

SUMMER 2023

IN TOUCH

with CINNAMON



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CINNAMON
LUXURY CARE

CONGRATULATIONS

A round of applause for **Kirah Bridges**, Care Assistant at Rokewood Court, who recently achieved her TQUK Level 3 Diploma in Adult Care, and to **Karen Stowers**, Senior Carer at Wellington Vale, on attaining her Five-Year Service milestone.

Congratulations also go to **Janine Wilson**, Second Chef at Eastcote Park, who recently gave birth to beautiful Emily Rose who weighed in at 7lb 5oz. Janine's colleagues wish mother and baby well but cannot wait for Janine to come back to bake their cakes again.

Ollie Russell, Host at Eastcote Park, celebrated his 18th birthday at the home in April. Ollie has been in this role part-time for 15 months while completing his college studies. He took on the role full time at the beginning of July as another step forward in his career in the hospitality sector.



Kirah Bridges



Karen Stowers



Janine Wilson



Ollie Russell

MOVING IN



Donna Pierpoint

General Manager, Outram Fields

Donna has been a registered general nurse for 30 years and has over 20 years' experience as a Care Quality Commission (CQC) registered manager in 'Good' rated care homes. She spent 18 months working with the NHS and Coventry University to develop an NHS improvement plan for care homes. Prior to joining Cinnamon, Donna was an operations manager for Exemplar Healthcare for two years. Donna is passionate about providing high quality elderly care and has a special interest in medications and end-of-life care.



Sue Simmonds

General Manager, Emerson Grange

Sue qualified as a registered general nurse and went on to specialise in the care of older people. She is experienced in hospital care, teaching, regulation and has managed care homes for several different providers for the last 20 years. During that time, Sue managed large care homes encompassing nursing, dementia and residential care. She also worked for the National Care Standards Commission. Before joining Cinnamon, Sue held senior management positions with Southern Cross, Barchester Healthcare and Avery Healthcare.



Katherine Stephens

General Manager, Watermeadow Grange

Katherine trained as a registered general nurse and has worked as a palliative care specialist and ward sister in acute oncology. She subsequently moved to Cygnet Health Care as a ward manager within a secure hospital and was later seconded to take the lead on quality improvement across the hospital. Before joining Cinnamon, Katherine was a registered manager for Caring Homes, an independent national network of residential, nursing and dementia care homes providing person-centred care, where she regularly deputised for the regional manager.

Moving on

The Netley Court team bade a fond farewell to Julie Cole, Housekeeper, recently over tea and cakes in the home's garden. Her housekeeping colleagues will miss her very much.



Highly commended

Rivermede Court was Highly Commended in the finals of the Business Innovation of the Year Award at the Runnymede Business Awards. Over 75 businesses were nominated for the awards and just 19 were selected as finalists. The Egham-based care home impressed the judges with its focus on pushing boundaries while also creating stimulating initiatives for residents which enabled them to feel part of their local community.

Hanka Vlhova, Activities Co-ordinator, said, 'We are so proud to have been selected as a finalist for the Runnymede Business Awards.'

BUSINESS INNOVATION AWARD



Hanka Vlhova



IT'S the FINALS COUNTDOWN



Cinnamon is very proud of its catering staff – and with good reason. After some particularly challenging regional heats, two Cinnamon chefs have won a place in the final of the National Association of Care Catering (NACC) Care Chef of the Year 2023 competition.

Entrants were challenged to create an appealing and delicious two-course menu (main and dessert) for £3.50 per head. It had to be appropriate for people in a care setting, while introducing their own flair through contemporary flavours.

Dan Bree, Head Chef at Hartwood House, won the South West regional heat and was highly commended for his main course of chalk stream trout with Madras-style sauce, crispy leeks, wilted spinach and turmeric fondant potato. His dessert was a pear and hazelnut tarte Tatin with homemade rough puff pastry.

Nigel Cooke, Eastcote Park's Head Chef, won the Midlands regional cook-off and will join Dan in the final in Nottingham in October. 'We are extremely

proud of Nigel,' said Debra Wyatt, Resident Services Advisor. 'His food is amazing.'

Passed with merit

Meanwhile, Roxanne Pring, Trainee Chef at Hartwood House, recently completed her Patisserie & Confectionary Level 3 NVQ and passed with merit. The course covered everything from pastries and breads to desserts and decorative pieces. For her final assessment, which was five hours long, Roxanne produced pain aux raisins, croissants, Florentines, baked Alaska and a Sachertorte cake.

'This course developed my understanding a lot and I am very grateful to Cinnamon for investing in my career,' said Roxanne. 'I very much enjoyed completing it as food is where my passion lies.'

Congratulations to them all and good luck to Dan and Nigel in the national finals later this year.



Nigel Cooke



Dan Bree



Sparkling
**ROYAL
CELEBRATION**

KING CHARLES III
CORONATION • 6TH MAY 2023





**WINNER
WELLINGTON
VALE**



**WINNER
EDEN
COURT**



Cinnamon homes celebrated the coronation of King Charles III with entertaining street party-themed events for residents and guests. Two prizes of £250 were on offer for the most delicious street party buffet and the most relevant creative activities.

Eden Court won the Hospitality prize. 'They not only presented the same menu that was served at the Buckingham Palace garden party, but the quality of their food was also exceptional,' said Richard Pearshouse, Executive Chef. 'Their cakes showed great attention to detail, especially the carrot cake decorated with a cream cheese icing carrot, and their three-tiered Royal Celebration cake was outstanding.'

Rokewood Court and Rectory Court were highly commended for their superb buffets which offered great variety and choice. 'They each made an exceptional effort,' said Richard. 'In true Rokewood style, residents and guests enjoyed wonderfully creative cakes.'

Outstanding activities
Wellington Vale won the Activities prize with exceptional resident involvement and an outstanding range of activities which everyone enjoyed, despite the inclement weather. These included crown-making, live entertainment from a local singer, Royal Bingo, Royal drumming to marching band music, Royal Reminiscences and the War of the Roses, an interactive history session.

Netley Court, Sutton Park Grange and Sunnybank House were all highly commended.

Highlights included the creation of collages of King Charles by Netley Court's residents and a lively cocktail hour with traditional Pimm's in their beautiful garden. Residents at Sutton Park Grange made their own crowns and Coronation book vases using old books and held a vintage tea party, too. Sunnybank House residents made buttonholes especially for the occasion and celebrated with a rousing Last Night of the Proms.

Well done to everyone for making it such a sparkling weekend!

