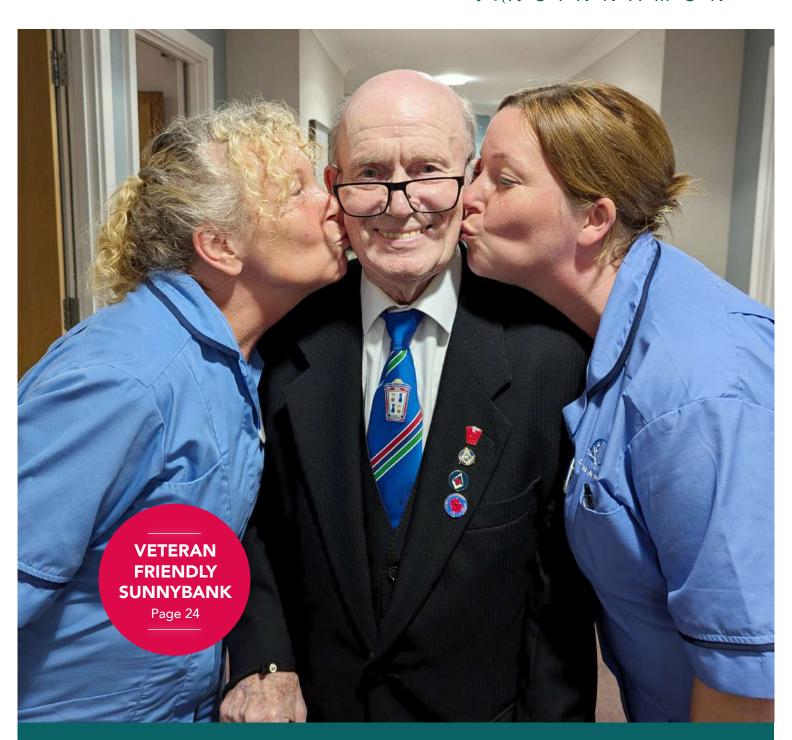
TO UCH with CINNAMON



Royal Service

Recruiting the best Page 03

Take Note

New musical Cinnamon initiative Pages 06-07

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Rivermede Court connects with Czech care home Page 31



CONGRATULATIONS

Belated birthday wishes to **Sue Hill**, General Manager of Leah Lodge and Rectory Court, who celebrated her 60th year on 24th October 2024.

Congratulations to Marta Ranowski on her recent promotion to Head of Housekeeping at Netley Court. With 12 years of experience in housekeeping, including nine years as a supervisor at the International Hilton Hotel in London, Marta brings expertise and leadership to her new role. Since joining Netley Court,

exceptional
dedication and
attention to
detail, ensuring
a welcoming and
high-standard
environment for
residents and
staff alike. Her



no doubt that she will continue to make a positive impact.

Congratulations also go to Samantha Corcoran whose outstanding commitment and support for Rivermede Court's residents and team earned her promotion from Senior Care Assistant to Team Leader.



MOVING IN



Karen Pain General Manager, Earlsfield Court

Since qualifying as a Registered Nurse in 1981, Karen has pursued a career in the Health & Social Care sector which has taken her from a ward sister in acute NHS care to a lecturer developing and teaching the degree in gerontology at the University of Brighton. In her later years with the

NHS, Karen worked as Deputy Chief Nurse in an Acute Hospital Trust and Professional Head of Nursing within an NHS Mental Health Trust. Thereafter she joined the independent sector and has been a Care Quality Commission (CQC) Registered Manager for the past 14 years.

Karen's focus at Cinnamon Care Collection is to ensure that Earlsfield Court is an inviting, safe and homely community where residents can achieve their full potential and live happy and fulfilling lives.



Yetty Agapegba *Village Manager, Eden Court*

Yetty has over 30 years' experience in the care industry and holds a BSc (Hons) in Chemistry & Dementia Care Mapping from Bradford University. She started out as a care assistant and progressed through various roles, ultimately managing a range of care homes. Yetty specialises in turnaround projects

and has successfully commissioned new luxury care homes. She has led teams to achieve 'Outstanding' ratings with the Care Quality Commission (CQC) and has been honoured with several awards, including Manager of the Year and Care Home Team of the Year.



Katie Cosgrove

Assistant Management Accountant, Support Office
Katie previously worked for Safer Pet Limited as an Assistant
Accountant and has eight years' experience in accounts and
customer service. Katie is currently studying towards her
AAT (Association of Accounting Technicians) qualifications,
completing her final exams for her Level 2 certificate

while simultaneously studying for Level 3.



Aya HarbAccounts Payable Team, Support Office

Aya previously worked at GFOB UK, a leader in the travel industry, for just over a year as an accounts assistant involved in sales and purchase transactions, tracking debtor balances, cashflow and other accounting duties. Aya is a part-qualified accountant studying

towards her ACCA (Association of Chartered Certified Accountants) qualification.



Ghaida Al-Jaboobi

Accounts Payable Team, Support Office

Ghaida joined Cinnamon with no previous experience in accounts. She previously worked as a dental technician but decided to change careers. Having taken some courses to explore various possible professions, she settled on accounting. Ghaida has completed her AAT Level 1

and 2 Bookkeeping certificates and is currently studying towards her AAT Level 3 qualification.

passionate ABOUT PEOPLE



ROYAL SERVIC

Cinnamon Care Collection is always seeking to recruit talented, hard-working people who are 'determined to make the difference' in the lives of our residents. Alex Pontus, Head of Housekeeping, is one such individual.

Before joining Cinnamon, Alex had the once-in-a-lifetime opportunity to serve as a live-in Deputy Head Housekeeper at Buckingham Palace. His role required an unparalleled level of responsibility and attention to detail. 'It was about much more than maintaining a pristine home,' said Alex. 'It demanded understanding the Royal Family's needs, always ensuring their comfort and satisfaction, anticipating

requests and providing a seamless, discreet and exceptional service.

Alex was responsible for maintaining priceless antiques, delicate linens and intricate upholstery, ensuring that the palace's heritage and historical treasures were preserved for future generations. During the summer, Alex accompanied Queen Elizabeth II to Balmoral Castle. 'This memorable experience allowed me to witness the more personal side of royal life while providing service in a different setting.'

