

# IN TOUCH

with CINNAMON



## THANK YOU

to all our team members

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CINNAMON  
LUXURY CARE

## SARAH'S SCRUMPTIOUS SURPRISE

Congratulations to **Sarah Delves**, Deputy Manager at Abbotswood Court, on the birth of her daughter **Esme Joan**. Esme was so keen to join the team that she arrived over five weeks early! After a few anxious days in hospital, she went home with her delighted parents who are adjusting to their new little family. Esme is doing well and in the words of her mum is truly scrumptious!



Baby Esme

## SCISSOR SKILLS

A round of applause for **Iuliana Zaharagiu, Jill Cheer, Tony Figlarowicz, Lisa Gray, Laura Masterson** and **Jane Paris**, all from the Hartwood House Care team, and for Administrative Assistant **Bree Webber** and her colleagues at Wellington Vale. They have all emerged as talented hairdressers during recent months, using their new-found skills to make sure their residents always looked their best and stayed smiling.



## MOVING IN



### Sarah Eaves

*General Manager, Leah Lodge*

A warm welcome to Sarah Eaves who recently joined Cinnamon Care Collection as the new General Manager at Leah Lodge. Sarah has worked as a nurse for over 20 years and has experience in acute surgery, medical assessment centres, site management and developing a frailty rehabilitation pathway. Previous roles include Medical Matron, Clinical Site Practitioner and, most recently, Frailty Matron at Kings College Hospital. We wish her every success and happiness in the next stage of her career with Cinnamon.

## MOVING UP



### Helen Cooke

*Senior General Manager, Cedar Mews*

Congratulations to Helen Cooke on her recent promotion to Senior General Manager. Helen is a Registered Nurse who has enjoyed a successful career in care home and regional management. For the last three years she has been General Manager at Cedar Mews which, under her leadership, has gone from strength to strength and is a very successful, happy home. Helen will provide support and leadership to Burcot Grange & The Lodge as well as our new homes in the Midlands in due course.

## CONGRATULATIONS



### Eva Taylor Jones

*Bank Carer from Burcot Grange*

Congratulations to Eva Taylor Jones, Bank Carer from Burcot Grange, who recently completed her degree in Fine Art with Education Studies at Worcester University. Eva has worked extremely hard and the Burcot Grange team are extremely proud of her and her achievement.

## A FANTASTIC year

**Krystyna Bosko, General Manager at Earlsfield Court, and Sandy Hamblyn, Home Admissions Advisor, took a moment to look back on their first year with Cinnamon Care Collection recently.**

"I took this selfie on our first day," said Sandy, "which was on the site of a half-built Earlsfield Court. It has been an adventure and, although a bit of a rollercoaster, we've had a fantastic year." Here's to many more!





## FAST TRACK to SUCCESS

All face-to-face training in Cinnamon homes unfortunately had to be put on hold during the pandemic. We will, however, resume with our training sessions for Seniors and Team Leaders in management areas as soon as it is safe to do so.

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 skills, the workshops will provide a pathway towards future leadership roles and a supportive forum for sharing best practice.

We are presently looking at 'Train the Trainer' areas that require updating to ensure all homes are able to keep their competence in mandatory areas, such as moving and handling practical sessions. Any such sessions will be held with very strict social distancing rules in place.

Please look out for more information in your home and the next issue of *In Touch with Cinnamon*.

# WHISTLEBLOWING

Cinnamon Care Collection recognises the importance of whistleblowing as a means of ensuring that team members can confidently raise issues of concern inside the organisation.

Team members are encouraged to raise genuine concerns about malpractice at the earliest stage if:

- ✓ A criminal offence has been committed, is being committed or is likely to be committed.
- ✓ A person has failed, is failing or is likely to fail to comply with any legal obligation to which they are subject.
- ✓ A miscarriage of justice has occurred, is occurring or is likely to occur.
- ✓ The health and safety of any individual has been, is being or is likely to be damaged.
- ✓ Information to show that any matter falling within any one of the these

examples has been, is being or is likely to be deliberately concealed.

