

IN TOUCH

with CINNAMON

THE
Cinnamon
AWARDS
2020



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CINNAMON
LUXURY CARE

MOVING UP

Congratulations to **Dorota Ozturk** whose hard work has resulted in her promotion from Team Leader at Abbotswood Court to Deputy Manager at Mornington Court, Cinnamon's new home in New Milton, Hampshire. Dorota will be hugely missed by her friends and colleagues at Abbotswood Court who wish her every success.

Congratulations also go to **Fiona Larkin** who has been promoted from Team Leader to Deputy Manager at Rectory Court.

Danni Morgan has been promoted from Accounts Assistant to Accounts Payable Supervisor. Danni started at Cinnamon Care Collection a year ago and was heavily involved in the implementation of Netsuite. Since then, Danni has focussed on the Accounts Payable function. More recently, Danni did such a marvellous job covering the Accounts Payable Supervisor role while recruitment took place that the position became hers.



Clockwise (L-R)
Dorota Ozturk,
Fiona Larkin and
Danni Morgan



CORRECTION

Apologies to Sarah Eves, General Manager at Leah Lodge, whose name was incorrectly spelt in the previous issue.

MOVING IN



Becky Griffin

Administrator, Rivermede Court

Becky joined Cinnamon at the beginning of this year as Support Office Administrator but due to lockdown, she has now taken up this role at Rivermede Court. Becky previously worked for the Academy of Contemporary Music as an Admissions Officer, responsible for admissions processes and procedures, advising applicants and arranging open day, audition and induction events. Prior to that, she was an Office Manager at a legal and conveyancing firm in charge of a team providing legal services and conveyancing searches to the property sector and solicitors.



Mark Shockledge

Senior General Manager, Eastcote Park

Mark Shockledge will move from Netley Court to Eastcote Park, Cinnamon's new home in Solihull, West Midlands, in the near future. His successor at Netley Court will be announced in the next issue of *In Touch with Cinnamon*.

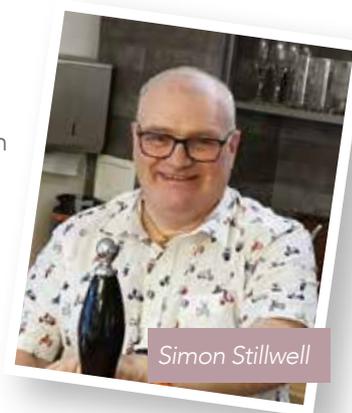


Healthcare Hero

Congratulations to **Rob Burcher**, Regional Support Services Manager, on winning a Knight Frank Healthcare Hero 2020 award. Rob is also a finalist for the prestigious Care Home Heroes 2020 Awards. We wish him the best of luck.

WELCOME HOME

Simon Stillwell received a warm welcome from everyone at Cedar Mews when he returned as Activities Manager having been away for two years. He transformed the home's activities immediately and residents are smiling again at his loud antics and even louder shirts. Simon's weekly bar night has resumed and residents are loving every minute of it.



Simon Stillwell

WEDDING BELLS

Congratulations to **Manon Mallinger**, Team Leader at Riverside Court, who was married last month.

Josh Oakes, Deputy Manager at Burcot Lodge, also recently celebrated the news of his engagement. His colleagues wish him and his fiancé David all the very best for their future together.



Employee Assistance Programme

After such a challenging year it is important to ensure that you are taking care of your mental health. Sometimes we all need a little help to deal with anxiety, stress, family issues, legal or financial problems, insurance claims and other similar issues.

Health Assured provides confidential 24-hour support services by qualified and experienced counsellors that are free to all Cinnamon team members. Help is just a phone call away, so please get in touch rather than allowing your concerns to grow.

Call in strictest confidence on **0800 030 5182** or go to **www.healthassuredeap.co.uk**. Username: **Cinnamon**. Password: **Care**.

WHISTLEBLOWING

Health Assured, which provides Cinnamon's Employee Assistance Helpline, will now also be responsible for our confidential 24-hour Whistleblowing Helpline.

