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with Cinnamon

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MOVING UP

Congratulations to **Jennie Mason** who has now taken up the role of HR Assistant full time and grateful thanks to her for successfully holding the roles of HR Assistant and Support Office Administrator during recent months. Henceforth, Jennie will spend more time in Cinnamon homes supporting administration from an HR and recruitment perspective, as well as carrying out audits in preparation for Care Quality Commission (CQC) visits.



Jennie Mason

CONGRATULATIONS

Justin Regos, who has been helping out at Wellington Vale recently, has now become the home's General Manager. Prior to joining Cinnamon Care Collection, Justin graduated in Business Administration and Nursing. He has 13 years' experience in the senior living sector as a General Manager and Area Director of Operations (ADO). Before joining Cinnamon Care Collection, Justin worked for Sun Senior Living and Horizon Senior Living in the USA and in Scotland. He looks forward to continuing the tradition of excellence in service and care being offered at Wellington Vale.

Gina Lim, formerly General Manager at Rectory Court, will become the Commissioning Manager for Rokewood Court, Cinnamon's new 64-bedroom care home in Kenley, Surrey, which is due to open at the end of this year.



Gina Lim



Justin Regos

MOVING IN

Christine Valentine-Bunce

Commissioning Manager, Eden Court



Chris recently took up the role of Commissioning Manager for Eden Court, Cinnamon's new retirement village and care home in Battersea, London, which is due to open in early 2020. She will also lead the dementia care strategy across the Cinnamon group and, as part of her induction, will be visiting each home to gather team members' thoughts on how best to take this forward.

Chris has a background in clinical psychology. She has worked in senior care in both in the USA and UK, and has held General Manager positions at Sunrise Senior Living and Signature Senior Lifestyle. Before joining Cinnamon Care Collection, Chris was Head of Commissioning & Operations for Innovative Aged Care Ltd.

Krystyna Bosko

General Manager, Earlsfield Court



Krystyna recently joined Cinnamon Care Collection as General Manager of Earlsfield Court, Cinnamon's new home in Bexhill-on-Sea, East Sussex which is due to open in early 2020. Krystyna holds an MSc degree in Nursing with teaching qualifications and a PG Dip in Quality Management. She is passionate about elderly, dementia and end-of-life care, and achieved an overall CQC 'Outstanding' rating while managing her last care home for Care UK.

Judith Walker

Management Accountant, Support Office



Judith is a part-qualified chartered accountant. She previously worked for Michael Page International Recruitment where, during her 18 years' tenure, she progressed from being a Management Accountant to Assistant Financial Controller

and then to Financial Controller with responsibility for management accounts, budgets and forecast for the support functions. At Cinnamon, Judith will produce the monthly management accounts for Emerson Park and Grange, Leah Lodge, Rectory Court, Hartwood House and Sunnybank House.

Susana Diaz-Moreno
*Management Accountant,
 Support Office*



Susana has always worked in finance and before joining Cinnamon Care Collection, she spent six years

working for a global company where she gained a broad experience and understanding of the accounting and business world. She is currently studying for her Association of Chartered Certified Accountants (ACCA) qualification. Susana will produce the monthly management accounts for Abbotswood Court, Burcot Grange & The Lodge, Cedar Mews, Netley Court and Wellington Vale.

Beverley Sullivan
*Office Administrator,
 Support Office*



Beverley, or 'Bev' as she prefers to be known, has considerable experience in both office and administration

management. Before joining Cinnamon, Bev managed a small office of electrical engineers and was responsible for the day-to-day running of the office including diary handling, ordering parts, speaking with clients and paying invoices. Before that she spent 10 years running a successful family electrical company in France. At Cinnamon, Bev will support both the Operations and Finance teams.

Fast track to success



Following the recent leadership development training sessions, we will be holding a series of development workshops for Senior Carers and Team Leaders to enhance their skills.

Each workshop will stand alone and there is no need to attend them in a specific order. Potential topics include:

- ✓ Successful supervision meetings.
- ✓ Building the team.
- ✓ Managing conflict.
- ✓ Personal effectiveness.

As well as building up skills, the workshops will provide a pathway towards future leadership roles and a supportive forum for sharing best practice. They are currently scheduled to be held in September 2019 and January, May and September 2020, and we hope that all Senior Carers and Team Leaders will attend. Please look out for more information in your home and the next issue of this newsletter.

