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with CINNAMON

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CINNAMON
LUXURY CARE

MOVING UP

Congratulations to **George Piu** on his well-deserved promotion to Property Service Manager and to **Alfredo Changchao**, who has been promoted from Head of Maintenance at Heathland House and Mornington Court to Property Service Co-ordinator.

George will continue to visit and support the homes; his new role will involve working closely with Healthy Estates and contractor management. His meticulous decorating skills will still be in great demand throughout Cinnamon homes.

Alf joined Mornington Court in Spring 2020. During the Covid-19 outbreak, Alf supported all Cinnamon homes throughout the group as well as managing the challenges associated with an empty building. He went on to become Maintenance Manager for Heathland House as well. Once his replacement has been inducted, Alf will be out supporting the maintenance function in all Cinnamon homes.

Congratulations also to **Sandy Atkins** and **Julie Weaver** who have taken on the role of Senior General Manager alongside **Gemma Ridout-Bowden** who already performs this role in the South.



George Piu



Alfredo Changchao

MOVING IN



Nicki Bones

Care and Quality Specialist, Support Office

Nicki is a Registered Mental Health Nurse who qualified over 30 years ago. She has managed both residential and nursing homes and spent over 20 years managing a specialist domiciliary care company, gaining a Care Quality Commission (CQC) 'Outstanding' rating several times. As a qualified trainer, Nicki set up a training academy in her previous role and is passionate about supporting people through learning and development to provide excellent quality care.



Luke Walsh

Intern, Kensington Office

Luke currently attends Bath University where he recently completed the first year of his Business BSc (Hons) degree. Working at Cinnamon is the first of two six-month placements to provide professional experience which form part of his four-year course. Luke has been working with the Finance team on various projects and is looking forward to tackling new and different challenges in the coming months.

Farewell

Cinnamon colleagues paid a heartfelt tribute to Director **Greg Swire** who passed away peacefully at home on 30 July 2023. Greg had been part of Cinnamon since the beginning and played a huge part in our company's success. We will miss his warmth, wit and wisdom hugely.



Greg Swire

Cinnamon's Hampshire Homes also said farewell to hairdresser **Steve Butler** who sadly passed away recently. A popular figure, Steve was not only a highly skilled hair stylist who took his time to put residents at ease, he was also a State Registered Senior Hairdresser with the Hair & Barber Council and a Master Craftsman in Barbering. He will be greatly missed by residents and team members.

The Eastcote Park team waved goodbye to **Lucy Poole**, Care Assistant, who has left after two years to travel around the world. Lucy's first stop is Thailand and her former teammates say they will be keeping up with her on her journey.



Steve Butler



Lucy Poole

A CELEBRATION OF *Greg's* LIFE

Fundraising for Pancreatic Cancer UK

Huge thanks to all you heroes who took part and helped out on our Walk for Greg in October in memory of Cinnamons' Director, Greg Swire. Our New Forest walk took us from Hartwood House to Abbotswood Court, a distance of 13 miles, in balmy autumn sunshine, raising over £3,000 for Pancreatic Cancer UK in Greg's memory.

Special thanks go to Annya Sait, Home Admissions Advisor at Abbotswood Court, who played a huge part in the success of the day, and to Lea Wintle, General Manager, for the warm welcome, support and hospitality of his wonderful team which made such a difference to everyone's enjoyment. I am also grateful to Monica Sood, Financial Controller, for kindly setting up the donations page on the JustGiving website.

Hospitality at its best

Lisbeth Mendonca, Support Services Manager, assisted by Jane Oliver, Relief Chef South, and Abbotswood Court's chefs provided an amazing spread for our walkers: it was a mouthwatering display of Cinnamon hospitality at its best. Thanks also go unsung

heroes such as Gary Harding who drove the Support Bus and offered encouragement all the way round. A final moving tribute came from Zara Ryan, the daughter of a great friend of Greg's, who sang so beautifully and movingly to round off the day and bring home its meaning.

GREG SWIRE



I am deeply grateful to everyone who attended and supported us in celebrating Greg's life in such a fine and fitting fashion.

Geoff Pride

Activities Support



FUTURE LEADERS



'We love the enthusiasm and passion participants demonstrate when attending our sessions,' said Lesley. 'Thought-provoking conversations stimulate everyone at the same time as making us all think about our contribution to high quality care management,' added Gavin.

We are proud that Cinnamon Care Collection aspires to growing and developing its own leaders to meet the specific needs of the organisation, as well as the care sector, through its Future Leaders programme.

By the end of December, we will be halfway through the programme. Lesley Webb and Gavin Pathmarajan, Care & Quality Managers, have completed their Governance workshops and are now in the



process of delivering the Care Quality Commission (CQC) sessions of the programme. The Governance workshops were very well attended.

Coming up

In November, Mark Scorgie will deliver Team Working, Coaching & Mentoring sessions, for both Deputy Managers and Team Leaders.

For those Deputy Managers who have completed previous sessions, Mark returns in December to facilitate the Future Leaders Network. These sessions maintain the momentum of building knowledge which is covered in the programme, while sharing great practice and ideas.

Look out for further Future Leaders sessions in the New Year!

Defining Great Leadership

Module 1 - Leadership

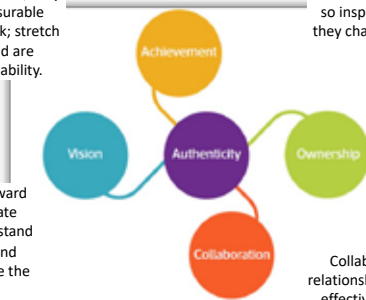
Great leaders are high performers, they have direction; deliver measurable results; are proud of their work; stretch themselves and others; and are adaptable to ensure sustainability.

Authentic leaders are recognised by their integrity so inspire trust. They know and live their values; they challenge and empower others to be the best they can be.

Great leaders take responsibility for their own actions and interactions, they use initiative; are decisive; solve problems; continually learn and are known for their reliability.

Visionary leaders are forward looking so spot and create opportunities; they understand the process of change and inspire others to co-create the future.