BRAND NEW ACTIVITIES RESOURCES



We are very excited to be introducing two new resources in the coming weeks: the new **Cinnamon Activities Departmental Guidelines** and *All About You* guided journal.

Geoff Pride, Activities Support Consultant, will be sharing more news about both projects with General Managers at the forthcoming Regional General Managers' meetings. He will share them with the Activities Co-ordinators at a series of Regional Activities Roadshows throughout August and September. The Activities Roadshows will also involve sharing best practice for community engagement.

The Activities Guidelines cover the following key areas:

1. Welcome to Cinnamon	8. Cinnamon central initiatives
2. Getting to know you: <i>All About You</i> journal	9. Dementia activities
3. What do activities look like in a Cinnamon home?	10. Cinnamon clubs
4. The Seven Branches of Cinnamon programme	11. Creating an activities programme: monthly, weekly & daily
5. A Sprinkle of Cinnamon	12. NAPA & Golden Carers
6. The 'whole home' approach	13. The Cinnamon Activities Audit: content & structure
7. Cinnamon annual activities calendar	14. Central support & activities inductions

ALL ABOUT YOU

This guided journal is designed to help our residents to compile a record of their memories, thoughts, anecdotes and experiences which have made them the person they are today. Documenting the details of their life is a reminder that their story matters and a celebration of who they are.

For Cinnamon team members, the journal aims to improve the quality of our activities provision: getting to know our residents better will help us to make our activities programmes more meaningful, relevant and person-centred. By clearly demonstrating the importance we place on getting to know our residents, *All About*

You should also be well received by the Care Quality Commission (CQC) and assist with tours of our homes for potential new residents and families.

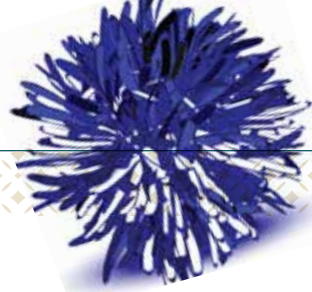
Guided questions

The journal contains questions which will guide each resident through their own life story. They can skip anything they do not want to answer. There is space at the end of the journal to include some favourite tips, recipes and photos.

Families will be asked to start completing the chapters about family history, ideally with their loved ones before their admission. The chapters about the resident's current life and interests can be completed over time with any



member of the Cinnamon team. Once completed, we hope the journals will become treasured family keepsakes and source of inspiration for each resident's children and grandchildren.



INSPIRING *Vision*

**ROADSHOW
AT EMERSON
GRANGE**



The Vision and Values roadshow started in April this year. We have now completed the updated training sessions in 13 homes, as well as delivering a session for the Finance team. Over 500 team members have attended.

This has been a very rewarding and uplifting experience. I am delighted to report that not only are our Vision and Values alive and well, they are positively thriving.

I am very grateful to Sadie Barker, our Head of HR and Training, and Directors Carole Hunt and Greg Swire for giving me the opportunity to spend quality time with our teams. It has been inspiring to share stories and experiences with so many passionate people who make a huge difference every single day to our residents, their families and fellow team members.

We are very grateful to have so many team members who are so

passionate about what they do, so dedicated to making a difference, so respectful to each other and so united through such a strong sense of compassion. A huge thank you to you all!

Testimonial

During the roadshow, we shared very powerful testimonials from residents and families that clearly demonstrated how our team members have made a difference to people in their hour of need. Listening to how much that difference had meant was very moving; sometimes a few tears were shed.

It was also joyful to listen to team members sharing stories about being inspired by colleagues who demonstrate our values on a daily basis in such a humble, positive way. Finally, if part of the spirit of



Cinnamon is having fun together, we certainly more than proved that at the end of each session with wonderful versions of what has become our very own Cinnamon theme song, 'Sweet Caroline'. We even had some competition between homes as to which could do the best version: there are some strong contenders.

I am now very much looking forward to visiting our homes in the Midlands, Mornington Court and Heathland House from October to see what they can do.

Geoff Pride

Geoff Pride
Activities Support Consultant

Sutton Park Grange	3rd & 4th October	The Gables	24th & 25th October
Eastcote Park	11th & 12th October	Mornington Court	31st October & 1st November
Parkfield Grange	17th & 18th October	Heathland House	7th & 8th November

Fit for *the* future

Volunteers for Cinnamon's new Team Wellbeing Programme from *danceSing* have reported encouraging results. The programme offers a wide variety of health and fitness classes to enjoy in your own home.

Shani Radford, Team Leader at Earlsfield Court has dropped a dress size and over four kilos in just eight weeks. 'After seeing my picture on our home's Facebook page, I knew I had to do something about my weight. The menopause meant the pounds had piled on and I had given up trying to lose it.

'I started using the free dance fitness and cardio videos on two workout days per week on average. When I began to see results, I was so excited

that I increased it to three workout days per week. I've even had to request a smaller uniform!

'My colleagues in the Care team are almost as delighted as I am at my weigh-ins. My success has even motivated a couple of them to start their wellbeing journey.'

How to get started

To start your own wellbeing journey:

- Go to: www.dance-sing.uk/dancesing-on-demand/login/wellbeing
- Enter your email or the Username: wellbeing
- Enter the password: cinnamon555
- Once you have logged in, please use the filters to choose the class, level and session duration that suits you best.



Slimline Shani Radford

Top score

Since Lakeview Grange opened its doors to its first resident on 28th February this year, the team has worked tirelessly to deliver the best possible care, dining, activities and customer services.

Their efforts have paid off handsomely. In just four months, the home has received a top score on carehome.co.uk, the UK's leading care home reviews website, together with 12 positive reviews. Lakeview Grange is now positioned number one out of 32 homes for the Chichester area on carehome.co.uk and second out of 220 homes for West Sussex County.

*Well done,
Lakewood Grange team!*

'Greatly impressed...a magnificent team... difficult to find a more satisfying care home.'

'Fabulous programme of activities every day. Delicious food with lots of choice and variety each day.'



'To enter and reside here is akin to a high-class hotel with particular emphasis on the quality and care of the excellent staff.'

You make the difference

WE ARE
passionate
DEDICATED
respectful &
inspired
UNITED

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 first quarter of the 2024 awards are...



Daisy Hammerton
*Senior Care Assistant,
Abbotswood Court*

Passionate, versatile, kind and highly motivated, Daisy goes out of her way to engage residents in activities and to make a difference, big or small, in

their lives. Always happy to help out, she clearly loves her job and cares about her colleagues.



Annette Keane
*Activities Co-ordinator,
Eastcote Park*

The sound of laughter announces Annette's arrival in the home. Enthusiastic and committed to her work, Annette has a talent for connecting with people

and always tries her utmost to cater for everyone's needs in the activities programme.