His time at Buckingham Palace taught Alex invaluable lessons in professionalism, discretion and the importance of anticipating needs which have stood him in good stead at Eden Court, Cinnamon's flagship care village. 'I was attracted towards working with older people and the career opportunities offered

in a luxury senior care. The design and quality of Eden Court and its furnishings, coupled with the best equipment, enable my team to keep the home to the highest standards.

'I love my job and look forward to seeing my residents every day. They can expect me to treat them like royalty. Getting to know their different personalities, needs and wants enables me to offer a personalised service. My team and I respect the fact that this is their home. I also enjoy providing services to our apartment owners who I feel see me as a trusted team member.

'Like one of my colleagues, I have never worked in a care home before and I have never regretted the move. I know I couldn't ask for more!' If you know someone who you think meets Cinnamon's standards, why not try our Refer a Friend scheme and win a £500 bonus?





LIGHTS, CAMERA, ACTION

The 1st Cinnamon Film Festival received an enthusiastic reception in October at a glamorous blacktie Oscars champagne tea held at Emerson Grange, which was relayed via live stream to each home.

Special guests Carole Hunt, Director, and Sadie Barker, Head of HR & Training, announced the nominees and presented Oscar trophies to the winners.

Three team members at Emerson Grange came up with the idea: Support Services Manager Aadil Baig, Resident Services Advisor Aileen Nimmo and Lead Activities Co-ordinator Joe Stratford.

Each of the 12 homes taking part had to recreate one famous scene from a film of their choice and video it. Residents had to be involved in the choice and the video had to contain

an equal mix of residents and team members. The videos, not longer than five minutes each, were uploaded to Facebook where they gained a large and appreciative audience. Entrants also submitted a full list of cast and crew credits and a blooper video of hilarious outtakes for the judges to consider.



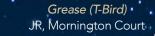
BEST ACTRESS IN A SUPPORTING ROLE (Team Member)

Sister Act (Sister Mary Patrick) Julie Hampton-Williams, Parkfield Grange

BEST ACTRESS IN A SUPPORTING ROLE (Resident)

The Wizard of Oz (Dorothy) Eira Fazakerley, Hartwood House

BEST ACTOR IN A SUPPORTING ROLE (Team Member)



BEST ACTOR IN A SUPPORTING ROLE (Resident)

The Wizard of Netley (The Wizard) John Wood, Netley Court

BEST COSTUMES

Oliver! Heathland House







Hartwood House





The Sound of Music (Maria)

Carin O'Sullivan,

Oakley Grange







Take Mote Putting music at the heart of care

At Cinnamon Care Collection, we have been aware for some time how much joy music and singing bring to our residents, particularly those living with dementia. Music creates a powerful platform for communication, enhances the atmosphere in our homes and increases team members' motivation and enjoyment.

So, when the opportunity arose to work with acclaimed academics from Roehampton University and become part of a research study into the benefits of music for older adults in care settings, we were keen to give our support. It seemed like a wonderful opportunity to broaden our knowledge, skills and explore the possibilities their research offered for enhancing Cinnamon's activities and dementia care.

Following meetings with Professor Adam Ockelford and Honorary Research Fellow Dr Fiona Costa, we agreed exclusively to sponsor their two-year study into the relationship between music and dementia. Entitled 'Take Note: Putting Music at the Heart of Care', their research covered areas such as the power of music to awaken old skills, enable the learning of new ones and rekindle memories.

Research visits

The study involved visits to five of our care homes in London, Hampshire and East Sussex: Eden Court, Rectory Court, Leah Lodge, Mornington Court and Earlsfield Court. A variety of sessions took place during those visits, from group singing with the wonderful Derek Paravicini and drum-based exercise classes to one-to-one sessions.

The visiting researchers also showed us some ground-breaking ways of carrying out meaningful and beneficial one-to-one sessions with our residents, particularly with those who are living with advanced dementia. Music can help people with dementia to engage in group activities, express their feelings and stories, and reduce

distress. It is a powerful tool to help people with dementia develop and maintain social relationships and improve their wellbeing.

Innovative resources

Now Professor Ockelford and Dr Costa have created an innovative website at www.takenote.org.uk and a unique, beautifully presented set of Take Note cards which feature 100 music-based ideas for carers to use with older people. These will give our Activities Co-ordinators a range of simple, creative ideas about how to include more music and singing into activities programmes, without the need for extensive preparation or training. The website features more than 50 videos which showcase how the musical activities can work.

The Take Note Launch Conference, held last October at Roehampton University, shared the results of the study and these new resources with a wider audience. They can be used by music practitioners and therapists in their day-to-day





"Music can help people with dementia to engage in group activities, express their feelings and stories, and reduce distress."

activities for patients in hospitals or day care centres, as well as for home and personal use by people looking for ways to use music to enrich the lives of family members who have dementia. The cards are available to purchase through Amazon, Routledge, Waterstones, AbeBooks and other major booksellers and retailers.

We are very excited to see the rollout of the Take Note resources, and how these can help the elderly and those living with dementia. Since this is NAPA Year of Musical Expression 2025, we will be rolling out the Take Note initiative across Cinnamon homes from March. This will include the purchase of the 100 Music-Based Ideas Box Set for every home. Watch this space!

Geoff Pride

Engagement & Activities Manager







Chef challenge 2024

Although the Cinnamon Awards will now be held in the summer to make the most of the longer days and the beautiful grounds at Great Fosters, as well as ensuring easier travel for team members, we could not let the year go by without holding a competition for our chefs.

Once again, we returned to Rational UK's prestigious kitchens for this exciting culinary showdown so chefs could make the most of the superb cooking equipment available. Entrants for the Cinnamon Chef Challenge 2024 formed teams of two. Each team was given a basket and invited to choose ingredients for a Christmas starter, main course and dessert that demonstrated technical skill and innovative flair. Josh Bickersteth, Kitchen Assistant from The Gables, gave the competing chefs his stalwart support.

The panel of judges which included Samuel Sewell, Wellington Vale's Head Chef and winner of the Cinnamon Chef of the Year Award 2023. commented on the outstanding team spirit and how well the chefs worked in pairs to support each other.

Fran Sales, Second Chef at The Gables (above), and Charmaine Taylor, Head Chef at Rectory Court (below),

combined their expertise to carry off the trophy with their impressive menu.