Collaborative leaders know about relationships and networking, they work effectively with others; they involve; motivate and engage colleagues; they make great colleagues; and manage difference.



Determined to be the difference

Look out for further Future Leaders sessions in the New Year!



The PREDICTIVE INDEX

A USEFUL TOOL TO UNLOCK YOUR POTENTIAL

Some of you might already know about the Predictive Index and some of you have already taken part in the initiative, so we thought that we would explain a little bit more about it and why we are using it at Cinnamon.

The Predictive Index (PI) is about getting great business results through its team members. We want to attract, grow and retain excellent team members, so we invest in initiatives that help us to do that. PI helps us to identify potential in you all. It also helps you to develop your self-awareness, to learn how you want to be managed and to find out how you can manage or work with colleagues in a comfortable environment.

See yourself objectively

There is a short online questionnaire that enables us to develop a report that we can feed back to you. This outlines how you are likely to behave at work, which in turn can help you to see yourself as others see you. It shows how you relate to the following:

- Your drive and how you influence people and events.

- How you want to interact with other team members.
- Your drive for consistency and stability.
- How formally you want to work in your role and whether you like a clear structure to your day, or whether you are happy to make changes easily as they are needed.

We all have drives or unconscious internal forces and these create certain needs. The response to those needs is our behaviours. How we behave depends on how we assess things, what our values and culture are and what skills, knowledge and experience we have. The questionnaire helps us take a different look at that and suggests that you could fit into one of 17 different profiles, but with many different aspects within that. It shows your strengths, the things that challenge you, how you make your decisions and your communication style. It also shows what motivates you and what doesn't.

Unlock your potential

It is a useful tool to help with difficult relationships; you might find that you



Terry Tucker

struggle to work with a particular team member and the PI can unlock some of the insights that can help you to work together better. It can show you why you are both so very different and can help you to see each other's point of view. We have already used it very successfully to enhance working relationships.

In addition to using the PI to help unlock your potential, we have also used it in our recruitment process. This helps to develop focussed questions at interview stage and to ascertain how the applicant might fit into the role, the home and the company.

It has been successful in developing senior teams in the homes since it can show how the team members want to be communicated with and managed. It is a very effective tool and we are happy to explain more about it.

Terry Tucker

Learning & Development



TAKE *Note*

Putting Music at the Heart of Care

Cinnamon Care Collection is now in the second year of its exclusive two-year study with Roehampton University on the benefits of music and singing for older adults in care settings. Entitled 'Take Note: Putting Music at the Heart of Care', the study is being led by Professor Adam Ockleford, PhD, ARAM and Honorary Research Fellow Fiona Costa, PhD, ARCM.

The Take Note project has two principal strands: the publication of a series of cards called '100 Everyday Musical Ideas for Carers to use with Older People' and a website which will provide a range of resources. The website will draw together strategies for best practice in the field of music for older people in

the care home environment, including those with dementia. There will be a range of videos illustrating the different strategies outlined in the cards and conversations with the Take Note team, as well as the findings of our research projects.

The Take Note cards are now in the final editing stages and are due to be submitted for publication to Routledge at the end of this year. As well as the Cinnamon logo, they will incorporate an acknowledgment of the partnership between Cinnamon and Roehampton University.

Filming website content

The Take Note team has also started to film content for the website. Much of this has been carried out in Leah Lodge, Rectory Court, Eden Court and Earlsfield Court. It includes sessions led by Geoff Pride, visiting musicians, care staff and by members of our

team. There is more to come. Work has also started on the two research projects investigating the efficacy of using music to sustain language and communication in people with dementia. The first study is being hosted at Leah Lodge and it is hoped this will be completed by Christmas. The second study will begin at Eden Court in the New Year.

A national conference is planned for the end of 2024, once the research and filming has been completed and the cards published. Its purpose will be to raise awareness of the resources in the care home sector and beyond. It is hoped that Cinnamon Care Collection will feature strongly at the conference, which will enhance its profile as a leader in music provision in the sector.



WE WILL *rock* YOU

DRUM FIT
NEWS



Cinnamon's Drum Fit Classes have gone from strength to strength. The classes are now being offered in 90 percent of Cinnamon homes and the response from residents has been fantastic.

Adil Romaya, an 80-year-old resident at Parkfield Grange said, 'These classes are very good and I can feel I exercised all my muscles. It is great fun, too. I love it and will make sure I don't miss a class.'

Cinnamon Care Collection is the first care home group in the UK to have trained and qualified exercise leaders running Drum Fit classes to help improve the mental and physical health of residents. Ten activities co-ordinators attended the Drum Fit training course with Life Dock last month.

Benefits of drumming

Research has found that drumming to music stimulates the prefrontal cortex and improves cognition

in older adults, with exercise and drumming providing significant benefits for the ageing mind. The Drum Fit seated classes are a great way to get less active people moving, incorporating lively sing-along music and drumming routines that stimulate movement, increase energy levels and engage participants mentally.

The benefits of drumming include stress relief, increased circulation, decreased pain, improved co-ordination, mobility, strength and balance. The active workouts are suitable for residents of all ages and fitness levels. Listening to music and drumming helps participants to breathe rhythmically, which can improve respiratory health, release body tension and lift up mood, all of which can positively impact overall quality of life.

Commenting on the initiative, Geoff Pride, Cinnamon Activities Support, said, 'Our Drum Fit workout class



encourages participants to release the rock star within! With exercises to music designed to improve co-ordination, mobility, strength and balance, residents of all ages and fitness levels benefit from a body workout that also promotes health benefits for the mind. Drum Fit is a fabulous addition to Cinnamon's resident activities programme.'



Cinnamon chefs *rise to the top*

Two Cinnamon chefs, Nigel Cooke from Eastcote Park and Dan Bree from Hartwood House, competed in the final of the Care Chef of the Year competition last month. This is the longest-standing care chef competition in the UK and is organised by the National Association of Care Catering (NACC). Both chefs had been crowned winners of their regional heats earlier in the year.