Mechele Midwinter
*Care Assistant,
Earlsfield Court*

On her days off, Mechele takes the home's residents on outings in the car or minibus, driving them to different places. She loves seeing them smiling and

happy; it fills her heart with joy.



Sarah Birungi
*Host,
Eden Court*

Sarah always goes the extra mile for residents. A team member said, 'Sarah took me under her wing and ensured that I knew how to do my job as

a host correctly. She is extremely kind and caring to our residents.'



Andy Smith

*Sous Chef,
Emerson Grange*

Andy was nominated for his kind nature; nothing is too much trouble for him. He often stays late to ensure residents' needs and wishes are catered

for, always wears a cheery smile and gives the whole team excellent support.



Claire Porter

*Team Leader,
Lakeview Grange*

Dedicated and well-organised, Claire swiftly seeks solutions to any challenge. Her team admire her for her managerial and leadership skills. Claire is a

great asset to Lakeview Grange.



Kerrian Chambers

*Team Leader,
The Gables*

Kerrian was nominated for outstanding professionalism, uniting her team and always making an extra effort. Her recent promotion

to Team Leader was well-deserved. She is now working towards her NVQ Level 5.



Dawn Barrett

*Second Chef,
Leah Lodge*

Dawn was nominated for her 'can do' approach and her delicious food. Residents love her happy nature and smile while her colleagues adore her teamwork and fun personality.

When Dawn cooks up a Caribbean feast, residents really enjoy themselves.



Hannah Haines

*Care Assistant,
Hartwood House*

Hannah puts the residents at the heart of everything she does and makes their relatives feel part of the Hartwood family. Her calm, peaceful

presence soothes any agitation and families sing her praises.



Kerry Guppy

*Administrative Assistant,
Mornington Court*

Kerry is very supportive of the whole team and always ready to jump in and help them. Nothing is ever too much trouble for her, she is always smiling and the

residents love her.



Daniel Michael Osagie

*Care Assistant,
Heathland House*

Smiling and polite, Daniel is a positive presence in the home. Always attentive to residents and their care, he checks with

colleagues to see if there is anything extra that he can do to help. His cheerful singing brightens everyone's day.



Christina Haselton

*Team Leader,
Netley Court*

Christina's dedication to Netley Court is second to none. She is a constant support and advocate for residents who, in return, respect and admire her. Christina is a wonderful role

model, passing on her people and clinical skills with enthusiasm.



Clare Mole

*Team Leader,
Parkfield Grange*

Always helpful, Clare understands residents' needs and balances them with the needs of the business. She helps the home to grow by

supporting team members and doing all she can for residents.



Graham Hill

*Care Assistant,
Sunnybank House*

Although new to care, Graham has made a great impression on teammates, residents and families alike. Empathetic and understanding, he has built good relationships with all the

home's residents and tends to their needs promptly, ensuring their dignity is maintained at all times.



Jeanel Murray Mulgrave

*Head Housekeeper,
Rectory Court*

Jeanel was nominated for her willingness to tackle any task. Approachable and kind, residents and relatives say Jeanel always

has a smile for them and time to chat. Colleagues say she is the perfect team player.



Stephanie Mulvey

*Care Assistant,
Sutton Park Grange*

Steph is always polite, calm and respectful when speaking with anyone. She gladly supports the senior team, is very caring towards residents and is quick to notice when a

resident is not themselves.



Sharon Smith,

*Administrative Assistant
Rivermede Court*

With her cheerful smile, calm presence and proactive attitude, Sharon overcomes every challenge with flair. She loves socialising with

residents and nothing is too much trouble if they need her help. New administrators look up to her and often call upon her for advice.



Alina Panic

*Registered General Nurse,
Wellington Vale*

Alina is always happy, helpful and a great support to her team as well as to residents and their relatives. Nothing phases her; she always has something kind to say and

a positive approach. Alina was recently a great support to a family whose parents are residents in the home.



Dean Gholami

*Team Leader (Nights),
Rokewood Court*

Dean provides exceptional leadership and guidance to his team. His work is always of a high standard and his medication practice is exemplary. He excels at

planning the work for the next shift and ensuring excellent communication with his colleagues on day duty. Dean knows the individual care needs and preferences of his residents in detail.

SPECIAL RECOGNITION



Steve Butler

*Hairdresser,
Hampshire Homes*

Residents and team members adore smiling Steve. Everyone looks forward to seeing him each week; he takes great pains to make residents look and

feel good. Hairdressing is not just a job to Steve, it is a way of life; he even went into one home on a Sunday, which was also his own mother's birthday, to style the hair of two residents so they could attend their granddaughter's wedding.



DISCO DIVAS' CHARITY MOONWALK

It was a night unlike any other. More than 6,000 people, including Cinnamon's Disco Divas, took part in the 25th MoonWalk London in aid of breast cancer charity Walk the Walk. The charity specialises in promoting the benefits of walking as a part of cancer prevention as well as for overall mental health and wellbeing.

Sporting dayglo costumes, decorated bras and t-shirts, our 11 superstars set off from Clapham Common at 8.30pm to strut their

funky stuff in a 15.1-mile marathon through London overnight. Famous landmarks, including the London Eye, Sky Garden, Battersea Power

Station and the National Theatre, were lit up in pink to show their support.

Unforgettable

'The atmosphere was amazing. There were wonderful outfits and masses of colour and laughter,' said Denise Kilfoil, Management Accountant. 'It was a great team-building event, too. I don't think any of us will forget Geoff Pride and Vincent Hook's dance moves, or Lorna Maggs' incredible commitment to the warm-up session.'

'A night like this could not have been possible without the hospitality of our colleagues at Eden Court as well as everyone who donated to our fundraising page. We raised over £2,900 for Walk the Walk. A very BIG thank you from all of us!'



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.

When the opportunity arose for the Earlsfield Court team to support their local Rotary Club through a charity golf event, they seized it.

