

# IN TOUCH

with CINNAMON

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20 AGAIN!

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CINNAMON  
LUXURY CARE

# WHAT'S NEW!

The recent change of title from Activities Co-ordinator to Wellbeing & Lifestyle Co-ordinator is a very positive step towards showing what Cinnamon really does.

The Seven Branches of Cinnamon wellbeing and lifestyle programme uses a whole person, holistic approach which is designed to improve the wellbeing and lifestyle of our residents and ensure that each day is filled with purpose and meaning. The seven branches are:

- Physical
- Social
- Experiential
- Emotional & Spiritual
- Creative & Artistic
- Therapeutic
- Sensory

Cinnamon's ethos is to celebrate every resident in their own individual way and help each one to 'live the life you choose'.



## MOVING IN



**Lee Joyner**  
*Executive Chef*

Lee started his career in the care sector. He moved into hotels and restaurants before returning to the care sector to work for Berkley Care Homes. He has 22 years' catering experience, most recently as Executive Chef for the Order of St John's Private Collection where he was responsible for all hospitality and catering services. Lee will inspire and guide Cinnamon's award-winning head chefs and catering teams. From locally sourced ingredients to attractive meal presentation, he will ensure that Cinnamon continues to deliver the most exceptional dining experience in the industry.



**Caroline Morse**  
*Registered Manager & Head of Care, Eastcote Park*

Caroline began her career aged 15 as a laundry assistant in a residential care home and gradually progressed to become a care assistant. She went on to work in mental health services both in the NHS and private sector before moving to the senior care sector, which is where her passion lies. Before joining Cinnamon Care Collection, Caroline was the Registered Manager of two nursing homes for Midland Care Home, part of the Hampton Health Care Group, for several years. Caroline will be the Registered Manager at Eastcote Park.

## MOVING UP



**Sarah Fuller**  
*Group Dementia Lead, Care and Quality Team*

Sarah has more than 30 years' experience leading dementia care services. She started out as a care assistant and after working in the commercial sector returned to the care industry as a co-ordinator for a domiciliary care agency. She went on to become a home manager at Anchor Senior Care and later specialised in dementia care at Sunrise Senior Living. Sarah joined Cinnamon as Deputy Manager of Rivermede Court in June 2021 and has supported other Cinnamon homes too. As a care quality specialist she has significantly helped to improve quality and compliance and recently completed a dementia care mapping qualification with the University of Bradford.



Congratulations to **Su Edmonds** (far left) on her recent promotion from General Manager at Sutton Park Grange to having operational responsibility as a Senior General Manager for The Gables and Oakley Grange. Su will also continue as Registered Manager at Sutton Park Grange, which has gone from strength to strength under her leadership. Congratulations also go to **Amy Morgan-Lees** (right) who has moved from Deputy Care Services Manager to Deputy Manager at Parkfield Grange.

**Correction** – Apologies to Donna Pierpoint who is General Manager of Outram Fields, not Associate General Manager as stated in the winter issue of *In Touch with Cinnamon*.





# Generation games

**Our first central Cinnamon initiative of 2025 is something new and different which we hope everyone will enjoy.**

The Cinnamon Generation Games will run until 18th July, ending when schools break up for summer holidays. The aim is to promote intergenerational activities as part of our wellbeing and lifestyle programmes while creating opportunities for wellbeing & lifestyle co-ordinators and home admissions advisors to work together on engaging with your local community and powerful Facebook posts.

We would like every home to engage with as many local primary and secondary schools as possible – especially slightly older secondary school pupils – to offer an array of quality intergenerational activities and clubs such as:

- ✓ Gardening
- ✓ Singing / choirs
- ✓ Reading / storytelling / poetry
- ✓ Show & Tell (from residents and pupils)

- ✓ Arts & Crafts
- ✓ Exercise, such as DrumTastic!
- ✓ Musicians coming in to play for residents
- ✓ Baking – making biscuits, etc.
- ✓ Board games

Anything you are already doing can be included, so can any other creative ideas you may have. Parent & Toddler groups, although not directly associated with one particular school, can also be included.