The exciting national final unfolded last month at the Manor Cookery School, Grantham. In just 90 minutes, the line-up of talented finalists showcased their culinary skills and specialist knowledge to impress the panel of expert judges, led by Head Judge Steve Munkley. The judges were looking for clear nutritional understanding of the foods being used and how they support the needs of their clientele, plus culinary flair through flavours, menu balance, execution and presentation, as well as hygiene and waste management best practice.

At the NACC gala awards dinner two days later, Nigel was thrilled to be runner-up for the NACC Chef of the Year Award. Dan was awarded *Highly Commended Main* for his dish of Chalk stream trout, Madras style sauce, nigella seed and leek bhaji and turmeric potatoes, wilted spinach and coriander oil.

Fantastic showcase

Richard Pearshouse, Cinnamon's Executive Chef, said, 'This competition is a fantastic showcase of the standard of catering in the care sector and we are proud to have had two such talented chefs in the final. The vital role of good food and nutrition as



Nigel Cooke



Dan Bree



a fundamental part of quality care has never been more important, especially as we are working our way through the current cost of living crisis. Each year the standard of this competition seems to get higher and higher. Congratulations to Nigel and Dan for their superb achievement and for flying the Cinnamon hospitality flag!



Passionate chef's veggie success

Congratulations to Attila Volosinovszki, Head Chef at Eden Court, who was crowned Veggie Care Chef of the Year at the Vegetarian for Life (VfL) Awards for Excellence 2023 last month.

Vegetarian for Life is the leading authority on diet and healthy living advice for older vegans and vegetarians. 'Cinnamon Care Collection joined the VfL scheme two years ago to showcase that we cater for all dietary requirements and preferences in our care homes,' explained Richard Pearshouse, Cinnamon's Executive Chef.

'They recently carried out a survey of 1,000 care homes to find out how many residents are vegan or vegetarian. Since the survey was last commissioned in 2014, the number of vegans in residential care has increased by 167 percent, which shows how important these awards are.'

First launched in 2016, the annual VfL Awards for Excellence highlight the importance of catering well for older vegans and vegetarians. This year's award categories ranged from Veggie Care Chef of the Year to Hospital Caterer of the Year and with more nominations made than ever before, the competition was fierce.

'We nominated Attila because he has shown such passion and commitment to delivering high quality vegetarian and vegan dishes for residents, understanding the nutritional value and adapting dishes to substitute high protein items such as pulses and beans for meat,' said Richard. 'With so many entries, we knew it would be tough for him to take home the prize.'

The awards ceremony was held in the Jubilee Room at the Houses



Attila Volosinovszki



Learn to make Attila's winning starter with Autumn's *In Touch* recipe card.

of Parliament. The theme for this year's ceremony was 'Sustainability in the Care Sector', and proceedings commenced with inspiring talks and workshops on how care catering can be environmentally sustainable. Then 12 rising stars in vegan and vegetarian care received their honours.

Winning menu

Attila's winning three-course menu was a starter of Baked Mushroom Custard with a soy glaze served on a bed of beetroot salsa and savoury crumb. His main dish was Mushroom Wellington served with seasonal vegetables, celeriac purée and morel

mushroom sauce. For dessert he served up a spectacular white chocolate-coated Passionfruit and Peach Mousse on a raspberry sponge disc with fruit coulis.

'The judges were very impressed by Attila's use of mushrooms and innovative approach,' said Richard. 'Everyone at Eden Court is grateful for Attila's exceptional culinary skills and we are all extremely proud of his achievement.'





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 national finalist will receive a £250 gift voucher and an invitation to attend the Cinnamon Awards lunch where the Care and non-Care winners will be announced.

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

The winners for the second quarter of the 2024 awards are...



Claire Legg

*Care Assistant,
Abbotswood Court*

Claire has been nominated by her teammates for being supportive, innovative and always having a smile on her face. Nothing is an issue

for Claire and she will often be found chatting with residents during the quieter times.



Iddo Marufu

*Care Assistant,
Eastcote Park*

Iddo's genuine interest in others and his desire to join in make him a very popular team member. Caring and compassionate, residents speak highly of his warmth, gentle approach and understanding.



Daniel Ridgway

*Home Admissions Advisor,
Earlsfield Court*

Daniel's commitment has been amazing. From show rounds to moving people in, Daniel goes above and beyond expectations

every time. Earlsfield Court would not be the same without him.



Deborah Adeniran

*Senior Care Assistant,
Eden Court*

Deborah goes out of her way to help residents and families and lives the Cinnamon values every day. Relatives cannot speak highly enough of

her and the care she provides to residents on her floor. Her colleagues know she genuinely cares about them and wants them to be happy. She is a real champion.



Jemma Blackshaw

*Senior Care Assistant,
Emerson Grange*

Jemma has helped staff with their inductions and to settle into their new roles. She is polite, hard-working and dedicated to serving

residents' best interests.



Kim Hutchinson

*Care Assistant,
Lakeview Grange*

Kind, compassionate and dedicated, Kim makes an outstanding contribution to Lakeview Grange. She goes out of her way to help residents live their

lives to the full, supports her teammates and new colleagues, always remains calm and brings an air of tranquillity to her work.



Shannon Fry

*Night Care Assistant,
The Gables*

Shannon's colleagues admire her gentleness, patience and willingness to help. Nothing is too much trouble for her and she is always happy to

learn from others.



Ashley Spearman

*Kitchen Assistant,
Leah Lodge*

Residents love Ashley's cakes and snacks as well as her radiant smile. She likes to ensure everyone is happy and spends time getting to know residents as individuals. Her

colleagues appreciate her readiness to help.



Alisha Whitcombe

*Team Leader,
Hartwood House*

Alisha has embraced her role and supported her colleagues with a mature and positive attitude. She has also been instrumental in

providing supervision and support to the home's sponsorship team.



Dzheylyan Salim

*Second Chef,
Morningson Court*

Jey is professional, kind and caring. He is passionate about meeting resident's individual nutritional needs and providing them with the best possible dining experience. Friendly

and encouraging towards others, he is admired for his teamwork.