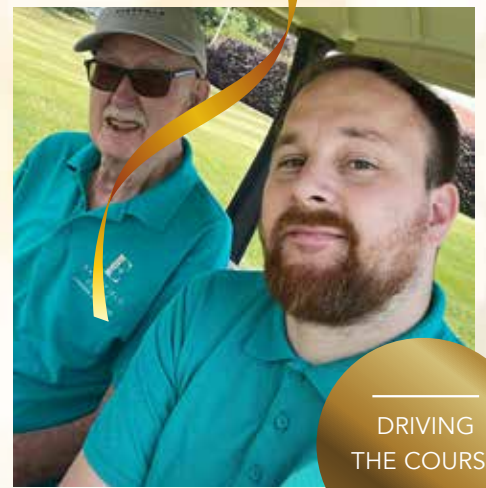
One of the home's residents, John Samuels, had been a member of Cooden Beach Golf Club, which was hosting the event, for over 20 years. Golf had occupied an important place in John's life. He had an impressive handicap of 16 and enjoyed the social as well as physical benefits of the sport; he used to play 18 holes four times a week with friends. Sadly, about 10 years ago John's golfing days came to an end. Today he often wears his Cooden Beach Golf club hat when soaking up the sunshine in Earlsfield Court's Garden.

'We entered a team of four for the charity event,' explained Daniel

Ridgway, Home Admissions Advisor, 'and asked John if he would like to lend his support. He was overjoyed. Since he did not have the mobility to play, we suggested he coached the team using his golfing expertise and knowledge of the course.

A great day

On the day of the match, they chartered a buggy to drive John around the course. He offered the Earlsfield Court quartet welcome encouragement, advice on each hole and some helpful criticism of their performance. After four and



DRIVING
THE COURSE

half hours and 18 holes, they rounded the afternoon off with a pint, just as John used to do.

'We presented John with a new Cooden Beach Golf Club polo shirt to say thank you and to wear on his future visits to the club,' said Daniel. 'It was incredible to share this experience with him and one that we will repeat. The smile on his face after the round, sitting in the Golf club with "The Lads", having a pint and carrying his new polo shirt, is one I will never forget.'

'It was a great day,' said John. 'I greatly enjoyed being back at the club. Thank you so much.'



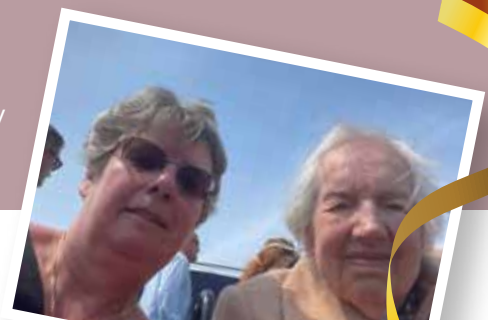
ANYONE FOR TENNIS?

Jane Quicke, Care Assistant at Earlsfield Court, is a tennis fan who loves watching live matches at the International Lawn Tennis Centre in Eastbourne. Knowing that one of the home's residents, Jean Lavery, also loves tennis and never misses an opportunity to watch it on the television, Jane invited her to watch a live match together.

As Sara Goodwin, General Manager, drove Jean to her rendezvous with Jane in Eastbourne, each place they passed through prompted Jean

to reminisce about the fun she had enjoyed in her youth, swimming and playing tennis.

'It was such a special day and so unexpected,' said Jean. 'I am so grateful to Jane for giving me the chance to watch my favourite sport live again.'



BIRTHDAY DREAMS COME TRUE

Rokewood Court resident, Norman Harris, enjoyed an extra special 77th birthday celebration when 40 bikers, with motorbikes, visited him at the care home as a birthday treat.

'Norman has a huge passion for motorbikes and has been a biker since the age of 17,' said Roy Booth, Home Admissions Advisor. 'His birthday wish was to be visited by bikers – and we went out of our way to make it come true!

'We invited over 40 members of the Biker Heads Group to bring

their bikes to our car park and it was lovely to see how excited Norman was when he saw them. He has now been made an honorary member and even has the club decal on his walking frame!'

Welcome noise

Norman said, 'It made my day! I can't believe so many bikes were here. They were a bit different from my old BSAs and Nortons, but it made me tingle to hear that noise again. I have missed that so much!'



NORMAN'S BIRTHDAY SURPRISE

A WELL-WISHER FOR Eunice

The Sutton Park Grange team has started to make wishes on their residents' wishing tree come true.



Eunice Heath was thrilled to receive a video message from the Irish singer and television presenter, Daniel O'Donnell; she has been a fan of his for years. 'It was lovely to see her reaction to this special surprise and brought a tear to everyone's eyes,' said Jayne Dale, Activities Co-ordinator.

Food for thought

A few days before Freddy Hodges' 90th birthday, the Rivermede Court team took him to a local Italian delicatessen to enjoy genuine Italian cooking washed down with a cold Italian beer and conversation in his native language. Freddy and the owner enjoyed discussing Italian food so much that they carried on talking long past closing time.



Mechele goes the extra miles

Ever since Mechele Midwinter joined Earlsfield Court as a Care Assistant almost two years ago, she has volunteered on her days off to escort residents to special celebrations. When one couple celebrated their wedding anniversary at the Grand Hotel in Eastbourne, she volunteered to take them in a taxi and assist the wife who was in poor health.

Mechele recently asked to be included on the home's car insurance so she could take residents out on her days off. 'I love organising trips for our residents,' she said. 'Seeing the smiles on their faces when we go out together fills my heart.' Mechele is now busy organising outings to National Trust venues, the seaside, gardens, parks and anywhere else the residents wish to go.



APPRECIATING *carers*

To mark National Carer's Week, the Lakeview Grange team were keen to recognise the devotion of home carers whose loved ones have enjoyed respite stays with them.

'We decided to send the carers greeting cards to thank them and let them know we are thinking of them and all they have to do', said Mary Oliver, Activities Co-ordinator. 'This was important to us as some of our team members are or have been carers for their loved ones. We were very pleased to learn how much our cards were appreciated.'

What a team!

Meanwhile, at Mornington Court the home's General Manager, Gemma Ridout-Bowden, showed her appreciation of her hard-working team by offering them pamper treatments of either a manicure or a massage in the home's beauty salon. 'I would like to thank all of our team members for their continuous hard work and thoughtful, caring natures,' said Gemma. 'Our residents are always saying what a wonderful team you are and I think so too!'

Memorial run

Hedvika Pavluchova, Rectory Court's Activities Co-ordinator, joined the Race For Life 10K run to raise money for Cancer Research UK. She has supported this cause for three years in a row in memory of her late mother, raising £1,000 for the charity. Bravo, Hedvika!



SAYING
'THANK
YOU'



OUT OF THIN AIR

Residents at Mornington Court were always asking Care Assistant Merin Paul whether she was expecting a boy or a girl. She decided to make an occasion of finding out what sex her baby would be so everyone could be a part of their special day.

Lisa Walsh, Activities Co-ordinator, decorated the lounge and organised some surprises. Merin's husband, Basil Mathai, brought along a balloon with coloured confetti hidden inside it which

would confirm the sex of their baby, he also brought thank you gifts for everyone.