Fran designed the starter and main course of celeriac soup, roasted loin of cod with Hasselback potatoes and a velvety garlic velouté sauce while Charmaine conjured up an exceptional jam roly poly for dessert. Their success highlights not only their exceptional talent but also the power of collaboration. Both chefs were thrilled by this recognition of their hard work, creativity and passion for food.

The next chef challenge will take

Rob Burcher



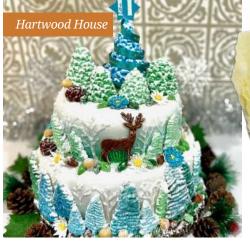


RECIPE FOR CHRISTMAS CAKE

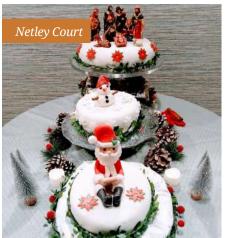
for 100 pieces

Ingredients









Christmas CAKE **CHALLENGE**

For the third year running, Cinnamon teams and residents rose to the challenge and delivered Christmas cakes of such a high standard that Judges Rob Burcher, Head of Support Services, and Richard Pearshouse, Cinnamon's Executive Chef, faced a difficult job choosing two winners. They decided to award additional prizes to a highly commended runner-up in each category.

In the Home category, Oakley Grange were the worthy winners with a Sri Lankan recipe from Rukmi Silva, Associate General Manager. 'Kitchen Assistant Thianngam Bedford had the fantastic idea of creating a gingerbread house filled with precut, wrapped pieces of Christmas

cake, which meant it could be used throughout the Christmas holiday,' explained Richard. 'The attention to detail was superb.'

Hartwood House was highly commended for Roxanne Pring's classic three-tier design using royal icing to create an intricate forest scene in homage to the home's New Forest location.

Netley Court residents baked not one but three winning cakes showing different aspects of Christmas. The top cake was a nativity scene, representing the beginning of the Christmas celebrations. A cake depicting a winter scene came next followed by a Santa Claus cake

representing a modern Christmas. Residents used a traditional family recipe, helped to make the cakes and fed them with rum before assisting to decorate them.

GINGERBREAD RECIPE

> Ingredients 350g plain flour 1 tsp ground ginger 1 tsp cinnamon 1 tsp baking powder

175g brown sugar 125g butter 1 egg 80g golden syrup

The Sutton Park Grange residents' Christmas wreath cake was highly commended. The wreath symbolises strength, everlasting life and the spiritual light of Christmas. It has also come to symbolise Christmas at home for residents who have fond memories of putting up wreaths in their own homes. They chose a sponge cake base since it is a firm favourite that could be enjoyed by everyone.

Once again, residents were involved in the idea behind the cake, mixing the ingredients and the decorating process.

Strictly Cinnamon

Once again, team members, residents and communities treated us to array of wonderful dances throughout November. So much so that the judges decided to alter the categories slightly to embrace and celebrate everyone's amazing efforts and share the £1,000 prize money accordingly.

THE WINNERS

OUTSTANDING CONTRIBUTION THROUGHOUT THE MONTH

> Eastcote Park **£200**

THE BEST DANCE CELEBRATING A DIFFERENT CULTURE

South African
Care Assistants
Hartwood House
£200

THE BEST DANCE INVOLVING THE COMMUNITY

Emerson Grange Christmas Fair Dance **£200**

THE MOST HILARIOUS DANCE

The Gables' Wild West Line Dancing Session & Parkfield Grange

Parktield Grange Chicken Dance **£100 each**

A special mention goes to:

Sharon Drake, Heathland House Administrator, for winning the external Pavilion Dance South West Business Come Dancing Award with her dance partner Lawrence.

Emerson Grange (again) for their masterful, scary, funny and amazing 'Thriller' video.

Thank you to all who entered.
It was great to how much fun
everyone had and their genuine
joy of dancing.

MOST MOVING & EMOTIONAL DANCE

Joe Stratford, Lead Activities Co-ordinator, Emerson Grange **£200**



DULUX day

Maintenance managers from across the Cinnamon Care Collection group attending a one-day Painting Academy hosted by Dulux recently. The team spent time enhancing their knowledge of paints and the painting process, as well as networking. The day finished with a hands-on painting session.

Huge thanks to Dulux for their superb hospitality and hosting the event. George Piu, Group Property Services Manager, will be arranging further workshops for 2025.





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 first quarter of this year are...



Marcia Atwood Activities Co-ordinator, Abbotswood Court

Supportive and kind, Marcia comes up with engaging activities for residents of all abilities and is always willing to help. Her colleagues say

she's amazing and they're very lucky to have her on their team.



Sarah Campbell-Park Administrative Assistant, Eastcote Park

Reliable and conscientious, Sarah gives everyone a warm, friendly welcome and makes time for them, no matter how demanding her day is. Residents, relatives

and visitors know that Sarah will always make an extra effort to help them.



Lisa LeeActivities Co-ordinator,
Earlsfield Court

Lisa is passionate, dedicated to her role and fully focused on residents' best interests. She goes out of her way to help, engages well with the

community and is a huge support to residents and teammates.



Durga Shrestha Nurse, Eden Court

Durga is so helpful; nothing is ever too much trouble for her. She supports the senior team with assessments, even at short notice. A good team player, Durga cares deeply

about residents' care and there is never any tension when she is on duty.



Emma Payne Host, Emerson Grange

Emma consistently goes beyond the confines of her role, showing unwavering dedication and compassion towards residents. Her hard work,

kindness and attention to detail make a significant difference to their dining experience.



Connie Hibbert Administrative Assistant, The Gables

Residents, relatives and team members nominated Connie for being extremely helpful, especially with activities. She really does go above

and beyond to support The Gables' residents and families.



Abigail Bullen Care Assistant. Hartwood House

Abbie is always cheerful, helpful and cares deeply for the residents and her teammates. Helpful and obliging, she achieves high standards in her

work and ensures her colleagues follow her example. Residents constantly compliment her and miss her on her nights off.



Marija De Jesus Senior Care Assistant, Heathland House

Marija is highly supportive of her team and leads by example. She always exceeds residents' expectations. Her colleagues say she is

selfless, caring, compassionate and driven. Marija is an inspiration.