All persons wishing to raise concerns should report the matter to the General Manager (Registered Manager) in a confidential manner. In the event that the concern relates to the General Manager it should be reported to the HR department at Support Office on **01784 457 913** or **administration@cinnamoncc.com**.

Full details of the Whistleblowing policy and procedures can be found on the QCS system or in the policy manual which is located in the Administration office or General Manager's office.

## Employee Assistance Programme

At Cinnamon Care Collection, we recognise that help is sometimes needed to deal with practical and emotional challenges such as family issues, legal or financial problems, medical or consumer questions, insurance claims, stress and more.

### 24-hour helpline

Programme provides a 24-hour helpline from Health Assured and confidential personal support by qualified and experienced counsellors that are free to all Cinnamon team members. So please make that call rather than allowing your concerns to grow.



Call in strictest confidence on **0800 030 5182** or go to **www.healthassuredeap.com** and enter Username: **Cinnamon**, Password: **Care**.



## Keeping fit, having fun

Seven Cinnamon homes entered the Zing! Video Competition set by Activity Consultant Geoff Pride recently to get everyone keeping fit and having fun. The principle of the Zing! exercise programme is that any movement is better than none so movements are tailored to different levels of ability.

Geoff recorded his own three-minute Zing! exercise routine based around movements used in DIY and gardening, such as painting with a roller, cleaning windows, mowing and digging. He then invited the homes to devise their own routine to a specially selected music track.

Groups at Abbotswood Court, Burcot Grange & The Lodge, Hartwood House, Rivermede Court, Sunnybank House and Wellington Vale practised their routines and uploaded their videos on Facebook.

The judges compared aspects of the videos, including creativity, humour and fun, choreography, fancy dress and team member and resident involvement.

### The winners

The joint winners were Abbotswood Court and Wellington Vale whose videos were outstanding in every way and filled with joy and laughter. They each received a £200 e-voucher to spend on an activity or event for their home. Burcot Grange & The Lodge won second prize for their creativity and a £100 e-voucher.

**Well done to all who entered!**

*Keep on exercising!*

# We are family

The Wellington Vale team maintained their morale during the most difficult days of lockdown by supporting each other.

"Our wonderful General Manager, Sue Hill, supplied us with regular takeaway lunches and weekly food parcels for our amazing team members, including those who were self-isolating at home," explained Breda O'Doherty, Activities Co-ordinator. "It really made us feel so supported, especially when we were working a long day and were worried about the lack of food and basic supplies in our area."

They also supported each other when enduring separation from family and loved ones. Angela Delarmente, Clinical Manager,



Sue Hill celebrates

was sad when she had to spend her birthday away from her family for the first time in her life. Her colleagues rallied round and surprised her with decorations, gifts, and a beautiful cake.

General Manager Sue Hill also found herself having to celebrate her wedding anniversary hundreds of miles away from her husband. The Wellington Vale team decorated a table and bought cards and flowers for a party to lift Sue's spirits. Support Manager Lisseth Mendonca created and framed a poster with lovely words for Sue. The support of their Wellington Vale family certainly helped Sue and Angela to enjoy their day.

## Overwhelming praise

The Rectory Court team celebrated Carers Week by asking families if they would write a few kind words about the team.

The praise was overwhelming. Christine Valentine-Bunce, General Manager, presented the compliments with Thank You goodie bags to each member of the team while the residents applauded them. A large delivery of doughnuts for Team Rectory was also very well received.



The Rectory Court team before social distancing

# THANK YOU

A heartfelt thank you to all Cinnamon team members for your passion and dedication towards maintaining the safety and wellbeing of our residents during this particularly difficult time. Every home has also received thanks and praise from relatives for your compassionate care for their loved ones.

We are humbled by the ever-greater efforts you have made to keep our residents safe and positive in mind and spirit, maintaining morale with calm, consideration and good humour. We know it cannot have been easy, especially at a time when you have also been anxious about the health of your own families. You are an inspiration.

We hope that the weekly food parcels, bottles of wine, chocolates and other treats, as well as the Thank You vouchers, helped to make life a bit easier and showed our gratitude for all that you do.