The residents and team members gathered in the lounge, along with Merin's family and friends. Everyone wore either 'It's a boy' or 'It's a girl' stickers and voted for which one they thought the baby would be. 'The vote was in favour of Merin having a baby boy,' said Lisa, 'but when Merin popped the balloon, a huge cheer and applause greeted the spray of pink confetti which confirmed she's having a girl! A big thank you to Merin for sharing this special announcement with her Mornington Court family.'



FAMILY *affairs*

A few days before Head Chef Martin Gurney's wedding, the Earlsfield Court team and residents held a surprise stag party for him. They decorated the café area with brightly coloured balloons and 'Congratulations!' banners. Tea, delicious cakes and party games helped the occasion to go with a swing. The highlight was a very special surprise guest – the bride,



Siobhan! 'We all wanted to wish the very best to the happy couple before their wedding day,' said Sara Goodwin, General Manager.

Brand new baby

Ioana Ebrahim, Senior Care Assistant at Earlsfield Court, is looking forward to the birth of her new baby boy. Residents and team members threw a gorgeous party to wish them both health and happiness. The residents, with support from the home's volunteers, crocheted a beautiful red, white and blue baby blanket as a gift.



United in the city

The Rectory Court and Leah Lodge teams recently united for a team-building event at Zerodegrees, a popular local bar and restaurant in London's Blackheath. 'It was great to spend time socialising with team members from our sister home,' said Hedvika Pavluchova, Activities Co-ordinator.





Inspiring *art* installation

FORGET
ME NOT

Residents at Rivermede Court, all at different stages of their dementia journey, have created an inspiring and insightful art installation to raise awareness of living with dementia.

They decorated a fence leading to the garden with over 40 hand-painted, different-sized butterflies and set this against a background of a forget-me-not blue sky to remember those who are no longer with us. At the bottom of the fence are a row of forget-me-nots; these flowers are widely associated with dementia and represent remembrance. The Rivermede Court residents decided to include a gap in the row of forget-me-nots to symbolise the memories lost by dementia.

Candice O'Neill, General Manager, said, 'Hanka Vlhova, our Activities Co-Ordinator, and Sharna Watkins, Care Assistant, led this project but all the creative ideas came from our wonderful residents who thoroughly enjoyed taking part.

'The artwork is stunning. Our residents used butterflies to symbolise three things: the rare



butterfly moments that don't last long but stay with you forever, the different shapes and sizes of butterflies that symbolise the different stages of dementia, and the movement of butterflies which show the ups and downs along the journey of living with dementia.

'Our residents took their artwork one step further by photographing it with shadows of people along the fence. This represents the loved ones in our minds. It is very powerful and we are all so proud of the residents who created it to raise awareness of dementia and its impact.'

Memories are made of this

Hedvika Pavluchova, Activities Co-ordinator at Rectory Court, has been running a reminiscence art project for residents over the last 18 months. The project combined thematic group sessions led by practitioners from Age Exchange with one-to-one sessions. During these sessions, residents shared

their stories, compiled memories and collected them together in a book along with family and archive photos. They published their book in June and held an event to launch it. 'It is a wonderful book of reminiscences,' said Hedvika, 'and I am so proud of our residents for creating it.'





HAPPY ANNIVERSARIES

Mornington Court celebrated its second birthday in May. Residents, their families and team members enjoyed delicious food, live entertainment and a close-up magician. 'It was a lovely day and we were all so happy to celebrate with our Mornington Court family,' said Gemma Ridout-Bowden, General Manager.

Parkfield Grange also celebrated its second birthday with a sumptuous afternoon tea party, live entertainment, lots of dancing and some bubbly.

Meanwhile, the Heathland House team were thrilled to celebrate their home having been open for six months.

GETTING TO KNOW YOU

It is never too late to make new friends and enjoy the benefits for health and happiness that it brings.

During Dementia Action Week, residents from Parkfield Grange and The Gables visited Eastcote Park to enjoy afternoon tea from a vintage bus together.

The Parkfield Grange team encourages residents to form new friendships. Three residents who bonded over their love of Chinese food now go out regularly for a Chinese meal together every month.



Captain Lou steers without fear



Lou Shacklady, Care Assistant, took time out from her usual role to accompany Netley Court's residents on a boat trip in organised by the Queen Elizabeth Activity Centre.

She even had a go at steering the boat. 'It was very exciting and everyone really enjoyed the experience,' said Lou.





Celebrating Cultures

Cinnamon teams gave another wonderful response to the Celebrating Cultures initiative this year with homes embracing different cultures in highly creative ways.

'It was lovely to see our team members and residents enjoying the celebrations together,' said Geoff Pride, Activities Support Consultant. 'A huge thank you to everyone who took part.'

There were five prizes of £250 each for the homes that most embraced the initiative through a mixture of activities, hospitality, food, education and social media.

The winners

The Gables and **Parkfield Grange** both chose Pakistan to honour the heritage of two team members. Residents, their loved ones and team members from both homes gathered in one of the gardens at Parkfield Grange to sample samosas and onion bhajis. They watched some Bhangra dancing and some residents even joined in.

The Gables also celebrated Wales to honour a Welsh couple who reside at the home. Residents tried their hand at decorating Welsh Lovespoons, a token of affection dating back to the 17th century. Gentlemen would carve and decorate the spoons as a gift for their beloved.

Parkfield Grange is situated near the heart of the Black Country, where the television programme *Peaky Blinders* is set and partly filmed, so this was their second choice of culture. Residents sampled authentic black country dishes and music. The climax of the week was a *Peaky Blinders*-themed party.

Heathland House chose the cultures of Romania and Bulgaria. Oana Edmonds, Administrator, and her colleague Eugenia (Tabi) Hodsdon, Head of Housekeeping, brought in a selection of traditional Romanian food as well as examples of handmade, vintage, traditional clothing.





On Bulgaria Day, Head Chef Galya Radulova provided an amazing traditional feast. Her children and their school friends from the Southampton Bulgarian School gave a display of traditional Bulgarian music and dancing.

Mornington Court also chose Romania. Alina Ciuta, Head of Housekeeping, gave a talk on her home country, clarified some misconceptions about Transylvania and brought in some Romanian food and wine to share. Teaching residents Bollywood dancing was the highlight of their India Day. Latin dancing is next on their list!