Daniel Osagie

*Care Assistant,
Heathland House*

Daniel was nominated for his polite, positive manner and for his ability to make residents feel comfortable and well supported.

Daniel sings while he is

working and always has a smile on his face, which lifts everyone's spirits.



Gemma Lamprey

*Care Assistant,
Netley Court*

Gemma is patient, kind and wonderful with residents. She recently came in to Netley Court on her day off to take a resident on a surprise day out.

This is not the first time she has given up her time to make a resident's day better.



Kate Cowley

*Care Assistant,
Parkfield Grange*

Kate is full of life and enjoys engaging with residents, encouraging them to join in activities and events with her. She goes out of her way to help her team and brings genuine happiness to residents.



Valeria Ilie

*Senior Care Assistant,
Sunnybank House*

Valeria is a constant source of support for new and long-term team members and is particularly supportive of new senior carers and nurses. She always promotes Sunnybank House and was recently spotted singing and dancing in the background of the Vision & Values session – even though she wasn't part of that session!



Hedvika Pavluchova

*Activities Co-ordinator,
Rectory Court*

Residents say Hedvika is amazing; she fills their days with fun and they love joining in all her varied activities. Her teammates admire her enthusiasm. Families feel confident that their loved ones enjoy their lives at Rectory Court.



Carla Davis

*Housekeeper,
Sutton Park Grange*

Carla is always pleasant and helpful to others. The care she shows towards residents and colleagues is admirable and she will always take on extra shifts to support her immediate team members.



Samantha Corcran

*Senior Carer,
Rivermede Court*

Samantha consistently goes above and beyond her duties to provide exceptional care to residents. Her unwavering commitment to their wellbeing is commendable. Relatives often send written thanks for her care and support, not only for their loved ones but for themselves as well.



Tyler Shipway

*Care Assistant,
Watermeadow Grange*

Always wearing his happy face, Tyler is ready to listen to residents and peers alike. Kind, understanding, responsive, patient and supportive with residents, Tyler has a naturally friendly manner that makes visitors and residents feel at ease. He is a real asset to the home and an all-round team player.



Roy Booth

*Home Admissions Advisor,
Rokewood Court*

Roy has worked effectively to increase bed occupancy and maintained positive relationships with residents and family members long after admission, making time to listen to their concerns. He has recently provided leadership and support to the Activities team and is always willing to help the Care team. He is a positive force for good.



Shannon White

*Senior Care Assistant,
Wellington Vale*

Competent and supportive, Shannon is always ready to offer practical assistance to her teammates. She is happy to change her shifts when the home needs, is flexible and works anywhere that she is needed in the home. Residents comment on her gentle, approachable nature.



CINNAMON
LUXURY CARE



Closing date
1st December
2023

GIVE
YOURSELF A
BOOST

JOIN THE
Cinnamon
BOOSTER PRIZE DRAW

Show evidence of your recent autumn COVID-19 booster on your NHS app and, as well as protecting yourself and others, you will automatically be entered into the Cinnamon Booster Prize Draw. When getting your Covid booster, why not get your Flu vaccine too?

Two winners receive £1,000 cash
Two runner-up prizes – 50-inch TV



Lakeview Ladies' Day



Lakeview Garden Party



Rectory Court Indoor Fête



SIZZLING SUMMER FÊTES

Lakeview Grange held its first garden party this year. The sun shone long and brightly enough for the Catering team to produce a tasty barbecue which proved very popular. Afterwards, a local singer entertained guests with a musical extravaganza. The garden partygoers celebrated Glorious Goodwood Ladies' Day with elegant hats, cream teas and glasses of bubbly. Team members got into the spirit and residents enjoyed the sweepstake and prizes.

Best ever

Wellington Vale team members and volunteers helped to make

it their best summer fête ever. 'We were overjoyed to welcome nearly 300 visitors into our gardens for the celebrations. Our Catering team served up a lovely barbecue and everyone had a great time,' said Breda O'Doherty, Activities Lead. 'It was wonderful to see so many members of our local community and residents' relatives enjoying the day with their loved ones.'

The Hartwood House Family Fun Day was also a huge success. More than 45 adults and 30 children came along to this popular family event to enjoy petting some farm animals, a performance by a local singer, a

bouncy castle, a scrumptious barbecue, a face-painter and a balloon modeller.

Not a washout

Their sizzling summer fête could so nearly have been a washout but, despite having to move it indoors, nothing could dampen spirits at Rectory Court. Live music, a tombola, a raffle, a variety of stalls and an indoor barbecue all contributed to residents' and relatives' enjoyment of the day. All the proceeds went to Age Exchange who were overjoyed to receive £200.



Hartwood House Family Fun Day



Wellington Vale's Summer Fête



SUMMER *scenes*

The Wellington Vale team's summer season got off to a flying start with their annual Balloon Wimbledon Tournament. The competition was fiercely competitive this year with residents training hard for several weeks beforehand. Joy Ketley, aged 97, won the thrilling final.

Bastille Day brought dressing-up fun with residents wearing French costumes while sipping coffee and reminiscing about holidays and trips to France. Listening to French music classics and sampling French pâtisserie and chocolate proved to be popular too. All of these activities gave residents the opportunity to dust off their French language skills and a quiz about French celebrities and culture only added to their *joie de vivre*.

August saw Wellington Vale's annual Olympics for staff and residents with games from Cheese Puff Toss to Horse Racing. Samuel Sewell, Head Chef, was the overall winner in the team member category while Pat Pearce carried off the resident's prize.

Dressed to impress

A 1950s day followed. Team members dressed to impress with costumes from the 1950s and jitterbugged along to the music of Elvis Presley. Sandy Atkins, General Manager, and Samuel Sewell both chose to channel The King while Claire Eden, Activities Co-ordinator, and Breda O'Doherty, Activities Lead, rocked their polka dot skirts. 'We dress up for many occasions here to put a smile on our residents' faces but the most popular always seems to be our 1950s-themed days,' said Breda.