Badge of honour

There are 1.5 million care workers in the UK who spend their careers assisting others but when circumstances change, sometimes it is the carers who need some help.

Supporting



the care workers charity

Cinnamon Care Collection is proud to support The Care Workers Charity (CWC), which was founded in 2009 with the objective of helping current and former care workers with one-off hardship grants. In 2018, CWC awarded over £150,000 in grants to almost 400 care workers. In 2019, they expect to award £250,000 to those working within the social care sector.

Loss of a loved one, the break-up of a relationship or an illness are challenges that most of us will face at some point. It is in those circumstances that CWC is able to provide support to care workers by offering two types of grants, an essential needs grant and a crisis grant, both typically limited to £500.

If you need assistance, find out if you are eligible for a grant at www.thecareworkerscharity.org.uk/hardship-grant.

QCS GOES PAPERLESS

The Quality Compliance System (QCS), no longer provides paper copies of policy changes. Please ensure all team members are linked to the system via email to ensure they are kept up to date with policy changes.



New DEVELOPMENTS



Ken MacKenzie, Development Director, and his team have a host of new buildings at varying stages of development, with more new sites in the pipeline.

The crane that has dominated the skyline above Rivermede Court in Egham has come down and the building is reaching the final stages of completion. It is scheduled to open in October.

Construction is also well advanced at Earlsfield Court situated in the ever-popular seaside town of Bexhill-on-Sea in East Sussex, which is on track for completion by the end of the year.

Mornington Court

Meanwhile, Cinnamon's new 57-bedroom care home in New Milton, Hampshire, is now up to first floor level. Pupils from a local primary school were invited to enter a competition to name the new care home and it will now be called Mornington Court.

Up to 80 full- and part-time jobs will be created for local people, from housekeepers and carers to heads of departments, kitchen assistants and gardeners. Recruitment will start early next year.

Eden Court

Good progress is also being made at Eden Court Retirement Village and Care Home in Battersea, London. The new structure of the care home

is now complete and there are two new floors on top of the building. Internal works have begun and plasterboard, electrics and plumbing are being installed.

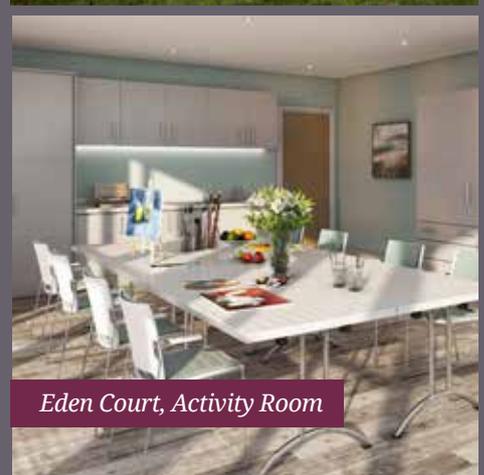
Rokewood Court

Cinnamon's new development in leafy Kenley near Croydon has been formally christened Rokewood Court. The superstructure of this 64-bedroom care home is now complete and work on the interior has started here, too.

More new sites

In Stourbridge, West Midlands, the latest development is also coming along nicely. All of the heavy engineering has been completed and the first floor is due to be installed this month.

Finally, work will begin at Cinnamon's newest site in Sutton Coldfield near Birmingham this month. Two further sites in Hagley and Chichester are still in planning and a positive decision from the authorities is anticipated soon. There are also a number of other sites under consideration and you can find out more about them in the next development update.



Cause for celebration

It is non-stop activity at Rivermede Court in Egham, Surrey ahead of the home's formal opening in October. Heads of Departments took up their posts recently and the remaining team members start next month.



Libby Barrett, General Manager, and her colleagues had cause for celebration recently when the crane that has towered above the Egham skyline

for the last year finally came down, marking another step towards the home's completion. To commemorate the occasion and to introduce themselves to the local community, they hosted an evening of celebration with a gin tasting, which was a great success. This was followed by an afternoon tea to thank local residents for their patience during the home's construction.

'The community in Egham has been so very welcoming to us,' said Libby. 'It will be a great pleasure to be able to offer our facilities to the people of Egham in October, when our first residents move in to Rivermede Court.'

£250
Bonus

Refer a friend...

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, the Cinnamon Care Collection will give you an introduction bonus. All referrals must be in connection with a specific vacancy and the introduction bonus will be paid in full once the referred employee has been with Cinnamon for three months.

How does it work?

Applicants 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.