Please show off your intergenerational activities throughout the four-month period via posts on Facebook. Naeem Arzu, Digital Marketing Executive, Simon Toombs, Marketing Manager, David Reaves from the sales and marketing team and I will monitor them. Then, on 21st July, Wellbeing & Lifestyle Co-ordinators should send me a one-page summary e-mail with details of all the intergenerational activities and clubs you have set up.

A panel of judges comprising Gavin Pathmarajan, Head of Care & Quality, Mark Shockledge and Ann Saunders, Operations



Managers, and myself, with additional support from Naeem Arzu, David Reaves and Simon Toombs in respect of the Facebook posts, will award a total of four prizes of £250 each. These will go to the two homes in Ann's region and two in Mark's region which have created an outstanding programme of intergenerational activities.

We hope that you will enjoy creating better connections between generations, helping to build bridges, forge friendships and closer social bonds.

*Geoff Pride*

**Wellbeing & Lifestyle Manager**





# DOUBLE SUCCESS AT NATIONAL ACTIVITY AWARDS 2025

Rivermede Court celebrated outstanding success in January after two exceptional wellbeing and lifestyle team members were recognised for their remarkable achievements at the National Activity Providers Association (NAPA) Awards. These awards shine a spotlight on the people and care homes across the UK delivering activities that enhance the lives of residents.

Chrissie Webster, a volunteer in the home's wellbeing and lifestyle team, was crowned winner of the Unsung Hero category, awarded for invaluable contributions to activity provision without seeking recognition.

Hanka Vlhova, Lead Wellbeing & Lifestyle Co-ordinator, was awarded Highly Commended in the Working Together category which recognises the power of collaboration and partnership in developing creative approaches to activity and engagement.

Under Hanka's leadership, Rivermede Court's wellbeing and lifestyle team has organised a wide range of stimulating, fun activities for residents over the last year including a craft club at Egham Library, day trips and educational classes with BCA Zoo, gardening competitions for the Royal Windsor Flower Show, visits to Royal Windsor Theatre and a

host of initiatives with local churches, Egham Chamber of Commerce and Egham Museum. The wellbeing and lifestyle team also runs daily activities at Rivermede Court, including art, music and gardening.

Geoff Pride, Wellbeing & Lifestyle Manager, attended the national awards ceremony in Liverpool with Hanka and Chrissie. 'What an achievement to have gained such success in these hugely prestigious national awards,' he said. 'We are all so proud of Hanka and Chrissie – they thoroughly deserve this recognition.'



Chrissie and Hanka





# IN THE *top 20* AGAIN!

For the eighth consecutive year, Cinnamon Care Collection has been named one of the UK's Top 20 Care Home Groups by carehome.co.uk, the UK's leading care home reviews website known as the TrustPilot of the care home industry.

Carehome.co.uk created its Top 20 based on the number of reviews, the average of each of the ratings and the size of the care home. The homes were rated by residents, their friends and relatives on overall standard, facilities, care and support, cleanliness, residents being treated with dignity, food and drink, staff, activities, management, safety and security, accommodation and value for money.

In addition, four Cinnamon homes were recognised for being a Top 20 Care Home in their respective regions: Eden Court in London;

Mornington Court in the South East; Oakley Grange in the West Midlands; and Outram Fields in the Yorkshire and Humber region.

Carole Hunt, Director of Cinnamon Care Collection, said, 'With over 15,000 care homes in the UK, being officially recognised as a Top 20 Care Home Group is a significant achievement, as is the recognition of individual homes within their respective regions. It is a real testament to the exceptional care we provide.'

'Every care home in our group has contributed to our success, with an average rating of 9.9 out of 10 for Cinnamon care homes. We are very grateful to our residents, their families and friends for their reviews. We remain focused on going above and beyond for residents, ensuring that they receive the highest standard of care, respect and support.'