Whistleblowing is an important means of ensuring that team members can confidently raise issues of concern inside our company. The Senior Management team decided that there was a need for more advanced reporting in this area due to the growth of new Cinnamon homes. Health Assured is able to offer a more structured approach to any issues that are raised through the whistleblowing process.

In addition, following an increase in whistleblowing incidents across the care sector during the pandemic, the Care Quality Commission (CQC) has issued guidance regarding closed cultures.



If you need to report a problem or log a concern regarding subjects such as unsafe practice, theft, illegal activity or bullying and harassment, please call the free 24-hour confidential Whistleblowing Helpline as soon as possible on **0800 047 4037**.

OPENING their doors

Rokewood Court, Cinnamon's new 64-bedroom home in Kenley near Croydon, is now open. Team members completed their induction training last month and the first three residents have moved in. A Founder Member offer has been extended to the first 15 residents who will see no increase in their fees until April 2022.

Although the normal VIP event could not be held due to Covid-19 restrictions, a ribbon-cutting ceremony with team members took place recently.

Positive month at Mornington
September was also a hugely positive and busy month at Mornington Court, Cinnamon's latest 55-bedroom home in New

Milton, Hampshire, which will open soon. Lee Mussell, Home Admissions Advisor, said, 'We received 42 enquiries and gave 30 personalised tours in one month.'

'We're delighted that the final signage has now been erected outside so no one can miss that we're here!'





SPICE OF LIFE

Your benefits programme and information portal is waiting for you.

To activate it, you only need your employee number. If you are unsure of your employee number, 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 **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 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 at **cinnamoncc.hapibenefits.com**.

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

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IT'S AS
SIMPLE AS
THAT



Winter PROTECTION

A free vaccination defends against flu

We all want to protect ourselves, our family and the people we care for, especially in this challenging year. As frontline workers, Cinnamon team members are at an increased risk of contracting flu and passing the virus on without knowing. Even if you remain healthy, you could be spreading the virus to the people you care for, your residents and colleagues.

That is why Cinnamon Care Collection encourages you to get your annual flu vaccination as soon as you can. It is simple, easy, and free of charge as Cinnamon will reimburse any costs you may incur.

The vaccine is made from inactivated flu viruses. Although it will not give you the flu, it is not uncommon to develop a slight temperature or soreness on the injection site. This vaccine will boost your body's immune response to the flu virus through this winter.

The flu vaccine is your best defence against the spread of flu, so please take action and protect yourself.



STAYING SAFE THIS WINTER

How to tell the difference between Covid-19 and other respiratory illnesses

Covid-19 is a respiratory virus that was first identified in China. This novel coronavirus spreads more efficiently than similar respiratory viruses such as flu and the common cold. Due to the number of cases worldwide, it has been declared a pandemic by the World Health Organisation (WHO).

The UK was first affected by Covid-19 in March 2020 with cases reaching a peak in May. A considerably lower rate of infection followed in June, July and August. As we approach the winter months, however, the virus has multiplied. Together with the common respiratory illnesses customary at this time of the year, it is likely to pose a considerable risk to health services.

One of the concerns is how easily any of these viruses can spread, hence the heightened importance of the flu vaccine. It is also why the Government has re-introduced restrictions on meeting people socially using a three-tier system based on the number of cases per 1,000 people.

What to watch for

It is difficult to tell the difference between these infections because there are similarities in their presentation. The chart opposite sets out the most common symptoms for each condition.

Should you develop a new and continuous cough, a body temperature above 37.8°C and a change to your sense of smell and

taste, inform your Home Manager immediately, self-isolate for 10 days and take a SARS-CoV-2 swab test to determine if you have been infected by Covid-19. If the swab test comes back negative, you should be able to return to work as soon as you feel fit.

Rule of six

The Government has recently announced new restrictions to social gatherings and meeting people who are outside your household or outside your support bubble. It is better

known as 'the rule of six' – but what does it mean?