Rectory Court struck a different note with its celebrations of American and Caribbean culture. They converted their dining room into an American rock 'n' roll diner and offered an American breakfast of crispy bacon, waffles and pancakes. Later that day, they danced along to an Elvis impersonator, and enjoyed American snacks and drinks while doing quiz about the United States.

Their celebration of Caribbean culture included a special lunch made by the home's Jamaican Second Chef, Creston McKenzie, followed by an outdoor calypso show.

Highly commended

Earlsfield Court and Wellington Vale were both highly commended. **Earlsfield Court** celebrated Portuguese culture with traditional food, drinks and a singer who performed traditional Fado music as well as popular songs. They also learned about Portuguese history and exhibited traditional clothing, crochet and artefacts.

Wellington Vale's celebration of Portugal and Madeira included a replica of the famous Santana traditional houses created by a resident as a craft project, a photo slide display, a coffee morning included traditional cocktails, Madeira Cake, biscuits, custard tarts and flavoured liqueurs, as well as a display of cloths, ornaments, dolls and fabrics.



Congratulations to them all!



Surgical support

FUNDRAISER
FRIENDS

Hartwood House has been actively supporting a fundraising campaign for their local doctor's surgery. The Friends of Lyndhurst Surgery (FOLS), a volunteer group set up to raise vital funds to purchase medical equipment for the surgery, is hoping to raise £4,000.

Since 1994, FOLS has raised over £130,000 through donations, concerts and local collections, with all the funds going towards purchasing new equipment, spare parts and servicing existing equipment. All donations, however large or small, make a huge difference and are greatly appreciated.

Better care

Ellie Peters, Home Admissions Advisor at the home who is also a FOLS committee member said, 'At Hartwood House, we are very proud to get involved with local initiatives. Lyndhurst Surgery is such an important resource in our community, and the



David Wilson, Chair of FOLS (centre) with GM Moira Baxter (on his left) and Ellie Peters (far right).

better equipped it is, the better care the patients at the surgery receive. Doctors and nurses at Lyndhurst Surgery provide amazing care for our residents and Hartwood House is delighted to be playing its part in supporting them.

'We hope that people in Lyndhurst will support the latest FOLS campaign, helping us to help the

local surgery for the benefit of everyone in the community. Please look out for our collection boxes in local shops, restaurants and pubs, or go online to donate at justgiving.com/friendsoflyndhurstsurgery.'

For more information about FOLS, please visit www.lyndhurstsurgery.org.uk/friends-of-lyndhurst-surgery.

OLD EQUIPMENT GIVES NEW LIFE

The Rokewood Court team have been doing what they can to assist people in Ukraine suffering from the war. Aderio Rocha, Operations Manager, contacted the Ukraine Mission, which aims to support rebuilding of hospitals and their services in areas that have been shelled.

The Ukraine Mission had issued an appeal for equipment and consumables, such as unwanted

crutches, wheelchairs, hospital beds, trolleys, monitors and medical consumables. Bob Singfield, Maintenance Manager, offered the Mission some items that cannot be reused in the UK.

Those items went to good use. The lady pictured right lives in a village outside Kharkiv in eastern Ukraine. Thanks to Rokewood Court's donation of a wheelchair, she is now able to leave her apartment with some assistance.



Gardeners' *delight*

SUCH A
SPECIAL DAY

Residents at Rivermede Court in Egham had a day out to remember at The Royal Windsor Flower Show in June. Not only did they win second prize for their ornamental grass and another second prize for their lettuces, but they also met gardening celebrity, Alan Titchmarsh.

Hanka Vlhova, Activities Co-Ordinator, said, 'What an amazing day out we all had! We were invited to watch Sophie Wessex, the Duchess of Edinburgh, cutting the royal ribbon to declare the event open. We entered six competition categories and were thrilled to win prizes in two of them. Our residents were treated like royalty and were lucky enough to spend time with Alan Titchmarsh. It certainly was a day to remember!'

Fantastic opportunity

Rivermede Court resident, Pat Woodison, age 87, said, 'I am a keen gardener and have always enjoyed watching Alan Titchmarsh on television. To meet him at The Royal Windsor Flower Show and have the opportunity to chat to him about our garden at Rivermede Court was fantastic!'



OPENING TIME

Harry Sharrard, Rectory Court's Maintenance Manager, has transformed the home's Covid-19 visiting hub into a sociable garden pub for residents and their visitors to enjoy a drink together. Actor and singer John Partridge cut the ribbon and declared The Garden Retreat open. The Catering team served delicious canapés and helped to make the grand opening a sparkling success.



LORD LIEUTENANT *visits* SUNNYBANK HOUSE

SALUTING
VETERANS'
SERVICE

Sunnybank House marked Armed Forces Day and the end of their Coronation celebrations with a special garden party for residents, staff and some family members. His Majesty's Lord Lieutenant of Hampshire was the guest of honour.

The Lord Lieutenant's visit began with a gathering of 10 residents who have served their country, either in the Army, RAF, Royal Navy or – as in the case of one resident – as a Bevin Boy, conscripted to work in the coal mines to help boost coal production after the second World War.

Representing the King

The Lord Lieutenant was escorted through the Garden Lounge to meet other residents, before being welcomed into the decorated garden where he listened to an outstanding performance by the Wyvern School Band. He then gave a short talk on his role as the official representative for His Majesty the King in Hampshire, which the residents thoroughly enjoyed.

At the end of the afternoon the Lord Lieutenant cut a celebration cake, assisted by two of the home's World War II veterans, Bryan Wardell, age 101, and Willetta Woodley, age 100, who both served in the Royal Air Force. He then presented certificates to the residents, including 15 who have lived through the reigns of five monarchs.

A perfect day

Bryan Wardell said, 'It was really nice to meet the King's representative in person and also to listen to the young people in the band. It will be one of my long-term memories.'



Kay Mitchell, General Manager, added, 'It was a perfect way to salute our residents who served in the Armed Forces when they were younger and to mark the end of the celebrations for the King's coronation. When the band performed the national anthem at the end of our garden party, our residents sang it wholeheartedly, bringing this very special and memorable afternoon to a close.'

'We were honoured that the Lord Lieutenant of Hampshire visited us and delighted we could convey to him that living in residential care can be fun. Our Activities team works hard to ensure there are plenty of stimulating activities every day of the week.'

WHAT A *swell* PARTY THAT WAS!

Helen Cox, Home Admissions Advisor at Wellington Vale, was thrilled to accompany her husband to Buckingham Palace during the week leading up to the Coronation of King Charles III.

'My husband is the Warrant Officer at HMS Collingwood's Victory Squadron (Phase 2 training) and was invited because of the work he does with young adults,' explained Helen. 'He is responsible for the welfare of all the trainees, as many as 600 on occasion. I was his plus one for the King's first official garden party!