SIGNIFICANT  
ACHIEVEMENT



Mornington Court



Carole Hunt



## OUTRAM FIELDS WINS PRESTIGIOUS DESIGN AWARD

Outram Fields in Bradway, Sheffield, recently celebrated winning the Best Interior Design category at The Healthcare Design Awards 2025, which bring together the best-of-the-best in the healthcare sector.

The home's interiors by Catalyst Interiors, a specialist care home design company, combine superb accommodation, including 69 spacious en-suite bedrooms plus six luxury care suites, with a deluxe selection of onsite amenities, including a cinema, hair salon and private dining room.

Donna Pierpoint, General Manager, said, 'We are delighted to receive this prestigious award. Our expert designers have created interiors

that are not only beautiful but also optimise the functionality of the home for our residents. The luxury interior design at Outram Fields is rooted in a comprehensive understanding of our residents' needs. It considers visual, cognitive and physical impairments as well as helping to promote

independence and wellbeing, meaning that residents continue to live fulfilled and happy lives.'

Cinnamon Care Collection also won this award in 2024 for another of its 23 care homes, Lakeview Grange in Chichester.



# Career pathways at Cinnamon

On joining Cinnamon Care Collection, you have more than a job: you have a wide range of excellent career opportunities within the group.



These start with a great induction programme, training in core areas, further training opportunities in your chosen area of work, routes into nationally recognised qualifications, as well as an opportunity to take part in our annual appraisal process and regular supervision. Together, these form your Personal Development Plan (PDP).

We have also developed career pathways to support you in your current job and prepare you for your next role. The table opposite offers a guideline to possible qualifications and routes to development, but it is not definitive; some team members may hold a higher-level qualification than the role requires while others may have more experience.

## Applying for promotion

Further training and qualifications do not guarantee career development, but they certainly help when a post

Terry Tucker



becomes available and you are applying for a promotion. Some qualifications are completed online and do not demonstrate competency for the role, which is why we choose our external training organisations very carefully.

We currently have numerous team members on training programmes across all of our homes. Some homes have groups of team members working through study programmes, supporting and encouraging one another.

Through investing in training, every team member has the scope to grow, develop and enjoy a flourishing career with Cinnamon Care Collection now and in the future.



## Take advantage of our career pathways



## Some routes to development

Roles	Possible qualifications	Responsibilities	<b>All team members will take part in annual personal development activities such as appraisal and one-to-one meetings, will have an up-to-date Personal Development Plan (PDP) and will have completed all mandatory and legislative training required of their role.</b>
Director level	• NVQ levels 7-8	Working at strategic level and responsible for planning the company's strategy.	
Senior lead roles, e.g. hospitality, HR, finance	• NVQ levels 6-7	Responsible for implementing and contributing to strategic development.	
Regional Manager	• NVQ levels 6-7	Responsible for implementing and contributing to strategic development.	
General Manager	• NVQ levels 5-7 • Leadership	Responsible for operation management. The postholder will need to hold management and leadership skills.	
Deputy Manager Associate Manager Head of Care Services	• NVQ levels 4-5 • Degree level qualification • Nursing	Responsible for supporting the manager in the day-to-day management of the home. This role will require the postholder to develop management skills.	
Heads of Department Head Chef Head Housekeeper Administrator Care Leads Head of Maintenance Lead Wellbeing & Lifestyle Co-ordinator Finance etc.	• NVQ level 4	Responsible for the operational management of their area in the business. This role will require supervisory/management skills.	
Assistant Chef Senior Carer Housekeeper	• NVQ level 3	Responsible for supporting the head of department in the day-to-day running of the department. This role will require the development of supervisory skills.	
Kitchen Assistant Host Reception Housekeeper Care Assistant Wellbeing & Lifestyle Co-ordinator	• NVQ level 2	Carrying out your role to the best of your ability.	