Jamaican Independence Day was next on their list. Samuel Sewell and Senior Care Assistants Katrina Nash



and Karina Goddard were quick to don hilarious costumes that had residents shaking with laughter. They celebrated with authentic Jamaican music, delicious mocktails, spiced cakes and Caribbean dishes.

As summer turned to autumn, Breda and resident Linda Blythe donated blankets to local animal shelters. 'We happened to deliver them on National Charity Day, too. What a great feeling it was to help the animals out ready for autumn,' said Breda.



WINNER
PAT PEARCE



Finally, Wellington Vale brought their harvest home. John Hussey, Maintenance Manager, took the prize for growing the biggest cucumbers in the home's illustrious history. Meanwhile residents, assisted by the Activities team, harvested over 300 home-grown tumbling tomatoes.

The Catering team were delighted to put their fine harvest to good use.



COUNTRY AND WESTERN LIFE

A barnstorming Country & Western Day at Sutton Park Grange brought a smile to everyone's lips.

Residents, team members and guests enjoyed a sizzling barbecue in the garden. A barnyard pets corner featured miniature Shetland therapy

ponies, a baby giant French lop-eared rabbit who hopped around the garden on his lead, as well as guinea pigs, rabbits, ducks and chickens. Spirit the Shetland pony, dressed in her best cowgirl hat, even went up in the lift to visit residents who were more comfortable in their rooms.

'It was the hottest day of the year, but there were lots of smiling faces enjoying some cuddles and delicious barbecue food,' said Jayne Dale, Activities Co-ordinator. 'We can't wait to do it again.'



HI HO, SPIRIT



PETS *win* PRIZES 🐾 🐾

Dog lovers turned out in force for Rectory's Court's annual Dog Show. 'This year we introduced a special award in memory of Cinnamon's Director, Greg Swire, who adored dogs and was a huge part of Rectory Court,' said Hedvika Pavluchova, Activities Co-ordinator. 'We will present this award every year from now on.'

Residents Would Love to Keep, Best Puppy, Gorgeous Golden Oldie (8+), Best Dressed Dog, Most Like Its Owner and Best Rescue Dog.

'Thank you so much to all of our visitors,' Hedvika added. 'It was lovely to make so many new human and furry friends.'

The winner of the first Greg Swire Award for Best in Show was Dandy. There were also prizes for winning pooches in the following categories: Loveliest Fella or Lady, Dog Our



Lancaster Bomber *salutes* RAF veterans

The Sunnybank House team recently arranged a special flypast from a Battle of Britain Memorial Flight Lancaster Bomber as early birthday celebrations for two residents and RAF veterans, Willetta Woodley, age 101, and Bryan Wardell who will be 102 in November. 'I have such wonderful memories every time I see the Lancaster Bomber fly,' said Bryan. 'Some of the best days of my life were aloft with my crew.'



Bryan joined the RAF as an LAC engine fitter in 1941 and was posted to No. 74 Squadron (Spitfires) at Biggin Hill just after the Battle of Britain. He went on to train as a Flight Engineer and completed an operational tour on No. 50 Squadron (Lancasters) at RAF Swinderby. He then became an instructor on No. 7 Heavy Conversion Unit at RAF Waddington. His final tour was as the Senior Test & Evaluation Air Engineer at Boscombe Down.

Willetta Woodley served during World War Two in the Women's Auxiliary Air Force. She helped to make gliders and other useful pieces of equipment to support those in the regular service and is very proud to have served the country during wartime.



Kay Mitchell, General Manager, said, 'We are extremely grateful to the RAF for flying over our home. It meant so much to Bryan, Willetta and our other veterans at Sunnybank House.'

Golden days

The Heathland House team recently pulled out the stops to help resident Sheila and her husband Paul celebrate their Golden Wedding anniversary.

A local musician entertained the devoted couple and other residents with live piano music, they shared a magnificent cake created by the Catering team and received

bouquets of flowers, including golden roses as a gift from Paul to his wife.

A romantic meal for two in the home's private dining room followed where the happy couple enjoyed their own selection of musical memories. Congratulations to them both.



SPARKLING SUMMER HOUSE AFTERNOON

Emerson Grange residents entered the Cinnamon in Bloom competition with a project to give their summer house a makeover. They decided on a style together and then, with the support of the Maintenance team, transformed it into a lovely place for residents to sit with family and friends and enjoy afternoon tea.

Once the project was complete, they held a raffle for all the residents. The prize was to enjoy afternoon tea and prosecco courtesy of the Catering team with a guest of their choice. The lucky winner, Barbara Bird, invited her friend Mary and together they had a sparkling time.



Daredevil *spirit*

The Heathland House team recently helped Mary Stepin, Deputy Manager, to celebrate a significant 'milestone' birthday.

She has been ticking off some items on her bucket list this year, including jumping out of an aeroplane while safely attached to a member of the GoSkydive team at Old Sarum Airfield.

Mary fought the fear and took to the skies again at the Eden Project, travelling 660 metres at speeds of up to 60mph over the Biomes on England's fastest zip wire. Her colleagues are very impressed by her daredevil spirit and can't wait to find out what she will be doing next!



SPRINKLE of CINNAMON

makes wishes come true

Sprinkle of Cinnamon is a way of doing something special to create a memorable day for residents and team members too.

Hanka Vlhova, Activities Co-Ordinator at Rivermede Court, sprinkled some Cinnamon recently for resident and former actress Marcia Ashton by reuniting her with her friend and co-star from 50 years ago, Sir Ian McKellen.

Marcia performed on stage with Sir Ian McKellen in *How Dare We!* at the Arts Theatre in Ipswich in January 1963. They have subsequently followed each other's careers with interest.

Two years ago, Marcia moved into Rivermede Court in Egham and often reminisces about her acting days. As a young actress she had regular work in the West End and regional theatre. She was in the original cast of *Alfie* and one of only two actors to be invited to repeat the role on Broadway, where she starred opposite Terence Stamp. She has also had roles in *Eastenders*, *Brookside*, *Upstairs Downstairs* and *Holby City*.