'We were lucky enough to be presented to Prince Edward, the Duke of Edinburgh, for a chat on the lawn to explain why Tim was chosen to be there. It was amazing to be part of such a special occasion.'



PALACE
PARTY
GUESTS

ROKEWOOD'S MR UNIVERSE



Roy Booth, Home Admissions Advisor at Rokewood Court, thought his secret was safe. However, when his colleagues discovered he had been a bodybuilder in his youth, they immediately roped him in to entering a bodybuilding competition. It was all in aid of charity, of course, and despite his initial reluctance, Roy raised £365 for Dementia UK – not bad for a 55-year-old!

Plans are afoot to follow this success up by entering reluctant Roy into the Mr Universe Competition next year to raise more funds for this worthy cause. *Well done, Roy!*



VIRTUAL LADIES' DAY



Eastcote Park residents joined in the fun on Ascot Ladies' Day in June. They enjoyed a special lunch followed by cake, champagne and a bet on the Gold Cup. 'We had a fantastic day', said Michelle Bywater, Associate General Manager. 'Next year we may get to the real event.'



Food, glorious food

Nicky Hazell, Home Admissions Advisor at Rivermede Court, is leading a new initiative to support the local community and help families beat the cost-of-living crisis. The home is offering free packed lunches for infant and junior school children during the summer holidays. They will also be providing weekly bags of food to families who are struggling with the additional costs of feeding their children during the school holidays.

This initiative, launched to ensure that children who are normally provided with free school meals receive nutritious food during the holidays, will run from 24th July to 1st September.

Significant impact

'It has a significant impact on children's ability to concentrate when they return to school after the summer holidays if they haven't eaten sufficiently healthy food – or even enough food – during their six weeks off school,' explained Nicky. 'For parents, the cost of providing additional food during the holidays can be a huge financial strain. We know that times are tough for so many people and we want to do what we can to help. We have always been proud to play an active role in our local community.'

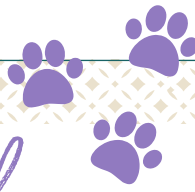
Parents can pre-order a packed lunch from Rivermede Court by contacting the care home the day before the lunch is required. Rivermede Court is also encouraging families to get in touch to request food bags or to nominate families who they think may benefit from having all the basic food items provided, free of charge.



Cartoon cavalcade

Parkfield Grange team members celebrated Disney Day by dressing up as cartoon characters to entertain their residents. 'We had a catwalk in the garden for a costume parade and lots of silly fun,' said Emily Hocking, Home Admissions Advisor.





In praise of *pooches*

A Celebration of Dogs Day held at Heathland House last month was both popular and well attended. It was not only an opportunity to praise pooches but also marked the launch of Dorset Dogs Foodbank, raising funds for this cause on the day.

Agility demonstration

Team members and residents welcomed their local community into the grounds of the newly opened care home to enjoy a variety of dog-related stalls, a fun dog show, and a dogs and owner photo kennel. The

highlight of the day was a dog agility demonstration by General Assistant Isabella Cox. Although still a sixth form student, Isabella is part of the GB Dog Agility team and a Crufts finalist.

Debbie Holmes, Home Admissions Advisor, said 'This inaugural Celebration of Dogs Day was not only a wonderful event enjoyed by our residents, staff and the wider community, it also raised funds for our furry friends. We hope to hold another such event next year.'



IT'S ALL GO AT THE GABLES

Heads of Departments at The Gables, Cinnamon's recently opened new home in Worcestershire, recently did their own style of community service.

They volunteered to pick up litter at Hagley music festival and handed out bottles of water so no one became dehydrated. Emily Hocking, Home

Admissions Advisor, has also set up a Smiles & Fun intergenerational group linked with The Gables local church group, Lifecentral Church in Hagley. As if that wasn't enough, judging by these pictures of the sweet treats created by The Gables' Catering team, other Cinnamon chefs have some serious competition!





BRIGHT IDEAS BRING SWEET RESULTS

TREAT TROLLEY
REVIVAL

Residents at Sutton Park Grange have finished upcycling their treat trolley which is now resplendent with bunting and flowers. Jayne Dale, Activities Co-ordinator put forward the idea for this new craft project. Residents held a brainstorming session to come up with an attractive design and then helped to sand down the old tea trolley ready for repainting and decorating.

'It certainly has changed appearance and our residents are very pleased with the results,' said Jayne. 'We use our pretty

treat trolley every day and it always brings smiles to their faces. It was put to very good use during our weekend of Coronation celebrations!'

Local links

The home has also been forging links with the local school, Highclare. 'Some of the pupils visited our residents during a Kindness Club activity session,' explained Jayne. 'They delivered a personalised coaster to each one and spent time chatting with them. We are very much looking forward to their next visit.'



Honouring the spirit within

The Sutton Park Grange team has established a Namaste care programme for residents living with dementia. Namaste is an Indian greeting meaning 'to honour the spirit within' and the care programme was created by Joyce Simard, founder and honorary chair of Namaste Care International.

It offers sensory stimulation and activities for residents who struggle to take part in conventional activities, creating a relaxing environment by reducing distractions and providing a protected space in the calm, peaceful Namaste room.

Activities are tailored to preferences and personalities. So far, they have included manicures, facials, luxury shaves, playlist for life, the Book Nook, movement to music, rejuvenating foot soaks and foot rubs, relaxation and visualisation. It is proving very popular and beneficial to residents.



CREATING A BUZZ

The Rivermede Court team made their presence felt at the Magna Carta Fair in Egham where they had their annual stall.

They chose bees as their theme this year and had fun dressing up and buzzing around to raise awareness of the importance of bees; they pollinate trees and flowers, which provide homes for other wildlife we depend upon. They raised over £500 for the British Heart Foundation (BHF) from the sale of residents' craftwork, bee-striped tops and pressed flower coasters.

As well as visits from Dr Ben Spencer MP and the Mayor of Runnymede,

Councillor Shannon Saise-Marshall, the children from the home's Little Muddy Boots intergenerational gardening club also came along to show their support.

'It was so nice to have the little children learning about bees and helping us to make a bee hotel by drilling holes in logs,' said Hanka Vlhova, Activities Co-ordinator. 'We had a lot of fun and are proud of how much we raised for the BHF; this was our best Magna Carta Fair yet!'

Fun in the sun

June Ware, one of Wellington Vale's residents, has been hiding in wait ready to attack staff with her water pistol. 'It helps team members to stay cool and everyone to have fun in the sun,' said Breda O'Doherty, Lead Activities Co-ordinator.