FIND OUT HOW TO ACHIEVE YOUR POTENTIAL AT CINNAMON OVER THE PAGE

# Achieving your potential with Cinnamon

The care sector is notorious for the high turnover of its team members. At Cinnamon Care Collection we want to retain our great team members and one of the most effective ways of doing that is to invest in your development, helping everyone to grow and reach their potential. We do that already, don't we?

The answer is that we do – but we aren't as good at it as we could be. We know this from our retention rates and the feedback we received from our 100 Best Companies To Work For in the UK survey last year. Many team members reported that there was no career pathway and they could not see promotion or development in sight unless they left Cinnamon for a role elsewhere. This is such a shame as we have a great programme to offer.

Perhaps we just aren't as good at advertising career opportunities as we could be? There are many ways in which you can build your career at Cinnamon and a career pathway is only one of them.

*So, here is a reminder of what is on offer and what we have done in response to your Best Companies survey feedback.*

## Performance Development

Our new performance management system is currently being rolled out in all homes. It gives every team member a Personal Development Plan (PDP) so you know exactly how to increase and enhance your skills.

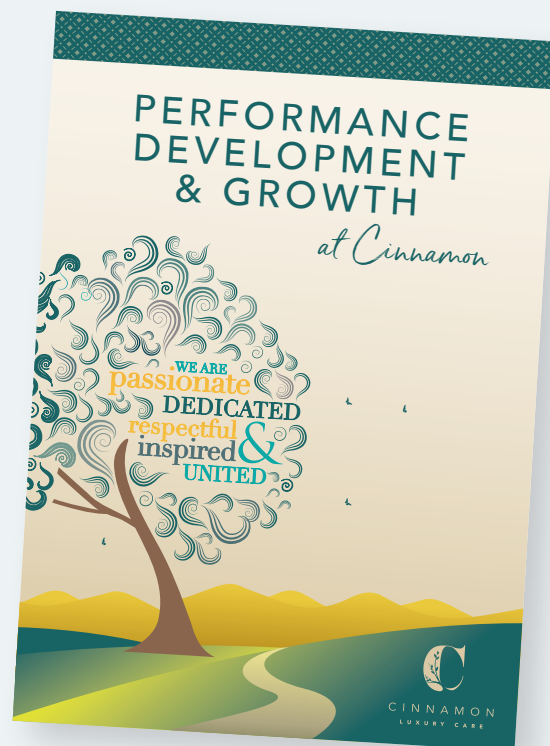
Clinical supervision is for registered nurses but everyone can expect

regular one-to-one meetings with their line manager. If there is an issue to address it will be done separately and will be dealt with as it arises. We would like your feedback so we can adapt the new system if needed. Please send your feedback to **sadie.barker@cinnamoncc.com**.

## Induction

Our induction process is intended to integrate new team members into your home and role at Cinnamon so you can be confident and competent in your job. Following your feedback, we have completely overhauled our induction process so it:

- offers a developmental process with regular feedback sessions
- provides clarity about each stage of your induction
- ensures you are fully prepared for your new role
- helps you to create your Personal Development Plan
- guarantees you know what else you need to do to ensure that you are confident and competent in carrying out your new role



*We want to make sure that our programmes and processes are working well for everyone and welcome your feedback.*



# Performance Development Plan

A Personal Development Plan (PDP) is vital to achieving your full potential and progressing your career with Cinnamon. We have therefore included a PDP in every developmental process: the appraisal, induction, one-to-one, clinical supervisions for nurses and day-to-day meetings.

Your PDP sets out your aims and specific goals for the next few

months. For example, if you want to become a senior team member, your PDP will record the stepping stones to get there: the training you need to do, the work you need to cover and the timeframe. Your PDP must have achievable aims: actions that you are able to take with the agreement of your line manager and a timeframe.

Your PDP should be reviewed, evaluated and updated regularly. You can discuss the progress you have made on your PDP at your regular one-to-one meetings, during your appraisal, or at any time you are speaking to your line manager.

## NVQs, Apprenticeships & Diplomas

Cinnamon offers a wide range of nationally recognised qualifications, including NVQs, apprenticeships and diplomas covering every role, as well as other study programmes. An outline of career pathways is on page 7.