Family message

'I posted a picture of myself on Facebook giving flowers to Sir Ian McKellen after watching his amazing performance in *Frank and Percy* at the Royal Theatre, Windsor,' said Hanka. 'Marcia's family messaged me to tell me that she had performed on stage with Sir Ian. She had even introduced him to one of her granddaughters when they bumped into him at the BBC Studios one day.'

'I decided to try to reunite Marcia and Sir Ian and contacted the theatre to see if a reunion, 50 years after they were on stage together, would be possible. I can't thank Sir Ian McKellen and the Theatre Royal enough for agreeing to meet Marcia. Sir Ian really took time to talk to Marcia about their acting careers and her family. Meeting Sir Ian triggered wonderful memories for Marcia and the reunion clearly meant so much to her.'

After the reunion, Marcia said, 'It was wonderful to see Sir Ian



McKellen after all this time. We had a lovely chat about the good old days. The memory of this reunion will stay with me!' Edward Lee, Marcia's son said, 'We are so grateful to Hanka at Rivermede Court for organising this. It is clear from the photos and video we saw how much Mum enjoyed the reunion. We can't thank her enough.'

Living happier lives

'We take great pleasure in granting Sprinkle of Cinnamon wishes and creating memorable days for our residents,' said Hanka. 'Sprinkle of Cinnamon is a great example of our focus on helping older people to live happier and more fulfilled lives.'



FRIENDS
REUNITED

Magical NIGHT AT THE MUSICALS

Music plays a major part in the lives of Eden Court's residents, especially musicals, so they were delighted to hear about a concert in London's Battersea Park nearby.

Activities Co-ordinator Claudine Rudall and Resident Services Advisors Martin Harrington and Colleen Davidson accompanied four excited residents to *A Night at the Musicals* featuring The Royal Philharmonic Concert Orchestra and guest vocalists from the West End and Broadway. Everyone sang along loudly

and lustily to their favourite hits from shows such as *Phantom of the Opera*, *Mamma Mia*, *Les Miserables*, *Oklahoma* and more.

'It was a truly magical night and everyone is looking forward to attending the concert in the park next year,' said Claudine.



SINGING ALONG

TREE OF life

The new **Wish Tree** at Sutton Park Grange has been a huge success. Residents write their dreams onto cards and attach them to the tree hoping they will be chosen and receive their heart's desire.

The first resident to take part was Eunice Heath, aged 85, who is a huge fan of Daniel O'Donnell and was delighted when she received a personal video message from the famous Irish singer.



Karen Handley, Home Admissions Advisor, said, 'This new initiative really brings joy to residents, their family and friends. Nancy in particular, was visibly moved by the tour which brought back many memories of her trips to Arran in her younger years.'

Next, Nancy Harvey, aged 83, who hails from Ayrshire in Scotland requested a tour of the Isle of Arran. The team sprinkled some Cinnamon and 'Nancy's Armchair Travels to Arran' was the result. Nancy was joined by her friends in the home's luxury cinema which the team had decorated with a Scottish theme. There they watched beautiful drone shots of Arran while enjoying Scottish foodie treats.



Nancy Harvey



Eunice Heath



Oliver's *inspiring* leadership

After five years, Oliver Rivera, Head of Housekeeping, and his wife Analyn, Senior Care Assistant, both from Sunnybank House recently arranged a long overdue visit back home to the Philippines. Because it had been so long since their last visit, it meant their families had not met the youngest of their two children.

There was a big family reunion and Analyn celebrated her birthday at home with all of her relatives. Oliver, Analyn and their daughters also visited White Sand Beach and other top attractions in the Philippines. They visited friends, too, and made some wonderful memories.

Make him proud

Back at Sunnybank House, Oliver's team pulled together in his absence,



Oliver's Housekeeping team

carried out their duties to the best of their abilities and did all they could to make him proud. 'The team literally work as one and cover each other's shifts without calling in sick,' said Kay Mitchell, General Manager. 'This is due to Oliver's brilliant leadership and the

Housekeeping team's determination to live our vision and values.' It's no surprise that Oliver and his team have been nominated for the Spirit of Cinnamon Award 2023!

TAKING *time* OUT

A change is as good as a rest, they say, and two care assistants at Lakeview Grange heartily agree. As regular drivers of the home's minibus, Kim Hutchinson and Terri Perrotten-Stannard have been spending their time taking residents out and about.

They have had trips to the seaside, a local amateur *Summer Variety Show* featuring Activities Co-ordinator Mary Oliver and to *The Sound of Music* at Chichester Festival.

'Everyone is having a great time,' said Kim. 'We have many more adventures planned for autumn and winter and we're planning Sprinkles of Cinnamon for everyone!'

'Everyone is having a great time.'



SHOWING THEY CARE



Showing appreciation for team members and recognising their contributions to our company's success is part of Cinnamon's ethos. Parkfield Grange recently embraced this by holding two separate appreciation weeks for their Catering and Housekeeping teams.

Residents gave handmade posies of flowers to team members along with some sweet treats to thank them for all their hard work and show how much they are valued.

Memorable milestones

Like any family, Parkfield Grange also celebrates team members' achievements and memorable milestones. They recently held a surprise hen party for two happy brides. Residents, relatives and colleagues gathered in the café/bar to surprise them with music, sweetmeats and prosecco for those not on shift. They also presented them with a homemade scrap book offering helpful words of advice from residents and colleagues on how to enjoy a long and happy marriage.

A 1980s-themed birthday party for Care Assistant Gemma Glazzard birthday followed. Team members had fun dressing up in 80s outfits and, with music from a local singer, they enjoyed plenty of singing, dancing and air guitar!



CHEERS,
M'DEAR!



A WINDOW INTO *their* WORLD

A recent visit from the Virtual Dementia Bus helped members of the Parkfield Grange team and local community to gain valuable, first-hand knowledge of what it is like to live with dementia.

The Virtual Dementia Bus offers a unique, interactive training experience designed to show people what it is like to have dementia through the use of sensory tools and instruction. Headphones blasting loud noises, sunglasses that distort central vision, gardening gloves and spiky shoe

insoles all help to recreate the sensory experience of dementia. When asked to perform a simple task, the user suddenly understands how difficult it is.