We would also like to say a special thank you to the Operations team for keeping every home so well stocked with Personal Protective Equipment and for their unstinting support to each home.

## In the Top 20 – again

It is teamwork such as this coupled with living our core values every day that set Cinnamon Care Collection homes apart from the rest. We are delighted that for the third consecutive year, Cinnamon Care Collection has been recognised as one of the Top 20 Recommended Care Home Groups in the country by Carehome.co.uk, the UK's leading care home reviews website. We are also thrilled that Netley Court and

Rectory Court have won individual Top 20 Care Home Awards in their region yet again.

These awards are decided from reviews left by the people who matter most – our residents, their friends and families. We are proud that they recognise the outstanding care we provide and the luxurious quality of our homes. Our thanks to you for your tireless work and congratulations to you all.

*Carole Hunt  
and Greg Swire*

Directors



# You make the difference

Owing to social distancing and limitations on travel, we regretfully had to postpone the awards lunch this year. Celebrations will take place in individual homes instead. See page 16 for more information.

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 received a £100 gift voucher.**

**Each finalist will receive a £250 gift voucher.**

**The annual prize of the You Make The Difference Award Trophy and a £500 gift voucher will be announced in the summer.**

## The winners for the first quarter of the 2021 awards are...



**Peter Szybka**  
*Senior Care Assistant,  
Abbotswood Court*

Peter has brought a ray of sunshine into the home, which was especially welcome during lockdown. In addition to his great skills, abilities and

compassion, Peter is full of positive energy. Always smiling and happy, he quickly gained the confidence of his team.



**Emma Masters**  
*Administrative Assistant,  
Burcot Lodge*

Emma is always very positive and welcomes people to the home with a warm smile. She has given tremendous support to the residents and Care team,

especially during the pandemic, and they feel she deserves recognition for her hard work.



**Emile Yardley**  
*Maintenance Assistant,  
Burcot Grange*

In addition to his own duties, reliable Emile has gone out of his way to help other departments as much as possible. He stepped up

with a smile to cover any shifts so everything ran smoothly in the home and residents' care needs were met.



**Sanal Raj**  
*Care Assistant,  
Cedar Mews*

In the short time Sanal has been at Cedar Mews, he has made a wonderful impression on residents and his colleagues.

A qualified Nurse in his Indian homeland, he has demonstrated a gentle, kind, considerate and consistent approach as a Carer, as well as a winning smile.



### Lynsey Knight

*Care Team Leader,  
Earlsfield Court*

Everyone loves Lynsey for her wonderfully kind ways with residents. Her team admire her calm under pressure, supportive and motivating

approach and leadership skills.



### Osamede Ahanor

*Senior Nurse,  
Emerson Grange*

Dedicated Osamede showed courage and leadership during Covid-19, supporting the Care team, preventing the spread of infection

and ensuring residents and team members stayed calm and in control.



### Jazmin Robertson

*Care Assistant,  
Hartwood House*

A constantly smiling delight, Jazmin shows great compassion, kindness and patience towards residents. She is keen to learn and willing to do anything

above and beyond her role.



### Aga Stasiak

*Care Assistant,  
Leah Lodge*

Aga has made a huge impact at Leah Lodge. Caring and compassionate to residents and her colleagues, she works hard and always makes a special

effort in everything she does.



### Vanessa Hall

*Care Assistant,  
Netley Court*

With her naturally caring approach, 100 per cent focus and boundless enthusiasm, Vanessa is always looking for ways to enhance residents' quality

of life. Organised and methodical, she understands the needs of the people she supports.



### Zahia Khaldi

*Care Assistant, Rectory Court*

Zahia is a valued team player who happily goes the extra mile. Her pleasant disposition and exemplary patience make her popular with residents and colleagues. She has recently

taken on new responsibilities with the Administration team and has risen to the challenge with commendable enthusiasm.



### Sarah Doherty

*Deputy Manager,  
Rivermede Court*

Sarah is a great asset to the team. She cares for every single resident and is always thinking of new ways to improve their experience at Rivermede Court.