When seeing friends and family who live elsewhere, you should:

- meet in groups of six or less
- follow social distancing rules
- limit how many different people you see socially over a short period of time
- meet people outdoors where practical; this is safer than meeting people indoors because fresh air provides better ventilation

This has become law. The police have the power to enforce it and issue fines, although there are some exemptions for large families and support bubbles. Should you have any questions about this, please speak to your Home Manager or your Infection Prevention & Control Champion.

SYMPTOM CHART: WHAT TO WATCH FOR

	CORONAVIRUS Symptoms range from mild to severe	COLD Gradual onset of symptoms	FLU Abrupt onset of symptoms
Fever	Common	Rare	Common
Fatigue	Sometimes	Sometimes	Common
Cough	Common (usually dry)	Mild	Common (usually dry)
Sneezing	No	Common	No
Aches & Pains	Sometimes	Common	Common
Runny or Stuffy Nose	Rare	Common	Sometimes
Sore Throat	Sometimes	Common	Sometimes
Diarrhoea	Rare	No	Sometimes for children
Headache	Sometimes	Rare	Common
Shortness of Breath	Sometimes	No	No

Source: World Health Organisation, Centres for Disease & Prevention

NEW FOR 2021

Future leaders

Cinnamon Care Collection aspires to growing and developing its own leaders in order to meet the specific needs of the organisation as well as the care sector.

The new Cinnamon Future Leaders programme will run alongside the Lead To Succeed courses we already have in place, utilising both the content of the Management Induction standards and Leadership Level 5. The programme will also involve work-based projects, individual coaching and a 360-degree feedback process. Some of the areas that will be covered are:

Leadership skills

- Coaching and mentoring skills
- Building successful teams
- Team working and building
- Building internal and external relationships
- Managing change

Quality & compliance

- Continuous improvement
- Quality insurance
- The CQC inspection process
- Customer care

Finance

- Managing resources effectively
- Managing budgets
- Labour management

HR

- Recruitment, selection and induction
- Attendance management
- Learning and development
- Disciplinary, grievance and investigations

Health & Safety

- Managing the environment
- Food safety
- Fire procedures

Look out for more information on the courses and application process for the programme in your home in the New Year.



The Activities Roadshow is coming to town

An Activities Roadshow which was deferred earlier this year will begin as soon Covid restrictions allow. It aims to help put some extra Zing! into your activities, including ones for people in isolation, following this year's hiatus.

General Manager Christine Valentine-Bunce, Activities Consultant Geoff Pride and Training Administrator Linda Sutton will take the lead from a training perspective. Roy Smith, Care Quality Manager, will also take part since Roy has been involved in activities for residents during social distancing.

The Roadshow will include a session for Activities Co-ordinators on 'Creating and developing a well-balanced and meaningful Activity Calendar'.

Christine will talk about activities for people living with dementia. Geoff will follow this with a Zing! training session and more discussion about best practice.

Please remember that anyone delivering chair-based exercise to our residents needs to be up to date with the training in this area and revise it every three years. If you need help, please contact Linda Sutton at training.admin@cinnamoncc.com.

EU SETTLEMENT SCHEME

If you have not done so already, we encourage all Cinnamon team members who are EU, EEA or Swiss citizens to apply to the EU Settlement Scheme, as well as your family members. The scheme allows you and your family to live, work and study here in the UK after 30 June 2021.

Visit www.gov.uk/eu-settled-status to get e-mail alerts, more detail on the scheme and next steps with regards to citizenship.



Jenna Peters



Iuliana Zaharagiu



Virginia De La Cruz

Cinnamon AWARDS 2020

This year's Cinnamon Awards 2020 presentation took place in individual homes due to Covid-19 restrictions. The winners, including two or three members of the winning team, will be invited to next year's awards lunch.

