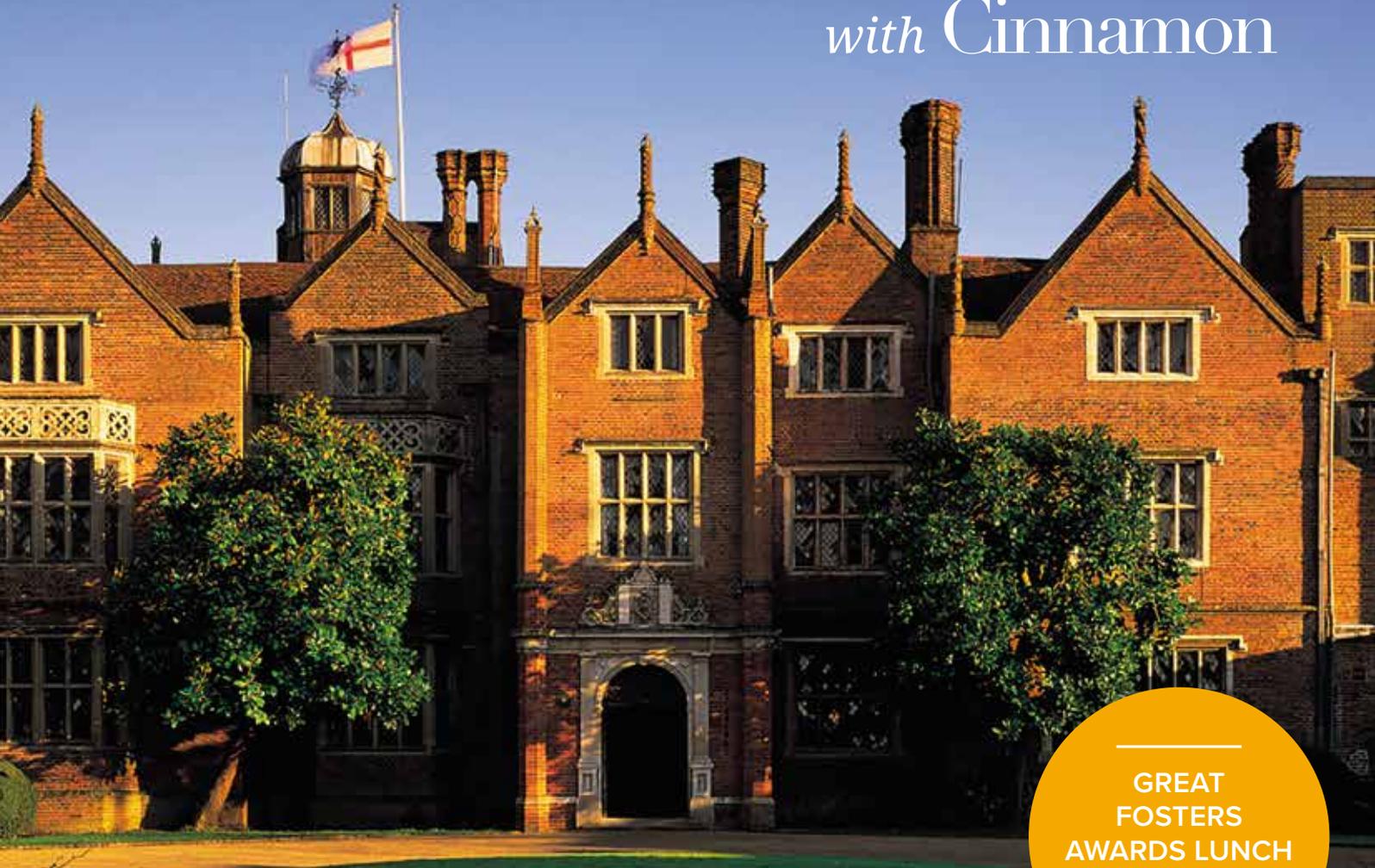


# In touch

with Cinnamon



GREAT  
FOSTERS  
AWARDS LUNCH  
VENUE

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COMPETITION RESULTS

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BURCOT LODGE  
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*Jacob Berry Hill, Ellis Williams and Will O'Leary*

## MOVING UP

Ellis Williams, Head Chef at Cedar Mews, has high praise for his team. "Unfortunately, we were short-handed over the festive season due to illness. However, my Kitchen Assistants, **Jacob Berry Hill** and **Will O'Leary**, rose to the challenge and made sure our catering department ran flawlessly." They have both been promoted to chefs.