Cheryl Taylour Administrative Assistant, Lakeview Grange

Helpful, supportive and a problem-solver, Cheryl has made a significant difference to the administration team since joining Lakeview Grange. She is endlessly obliging and always ready to greet

everyone with a warm and friendly smile.



Maria Tirziu Care Assistant,

Leah Lodge

Team members say Maria is always ready to help with a smile and a kind word. Residents love her calm nature and her 'can do' attitude. Families say she always has time to put them at ease and shows great

kindness to their loved ones.



Ebere Nwajuaku Care Assistant, Mornington Court

Ebere shows empathy and dedication to residents and her team. Flexible and supportive, she works extremely hard. Nothing is too much trouble for her and she always wears a smile.



Misheck Silavwe

Kitchen Assistant, **Netley Court**

With his ready smile, popular Mischek is accommodating and always willing to go out of his way to help others. Residents are always his priority.



Cynthia Aloysius Care Assistant, Oakley Grange

Cynthia's dedication to residents is truly inspiring. She consistently goes above and beyond her duties to deliver the highest standards of care. An excellent team player, she greets

everyone with a beautiful smile.



Rhiannon Sharples

Care Assistant, Outram Fields

Quiet, unassuming Rhiannon has the kindest soul and nothing is ever too much trouble for her. She is always willing to assist others, giving

up her free time to help run activities or escort residents on days out.



Elizabeth **Bray-Poole**

Care Assistant, Parkfield Grange

Bubbly Elizabeth goes out of her way to ensure residents and staff are happy when she is working. She gets

involved in activities too, and brought her church bell-ringing group to the home before Christmas for a performance.



Carla Goncalves

Care Assistant, Rectory Court

Fellow team members say Carla is a joy to work with and always has a smile for everyone. Residents love her calm, positive approach

and her ability to make them feel at ease.



Zakir Hossain

Trainee Chef. Rivermede Court

Zakir has worked exceptionally hard to develop his cooking skills and shown a strong commitment to ensuring the kitchen runs smoothly.

When the Head Chef and Second Chef were absent, his support made a real difference to his team.



Rubaha Nazir

Care Assistant, **Rokewood Court**

Since she joined Rokewood Court last November, Rubaha has made a great difference to residents' and colleagues' lives. She is a joy to work with and a great addition to the home.



Gill Smith

Care Assistant, Sunnybank House

Gill has created an amazing relationship with the residents she supports who say she is 'happy, enthusiastic, amazing and beyond kind'. She is a shining light at Sunnybank House.



Shahidur Rahman

Care Assistant. Sutton Park Grange

Patient, gentle and kind, Shahidur works hard to accommodate residents' needs. He showed professionalism and compassion in a distressing emergency, remaining calm

and following instructions precisely.



Alice Muchinjiko

Care Assistant, Watermeadow Grange

Residents nominated Alice for a lovely smile and willingness to help them. They say they can relax when she is on duty, knowing that they and their guests will receive help promptly if needed.



Jake Griffiths

Kitchen Assistant. Wellington Vale

Jake's commitment to his team is second to none. He recently worked 14 days in a row to support his colleagues in the kitchen and will do all he can to help a resident or relative. He is a joy to work with.



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CHRISTMAS AT CINNAMON

Cinnamon team members and residents ate, drank and made merry, celebrating Christmas with carols and choirs, nativity plays and parties, Christmas jumpers and fairs,

Santa and his elves, and a whole lot of fun.













THE OTHER WAY round

The Mornington Court team is always looking for ways to support local charities, so they were thrilled to contribute to the New Forest Basics food bank's reverse advent calendar.

Traditionally, advent calendars count down the days towards
Christmas and many contain a daily gift or chocolate. The reverse advent calendar turns this on its head; instead of receiving a gift, those taking part donate an item each day.

The food bank's chairman, Oliver
Stanley, was delighted to receive the donations from Mornington Court's
Care Co-ordinator, Sibi Vengattil.
'Our volunteers packed and delivered a massive 160 parcels, beating our previous 2022 record,' he said.

Mornington Court also held a Christmas lunch for their local district nurses prepared by Head Chef Jean Raymond to thank them for their support for residents.



FILLED WITH pride

Mary Oliver, Activities Co-ordinator at Lakeview Grange, and her team filled with pride as they watched donations for the home's food bank tables pile up.

The idea started as part of their Harvest Festival celebrations and grew to become a mountain of Christmas donations. Mark Wells, Maintenance Manager, delivered the first donations to the Chichester Food Bank depot with help from residents Doreen Ellis, and Don and Eileen Stoner.

Their Christmas collection was delivered by elves Mary Oliver, volunteer Clive Lucas and resident Angela Brown. It included plenty of children's toys and games. 'Huge thanks to everyone who contributed, whatever the amount, and special thanks to our generous night care team who donated a terrific trolley load! We now have a permanent collection basket in our reception area for ongoing donations,' said Mary.

Wreathed in smiles

Adam Carless, Gardener at
Eastcote Park, shared his
knowledge and expertise with
residents and visitors from
nearby St Swithin's Church in
two Christmas wreath-making
workshops held in the Eastcote
Park Club Lounge. The home's
award-winning catering team
provided mulled wine and mince
pies, which bought warmth and
festive cheer to the occasion.



FESTIVE FIXTURE

Abbotswood Court hosted its popular Santa's Snowy Grotto for the fourth year in succession, with bookings requested from October onwards. They welcomed over 130 children and their families from the local community and raised more than £400 for the local food bank. 'This event has become a fixture in Romsey's festive calendar,' said Annya Sait, Home Admissions Advisor.

Eastcote Park had a new addition to its Christmas décor this year; a

Christmas grotto designed by Senior General Manager Mark Shockledge complete with snow, trees, presents and a glitter ball, all brought to life by Greg Collis, Maintenance Manager. It became such a talking point that the grotto could be the only location for their Christmas Jumper Day team photo (below).



Netley Court brought the magic of Christmas to life with

> a spectacular Santa's Grotto created by Sarah Gillett, Home Admissions Advisor, and Martin West, Maintenance Assistant. Together they transformed the home's garden room into a winter wonderland, complete with Santa and Mrs Claus, played by Phil Jordan and Christine Perkins from the activities team.