You Make the Difference Award 2020

Jenna Peters, Hostess at Cedar Mews, was the worthy winner in the non-Care category. Director Carole Hunt said, 'Jenna showed great dedication and took on extra duties by becoming a Dignity & Respect Lead. Even after being ill with Covid-19, she developed her skills via The Open University to enable her to support others. It's no wonder she is known as the "Hostess with the Mostess".'

The judges gave two awards in the Care category, reflecting the high standard of the nominations and intense competition.

The first winner was **Iuliana Zaharagiu**, Care Team Leader at Hartwood House. Cinnamon Director Greg Swire said, 'Iuliana shows exceptional commitment. During her five years with Cinnamon, she has always been professional, caring and compassionate towards her residents. This year Iuliana was instrumental in embedding processes during the pandemic.'

Virginia De La Cruz, Care Team Leader at Emerson Grange, was the second winner. 'Virginia's dedication set her apart,' said Greg. 'An excellent listener, she ensures her residents receive personalised care, leads by example and has a positive impact on her team. Virginia showed her leadership qualities when she moved on site during the pandemic.'

The three winners each received £500 and their You Make the Difference Award Trophy.

Spirit of Cinnamon Award 2020

This award recognises the team that has most embraced Cinnamon's values and achieved the best or most improved standards of care or customer care. It highlights the importance of teamwork, which is at the heart of the values that define Cinnamon.

Abbotswood Court Catering Team carried off this prestigious prize, winning £1,000 towards a team event and the Spirit of Cinnamon Award trophy.

Rob Burcher, Regional Support Services Manager, said, 'Since Oliver Wilkie took over as Head Chef, the team has gone from strength to strength. Despite the Covid restrictions, he improved the food quality and offering to his residents. The team sourced good quality local produce which was in short supply elsewhere, took on board thoughts and ideas from the residents, and listened and acted on feedback.'

'This is a whole team approach where everyone, including the two General Assistants who help the Catering team, has been involved in delivering the Cinnamon Hospitality Promise to the residents.'



Oliver Wilkie, Head Chef

Abbotswood Court Catering Team



Andrew Taylor



Anna Nosowicz



Callie Wintle



Angela Loosemore



Oliver Stone



Steve Green

Congratulations to them all!

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 in June 2021 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 second quarter of the 2021 awards are...



Emily Allison

*Senior Carer,
Abbotswood Court*

Emily is always smiling, listens to colleagues and keeps everyone on track. She is kind, professional and puts herself out to help the Abbotswood

team. Emily has devoted time to giving residents language lessons which they greatly enjoyed.



Julie Bristol

*Care Assistant,
Burcot Lodge*

Julie is a pleasure to work with and brightens up the home. She shows exceptional dedication and commitment to providing good care

and goes out of her way to help residents.



Amy Dabell

*Receptionist,
Burcot Grange*

Amy has a great rapport with residents and always puts their needs and wishes first. She has provided exceptional support to the Care team

during the pandemic and helped residents to stay in touch with their loved ones.



Geeta Trivedi

*Care Assistant,
Cedar Mews*

Friendly, unassuming, gentle Geeta is always willing to help others and brings an added sparkle to Cedar Mews communities. Residents

adore her famous fruit and ice cream milkshakes.



Jodie Forbes

Recruitment/Sales Administrator, Earlsfield Court

Hard-working Jodie took the lead on the Resident's Virtual Cruise and has greatly improved Earlsfield Court's social media presence. She has a lovely rapport with residents, relatives and team members alike.



Becky White

Team Leader, Netley Court

Becky's focus is on residents' quality of life. She understands the needs of the people she supports and gives relatives confidence that their loved one enjoys exceptional care.



Vidal Eastley

Care Assistant, Emerson Grange

Vidal is selfless and always willing to step outside her usual role and help residents with anything. No wonder they say it is a joy to see her every day.



Sandra Martin

Care Assistant, Rectory Court

Helpful Sandra knows what to do even without being asked. She is kind, supportive, empathetic and always reliable, handling problems with calm and understanding.