Heads of Department and General Managers are not included in this incentive. 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.*





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 next year 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 winners for the first quarter are...



Genebel Fernandez
*Senior Care Assistant,
Abbotswood Court*

Genebel is a fantastic person to work with – compassionate, hard-working and a team player. She is approachable and

helpful, making new team members feel welcome and confident. She always exceeds residents' expectations and has a caring nature.



Dima Hofsink
*Senior Care Assistant,
Burcot Lodge*

Dima's colleagues say it is a pleasure to work with her. She inspires them by the way she approaches residents. She always asks if there

is anything she can do to help and is unfailingly positive, with a smile that brightens up everyone's day.



Martyn Wright
*Care Assistant,
Burcot Grange*

Always smiling, cheerful and ready to help, Martin strives to make the difference to each resident's life every day. Residents say he is an

excellent carer, a brilliant nurse in the making and they cannot praise him enough.



Dawn 'Pinky' Bishop
*Care Assistant,
Cedar Mews*

Dawn truly makes a difference to people's lives. She acts as a mentor to her team, knowing when to offer encouragement and support, and when to

be direct and show leadership. As a result, Dawn is highly respected. Her colleagues say she is the type of caregiver they would wish to have looking after themselves or their loved ones.



Virginia De La Cruz
Care Team Leader,
Emerson Grange

Virginia supports her team to ensure they deliver person-centered care to a very high standard. She has excellent leadership skills; her shifts are

always well-organised and run smoothly, and team members enjoy working with her. An excellent listener, Virginia is fair and kind, honest and open with team members and residents. Her dedication to her work is second to none; she is always available when needed and nothing is too much to ask when it comes to residents' care. A resident once remarked, 'Virginia's laughter makes my day.'



Sandra Wilson
Night Nurse,
Hartwood House

Residents and team members say Sandra stands out for her organised, calming manner coupled with a great sense of humour. She

demonstrates excellent team leader skills and makes a huge difference to their home.



Joanna Moore
Senior Carer,
Leah Lodge

Joanna is professional, respectful, passionate about her work, friendly and has a great sense of humour. She leads with a calm but firm approach

and will always find a solution for any challenging situation. She connects with her residents and always finds a way to make everything a little better if they feel distressed. Joanna is a role model for her team.



Richard Hazelgrove
Lead Activities,
Netley Court

Richard always looks for a way to connect with people, thinks 'outside the box' and delivers on his promises. He is enthusiastic, energetic and always smiling. Residents

have given very positive feedback about Richard, with one family member commenting, 'He has really made difference to my Mum's life.'



Anthony Cervas
Carer,
Rectory Court

Reliable Anthony has exceptional interpersonal skills, shows great passion for his job and wears his Rectory Court badge with pride. He is very helpful and

always missed by the residents and his colleagues when he is not around.



Ionel Flore
Care Assistant,
Sunnybank House

Kind Ionel is passionate about his work. He has gained residents' trust through his caring, professional manner and they praise him all the time. He waters one resident's

prized orchids when he is at work and she will not allow anyone else to touch them.



Muriel Rauzet
Administrator,
Wellington Vale

Muriel has been at Wellington Vale since it first opened and is a valued member of the team. She is exceptionally helpful and willing to do anything that is asked of her – nothing is ever

too much effort. Muriel maintains a happy smile day in, day out and her colleagues say she is a tremendous asset to their home.



Peak activity

Four team members from Burcot Grange and The Lodge recently went on a sponsored walk from one end of the Malvern Hills to the other. This strenuous walk covers 15 kilometres along the ridge of the Malverns and includes 1,000 metres of climbing up and down its numerous peaks.

Together, Care Asstants Martyn Wright and Charlotte Kenny, Kitchen Assistant Becky Taylor and Head of Activities Ailean Henry have raised

£500 for the Alzheimer’s Society so far and are still accepting donations.

‘We encountered every type of weather apart from snow, however the breath-taking views across Herefordshire and Worcestershire towards the Welsh mountains kept us going,’ said Ailean. ‘It was a wonderful day and we are already planning another fund-raising adventure for next year.’

MANLY PURSUITS

Wellington Vale is introducing more activities designed to appeal to male residents. They have engaged a local artist working with wood to give monthly demonstrations. A dedicated Men’s Corner will have shelves and displays relating to manly pursuits and interests such as sport, mechanics, equipment, trains and automobiles, personal protective clothing and more.