An excellent leader, she is approachable and friendly even in difficult times and cares about her colleagues.



### Sandra Houghton

*Care Assistant,  
Sunnybank House*

Sandra's happy and supportive approach inspires the Sunnybank team. She is excellent with new staff, hard-working, always obliging and wears a happy smile.



### Breda O'Doherty,

*Activities Co-ordinator*

### Helen Dunning,

*Home Admissions Advisor,  
Wellington Vale*

Breda and Helen were both nominated for their passion, enthusiasm and dedication to keeping residents and staff motivated and cheerful during the recent lockdown.

Thank you to them both.





# VE DAY CELEBRATIONS

## 75 YEARS ON



**Cinnamon team members showed wartime spirit in the face of the Covid-19 pandemic as they battled on bravely to commemorate the 75th anniversary of VE Day while observing social distancing.**

VE Day marks the official surrender of Germany to Allied forces in 1945, bringing the Second World War to an end.

At Wellington Vale, Activities Co-ordinator Breda O'Doherty arranged a Spitfire Flypast for the

residents. It generated a whirlwind of local social media activity. The pilot dipped the wing of his Spitfire as a special salute to Tom Hyom, a World War II veteran living at the home who is 102 years-old.

Breda also created a VE75 Day video that included personalised messages of thanks from serving armed forces to Wellington Vale's veterans.

### Singing along

Meanwhile, Hartwood House celebrated VE day and D-Day in their beautiful garden with banners and live music from regular entertainers Marc Davies and Retro Rita.

They also sang along with Gary Matthews who is known locally as The Singing Jukebox. A concert of opera in the garden was another splendid treat. Team members shared the spirit of victory by dressing up in 1940s costumes, much to the residents' delight.



# Greetings from Sunnybank House



The Sunnybank House team wanted a little greetings card to send to friends, families and enquirers to thank them for their support during lockdown and generally keep in touch.

A personal touch was required so Jo Bown, Sales & Marketing Consultant, offered to paint something unique – a watercolour which would combine the home's logo with an image reflecting the strange times everyone has been living through.

"We were delighted with the result," said Jade Randell, Home Admissions Advisor. "It completely captures the gentle spirit of Sunnybank House. The original painting is so beautiful that we have hung it near the entrance where people can see it as soon as they come in."

Not only that, Jo's painting has also inspired the front cover for this issue of *In Touch with Cinnamon*.



# PUTTING *on* THE RITZ

Rivermede Court's residents have something special to look forward to every week – afternoon tea at The Rivermede Ritz.

Hospitality Supervisor Daniela Lovin ensures that the presentation of the room and the ambience rivals the famous hotel, while Head Chef Dhivakar Sethuraj delights everyone with glasses of prosecco and a magnificent spread. On Queen Elizabeth's birthday, the team rose to the sparkling occasion with patriotic

decorations and an *al fresco* birthday tea fit for royalty.

"Our first afternoon tea was so enjoyable that now we indulge in a slice of this fine British tradition every week," said General Manager Libby Barratt. "A massive thank you to Daniela and Dhivakar,"

Dhivakar Sethuraj



Daniela Lovin

## KER PLUNK!

With their entertainment programme on hold, Abbotswood Court's Activities team had to come up with new ideas to keep their residents amused throughout lockdown. Their homemade giant Ker Plunk game provided hours of fun and suspense as residents and team members competed to remove sticks from the tube one at a time while trying to keep the marbles from falling.



# DHIVAKAR'S SWEET BELIEF



Head Chef Dhivakar Sethuraj at Rivermede Court has a sweet belief in the power of cake to make people happy. "Baking is my way of relaxing and I really enjoy creating something special for our residents. The cherry on top for me is the smile on their faces when they see my cakes and remark how good they taste."

Making a birthday cake has a special significance for Dhivakar. "Each time I prepare a birthday cake, I feel a

surge of joy in my work. There are emotional connections to a birthday cake – it must reflect the individual's interests and preferences and capture the celebratory nature of their special day. It is the centrepiece and when I see a resident surrounded by our team singing Happy Birthday as they cut the cake I've baked, it fills my heart with pride."