Gareth Johns

Trainee Chef, Hartwood House

Gareth started out as a Kitchen Assistant and with Head Chef Dan Bree's support, he is now such an amazing cook that he is soon to become Second Chef. Gareth makes a difference by developing new dishes in response to our residents' likes and dislikes.



Manon Mallinger

Team Leader, Rivermede Court

Manon is a positive role model for team members. She has an optimistic, 'can do' approach and has been an amazing support to others.



Antoine Carriere

Care Assistant, Leah Lodge

Antoine shows exceptional compassion and respect to residents and his colleagues. He recently calmed a highly distressed resident and gained her trust. Residents greatly enjoy dancing with gentle Antoine.



Helen Lock

Deputy Manager, Sunnybank House

Trustworthy, effective, compassionate and attentive, Helen calmed residents' anxieties and supported team members to ensure the home remained free from Covid-19.



Sabrina Webber

Administrative Assistant, Wellington Vale

Bree volunteered to carry out the team's Covid-19 testing registration each week. Residents love her because she magically makes problems vanish. Families appreciate how welcoming she is.

BABY BOOM



Tosin Ukorebi

The team at Abbotswood Court were delighted to welcome back **Beth Barfoot**, Care Assistant, after the birth of her beautiful baby boy, **Theo**, last December.

Congratulations to Care Assistant **Abi Bullen** at Hartwood House on the recent birth of her daughter, **Aria Rose**. This happy event not only made Abi a mother for the first time but the home's Activities Co-ordinator, **Alycia Bullen**, a first-time grandmother. Abi's teammates held an afternoon tea for her before she went on maternity leave to wish her good luck.

Moria Baxter, General Manager at Hartwood House, also became a grandmother for the first time during the

Lodge, on the birth of her baby girl last month. Mother and daughter are doing very well.

Winter world of love

Meanwhile, the stork is going to be busy at Burcot Grange & The Lodge for the next few months.

Congratulations to Care Assistant **Tosin Ukorebi** whose bundle of joy is due to be delivered in late November. Care Assistant **Ellie McConalogue** is looking forward to the arrival of her baby girl in December. **Melissa Hunter**, Burcot Grange Team Leader, is expecting her baby in January 2021.



Ellie McConalogue

Head Chef **Lucy Wilde** from Burcot Grange held a double celebration with the team to announce her engagement and pregnancy. Lucy's baby is due in late March 2021 and her teammates wish her every happiness.



Lucky Lucy Wilde

summer when her daughter gave birth to a beautiful boy called **Archie**.

Congratulations also go to **May Shakells**, Housekeeper at Burcot

Sunkissed memories

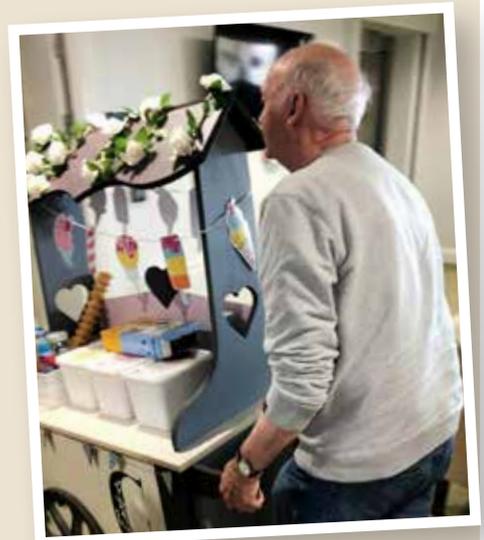


ICE CREAM MADNESS

Team members and residents at Abbotswood Court are looking back wistfully to the late summer hot spell when they enjoyed a special treat.

The Activities team arranged for Carlo's ice cream van to make a personal visit. 'It was lovely to see the old ice cream van and hear its familiar tunes as it pulled into the car park,' said Annya Sait, Home Admissions Advisor.

At Cedar Mews, resident David Derbyshire kindly volunteered his services to wheel out their ice cream cart during the hot weather to the delight of his fellow residents. They are looking forward to a repeat performance next summer.



