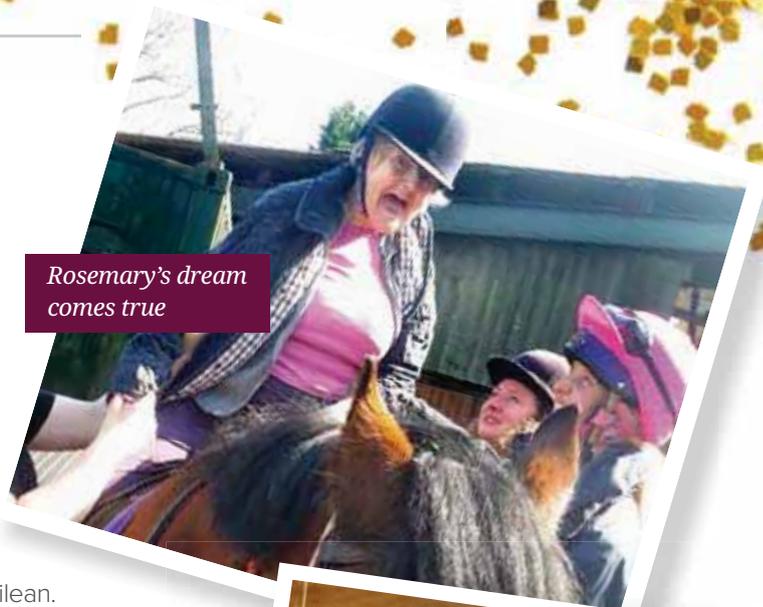
Meanwhile, the Wellington Vale team have installed a wishing tree in reception. Residents hang tags with their dreams and aspirations on the tree, ready for the team to pick and make their dreams to come true.

'Making our residents' dreams come true is what it's all about'

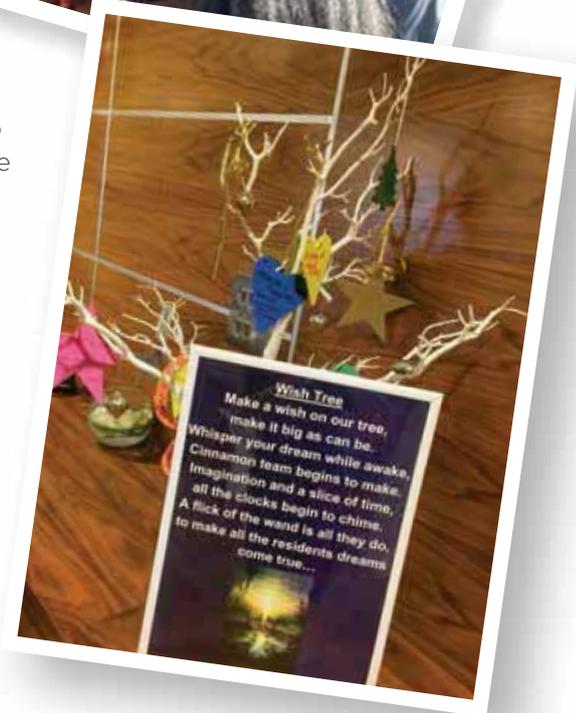
LIVING DOLL

The Hartwood House team were delighted to accept a donation of a 'reborn doll' for their Minstead dementia area. This is a manufactured doll that has been transformed by a skilled artist to resemble an exceptionally realistic human infant.

A reborn doll can help to calm people with dementia and remind them of the joy they once felt caring for a baby of their own. The Hartwood House team were delighted with their new acquisition who they have named Frank, after a former resident whose face lit up when he saw his grandchildren.



Rosemary's dream comes true





MONTHLY THEMES MAKE A SPLASH

Introducing a monthly theme at Wellington Vale has prompted an amazing response from residents. So far this year they have held a Wild West month, Chinese New Year and Mother Nature month.

Team members wear fancy dress costumes, hold a quiz and introduce activities relating to the appropriate era, as well as arts and crafts that complement that subject.

In addition, Wellington Vale recently celebrated Holi, the Hindu Festival of Colour, with splash-paint art. The finished canvas is now on display in the home.

Fancy that! Wellington Vale Activities team dress the part



MARATHON MAN

Stuart Norris, Commercial Director, completed his second London Marathon last month in a faster time of four hours, five minutes and 41 seconds.

So far, he has raised £2,270 for Cinnamon's chosen charity, the Alzheimer's Society. With Cinnamon generously matching all donations up to £5,000, it brings Stuart's current total to £4,450.