## Ann's birthday treat

Dhivakar's philosophy was on display at resident Ann Jackson's 80th birthday party recently. Ann was delighted to be able to see her family for the first time in weeks and celebrated with prosecco, gifts, cards and, of course, one of Dhivakar's scrumptious birthday cakes. "Thank you to all our team members who continue to support our residents so brilliantly with love and care," said Melanie Remsbury, Administrator.



Residents enjoy reading letters from their junior pen pals.

## Junior pen pals

Thirteen Hartwood House residents made friends with local children during lockdown with the help of the Activities team.

Many children had discovered how much they missed seeing their grandparents and wanted to do something nice for elderly people living in care homes. As a result, the Rainbow Letters group was set up on Facebook to connect the generations through writing.

The Activities team made contact with the group and delighted residents have been enjoying regular letters and drawings from their new pen pals.

# THE GOOD *old* MEDIEVAL DAYS

Before social distancing, Activity Co-ordinators Holly Overton and Christine Purkiss entertained Netley Court's residents with a medieval-themed day of dancing, music, songs and quizzes. Chef Sean McClure provided a banquet of slow-cooked venison and stout pie, locally caught trout fillets poached in wine and herbs and an elderflower cooked cream dessert.



Christine leads the dancing



HOLLY IN THE STOCKS

# Costume drama

A popular activity at Wellington Vale is Fancy Dress Day when team members and residents put on costumes causing endless smiles.



They recently enjoyed dressing up as characters from *Alice in Wonderland* and, on another day, chose a nature theme when they dressed up as animals, elements and insects.



"It has helped to keep our spirits up in true Wellington Vale style," said Breda O'Doherty, Activities Co-ordinator. "Our residents chat for weeks on end about our themes and ask to see videos of themselves dressed up too."

### A right royal occasion

One of the most memorable costumes appeared recently when the home's talented chefs made cakes fit for a king which were delivered to delighted residents by someone who looked remarkably like the Queen. It was a right royal occasion.



## Where there's a whisk, there's a way

Although it looked a little different this year, the Wellington Vale team still rose to the occasion and held their Dementia Cupcake Day Competition online to raise awareness and funds for the Alzheimer's Society. They advertised the competition on the home's Facebook page and the winner was seven-year-old Lucy, a local lass, who baked her own cupcakes at home and sent in a photograph of them. Lucy's prize was a giant cupcake especially baked and decorated by Katy Percival, Pâtisserie Chef.



## CUDDLE COMING SOON

Two moments summed up the recent lockdown at Abbotswood Court and brought hope.

The first was when resident Mary Hall met her great-grandson George for the very first time – albeit behind glass. Some weeks later, Mary came a step closer during their first socially distanced meeting. Maybe next time Mary will have her first cuddle with George?



# Ice Cream Sunday

Father's Day is a special day for most of us, one to celebrate and show our love and appreciation to the special men in our lives. The country may have been in lockdown but the Cedar Mews team refused to let that dampen their mood.

"We wanted the gentlemen to have a lovely day and to remind them that they're all special to us," explained Emma Leavis, Activities Assistant. Aply assisted by Hollie Hayden, General Assistant, Emma provided

a choice of drinks including beer, wine and sherry, and a selection of delicious snacks and cupcakes.

"Some of our lovely ladies volunteered to make the Father's



MAKING CARDS

Day cards," said Emma. "They were beautifully done so, to show our appreciation, we thanked them with an ice cream which went down a treat!"



## WATER SPORTS



At Wellington Vale, team members and residents found a novel way of having fun and keeping cool in the hot weather – larking around with water pistols!

Residents enjoyed spraying unsuspecting team members as they left the building, causing much hilarity amongst those watching. At the same time, team members found the cold water a welcome relief in the heat.

The home has its own ice cream counter too which has been kept fully stocked so that everyone can enjoy free ice creams every day.

## USING TECH TO KEEP IN TOUCH

The Hartwood House team has embraced Zoom, Skype, FaceTime and Messenger to keep residents and their relatives connected even while they're apart.