The cup that cheers

The Rectory Court team was delighted to receive a gift of tea and biscuits from tea and coffee merchant Whittard of Chelsea as a thank you for their hard work during these difficult times. It certainly kept them cheerful and refreshed.



Rectory Court's Jane Price and Janet Ise enjoy a tasty tea break.

NOTHING STOPS A COFFEE MORNING

In these socially distanced times, even holding a coffee morning requires creating thinking.

The Wellington Vale team dressed up as superheroes to host a Macmillan 'Drive Thru' Coffee Morning in their car park. The Catering team baked delicious cakes and team members volunteered their support on the day. McDonalds kindly donated milk and coffee cup holders for the event.

This original idea understandably attracted much local media support. Waterloo's local radio station, The Flash, gave a 20-minute slot to Helen Dunning, Home Admissions Advisor, who told listeners about Wellington

Vale, and Breda O'Doherty, Activities Co-ordinator, who was able to publicise their event.

There was further media coverage from *The Portsmouth Newspaper* and *The Meon Valley News*. The Wellington Vale team raised over £500 for the popular charity which helps people with cancer to live life as fully as they can.

Fireside chat

Burcot Grange held their Macmillan Coffee Morning in their lovely fireside lounge where residents enjoyed a chat over coffee and delicious cakes. They raised a generous £150 for the charity.

Stepping out for charity



Five intrepid team members from Burcot Grange & The Lodge stepped out last month to raise money for The Basement Project, a local charity for homeless young adults which was chosen by the homes' residents.

Activities Assistant Charlotte Kenny, Care Assistant Charlotte Donnelly, Care Team Leader Lottie Cutler, Kitchen Assistant and Waitress Becky Taylor and Activities Manager Ailean Freeman walked an impressive 18 miles from Worcester to Bromsgrove, raising over £700 for this cause. Even the torrential rain could not dampen their high spirits.



Ailean in the rain



Wellington Vale superheroes

SPRINKLE of CINNAMON

makes residents' wishes come true

Yvonne Biggs, resident at Hartwood House, mentioned during a video call with her daughter how much she used to love sushi but had forgotten the taste.

The Catering team seized this opportunity to sprinkle some Cinnamon and organised a sushi supper party for her and her son. Head Chef Dan Bree made the sushi and it was served with chilled sake and a Japanese green tea called Rice Rice Baby from a local tea house. Yvonne's son, Marc, said it was a memorable experience.



BEA
AIMS FOR A
HOLE IN ONE

PITCH & PUTT

Always responsive to residents' desires and blessed with lovely outdoor space, Abbotswood Court will soon be home to a four-hole putting course in its garden. This new addition will enable keen golfers to continue to enjoy their hobby and is a great excuse to get outside and enjoy the fresh air.

CAUSE FOR CELEBRATION

'Involving team members in activities, listening to ideas and celebrating achievements helps to keep our morale high, even in challenging times,' explained Libby Barrett, General Manager at Rivermede Court. 'From making soaps to minibus trips, baking to beer tasting and catering for and dancing at themed parties, we treat everything as a cause for a celebration and always make a special effort.'