'Learning to create a positive environment for people with dementia and understanding their needs can only come from attempting to walk in their shoes,' said Samantha Clarke, Activities Co-ordinator.



CONGRATULATIONS

Sabrina Webber, Administrator at Wellington Vale, and **Karen Sinden**, Housekeeper at the same home, were both delighted to receive their Five-Year Service Awards recently. Congratulations also go to Care Assistant **Sam Baker** on achieving her Level 3 NVQ for Health & Social Care.

Joy Dorado, Administrator, and **Cyril Dorado**, Senior Carer, from Abbotswood Court were thrilled by the birth of their beautiful baby girl Jamie. Your friends and colleagues at Abbotswood Court send you their congratulations and love.

QUIZ RESULTS NOT TRIVIAL

Quiz nights are an absolute winner: sociable and fun with a touch of friendly competition while raising funds for charity too.

Eastcote Park's recent charity quiz night was no exception. More than 60 people attended to test their knowledge and Quiz Master Mark Shockledge, Senior General Manager/Operations Manager, kept everyone on their toes with his quick-fire questions. As well as having fun, they raised over £300 for the local Solihull branch of Age UK. Didn't they do well?



Sabrina Webber



Bundle of joy



Karen Sinden



Sam Baker

ABBOTSWOOD *video* STARS

French musician and singer songwriter Malcom Duff has been through the heartache of losing his wife to dementia. It inspired him to write a novel about his experience entitled *The Escorts*, which was published earlier this year.

The first book of a trilogy, *The Escorts* is also one of those rare novels to have its own soundtrack of the same name released at the same time. The album, also called *The Escorts*, features members of the Memory Choir at Abbotswood Court Care Home who appear in the accompanying music video.

Part memoir, part survival guide, *The Escorts* recounts a songwriter's touching journey through the reality of caring for a loved one. As his wife is dragged into the darkness

of Alzheimer's disease, he remembers his own path to finding the light and the steps to save a caregiver's life from falling apart. Moved by song, steeped in loneliness, yet brimming with spirit and humanity and ultimately filled with hope, *The Escorts* is a tribute to the depths of compassion and a monument to the fragile joy of living.

The Abbotswood team were delighted to be involved in the creation of the accompanying music



SWEET SINGING IN THE CHOIR

video, which was a collaboration between the author and the Memory Choir run by Kim Garner.

To hear the song and see the film starring the Abbotswood team, visit YouTube.

THESE BOOTS ARE MADE FOR WALKING

Michelle Wade, Senior Care Assistant at Rivermede Court, organised a Memory Walk in nearby Alexandra Gardens recently to raise funds for the Alzheimer's Society. Family and friends joined in and enjoyed the beautiful views of Windsor while they helped to raise £460 for the charity. They plan to do

another walk next year. At Sutton Park Grange, Su Edmonds, General Manager, and Karen Handley, Home Admissions Advisor, successfully completed the Birmingham Memory Walk last month, raising £720 for charity.



Su Edmonds and Karen Handley





Let them eat cake!



The annual World's Biggest Coffee Morning at the end of September saw Cinnamon homes host coffee and cake events to raise vital funds for Macmillan Cancer Support. It was a perfect opportunity for team members, residents and guests to catch up over a cuppa and a slice of something delicious for this great cause.

Family members and local business owners joined the Eden Court team for cornucopia of cakes, from lemon curd and red velvet cupcakes to pistachio and ginger baklava, gluten free orange and almond cake, chocolate banana cake and shortbreads. 'Everyone was extremely generous,' said Activities Co-ordinator Claudine Rudall. 'We raised an incredible £457 in just two hours! We look forward to doing it again next year.'

Unique Senior Care and some of their clients joined Eastcote Park's MacMillan coffee morning events, helping to raise a magnificent £230

for the charity. Rivermede Court and Rectory Court both beat their targets, raising a fantastic £160 and £100 each.

At Netley Court, Daphne Gibbs, wife of a resident, kindly baked cakes and volunteer Chloe Bull assisted with their cake sale. 'We couldn't have done it without their amazing support,' said Nicola Hooton, Activities Lead.

Not to be outdone, the Wellington Vale team donned their capes for their Macmillan Superhero Coffee Day. 'All of our cakes were baked by team members, relatives and volunteers,' said Breda O'Doherty,

Activities Lead. 'All except mine, that is, which were shop-bought doughnuts. I was a faker not a baker this year!'

Catia Cacote, Deputy Manager, won the Best Baker prize with her secret family recipe for a berry cake which sadly could not be prized out of her. A raffle and party with music from a local singer, made their celebrations complete and helped to raise over £350.



**MACMILLAN
CANCER SUPPORT**



Just the ticket

The Emerson Grange team are well-known for their charity fundraisers, the most recent of which was a tombola at Wilmington Market in aid of Macmillan Cancer Support. All the prizes were donated by the home's apartment owners, residents, their families and friends. 'One resident even took a day's leave from his work to come along and support us,' said Aileen Nimmo, Resident Services Advisor. 'We were delighted to raise £152 for this great charity and plan on holding another tombola at our Christmas market'

Congratulations also go to Alfredo Changchao, Maintenance Manager, who successfully completed the London to Brighton Off Road Cycle Challenge, raising £100 for Macmillan in the process.

Ale and hearty

Emerson Grange celebrated International Beer Day with the residents, families and friends, sharing a variety of beers and wine for the non-beer drinkers. Aadil Baig and Aileen Nimmo, Resident Services Advisors, prepared some iconic 1970s snacks: cheese and pineapple on sticks remained a firm favourite.

General Manager Sue Simmonds pulled pints happily and team members enjoyed the party atmosphere. 'Themed days are always a popular item on our activities programme,' said Aileen, 'and we have many more to come!'



STEPPING BACK IN TIME

Residents at Sutton Park Grange stepped back in time to explore Medieval and Tudor history with a talk given by Jayne Dale, Activities Co-ordinator, and her daughter.