Guests enjoyed a free visit with Santa during which each child received a special Christmas gift – but the magic didn't stop there! Children played in the 'snow' from a snow machine and enjoyed festive refreshments. 'The grotto was our way of spreading joy, building community connections and celebrating the spirit of giving,' said Nicola Hooton, Activities Co-ordinator. 'We're already working on how to make next year's event even more magical!'

MAGICAL

EVENT







Everything was ready for the first Christmas Fair at Sutton Park Grange and team members had just finished making a beautiful grotto for visiting children when disaster struck... Santa called in sick!

Fortunately, Activities Co-ordinator Ben Stevenson stepped into the breach. He soon got padded, suited and booted, quickly learned all nine names of Santa's reindeer and was in the grotto ready to greet the young visitors with a cheery 'Ho, ho, ho'. It was the perfect afternoon to get everyone in the Christmas mood and the mulled wine tasted even better with the storm howling outside.





Fair success

Outram Fields' first Christmas Fair was a fantastic success, spreading Christmas spirit and raising a magnificent £270 for their chosen charity, Transport 17, which provides transportation for older and vulnerable individuals in southwest Sheffield.

Children's gift of joy

Outram Fields celebrated advent with a series of festive intergenerational events.

Proud parents joined beaming residents to watch local toddlers perform their nativity play. Later, children from the local primary school visited to perform a collection of Christmas songs. Residents joined in their lively, foot-tapping renditions which sparked many smiles. Lastly, some local secondary school students from Year 9 created handmade origami decorations for the home.

'December showed the magic of connection across generations,' said Claire Barker, Activities Co-ordinator, 'bringing our local community closer and filling our home with joy and laughter.'



SILENT disco NIGHT



Head Housekeeper Dawn Bradnick rallied her team to transform the cinema at Sutton Park Grange into a 1980s party paradise for their Christmas celebrations.

Chef Sam Smallwood served up an excellent 1980s-themed buffet. A performance of 'Do They Know It's Christmas' with residents drumming was a highlight of the evening, closely followed by Dawn's outstanding version of 'Kiss' by Prince, complete with falsetto singing and stylish dance moves copied from the master.

Then family members and guests from Age Concern joined residents and team members for a silent disco with 1980s hits transmitted through wireless headphones rather than played over a speaker system.

Variety show hits the spot

A Christmas Variety Show at Rectory Court was the start of a new tradition. The community choir, composed of team members, residents and relatives, held their first performance since they formed in the autumn. Maintenance Manager Nick Kolev paired up with resident and former dancer Rosalie Vexter (below) to perform a beautiful tango and a Charleston. The Merry Jinglers, comprising Deputy Manager Nicola Copley and the home's administration team, Jane Price and Sammyha Auguste,

performed a peerless version of 'Winter Wonderland'. Amongst the other acts, General Manager Sue Hill read stories aloud.

'It was a fabulous show,' said organiser and Activities Co-ordinator Hedvika Pavluchova. 'Our residents and their relatives said they had such a wonderful time that we hold a variety show every Christmas.'



FUN-FILLED Fashion PARADE

Emerson Grange hosted a fun-filled Christmas jumper fashion parade bringing together residents, relatives and team members together in an unforgettable celebration of festive spirit and holiday attire.

Competition judges Aileen Nimmo, Resident Services Advisor, Emma Stratford, a friend of Emerson Grange, and resident Jean Mortimer had the challenging task of choosing the winners. Marks were awarded for sartorial splendour and performance as entrants danced their way around the show route.

Congratulations go to:

- Marie Hodson, Best Resident's Performance
- Damilola Baiyewu, Best Team Member's Performance
- John Moody, Best Relative's Performance.

Thank you to everyone who took part and made the Christmas Jumper Fashion Parade such a resounding success.



BEARING GIFTS, WE TRAVEL AFAR

Sunnybank House started the year with a celebratory cultural event for Twelfth Night, the Fiesta de Los Reyes which traditionally marks the arrival of the Three Wise Men bearing gifts. Paul Burrows-Gibson, Senior Activities Co-ordinator, who had lived in Gran Canaria for five years, shared the Spanish Twelfth Night traditions with residents.

'First, we watched the fiesta in Las Palmas de Gran Canaria on the television and enjoyed the procession of the Three Kings on their camels through the streets, the colourful costumes and carnival floats. Later, we welcomed our own Three Kings who had journeyed to us via St Thomas Church in Fair Oak and gave small gifts to the residents, friends and team members.'



Sweet singing in the...

Residents and team members braved the cold wet night to travel from Outram Fields to All Saints Ecclesall Church for something special: the first carol concert to help raise funds for Support Dogs, a Sheffield-based charity dedicated to improving the lives of children and adults with challenging medical conditions. It also gave them the opportunity to support one very special choir member, Associate General Manager Donna Pierpoint.



Donna has been a dedicated member of Rock Choir for several years and now holds the role of Prefect. In this role, Donna supports new members, fondly known as 'Rockies', as they begin their journey with the choir.

Modern and traditional

Rock Choir's exuberant, modern performance was a delightful contrast to the traditional sounds of the Steel City Choristers, an independent choir of children and adults who uphold the cathedral tradition of choral singing.

Thank you to Care Assistants Rhiannon Sharples and Kelly Donelly who lent a hand on their day off, ensuring everyone had a memorable evening filled with festive sparkle.

respectful WITHOUT FAIL

SPRINKLE * * 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.

JOYOUS occasion



Pat Green, one of the first residents to join The Gables' family, desperately wanted to attend her granddaughter's wedding last October. Even though her health had deteriorated and she had been given just weeks to live, Pat was undaunted at the prospect of a three-hour round trip.

Donna Moore, the home's General Manager, was happy to oblige



'It is one of the proudest moments of my 26-year career in healthcare,' said Donna. 'What could be more important than making someone's last wish come true?'



Anne Hennessy, Eastcote Park's Activities Lead, discovered that resident Jenny Price loves *The Nutcracker* ballet while another resident and theatre fan, Marian Summers, hadn't visited Birmingham city centre in over 30 years. What better way to sprinkle some Cinnamon Christmas magic than to take them both to the Birmingham Hippodrome for a performance of *The Nutcracker* by the Birmingham Royal Ballet?