"They need to stay connected with their families who, in turn, need to feel reassured that their loved ones are being well looked after," explained

Nancy Hall De Vuyst, Activities Co-ordinator. "We even held a relatives meeting via Zoom which was very well attended."

Relatives birthdays have also been made special through the use of video calling. One resident was delighted to be able to wish her grandson a happy 21st birthday and the team held a birthday party via Messenger for another resident's daughter.





# HEART *to* HEART

Burcot Grange & The Lodge found a crafty way of spreading hope and joy to residents and relatives with the help of General Assistant Anna-Kate Morris and her Facebook group, Worcestershire Hearts of Joy.



The 17-year-old volunteer at The Lodge combined her joint passions of crafts and caring to produce pairs of knitted hearts for residents to give to family members as keepsakes so they could feel more connected.

card alongside a poem. Inside was a photo of the resident holding the heart. Overjoyed relatives replied with thank you messages and photos of themselves holding the hearts too. Ailean Freeman, Activities Manager, and Lisa Tooker, Deputy Manager,

then laminated the photos, attached the second matching heart and gave it to the resident. "Having something to hold, knowing that their relative has something that matches exactly, is very special," said Lisa.

Burcot residents used the hearts to make surprise cards for family members they were missing. The heart was attached to the front of the

Anna-Kate also produced fabric hearts to adorn gifts from Cinnamon Care Collection to Burcot team members. These were bottles of red and white wine to help them relax at home after a very busy shift. A heartfelt thank you indeed.



# RIVERMEDE'S BUG IS TOP DOG



There has been a surprising and very popular new addition to the Rivermede Court team.

General Manager Libby Barrett started bringing her dog, Bug the Pug, into work with her. "The residents love patting and spending time with him," said Libby. "He has brought much happiness, comfort and joy to us all during these difficult times."

Bug the Pug has featured in some of the home's videos and photos and even has his profile on the home's Facebook page. Superstardom beckons.



# WALL POWER

Nancy Hall De Vuyst, Activities Co-ordinator, wanted to show her gratitude to the whole Hartwood team for their support during the recent difficult months. She commissioned a local artist to paint a plaque summing up the spirit of Hartwood House. It was presented at the end of Nurses Week and is now proudly displayed in the entrance to the home.



## Sunnybank's good reception

Sunnybank House marked an important occasion earlier this year – National Receptionist Day.

"Our Receptionist & Administration team play a huge part in the smooth running of our home," explained Hayley Gibbons, General Manager. "They have been closely guarding the doors to ensure the safety of our residents and staff, for which we are most grateful. They have also been wonderful at managing telephone calls from concerned family members. They are the cheery face of our care home and we couldn't do without them."



Clockwise from top: Vicki May, Maggie Caldwell, Julia Smith & Nicki Kilpin

## Volunteering brings joy

Volunteers Week, which takes place at the start of summer, is an annual celebration of the contribution millions of people make across the UK through volunteering. It can help people to gain valuable new skills and experiences, boosting their confidence and wellbeing.

At Burcot Grange & The Lodge we have many volunteers who have gone on to become paid employees. Some of our most recent volunteers have helped out during our lockdown by becoming General Assistants.

We also offer student placements and two students came to us every week for two years as part of their Health & Social Care college course. Other students who are now training as doctors or dentists still keep in touch. They never forget their time here at Burcot Grange & The Lodge. Even Vicky Osborne, our General Manager, started here as a volunteer for her Duke of Edinburgh Award.

Another volunteer whose father was a resident here is a childminder and brings her children to visit our residents. During lockdown she sent us videos of the children singing. Our Tai Chi and yoga instructors have also sent us free video sessions which we stream onto our cinema screen so we can follow along. Our volunteers are all fabulous and worth their weight in gold.

*Ailean Freeman, Activities Manager*



## Making memories again and again



A free internet radio station for people living with dementia was launched recently as part of the

Music for Dementia Campaign. M4D radio offers a choice of five themed radio stations, four from different eras plus a mixture. They are all available 24 hours a day, 365 days a year, playing music that evokes memories. Tune in at [www.M4Dradio.com](http://www.M4Dradio.com).