Celebrating in style

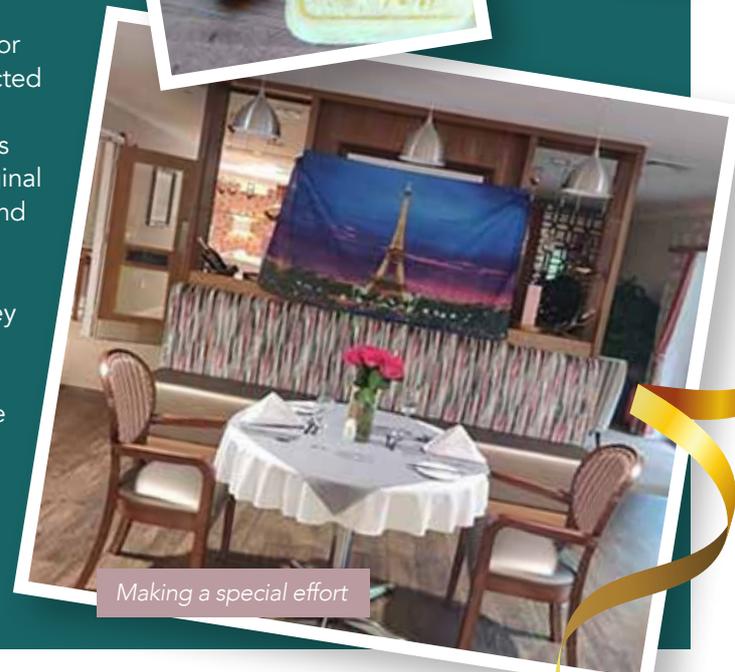
Libby's team recently helped one resident couple to celebrate their 58th wedding anniversary in style. Hospitality Supervisor Daniela Lovin organised a romantic private dinner setting against a picture backdrop of the

Eiffel Tower in Paris, the city of love. Head Chef Dhivakar Sethuraj prepared their favourite three-course meal.

Activities Co-ordinator Hanka Vihova contacted their relatives and retrieved the couple's wedding album, original wedding invitation and guest list. She even took photographs of the church where they were married. After dinner, Hanka and members of the Care team chatted with the happy couple and helped them to relive their wedding day.



Beer tasting at Rivermede Court



Making a special effort

KEEPING *their* SPIRITS UP

Burcot Grange & The Lodge team members and residents have been keeping their spirits up with some new and different activities.

A seaside week for residents at The Lodge proved popular. Highlights included a Punch & Judy show and photographs that inspired fond holiday memories, not to mention saucy seaside postcards.

Technology has also played a helpful part. An interactive table brought

residents hours of enjoyment with interactive card games, piano playing and other resources. Gemma Peacock, author of internet poetry sensation *The Rainbow Children*, joined residents via Skype for a virtual poetry reading and chat.



Magical Mystery Tours in the home's minibus also kept morale high. The change of scenery was a tonic and everyone stayed safe by not getting off the bus. One gentleman said he felt like he had been on holiday.

STAYING SOCIABLE WHATEVER THE WEATHER



As the days grow shorter and the temperature falls, it is vital to ensure that residents remain safe from winter ailments yet still maintain vital face-to-face contact with their relatives and friends.

The Wellington Vale team has set up a beautiful room for families to visit their loved ones whatever the

weather. In between family visits, the team make sure that all their residents continue to enjoy social interaction. They sit and chat with them during Tea@3.

They have also introduced Rainbow Calls from Chloe, a local entertainer. Chloe makes a video call to individual residents to tell them jokes, sing songs, ask quiz questions and reminisce about the 1950s, so no one ever feels lonely or left out.

Ivy inspires autumn fare

Rectory Court's Head Chef Charmaine Taylor and her talented team always take residents' feedback and suggestions to heart.



Their autumn and winter menu was inspired by resident Ivy Bolatch who used to run her own pub and restaurant. 'My team and I really enjoyed cooking alongside Ivy,' said Charmaine, 'and our residents certainly enjoyed the results. Ivy's Salmon Wellington was a big hit!'

Writing competition

The Care Workers Charity (CWC) is holding its annual writing competition throughout November so let your imaginations run wild on the theme of 'Connection'.

Submit your entry via the CWC website, social media or by email to info@thecwc.org.uk. The closing date is 30th November, 2020. There will be prizes for the top three entries.

For more information, please visit: www.thecareworkerscharity.org.uk/events/writing-competition-2020/



That's entertainment!

Although restrictions on social gatherings mean there can be no visiting entertainers in Cinnamon homes, the Wellington Vale team has stepped up smartly to provide in-house entertainment.

Activities Co-ordinator Breda O'Doherty arranged for staff to bring in baby photos for a Guess the Baby picture game which caused a lot of laughter.