As they travelled to the theatre, Marian reminisced about shopping in the city centre with her mother when she was young and remarked on how much it had changed, not always for the better. She was saddened that so much beautiful, historic architecture had been replaced by modern, glass-fronted apartments. Nevertheless, Jenny and Marian thoroughly enjoyed their grand day out – the perfect start to Christmas.





Parky Blinders' memorable museum jaunt

The Parkfield Grange team sprinkled some Cinnamon recently for four residents when they took them on a day trip to the Royal Air Force Museum in Cosford.

Anthony Garlick, Martin Shenton, Harold Swithenbank and Bill Martin are all members of the home's Parky Blinders men's club. Situated near Birmingham, Parkfield Grange is in the centre of the area occupied by the fictional crime gang in the Peaky Blinders television series, hence the club's name.

Private tour

Activities Co-ordinator Sam Clarke, Home Admissions Advisor Emily Hocking, Care Assistant Skye

Ward and Maintenance Assistant Damien Hamilton transported the gentlemen in the home's minibus. Jane Elton, the home's Head Chef, provided a delicious, packed lunch for the group.

The visit included a private tour of the Cold War exhibition as well as the whole museum. All four residents served in the armed forces and reminisced about several of the aeroplanes they saw on display being in use. What a wonderful day!



FUN & games

It was a double sprinkle of Cinnamon recently for lucky Pat Woodison, a resident at Rivermede Court and a Brown Owl for the local Brownie pack for many years.

The team arranged a surprise visit from the local Girl Guides group to play Italian bocce, a ball sport like English bowls, and seated rugby with her. Later, Activities Co-ordinator Hanka Vlhova drove Pat over 100 miles all the way to Leicester to attend her grandson's wedding. 'Pat was so excited, said Hanka. 'At the end of the day when I saw her happy tears as she said her farewells, I knew it had all been worthwhile.'



Sunnybank House achieves Veteran Friendly status

Sunnybank House has been officially recognised as a Veteran Friendly care home, having achieved the standards required for the Veteran Friendly Framework (VFF). Current and future team members will be able to provide veteran residents with enhanced person-centred care and support through training, resources and guidance to help them engage better with the unique military experiences of veteran residents and their partners.

Meeting standards

To achieve their Veteran Friendly status, Sunnybank House had to meet eight standards. These included noting Armed Forces status within care plans, addressing social isolation and signposting to support services such as

the local Royal British Legion branch and other veterans' charities.



'It is an honour to have achieved the VFF standards and to know that we go above and beyond in the support we offer to members of the Armed Forces community,' said Jessica Wooldridge, Home Admissions Advisor. 'As a result of the assessment, we have made subtle and larger changes to enhance our

person-centred approach. Simple measures such as placing the poppy logo on residents' doors make a big difference, giving everyone the opportunity to start a relevant conversation. We also host a monthly Armed Forces Breakfast Club which is growing all the time.

'We are so proud that nine members of the Armed Forces community have chosen Sunnybank House as their home. We look forward to welcoming more veterans and their families in future.'



COME DANCING

Eight contestants in the annual *Strictly*-style fundraiser, Business Come Dancing, took to the floor at the Hilton Hotel's Phoxtrott Ballroom in Bournemouth last November. After three months of blisters, sweat and tears, Sharon Drake, Business Administrator from Heathland House, lit up the floor and won the coveted trophy.

Dancing styles included everything from Latin to Charleston, jive, contemporary and tap. Sharon and her professional partner, Lawrence James, did an amazing samba with lifts, floor spins and a sparkling *Strictly*-style outfit. Charity organiser, Pavilion Dance, aims to transform communities through dance. This annual event helps them to raise vital funds to support community health and wellbeing programmes, such as Parkinson's Dance. They raised £19,000 last year.



Lucky for Some

They're not superstitious at The Gables! Team members enjoyed a lively Christmas party on Friday 13th of December with dinner, dancing and laughter – and no disasters at all!



Honoured to serve

Heathland House celebrated its second birthday with a visit from the local Mayor, Councillor Terry Cordery, shortly before Remembrance Sunday.

The home's oldest resident, war veteran Adrian Nadler aged 98, had the honour of cutting the birthday cake with the Mayor. Adrian joined the Indian Army in Bangalore in 1942. He became a captain in the Seventh Indian Division when the Indian Army was planning to invade Malaya and defeat the occupying Japanese army, before the atomic bombings in Hiroshima and Nagasaki halted their plans. Adrian moved into

Heathland House in 2023 to be near to his daughter and family.

'It was a pleasure to host the Mayor to celebrate our second birthday, said Debbie Holmes, Home Admissions Advisor, 'Our residents thoroughly enjoyed the day. We are extremely lucky to be part of such a vibrant and welcoming community.'



FUN FUELLED BIRTHDAY bash

The Gables celebrated its second birthday with a stylish afternoon party filled with music and plenty of fun. Everyone dressed up for the occasion adding a touch of glamour to the event.

There was no shortage of laughter, especially in the photo booth where guests captured playful pictures to remember the day. Comedian and singer Roger Edwards was the star turn and had everyone in stitches with his hilarious antics and energetic tunes. The talented catering team outdid themselves with a delicious buffet: from savory bites to sweet treats, it certainly fuelled the fun!

'The Gables continues to bring people together,' said Donna Pierpoint, Associate General Manager, and this birthday party was the perfect way to celebrate the vibrant community we've built. Here's to many more years of joy, laughter and unforgettable moments!'







Keeping memories green

Jim Justice, a D-Day veteran and resident at Mornington Court, was honoured to be invited by the Mayor of New Milton, Councillor Alvin Read, to mark National Tree Week by planting a tree in memory of the 80th D-Day





Now in his 99th year, Jim not only joined the Mayor in planting a 'Swiss Glory' silver birch tree on the New Milton War Memorial recreation ground, but he also visited commemorative events in Normandy with the Royal British Legion and had tea with the Royal Family.



A warmwelcome

Sunnybank House is opening its doors to the local community as a Warm Welcome Space this winter. It is the first care home and only location in Eastleigh to become involved in this project.

Warm Welcome Spaces is a national initiative which has been created to offer everyone a friendly space to keep warm, connect and make new friends. The Sunnybank Space is open on Wednesdays, Thursdays, Saturdays

and Sundays between 10am and 4pm and is free to attend. People who visit the care home as part of Warm Welcome Spaces can take part in a variety of activities alongside

Sunnybank's residents and can enjoy the warmth and friendship that is available.