Congratulations also to **Tess Davey** at Burcot Grange on her promotion to Head of Housekeeping.

## CONGRATULATIONS

A big round of applause for **Liseth Mendonca**, Hospitality Manager, and **Dave Wilkes**, Head of Maintenance, both at Burcot Grange & Lodge, who attained their Managing Safely certificates. Meanwhile, Home Admissions Advisor **Beverley Clare** came first in Cinnamon's mystery shopper exercise.

Activity Manager **Nancy De Vuys** received praise from a grateful relative for her extra efforts towards her mother. "Mum was getting a little fractious," explained Janet. "Noticing Nancy, Mum asked abruptly what she wanted. Nancy sat down beside her saying, 'Do you know what I would really like? A great big hug. Could I have one?' Mum agreed and afterwards she was in a much better frame of mind."

**Elaine Sleath**, Kitchen Assistant at Cedar Mews, receives special thanks from her colleagues for her dedication to making mince pies and baking for residents throughout the holiday season.



## MOVING IN

Liz Day

General Manager, Wellington Vale



Liz has worked as a Care Home Manager in both the private and voluntary sectors for more than nine years. She qualified as a Registered General Nurse and went on to become a Senior Care Manager for the Adult Social Care Team in Surrey.

During this time, she trained as an investigator and interviewer in processes for safeguarding vulnerable adults. Prior to joining Cinnamon Care Collection, Liz was a General Manager for Hallmark Care Homes.

Monica Sood

Financial Controller, Support Office



Monica is a Fellow of the Association of Chartered Accountants with over 17 years' experience in the profession. She also holds a BA degree in Accounting & Law. Monica previously worked at AMICULUM, a

medical communication agency, for more than 10 years, where she progressed from Management Accountant to Group Financial Controller. Her expertise covers group consolidation, statutory accounting, and financial accounting and reporting. Monica will support the Finance team as Cinnamon Care Collection expands.

Maria Cervenakova

Development Management  
Accountant, Support Office



Maria joined Cinnamon Care Collection from the BookTrust children's reading charity where she held the post of Finance Officer for over 12 years. She has completed her AAT (Association of Accounting Technicians) qualifications and

is currently studying for her ACCA (Association of Chartered Certified Accountants) exams.

# Zing!

into Spring!

Cinnamon Care Collection is introducing a new exercise programme to give our residents even more Zing!

Led by Activities team members, Zing! offers upbeat chair-based exercise classes that are tailored for all levels of ability and designed to improve flexibility, balance and mobility. Above all, they are sociable and lots of fun! Participants can dress up, use props such as pom-poms and really enjoy themselves while exercising.

Zing! training began last month and all Activities team members should have completed it by the end of February, so everyone can look forward to being full of Zing! in spring.



## An historic occasion

The You Make The Difference awards lunch will be held on 5 June 2019 at Great Fosters in Egham, a Grade I listed building set amongst 50 acres of beautiful formal gardens and parkland.

This stately historic monument was previously used as a royal hunting lodge by King Henry VIII and his daughter Queen Elizabeth I, and is decorated with their insignia and the emblems of Anne Boleyn. Today it is a luxurious hotel. The awards will be presented at a special lunch held in the medieval Tithe Barn (*pictured below*).

With such a beautiful venue, it should be a wonderful day. Keep a lookout for more details in our next issue of *In Touch With Cinnamon*.