There was a display of costumes, some of which Jayne made as a hobby. Others she had saved from re-enactments when she worked at Tamworth Castle. As well as trying on costumes, residents also had the opportunity to discover how heavy medieval and Tudor swords were, learn fan language and join in some

dances from the era which Jayne had adapted to be chair-based.

A lively discussion about etiquette, fashion tips, hygiene, food and entertainment ensued and, as the photographs show, everyone thoroughly enjoyed themselves.



Fundraising Fun Day went swimmingly

Residents and team members at Netley Court presented a cheque for more than £200 to Solent Dolphin, having raised the funds themselves at a Fun Day. Solent Dolphin provides free boat trips on Southampton Water to the disabled and their carers.

‘Our residents regularly enjoy free boat trips with Solent Dolphin and have great fun so wanted to give something back,’ explained Nicola Hooton, Activities Lead. ‘We organised a fundraising Fun Day with various stands such as Guess the Name of the Teddy and Guess the Weight of the Cake. Afterwards, five

residents took a trip on the charity’s catamaran, the Alison MacGregor. They thoroughly enjoyed themselves and were delighted to be able to present the cheque to Solent Dolphin.’

Clive Everett, Solent Dolphin Bookings, added, ‘Our sincere thanks for the generous donation. It is very

much appreciated. Solent Dolphin relies on donations from organisations such as Netley Court, without which we would not be able to continue to provide the disabled community with free boat trips from Hythe Marina.’



RECOGNITION FOR RIVERMEDE



Rivermede Court was recently nominated for the RALG (Runnymede Access Liaison Group) Achievement Awards, competing with other individuals and organisations who have helped to make life better for those with disabilities.

The RALG is dedicated to raising awareness of access issues experienced by people with disabilities in Runnymede and making their lives a little easier in their community.

Hanka Vlhova, Activities Co-ordinator, attended the awards evening where Cllr Shannon Saise-Marshall, Mayor of Runnymede, announced the winners in each of the six award categories. The awards presentation was followed by light refreshments.

‘We were delighted to receive a certificate for Group Achievement for Services to People with Disabilities,’ said Hanka.

‘I congratulate the winners whose awards were very well deserved.’



WARM *welcome*

The Netley Court team recently gave a warm welcome to their newest member, Steve Sutton, Head Chef. An ex-military man, Steve has 40 years' experience working in fine dining restaurants, large hotels and gastropubs. 'I am glad to be on board,' said Steve, who is setting out to make subtle changes to the homes' menu

following residents' requests in a recent food forum.

Steve's first big catering events for the home were preparing a delicious buffet for their summer Fun Day and for the farewell send-off for Aderio Rocha, Operations Manager, held in the home's summer house.



STEVE SUTTON,
NEW RECRUIT



Lynn takes a *twirl*

Vivacious Lynn Coady, Administrative Assistant at Netley Court, enjoys any excuse to take a twirl on the dance floor. She encourages residents to join in and dance to toe-tapping tunes performed by the home's musically talented entertainers. Cinnamon's A Dance a Day competition certainly gave her the chance to shine brightly.



Jamie's charity cycling marathon

The Emerson Grange team are celebrating Maintenance Manager Jamie Bushnell's most recent achievement. He raised an impressive £826 for their local hospital's Silver Birch charity by taking part in the London to Brighton Bike Ride. The charity supports older adults, their families and loved ones at

times of ill health. Jamie cycled the marathon 54-mile trail from London's Clapham Common to Brighton seafront in under four hours. Aileen Nimmo, Resident Services Advisor, said, 'We are all thrilled that Jamie's efforts paid off, he achieved his goal and raised such an amazing amount.'



Strictly Cinnamon

A Dance a Day!

*"YOU DANCE LOVE, AND YOU DANCE JOY,
AND YOU DANCE DREAMS"*

Gene Kelly

What a joyous month October was, seeing all those wonderful posts on Facebook celebrating the wonderful world of dance.

Once again, the incredible Cinnamon team spirit shone through and all expectations for Strictly Cinnamon were well and truly exceeded!

From groups and individuals, we saw some very moving and emotional dances, some very creative dances, some spectacular dances by guests from the community and some absolutely hilarious dances from team members and residents.

A huge thank you to everyone who took part. The judges will meet shortly to review the videos and agree the results from the abundance of high-quality competition entries.

Watch this space!

Geoff Pride
Activities Support



CINNAMON
LUXURY CARE

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. Your annual holiday allowance is from 1st April to 31st March.

As a company, we want 70 percent of holiday taken and paid for by the end of December. This does not include holiday planned in the future. May we also remind you again that if holiday is not used, it will be lost.

If you do not book your holiday, then Cinnamon as your employer can tell you when to take your leave. We need to give you two days' notice for every day we want you to take. For example, if we ask you to take four days' holiday, we need to give you eight days' notice of this.

Please get your holidays booked!



Coming soon...

Some diary dates that you could include in your activities...

November

5	Gunpowder, treason and plot: it's Guy Fawkes' Night.
11	Remembrance Day. Lest we forget.
12	Diwali, the Hindu Festival of Lights.
19	International Men's Day.
20	Stir-up Sunday is the traditional day to make your Christmas pudding.
25-26	Horseracing: Ladbrokes Winter Carnival, Newbury
27	First Sunday of Advent.
30	St Andrew's Day.

December

1-31	Christmas Cake Competition.
1	Deck the halls...It's Tree Dressing Day.
8	Christmas Jumper Day.
8-15	Hanukkah (Chanukah), the Jewish Festival of Lights.
11	Christmas Choir Competition.
14-18	London International Horse Show.
24	Christmas Eve.
25	Merry Christmas!
26	Boxing Day. Horseracing: King George VI Chase, Kempton Park.
31	New Year's Eve and Hogmanay.

January 2024

1-31	It's Gin-uary, the ginthusiast's favourite month.
2	You Make the Difference Award – closing date for nominations for the third quarter.
5	Twelfth Night – take down your Christmas decorations.
6	Epiphany or Three Kings Day.
25	Burns Night celebrates Scotland's national poet, Robert Burns.