'We are very proud to be a local pioneer for Warm Welcome Spaces,' said James Greene, General Manager. 'They bring connection, friendship and human warmth to communities, helping people feel less isolated and boosting wellbeing.'

Breakfast of champions

To mark his 104th birthday, Bob Dutch, a resident at Netley Court for the past seven years, was made an honorary member of the Netley Armed Forces & Veterans Breakfast Club (AFVBC).



'We wanted to make Bob's day special,' said Nicola Hooton,
Activities Co-ordinator, 'so we invited the Netley AFVBC to wish him a happy birthday.
They presented him with a commemorative cushion featuring a Spitfire and a certificate recognising his contribution to the Home Guard during World War II. He was also joined by his niece and nephew and our chef baked him a beautiful cake to mark the occasion. It was a lovely day and

a great opportunity for Bob to reflect on his many achievements in life.'

Bob began his career as an apprentice at Vickers aged 16, making and developing Spitfire machine guns and engines. Later, as a Vickers engineer, he worked on oil rigs in China and Russia and participated in atomic energy projects. The company was central to his life; he met his wife there, who worked in the buying office. Bob and his wife moved to Netley Court in 2018. Reflecting on his life, Bob said, 'The secret to a long life is moderation. As long as I can stay active and independent, that's all I need.'

Monthly coffee morning

Netley Court hosts a monthly Netley AFVBC coffee morning from 11am to 1pm on the third Wednesday of every month. It is free to attend and everyone from the local community is welcome. For more information, call 02380 984064.

PARKFIELD GRANGE GOES VIRAL

During November's Strictly Cinnamon competition, Parkfield Grange challenged team members to recreate some viral videos, or videos to viral sounds, and they did not disappoint. Administrator Julie Hampton-Williams' Chicken Dance has now been viewed over one million times by people around the world. Other team members including Senior General Manager Julie Weaver joined her to re-create the viral TikTok dance with hilarious results. 'She certainly stood out as the fantastic, funny and sometimes crazy lady she is,' said Sam Clarke, Activities Co-ordinator.



TWICE AS hice

You wait ages for a special celebration... and then two come along at once!

Lakeview Grange was honoured to host the 70th wedding anniversary for residents Don and Eileen Stoner. Town Crier Richard Plowman officially announced their platinum anniversary and presented the happy couple with a card from King Charles III before everyone in the home joined them for an afternoon party with live musical entertainment.

Later, during a second special celebration, Don and Eileen renewed their wedding vows. Meridian TV News was on hand to film the ceremony and a *Chichester Observer* journalist also covered the story, cementing Don and Eileen's status as local celebrities.

An evening reception with friends and family followed, happily hosted

by Home Admissions Advisor Jackie Cridlin, Hospitality Services Manager Dammi Archbald and Activities Co-ordinator Mary Oliver. The trio also appeared as impromptu bridesmaids.

This is your life

The second special occasion saw resident Ursula Glaser don a tiara for her centenary celebration. Once again, Town Crier Richard Plowman announced the news to assembled family and friends before presenting her with her card from the King.

A special lunch followed complete with a rousing rendition of Happy Birthday. Afterwards, Ursula's son presented their own version of *This Is Your Life* with Ursula as the subject before rounding



CINNAMO

off the day with a lively party.
Thanks go to Cinnamon chefs
Richard Pearshouse and Samuel
Sewell for creating the amazing
buffet and special birthday cake.









THE bel **ARE RINGING**

Wedding bells have been ringing out at Parkfield Grange. Activities Co-ordinator Sam Clarke planned not one but two surprise hen parties in the home's café bar for care team members Stacey-Ann Smith and Katie Robinson. 'We wanted to give them both a proper send off,' explained Sam.

Residents created a special playlist with wedding-themed music and presented the brides with 'Bride to Be' tiaras and

sashes. There was singing, dancing and plenty of bubbles to go around plus a 'Hen Party' sash for all the

ladies in attendance. Each bride had a beautiful celebration cake made by the home's catering team.



Generation games

The Warwick Gates Brownies joined Oakley Grange residents for an intergenerational evening and helped to paint 'Stones of Remembrance' for the home's Remembrance Day display. 'All of our residents absolutely loved sharing this time with such confident, polite and kind little girls,' said Justine Ellory, Home Admissions Advisor.



Primary plans

Hanka Vlhova, Activities Co-ordinator at Rivermede Court. recently accompanied some of the home's residents to a local primary school in nearby Thorpe for the formal re-opening of their library by the Mayor of Runnymede, Councillor Elaine Gill.

'The school's head teacher, Helen Southgate, kindly extended an open invitation to our residents to come and listen to the children reading stories aloud,' said Hanka. 'Future plans for intergenerational events include holding a dementia friendly session for Year 6 children, working on a World War I project with Year 6 and holding a Drumtastic! session.



FUNDRAISING BENEFITS CHILDREN

Team members, residents and families from Rivermede Court recently raised £1,125 for the Ash and Oak paediatric wards at St Peter's Hospital in Chertsey. The donation will be used to buy sensory items for the wards to help young patients feel comfortable and calm during their hospital stay. Residents raised money through a variety of initiatives and collections over a two-month period. This included selling a range of craft items they had made, such as coasters from a dried-out Christmas tree trunk, bird feeders and gnomes made from recycled materials.

Hanka Vlhova, Activities Co-ordinator said, 'It has been heartwarming to see our staff, residents and their families come together to make a difference. We are all so proud to be able to provide some additional comfort to children who need to stay in hospital.'



EXPRESSING THEMSELVES THROUGH SONG

Residents at Watermeadow Grange enjoy a wide variety of musical entertainment from acapella to opera as part of the home's activities programme. The performers are all local talent.

Now, as part of the NAPA Year of Musical Expression 2025, the home has welcomed Chris Hoban, a local folk singer, composer and music teacher. Chris approached the activities team with the brilliant idea of setting up a choir with the residents.

The brand-new choir is now looking forward to its first public performance in May as part of their Wellbeing Day. Not only do the residents have an opportunity to sing but also to play the kazoo, tambourine and Swanee whistle. During one exciting session, Chris played a live accompaniment for their Drumtastic! drum fitness. 'Musical expression is so good for us and with Chris the emphasis is very much on taking part rather than having amazing voices,' said Lizzie Batley, Activities Co-ordinator.