The Alzheimer's Society has joined forces with Alzheimer's Research UK to form the Dementia Revolution which supports ground-breaking research at the UK Dementia Research Institute.

'Dementia is the biggest health threat facing society and there are currently no effective treatments to slow, prevent or cure it,' explained Stuart. 'I am most grateful to everyone who sponsored me this year and helped to support the research that these charities carry out to address the needs and concerns of people affected by dementia.'

To make a donation to Stuart's marathon fundraising effort, go to uk.virginmoneygiving.com/Stuart-Norris.



Café society

We all have a role to play in making the UK a dementia-friendly place to live and that's what Dementia Action Week, which takes place from 20 to 26 May 2019, is all about.

Having dementia does not have to mean an isolated life. Simple actions from us all can create supportive communities, such as The Lodge Café at Burcot Lodge. This regular monthly event provides an opportunity for people living with dementia to

socialise, and for their carers to chat to others and share their experiences. In addition, Burcot Grange & The Lodge are helping to create a Dementia Friendly Community by holding regular Dementia Friends sessions each month.



THE CINNAMON COLLECTIONS

Breda O'Doherty, Activities Co-ordinator at Wellington Vale, recently asked colleagues in other Cinnamon homes to join her in creating *The Cinnamon Collections*, an archive of stories about the lives of current residents.

'Our residents have so many amazing tales, I think they should be shared,' explained Breda, 'even if the stories are anonymous.'

'Our own section will be called *Tales from The Vale*, but I hope other Cinnamon homes will join in and contribute their residents' tales of battles and hardship, heroism and courage, adventure and romance.'

Anyone wishing to contribute should start their pages with the name of their Cinnamon home for reference. Text should be typed in Word using in the dyslexia-friendly Verdana font in size 16, which is suitable for residents. Page numbers should be at the bottom of all pages. Then please copy and paste your stories into *The Cinnamon Collections* on the shared drive.

Congratulations & celebrations

Congratulations from everyone at Netley Court to Kirsty Ferall and Gemma Welch, Care Assistants, who both got married last month. Belated happy birthday wishes also go to Michael Foster, Deputy Manager (*below left*), and Sean McClure, Head Chef (*below right*).





Coming up...

Some dates for your diary that you could include in your local activities for team members and residents.

May

1-31	Get on your feet, it's National Walking Month.
6	Early May Bank Holiday.
8	Victory in Europe (VE) Day.
13	Cricket – World Cup begins, England.
18	FA Cup Final at Wembley Stadium.
20-26	Dementia Action Week. Get involved at www.alzheimers.org.uk .
21-25	RHS Chelsea Flower Show.
24	UEFA Champions League Final, Madrid, Spain.
27-3 Jun	National Barbecue Week.
27	Spring Bank Holiday.

June

1	You Make the Difference Award 2020 – closing date for the first quarter's nominations.
5	The Cinnamon Awards 2019 at Great Fosters, Egham, Surrey.
7	National Fish & Chip Day.
8	Trooping the Colour marks HM The Queen's official birthday. Raise a loyal toast – it's World Gin Day.
13	Alzheimer's Society Cupcake Day – sign up at cupcakeday.alzheimers.org.uk .
15	Say 'cheers to beer', it's Beer Day Britain.
16	Father's Day.
18-22	Royal Ascot 2019 – see www.ascot.co.uk .
28	National Cream Tea Day.

July

1-14	Wimbledon Tennis Championships.
6-28	Cycling – Tour de France.
7	World Chocolate Day.
12-14	Formula 1 – British Grand Prix, Silverstone.
18-21	Golf – The Open, Royal Portrush.
19-14 Sep	BBC Proms 2019 – find out what's on at www.bbc.co.uk/proms .
30-3 Aug	Glorious Goodwood, a flat-racing highlight. See www.goodwood.com .

Express yourself

Cinnamon's Team Member Survey gives you an opportunity to express your opinions in complete confidence. This year, the Team Member survey takes between 10 and 31 May 2019. A Resident and Family Members' survey will follow between 3 and 28 June.

The survey is a tool to discover whether you have any concerns about understanding our company's strategic direction, communication with managers and colleagues, or your individual working conditions. All questionnaires are returned to an independent agency for analysis and no personal information will be released back to your home.

Your answers will help us to make improvements so please ensure that you complete the survey. Please don't be afraid to express yourself – your opinions **do** count!