## DRESS TO IMPRESS

No matter who you are or what job you have, appearance matters. A neat and tidy appearance creates a positive, professional impression. Please remember to follow our dress code and wear your badge at all times.

### Dress code

All Cinnamon team members are expected to wear the uniform appropriate to their role and to be smart and well-groomed. Where

a uniform is not specified smart casual clothing is acceptable, but it must be neat, clean and appropriate to the work undertaken.

- ✓ Hair must be kept clean and tidy, and long hair should be tied back.
- ✓ Nails must be clean and well-manicured, short and unvarnished. *Acrylic nails should not be worn.*

- ✓ No visible piercings.
- ✓ Stud type earrings only.
- ✓ Tattoos should be covered if possible, however long sleeves are not allowed as they present an infection control issue.
- ✓ Sensible shoes should be worn at all times.
- ✓ Please do not wear anything containing text or images which may cause offence to residents or other team members.

*Thank you*



*Winter Wonderland at Sunnybank House*



Congratulations to everyone who took part in The Great Cinnamon Christmas Tree Competition and showed off their home in its festive finery.

“It was lovely to witness first-hand the warm festive atmosphere created in each home,” said Geoff Pride, Activities Support Team. “Most importantly, however, it was so rewarding to see the tremendous difference our wonderful Activity Co-ordinators made to the lives of our residents over this festive period. Thank you so much!”

Sunnybank House showcased a festive model train for their locomotive theme and created a peaceful Winter Wonderland.

**Community spirit**

A Christmas tree crafted from felt hand-shapes traced from residents, team and family members was the star of Netley Court’s striking display. Community spirit abounded at Emerson Park & Grange where Santa’s Grotto delighted nearly 300 schoolchildren and at Abbotswood Court where everyone gathered together to create baubles based on the theme of memories.

**THE RESULTS**



*Netley Court’s tree of hands*



*Sustainable snowman at Burcot Grange*



*Memories at Abbotswood Court*



WINNER  
Wellington  
Vale



**The winners**

First Prize went to **Wellington Vale** for their outstanding décor created by residents, families, local schoolchildren and community, coupled with their

bountiful Christmas spirit. They spread Christmas cheer with a Community Carol Service and Christmas Fayre, and held an Elf Day, Christmas Jumper

Day and Rainbow Morning to raise funds for charities. The Activities team won £300 of Love2Shop vouchers.

**Cedar Mews** won Second Prize for their charity-themed Christmas. Each Christmas tree was decorated in the colours of residents' chosen charities. People could donate and add a coloured bauble. The Activities team won £200 of Love2Shop vouchers.

**Hartwood House** won Third Prize for involving residents, families, team members and their local community in creative pursuits for their New Forest-themed Christmas and traditional events such as stir up Sunday. Their prize was £100 of Love2Shop vouchers.

**Congratulations to the winners and everyone who took part!**

2ND PRIZE  
Cedar Mews



3RD PRIZE  
Hartwood  
House



# 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.**

In April, General Managers will select two finalists, one from Care and another from a non-Care department.

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

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

A team award and the Chef of the Year will also be announced at the awards lunch.

## The winners for the third quarter are...



**Marie 'Rose' Molina**  
*Care Assistant,*  
*Abbotswood Court*

Friendly Rose is always happy and smiling, keen to help others and put them first. Hard-working and determined, she constantly performs to her best of her

ability no matter what the task. Her caring nature is much appreciated by everyone at Abbotswood Court.



**Debbie Prior**  
*Night Senior Care Assistant,*  
*Burcot Lodge*

Debbie is a caring, reliable and knowledgeable individual. She is always ready to offer help and support, and always puts our residents first.



**Helen Skelton**  
*Care Assistant,*  
*Burcot Grange*

Helen has a very positive attitude and regularly goes beyond her usual role to help her colleagues in the Catering and Housekeeping teams when

they are busy. Helen helps to serve residents in the dining room and with the supper time tray service when she has a free moment, and lends a hand putting laundry in the washing machines, too. Her teammates hold her in high regard.