HAPPY TRAILS

The annual sponsored summer walk brought more fun and colour to Abbotswood Court recently.



This time it was to raise funds for the restoration, repair and preservation of nearby Romsey Abbey and its contents. Once again, team members rose to the challenge of helping all residents complete a designated course around the gardens, this time in aid of Romsey Abbey.

'Our garden was awash with colourful costumes and live music once again,' said Anya Sait, Home Admissions Advisor. 'The Vicar from the Abbey also completed the course dressed suitably – and bravely in the heat – as one of the Three Wise Men. The atmosphere was full of energy as the whole team embraced the event and gave our residents a most memorable afternoon.'

Summer COLLECTION

The Wellington Vale team had a special treat in store this summer for residents and members of the local community – a Viking Day. They enlisted Manaraefan, part of the dark-age re-enactment group The Vikings, to demonstrate what Viking life was like and hold displays of weapons, archery and crafts.

There was also a chance for children under 13 to take part in a 'kiddy vike' and, with their parents' permission, learn to be Viking fighter. These fearless mini warriors were given wooden weapons and shields along with basic instructions on attack and shield walls.

A delicious barbecue courtesy of the Catering team was another highlight of this original, exciting event.

Calmer waters

Calmer waters followed on World Ocean Day when residents enjoyed delicious blue biscuits from the Catering team and a variety of ocean-themed art, craft and sensory activities. They crafted an ocean



display from felt and also a travelling ocean by adding sand, shells, oil, water, blue dye and a fake fish into large plastic fishbowl glasses to simulate the ocean bed.

Cupcake Day

Alzheimer's Cupcake Day saw Wellington Vale team members holding a raffle to raise some dough for people affected by dementia. Mandie Wright, Activities Assistant,

won a giant sloth teddy and Senior Care Assistant Debbie Johnson won a giant cupcake made by Head Chef Samuel Sewell. They raised over £190 for the Alzheimer's Society.

Wellington Vale residents have also been enjoying combined coffee mornings with a local baby and toddler group as well as visits to a local donkey sanctuary.



RISING STARS



Three team members from Wellington Vale were delighted when they recently became finalists for The Stars of Social Care Awards which shine a light on brilliance in social care.

Samuel Sewell, Head Chef, was a worthy contender for the Care Home Nutrition Award. This award recognises a chef who is enthusiastic, committed towards ensuring good nutrition and hydration through well balanced and tasty meals, provides a person-centred approach and can demonstrate the value of mealtimes for a person's wellbeing.

Invaluable volunteers

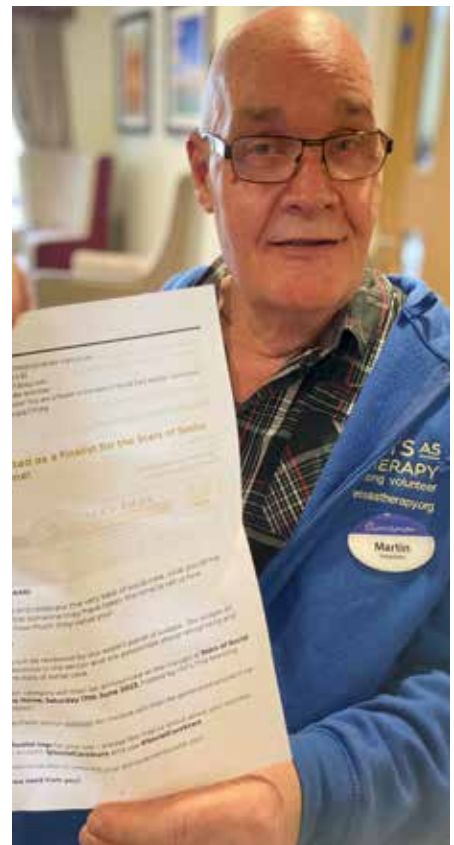
Two of the home's volunteers were also selected as finalists for

the Invaluable Volunteer Award which recognises an outstanding volunteer who makes a real difference to the lives of residents, team members and the local community.

Martin Clark and his dog, Duke, have provided pet therapy for over three years and have brought great joy to residents and team members alike. Poppy Mason joined the home for a Duke of Edinburgh Award, stayed on as a volunteer and enjoys singing for residents.

Nominations open

Congratulations to them all for being among this year's finalists. Although the Wellington trio did not carry off the trophies on this occasion, there is always next year. Nominations are now open for the 2024 awards and there are numerous categories, so why not visit the awards website at www.socialcare-stars.co.uk for more information.



WINNING WAYS

Congratulations to Helen Cox from Wellington Vale on receiving a Home Admissions Advisor of the Year Award at Cinnamon's annual HAA Awards held at Heathlands House recently. The awards were presented by Sarah Devlin, Head of Sales & Marketing, and Toby Speller, Regional Sales Manager.

NEW LOOK TO LEARNING

Three exciting new projects are set to make Cinnamon's learning and development offer more effective and more efficient.

- Updated induction programmes that are more robust and focussed.
- We have listened to concerns about the quality and quantity of eLearning and changed our provider to Grey Matter Learning.
- We have linked to a new apprenticeship provider called Impact Futures.

Cinnamon will pay for all specified mandatory training for team members. Time spent on any additional training a team member chooses to do for their personal development will not be paid for by Cinnamon.



Coming soon...

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

August

4	National Beer Day.
12	Football: Premier League season starts.
25	National Banana Split Day.
30-5 Sept	Cricket: T20 International Series, England v New Zealand.

September

5-11	Cake Week UK. Visit www.cakeweek.co.uk for some delicious recipes.
8-28 Oct	Rugby Union World Cup.
9	Last Night of the Proms.
14-17	Racing: St Leger Festival, Doncaster.
16-3 Oct	Oktoberfest – why not hold your own German beer festival?
21	World Alzheimer's Day.
23	Bacon Sandwich Day.
29	The World's Biggest Coffee Morning. Get your kit at www.coffee.macmillan.org.uk .
29-1 Oct	Golf: Ryder Cup, Rome.

October

1	You Make The Difference Award 2023 – closing date for nominations for the second quarter.
2-8	Revel in the nation's favourite dish during National Curry Week. See www.nationalcurryweek.co.uk .
5	Discover, enjoy and share poems on National Poetry Day.
8-19 Nov	Cricket: World Cup (India).
10	Grandparents' Day.
12-17	Tennis: Davis Cup.
30	Official British Summertime ends and clocks go back.
31	Hallowe'en.