Research programme

'Chris also spends time in our dementia community playing, singing and chatting to residents in their rooms as well playing for them in the lounge areas. We will shortly be starting a research programme with Exeter University about the benefits of music and the impact it can have on residents, team members, family and friends."

CHRIS **HOBAN**

FAIR FUNDRAISER

Emerson Grange hosted a Christmas Fair for residents, their friends and families. raising over £1,725 for Kent's biggest independent charity and Kent Charity of the Year 2024, Alzheimer's and Dementia Support Services (ADDS).

With a wide variety of stalls selling seasonal gifts, a tombola and festive treats, there was something for everyone to enjoy. Hextable Primary School delighted the crowd with their festive choir and afterwards visited the home's magical Santa's Grotto.

'It was a wonderful day,' said Aileen Nimmo, Resident Services Advisor. 'At this special time of year, our residents enjoy coming together with the wider community. We are delighted to have raised so much money to help ADDS to continue their vital work within our local community.'



VIRTUAL VOYAGE **OF DISCOVERY**

Lakeview Grange recently hosted the Virtual Dementia Bus which offers a unique, interactive experience designed to show people what it is like to live with dementia.



INDUCTION Headphones blasting loud noises, sunglasses that distort central vision, gardening gloves and spiky shoe insoles all help to replicate the sensory experience of dementia. When asked to perform a simple task, the participant suddenly understands how difficult it is.

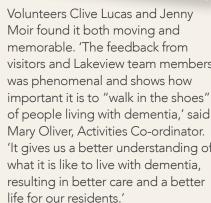
training2care

VITAL

Moving and memorable

It was very educational for the home's Duke of Edinburgh students, Izzy Coton and Sophie Cath as well as being a vital part of their induction process with Cinnamon.

Volunteers Clive Lucas and Jenny Moir found it both moving and memorable. 'The feedback from visitors and Lakeview team members was phenomenal and shows how important it is to "walk in the shoes" of people living with dementia,' said Mary Oliver, Activities Co-ordinator. 'It gives us a better understanding of what it is like to live with dementia,



IT'S Super Matt!

Is it a bird? Is it a plane? No, it's super Matt Capewell, Maintenance Manager at Sutton Park Grange, who has recently gone above and beyond the call of duty to help team members in

Early one morning, Chef Elliot Girling found himself with a flat tyre while still more than half an hour away from the home, which posed



a problem for hungry residents. Super Matt came to the rescue! He dropped his pressing tasks, jumped in the home's minibus and rescued Elliot in time get breakfast ready with no disruption to service.

Another time, Care Assistant Maurine Kibunda had just finished a night shift when she found her car would not start. Matt organised some jump leads and quickly got her car running again so she could get home after a long shift.

The entire Sutton Park Grange team thanks Matt for his outstanding support.





CYBERCRIME CHAT

Katie Dare, manager of Exeter's NatWest Bank, recently gave a reassuring talk on Fraud & Scam Awareness to residents at Watermeadow Grange and offered them plenty of tips on ways to keep safe in an increasingly dishonest online world. It included handing out useful fraud and scam helpline numbers to call if their accounts are ever hacked. Further talks for team members, families and friends will be held in the coming months.

Czech mates

Residents at Rivermede Court recently received some handmade cards from the G Centrum care home in the Czech Republic. Hanka Vlhova had arranged this cultural exchange with her friend of more than 30 years, Marie Siverova, an Activities Co-ordinator in the Czech home.

'We replied to their cards and sent them some handmade gnomes to hang on their Christmas tree,' said Hanka. 'A few weeks later, we received a gift of some traditional Czech Christmas tree ornaments handmade from salt dough.

'This new connection has made the residents of both care homes so happy. We have all agreed to stay in touch, exchange cultural traditions and learn something new. We are currently learning a simple Czech song to surprise them during a Zoom call.

'We have many more plans to work together and I do hope that Marie Siverova will be able to visit my wonderful Rivermede Court residents one day.'



experience

Eastcote Park team members have been receiving mini-treatment sessions in the home's hair and beauty salon. It is a thank you for the continued care and support they give to residents. Care Assistant Abu Matta (pictured) and Host Declan Cunnion said they thoroughly enjoyed their pampering experience.



SERVICE with a **SMILE**

Kate Tosh, who was recently appointed to the role of Hospitality Services Manager at Watermeadow

Grange, has put together a series of in-house hospitality training sessions for team members.

Following the Cinnamon Care Hospitality Guidelines, Michael Midgely, Hospitality Supervisor, demonstrates what is expected from hospitality team members



in all communities. The sessions will be included in new team members' induction courses and there will be refresher sessions throughout the year for existing team members.



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USE IT, DON'T LOSE IT

It is very important that you take time off to rest and enjoy yourself throughout the year.

As a company we want 85 to 90 percent of holiday taken and paid for by the end of January. This does not include holiday you plan to take in February and March. 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...

February

-	
8-16	Invictus Games, Canada.
13-16	Rugby League: opening round of Super League season
14	St Valentine's Day.
24-2 March	Cornish Pasty Week.

March

1	St David's Day.
1-31	Marie Curie Great Daffodil Appeal.
3-9	British Pie Week and Cinnamon Best Pie Competition.
4	Shrove Tuesday marks the beginning of Lent.
6-9	Crufts Dog Show 2025, Birmingham NEC.
7	World Book Day: read something for pleasure.
11-14	Cheltenham Festival & Gold Cup Race.
15	World Art Day.
17	St Patrick's Day.
20	#LoveYourPetDay
30	Mother's Day (Mothering Sunday). British Summertime starts: clocks spring forward one hour.
31	You Make The Difference Award – nominations deadline.

April

1	The Cinnamon Chef of the Year 2025 cook-off at Rationale UK.
4-7	Cricket: County Championship opening round
9	Winston Churchill Day.
12	Grand National, Aintree.
13	The Boat Race, River Thames
18	Good Friday – time for hot cross buns.
20	Easter Sunday & Cinnamon Easter Egg Competition.
23	St George's Day – celebrate English food. Shakespeare Day.
27	Athletics: London Marathon.