**Nicky Stretton**  
*Care Assistant,*  
*Cedar Mews*

Nicky's colleagues adore her. "She's incredible," they say. "Happy, obliging, considerate and kind, she is a constant, gentle, fun-loving delight whose

attitude resonates through our family of team members and residents."



**Priti Gurung**  
*Housekeeping Assistant,  
Emerson Grange*

Priti is a great team player and her standards are second to none. She is always willing to help and nothing is ever too much trouble; just ask and

the answer is always “yes”. Priti is a tremendous asset to Emerson Grange and we are delighted to recognise her hard work and extra effort.



**Jane Godden**  
*Receptionist,  
Netley Court*

Jane is unfailingly courteous, kind and patient. She thinks ahead and always looks for a solution. A great communicator, she takes time listen and gets to know people

as individuals. Jane treats residents with the utmost respect and makes them smile. She certainly makes a difference.



**Emily Jackson**  
*Care Assistant,  
Hartwood House*

Enthusiastic Emily always goes the extra mile for residents. In addition to her duties as a Care Assistant, Emily arranges activities with the

residents. Before Christmas she assisted them to make personal Christmas cards for their families, who were delighted.



**Jane Price**  
*Administrative Assistant,  
Rectory Court*

Jane is an efficient, dedicated and dependable member of the Rectory Court team. Her welcoming, friendly disposition and positive attitude are an asset. Residents, relatives

and team members love Jane for her kind, caring and compassionate nature, and her willingness to help.



**Muna Muse**  
*Care Assistant,  
Leah Lodge*

Muna has made a big impression on the Leah Lodge team in a short time. Her colleagues say she has a big heart.

Her patience and gentle

approach when communicating with residents is lovely to see. Everyone agrees that her award is well deserved.



**Beata Chrustowska**  
*Housekeeping Assistant,  
Sunnybank House*

Beata is always punctual, reliable, very polite and smiles at everyone. She is always willing to go out of her way to help and achieves a consistently high standard in everything that she does.



**Louise Kneller**  
*Care Assistant,  
Wellington Vale*

Louise has made a significant impact on her team in a short time. She was nominated by colleagues for her leadership and her calm, supportive approach. Louise has

impressed a visiting therapist, too. Residents say she is kind and caring, friendly and helpful.

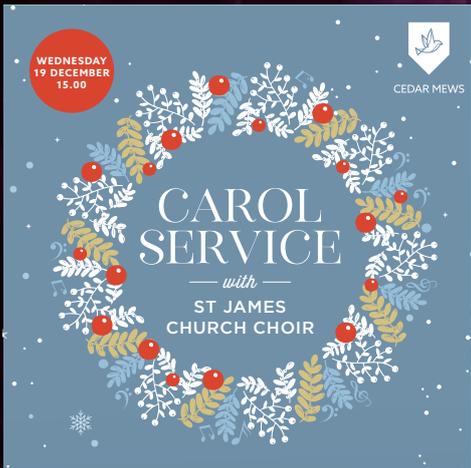


Cinnamon teams and residents celebrated the holidays in typical style with parties, pantomimes, carols, Christmas jumpers, a multicultural fashion show at Rectory Court and lots of delicious food.

# Christmas — WITH — Cinnamon

*Congratulations to...*

Rectory Court's Head Chef, Jane Sullivan (*above*), for winning the 2018 Christmas Cake competition with her spectacular tiered creation and to the residents of Sunnybank House for winning the inaugural Christmas Pudding Competition.



# Birthday serenade

Residents and families, friends and members of the community all joined the Burcot Lodge team in early December to celebrate the home's first birthday.

It was a great opportunity for residents from Burcot Grange to mingle with those from The Lodge.

Guests were treated to a delicious buffet carefully prepared by the Housekeeping team, together with a selection of freshly made cakes, pastries and fruit kebabs. Head Chef Lucy Wilde had baked a beautiful birthday cake and the honour of cutting it went to resident Bob Clarke.