# THINKING CAPS ON!



Are you mad for millinery? Do you know your beret from your boater? Then why not test your knowledge with this fun quiz created by Ailean Freeman, Activities Manager at Burcot Grange & The Lodge, for Wear a Hat Day to raise funds and awareness for Brain Tumour Research.



Answers at the bottom of the page.

- 1 Which historical figure do you associate with the stovepipe hat?
- 2 What cap did Sherlock Holmes wear?
- 3 What name is given to the designing & manufacture of hats?
- 4 What is the name of the traditional Scottish bonnet, derived from the hero of a 1790 Robert Burns poem?
- 5 Oddjob uses his bowler hat as a weapon in which 1964 James Bond movie?
- 6 Which hat is named after the city that produced a dye from crimson berries to colour the hat?
- 7 Which British Prime Minister regularly wore a type of Homburg hat that became associated with his name?
- 8 What name is given to the traditional ceremonial head-dress of bishops?
- 9 What is the Spanish word for hat?
- 10 What kind of hat did Humphrey Bogart wear in the film *Casablanca*?
- 11 What type of hat is associated with Che Guevara?
- 12 Which hat do you associate with barbershop quartets?
- 13 What name is given to the act of tipping one's hat as a cultural expression of respect or acknowledgement?
- 14 Which hat do you associate with Jacqueline Kennedy?
- 15 Who would normally wear a *toque blanche*?
- 16 How many folds does a classic chef's hat have?



**Quiz Answers:**  
 1. Abraham Lincoln, 2. Deerstalker, 3. Millinery, 4. Tam O'Shanter, 5. Goldfinger, 6. Fez, 7. Anthony Eden, 8. Mitre, 9. Sombrero, 10. Fedora, 11. Beret, 12. Boater, 13. Doffing, 14. Pillbox hat, 15. Chef, 16. 100, which is said to symbolise the number of ways a chef can prepare or cook an egg.

# 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.**



Although the **You Make The Difference Awards** lunch sadly had to be cancelled this year, the awards themselves will still take place in the comfort of your Cinnamon home in the **second half of September**. Your General Manager will announce the date. Look out for the poster with details of all the finalists for the **Care and non-Care You Make The Difference Awards** and the **Spirit of Cinnamon Award**.

### Surveys

Resident and team member surveys are also taking place in August for **Abbotswood Court, Cedar Mews, Hartwood House, Rivermede Court, Sunnybank House and Wellington Vale**. The remaining homes will receive their surveys in September. All replies are made in strictest confidence and no personal information will be released back to your home, so please do make your voice heard.

### August

7	International Beer Day.
10-16	Something's brewing... it's National Afternoon Tea Week.
27	National Burger Day.

### September

4	National Fish & Chips Day.
12	Last Night of the Proms.
25	The World's Biggest Coffee Morning. Find free resources at <a href="http://www.coffee.macmillan.org.uk">www.coffee.macmillan.org.uk</a> .

### October

1	You Make The Difference Award 2021 – closing date for nominations for the second quarter.
23	Global Champagne Day.
25	Official British Summertime ends and clocks go back.
31	Halloween.

### Summer fun

In the meantime, our colourful countryside, breath-taking beaches and glorious gardens beckon. Anyone who missed Wimbledon can still enjoy The Greatest Championships at [www.wimbledon.com](http://www.wimbledon.com) while English international and domestic cricket is being shown live on **BBC TV** for the first time in 21 years.

You can take a virtual tour of the British Museum at [www.britishmuseum.org](http://www.britishmuseum.org) or go on a cultural trip visiting museums and galleries across the world with the help of [artsandculture.google.com](http://artsandculture.google.com).

There is also plenty for music fans to enjoy from Frank Sinatra to folk and jazz from the Montreaux Festival at [stingray.com/MJF](http://stingray.com/MJF). Meanwhile the Proms will broadcast archive performances until 28 August when it is hoped live performances will start.