Home Admissions Advisor Helen Dunning now holds a weekly Cocktail Hour for residents to make cocktails and listen to music while reminiscing and having fun. General Manager Sue Hill has begun Sing With Sue, a weekly event where she sings songs with residents to lighten their spirits.

Theme days provide the perfect opportunity for the Wellington Vale team to indulge in one of their favourite pastimes – dressing up. They are currently taking different countries and cultures as their theme. During a recent Greece-themed day, the team donned togas and danced to *bouzouki* music during the Greek lunch service. No wonder theme days are proving popular!



Milestone anniversaries

The Cedar Mews team recently held a 90th birthday celebration for resident Joyce Sharpe with cake, prosecco and plenty of good cheer.

Special celebration

There were special celebrations at Burcot Grange for the 106th birthday of a resident who has lived there for the last 16 years. Grace Cooper enjoyed her special day with a virtual concert dedicated to her which she shared with other residents. She also received congratulations from the Queen. Team members gave her

a delightful birthday gift; they sponsored Cooper, a Guide Dog puppy, through his training.

There was also a special high tea in the courtyard at Burcot Lodge for Bill and Vera McLuskie to celebrate 55 years of marriage at their Emerald wedding anniversary.



CRUISING AT THE CAPTAIN'S TABLE

The Rivermede Court team scored a resounding success with their new Captain's Table concept. On the last Friday of every month, Heads of Departments work together to take residents on a virtual 'cruise' to a different country.

Their first trip was to *la belle France*. Each resident received an activity passport complete with photo and a stamp from Passport Control. They made *pain au chocolat* for their morning activity before browsing a Parisian market complete with team members appropriately dressed as stallholders. Then it was time for lunch with delicious French cuisine and matching soundtrack.

They rounded off the day with French films and jazz music.

The maiden voyage went without a hitch. Congratulations to Hanka Vihova, Activities Co-ordinator; Daniela Lovin, Hospitality Supervisor; and Sandra Patricio and Louise Challand, Home Admissions Advisors, for their exceptional teamwork which resulted in such a special day for Rivermede's residents.



ALL SORTS OF TREATS

Having a treat is one certain way to keep spirits flying high and the Rivermede Court team has taken this to heart. Every Friday, General Manager Libby Barrett will buy her team whatever treat they desire whether it's sweets, Krispy Crème doughnuts, pizza, cupcakes or healthy fruit. It's one of the many ways she thanks them for their hard work during the week.



CHRISTMAS AT CINNAMON

Christmas at Cinnamon has certainly NOT been cancelled! Wellington Vale's dedicated team members are determined to ensure their residents have all the seasonal activities and entertainment they desire despite ongoing social restrictions.

Rehearsals are underway for their very own pantomime with plans to record the performance and share it with other Cinnamon homes. Activities Co-ordinator Breda O'Doherty has also invited other

Cinnamon teams to record and share their pantomimes as well, so Cinnamon residents have plenty of bespoke entertainment to enjoy this Christmas.



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 more than half 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...



November

5	Gunpowder, treason and plot.
8	Remembrance Sunday. Lest we forget.
22	Stir-up Sunday – make your Christmas pudding.
29	First Sunday of Advent.
30	St Andrew's Day.

December

11-18	Hanukkah (Chanukah), the Jewish Festival of Lights.
24	Christmas Eve.
25	Merry Christmas. God bless us, every one!
26	Boxing Day.
31	New Year's Eve and Hogmanay.

January 2021

1	Happy New Year!
2	You Make the Difference Award for 2020 – closing date for nominations for the third quarter.
5	Twelfth Night – take down your Christmas decorations.
6	Epiphany or Three Kings' Day.

CHRISTMAS CAROLS



Helen Dunning, Homes Admissions Advisor at Wellington Vale, is inviting all other Cinnamon homes to join a linked up Carol Service via Zoom that she is organising for December.

Not only will residents love it but Helen believes that with the uncertainty around social interaction, it is more important than ever to promote the larger Cinnamon community through holding more activities and events together.