The DIY Corner sign (pictured below) was made especially for this project by Joe and Liz Diggins, relatives of a resident.



Resident idol

Congratulations to resident Tom Timson at Abbotswood Court on becoming the first Cinnamon Care Home Idol.

Regular readers may remember that the Abbotswood Court team filmed a short video of Tom singing beautiful songs in memory of his late wife to enter it into a competition that, sadly, was cancelled. Tom was, however, voted Cinnamon’s first Care Home Idol and was delighted to receive a microphone and a bottle of champagne as his prize.

Look out for more information about how to become a Cinnamon Care Home Idol in the next issue of *In Touch with Cinnamon*.



Resident Idol Tom Timson

Cedar Mews life-savers

Cedar Mews recently teamed up with the British Heart Foundation to offer six 30-minute sessions of life-saving CPR training, a technique that can help to restore a heartbeat or breathing in someone who is experiencing a life-threatening emergency.

Approximately 50 local and professional people attended.

The sessions were such a success that Cedar Mews has arranged another round of training next month.



A SPRINKLE
OF
CINNAMON

A tale of two best friends

Wellington Vale recently sprinkled some Cinnamon for residents and best friends Eve Campion and Audrey Craddock. They ate together every day, keeping each other company and always laughing. When Audrey announced she was transferring to another home to be closer to her family, it broke Eve's heart.

Activities Co-ordinator Breda O'Doherty and her team remembered the two ladies discussing their memories of the Isle of Wight and how sad they felt that they would not be able to go back there again.

They told Eve and Audrey that they had arranged to take them for coffee locally to say farewell to each other. Imagine the ladies' surprise when,

instead, they found themselves on the fast catamaran ferry service to the Isle of Wight where they enjoyed fish and chips and ice cream on the sea front. It was the perfect way for two best friends to say goodbye.

Eve and Audrey will, however, be reunited for Wellington Vale's Summer Fete and in the meantime, they keep in touch by letter.



In the next issue: Hartwood House make a big splash with a resident who longs to go swimming once more.

Burcot birthday surprise



The Burcot Grange team and residents recently held a surprise birthday party for the home's popular receptionist, Maureen Kendal, to mark her 60th birthday.

Her face was a picture when she entered the conservatory to find all the residents waiting for her and one of them started playing 'Happy Birthday' on the piano. Maureen said she felt overwhelmed by all the affection.

Six steps to success

The Netley Court team recently attended a series of educational workshops held in conjunction with the Countess Mountbatten Hospice Education Team as part of the Six Steps to Success programme. This programme aims to enhance end-of-life care and has now been introduced throughout Netley Court.



Seal of approval

Burcot Lodge celebrates 'Good' CQC rating

Congratulations to The Lodge at Burcot Grange on being awarded an overall rating of 'Good' following its latest routine inspection by England's health and social care regulator, the Care Quality Commission (CQC).

During the inspection, residents told the CQC inspectors that they felt safe at Burcot Lodge and the staff were kind and caring, supporting them to live as independently as they wanted and promoting their privacy and dignity. A resident remarked that 'nothing is too much trouble for the staff'. Vicky Osborne, General Manager, showed evidence of how the residents are involved in hiring the staff.

The CQC endorsement follows hot on the heels of The Lodge at Burcot Grange being recognised by carehome.co.uk as one of the Top 20 Most Recommended Care Homes in the West Midlands. It was selected out of 1,673 care homes in the region, based on reviews by residents, their families and friends.

'We are all thrilled and proud to have achieved an overall rating of "Good" across all areas of the inspection,' said Vicky. 'Our team here at The Lodge at Burcot Grange are dedicated to providing the best possible care, focussing on each resident's individual needs and wishes within a safe, comfortable and inspiring setting.'



Amy Morgan-Less, Dementia Lead; Josh Oakes, Deputy Care Home Manager; Vicky Osborne, General Manager.

A remarkable achievement

RACE FOR LIFE

Carer Sam Fogg from Wellington Vale recently completed a sponsored five kilometre run to raise money for cancer research. Sam, who was running alongside her sister, had personal reasons for taking part; both sisters have recently won their own battles against cancer. Sam has already exceeded her original target and raised over £400. Congratulations on a remarkable achievement!

Something for everyone

The Hartwood House team invited friends and neighbours to enjoy a talent show, fun activities for all the family, a BBQ and refreshments at their Open Day last month. Guests had an opportunity to take a tour of the care home and meet the Hartwood House team too.