Local musician Alan Cooper provided a festive musical accompaniment and residents sang along; they become the Burcot Serenaders whenever he visits.

"I am so pleased to have been part of such a lovely day," said Beverley Williams, Acting General Manager. "My thanks to the entire team who worked so hard to ensure it was a great success."



Head Chef  
Lucy Wilde



L-R: Jane Fowler, Alicia Atkins, Sarah O'Neill, Patricia Martin and Lynn Weaver



## A Sprinkle of Cinnamon on top

Activity Manager Nancy De Vuys and her team at Hartwood House are adding a Sprinkle of Cinnamon to make their residents' dreams come true. This is a new initiative which grants residents' unfulfilled ambitions or wishes.

Resident Olive Heasman, age 94, longed to see her 102-year-old sister, Peg, who lives 150 miles away. They had not seen each other for two years. "We decided

to sprinkle some Cinnamon and grant her wish," said Nancy. She accompanied Olive and her daughter in a taxi for an emotional reunion with Peg and her family. After enjoying a pub lunch together, the sisters spent time talking on their own.

All Cinnamon homes can add a Sprinkle of Cinnamon to residents' lives by fulfilling a wish, no matter how small or simple it is.



## Lodge Café club celebrates success

The newly formed Lodge Café at Burcot Grange & Lodge recently welcomed guests from the community, current and former residents to a Tea Dance followed by a tasty buffet lunch. This free monthly club gives people living with dementia and their carers the opportunity to enjoy fun activities, a free lunch, meet people who are in a similar situation and receive helpful advice. It was a very successful meeting.



## Pedal power

Leah Lodge team members, residents and family members took part in the annual 10k cycle challenge for Children In Need recently, cheered on by visitors, residents and colleagues from Rectory Court and Emerson Grange.

They achieved their target of 90 kilometres in six hours and raised over £150 in the process. Special thanks go to Care Assistants Nathan Elleman, Sugar Hastilow and Hedvika Pavluchova, who each cycled over 10 kilometres. Participants and supporters enjoyed a great day.



Resident Ivy Volatch (centre front) with volunteers

## CELEBRATING 40 YEARS' SERVICE

Rectory Court recently hosted a reception for supporters and volunteers of the Lewisham Talking Newspaper to celebrate its 40<sup>th</sup> anniversary year.

Established in 1978 by the local Rotary Club, the Lewisham Talking Newspaper provides two and a half hours of audio material on memory sticks to visually impaired listeners each week. Articles are sourced from local newspapers and magazines, together with interviews written specifically for the newspaper by volunteers, then read aloud for service users.

"The Lewisham Talking Newspaper is used by several residents at Rectory Court," explained Sue Dawber, Home Admissions Advisor. "The commitment and dedication of the volunteers behind the talking newspaper for the past 40 years is fantastic, and we are delighted to celebrate this achievement here at Rectory Court."



Resident idol Tom Timson

## HEAR MY SONG

Team members at Abbotswood Court recently filmed a short video of resident Tom Timson singing to enter him for the Care Home Idol 2019 competition. Run by carehome.co.uk, this annual competition is designed to highlight the lighter, fun side of the care home sector and any performance by a care home resident or team member is eligible.

Tom, 93, has always loved singing but only ever sang to his wife. When he came to Abbotswood Court, Tom grew more confident about his voice and started joining in with visiting performers. "Tom often sings duets of his favourite songs to great applause," said Tracey Parker, Activity Co-ordinator. "He really is a star!"

Unfortunately, this year's Care Home Idol competition has been cancelled but you can still see the video of Tom singing on YouTube at [youtu.be/PBXcJu3waME](https://youtu.be/PBXcJu3waME) or on Abbotswood Court's Facebook page. He is, however, a finalist for Cinnamon Care Home Idol 2019 and a bottle of bubbly is winging its way to him.

# The EU Settlement Scheme



*\*Details correct at time of going to print.*

The government has promised to fast-track the registration process for EU citizens who want to stay in the UK after BREXIT.

The **EU Settlement Scheme** allows EU citizens and their family members to continue to live and work in the UK after **31 December 2020**, and means you are eligible for:

- ✓ public services, such as healthcare and schools
- ✓ public funds and pensions
- ✓ British citizenship, if you meet the requirements and want to apply.

The EU Settlement Scheme will fully open by **30 March 2019**. You will be able to apply until **30 June 2021**.

## Who can apply?

EU citizens living and working in the UK are eligible to apply. Family members of eligible EU citizens can also apply. This includes people married to a British citizen.

Close family members who are not resident in the UK by 31 December 2020 will still be able to join their EU family member in the UK, as long as the relationship existed on that date and still exists. Future children are also covered.

You will not need to apply if you're an Irish citizen but family members from outside the UK and Ireland will. The UK has reached separate agreements

with Norway, Iceland and Lichtenstein, as well as Switzerland.

## Settled status

If you have been resident in the UK for more than five continuous years you will be eligible for **settled status**, enabling you to stay indefinitely.

If you have been a resident for less than five years you will be eligible for **pre-settled status**, enabling you to stay until you have reached the five-year threshold to apply for settled status.

## How do I apply?

A short online application form will ask for basic factual information like your name, address and reference numbers such as your passport, national identity card or National Insurance number. Successful applicants will get digital proof of their status through an online service.

## Support

Visit the website [www.gov.uk/eu-settled-status](http://www.gov.uk/eu-settled-status) to:

- ✓ Get email alerts
- ✓ Get more detail on the EU Settlement Scheme
- ✓ Find out about next steps and citizenship

## WORTH SAVING FOR

Good news for your retirement! By law, minimum pension contributions will increase on 6 April 2019. However, this also means more 'free' money from Cinnamon Care Collection through the employer's contribution and the government through basic tax relief.

Best of all, you don't need to do anything. Cinnamon Care Collection's contribution will automatically rise from 2 to 3 per cent and team members contributions will increase from 3 to 5 per cent, helping you save more for a comfortable retirement.

*Tomorrow is worth saving for!*

**nest**

NATIONAL  
EMPLOYMENT  
SAVINGS TRUST



# 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 1 April to 31 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. Get your free resource pack at <a href="http://www.dignityincare.org.uk">www.dignityincare.org.uk</a> .
1-16 Mar	RBS Six Nations Rugby Championship.
5	Kung Hei Fat Choy it's the Chinese Year of the Pig. See <a href="http://chinesenewyear.net">chinesenewyear.net</a> .
14	St Valentine's Day.

### March

1	St David's Day.
1-8	Make Time for a Cuppa and raise funds for Dementia UK. Register at <a href="http://www.dementiauk.org">www.dementiauk.org</a> .
5	Shrove Tuesday is Pancake Day.
11	Nutrition & Hydration Week – see <a href="http://nutritionandhydrationweek.co.uk">nutritionandhydrationweek.co.uk</a> .
12-15	Horse racing: The Cheltenham Festival & Gold Cup Race.
15	Red Nose Day. Get your fundraising pack at <a href="http://www.comicrelief.com">www.comicrelief.com</a> .
17	St Patrick's Day.
18-24	National Conversation Week – take time for a chat.
21	World Poetry Day.
27	International Whisky Day.
31	Mother's Day (Mothering Sunday). British Summertime starts. Clocks spring forward one hour.

### April

1	April Fool's Day. You Make The Difference Award – deadline for the final quarter's nominations.
6	Horse racing: The English Grand National, Aintree.
9	Winston Churchill Day and International Gin & Tonic Day – two good reasons to celebrate!
19	Good Friday.
21	Easter Sunday and Queen Elizabeth II's 93 <sup>rd</sup> birthday.
22	Easter Monday Bank Holiday.
23	St George's Day.
29-5 May	RHS National Gardening Week. See <a href="http://www.nationalgardeningweek.org.uk">www.nationalgardeningweek.org.uk</a> .