Guests were also able to gain insight into what it feels like to live with dementia through an immersive 'dementia experience' on board the Virtual Dementia Tour Bus. It involved wearing weights on arms and legs, glasses to impair vision, shoes that made walking uncomfortable and a device to inhibit hearing. Altering the participant's senses is the only scientifically and medically proven method of giving a person with a healthy brain the experience of living with dementia.

Moira Baxter, General Manager, said, 'We are always open to learning new information and techniques, as well as sharing best practice. Helping people to understand what it feels like to have dementia can greatly improve empathy and practical care.'



OPEN HOUSE

Creativity and colour at this year's Care Home Open Day

The theme of this year's National Care Home Open Day was 'The Arts', and Abbotswood Court

celebrated by opening its doors to the community with a splash of colour and activities for everyone.



Guests, young and old, made the most of the glorious sunshine, enjoying pottery and stone painting in the garden, as well as music and games. Two stilt-walkers added a touch of glamour and a magical treat for the children. A caricaturist mingled with the guests creating comical portraits as keepsakes.

One guest had such a great time that she decided to relocate from her current care home nearby and she is now on the waiting list for a residential placement.



Bollywood style

Meanwhile Cedar Mews celebrated the arts in Bollywood style, treating residents, friends and visitors to a Bollywood dance workshop, a fashion show, authentic Indian food and the chance to have their own henna tattoo. Visitors were also able to tour the home and find out about the care offered.

Going platinum

Burcot Grange recently celebrated the 70th wedding anniversary of residents Georgina and Arthur Mitchell with a traditional afternoon tea in the care home's conservatory.

The card they received from Her Majesty The Queen was proudly on display throughout the celebrations, amongst the mass of other cards from family and friends.

Arthur, 91, said, 'We would like to say a very big thank you to all the staff at Burcot Grange for giving us such a joyful and memorable day. The success of our long and happy marriage has been the result of a lot of love, tolerance and a mutual Christian faith. We feel blessed to have shared so many wonderful years together – and getting an anniversary card from The Queen was the icing on the cake!'

Vicky Osborne, General Manager, added, 'It was an honour to be able to arrange Georgina and Arthur's platinum wedding anniversary celebrations at Burcot Grange. They are a wonderful couple and we wish them many more happy years together.'



A tea room full of memories

Wellington Vale's vintage tea room is getting ready for its grand opening.

The Activities team accompanied residents on outings to car-boot fairs and scoured local charity shops to choose items for the tea room. A vintage gramophone now has pride of place with a stack of old records beside it ready to play.

Team members ensure they look the part in dresses from the 1930s and 40s. The chefs bake delicious scones and cakes, and ice-cream is available alongside old-fashioned sweets in paper bags which add to the sense of nostalgia. No wonder residents are delighted by this new addition to their home.





USE IT, DON'T LOSE IT

It is 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 one third 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...

August

1-16 Sep	Cricket – Ashes Test series: England v Australia.
2	International Beer Day.
9-11	Football – Premier League season starts.
12-18	National Afternoon Tea Week celebrates a great British tradition.
24	Rugby League Challenge Cup Final, Wembley.
26-8 Sep	US Open 2019 tennis championship – see www.usopen.org .

September

1-30	World Alzheimer's Month. Get involved at www.worldalzmonth.org .
6	National Read a Book Day.
13-22	Heritage Open Days. Explore England's historic buildings for FREE - www.heritageopendays.org.uk .
14	Last Night of the Proms – join the biggest musical party of the year. Horse racing – St Leger, Doncaster.
20-2 Nov	Rugby Union – World Cup, Japan.
21-6 Oct	British Food Fortnight. Enter the competition at www.lovebritishfood.co.uk .
23	First day of autumn.
27	The World's Biggest Coffee Morning. Get your kit at www.coffee.macmillan.org.uk .

October

1	You Make The Difference Award 2020 – closing date for nominations for the second quarter.
1-31	The Big Draw Festival. Drawing changes lives. See www.thebigdraw.org .
3	'Truth' is the theme for National Poetry Day. See www.nationalpoetryday.co.uk .
12	Rugby league – Super League Grand Final, Old Trafford.
14-20	National Baking Week. Find recipes at www.nationalbakingweek.co.uk .
26-27	Rugby union – World Cup semi-finals, Yokohama.
27	Official British Summertime ends and clocks go back.
31	Halloween.