If you have completed all your mandatory and legislative training, and can demonstrate your commitment to the residents, the team and our company, you have

completed the first step in developing your career at Cinnamon. Next, please discuss possible study programmes with your line manager. We do have a waiting list for study programmes in some homes and there are some eligibility requirements.

You will be supported on your study programme by your line manager and an assessor. Your progress will be recorded and tracked using your PDP.

Through investing in training for our Cinnamon team members, we can help everyone to grow and reach their full potential.

**Terry Tucker**  
Learning & Development







CINNAMON  
LUXURY CARE

# Cinnamon *in Bloom* 2025 Competition

Celebrate the beauty of nature and promote pride in your home through imaginative planting of flowers, trees and shrubs. You can enter one, some or all five competition categories.

- Cinnamon Garden of the Year (*overall view of your home or village*)
- Best Front Garden (*viewed from the approach to your home or village*)
  - Best Hanging Basket or Container Display

NEW

**Best Team Wellbeing Garden – create an area for your team spending up to £500 from the team appreciation budget**

- **Best Care Home Engagement Project in the Community**  
(maximum £250 spend on a community garden project)

## Judging

Please email a video of your entry or entries to **competitions@cinnamoncc.com** by **12th September 2025**.

We will be looking at:

- design and quality of your floral display
- use of shrubs and trees
- how clean and well-maintained your gardens and grounds are
- benefits to residents, staff and the local community

## Prizes

The winners will be announced via email on 30th September 2025.

### Cinnamon Garden of the Year 2025

- £1,000 to spend on gardening equipment for your home
- The 'Cinnamon in Bloom' trophy

The winners in all other categories will receive £500 to spend on gardening equipment for your home.

*Good luck!*

TOP  
PRIZE



# 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 the Cinnamon Awards lunch on 17th June 2025 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 this quarter are...



### Enock Aidoo

*Care Assistant,  
Abbotswood Court*

Enock's wonderful attention to detail and his outstanding contribution to residents living with dementia have not gone unnoticed. He really

makes a difference, bringing a smile and love to the home.



### Declan Cunnion

*Host,  
Eastcote Park*

Declan's knowledge of individual residents enables him to deliver a person-centred dining experience and he treats each resident with

kindness, dignity and compassion.



### Ashton Fixon-Owoo

*Host,  
Earlsfield Court*

Ashton always takes the time to talk with residents who love his ready smile and willingness to help. Team members say it

is a pleasure to work alongside him.



### Samuel Adewoye

*Care Assistant,  
Eden Court*

Samuel has been commended for his devotion to residents' enjoyment and his joyous support for activities and days out. His singalong time is eagerly

anticipated by residents and their relatives.



### **Derek Hutton**

*Second Chef,  
Emerson Grange*

Derek's exceptional culinary skills are matched only by his unwavering dedication, professionalism and positive attitude. His

passion for food is evident in every dish he prepares, consistently delivering high standards that delight residents and team members.

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### **Nicola Bissett**

*Head Housekeeper,  
The Gables*

Residents appreciate Nicola's steady presence and help with external appointments. Kind and courteous, she always puts them at ease and

makes a difference to their lives.

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### **Alam Chowdhury**

*Care Assistant,  
Hartwood House*

Flexible, professional and dedicated, Alam goes out of his way to help his colleagues and ensure a smooth shift.

If the catering or cleaning

teams need assistance, he will offer to help.

Alam is always smiling and residents enjoy talking to him.

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### **Rebeilla Gasva**

*Care Assistant,  
Heathland House*

Humble, energetic and hardworking, Rebeilla lights up the workplace and sets a shining example to others. She always has a warm smile

for residents and treats everyone with respect and kindness.

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### **Tracey Nemeth**

*Night Team Leader,  
Lakeview Grange*

Professional, calm and kind, Tracey is dedicated to providing high quality care and will work tirelessly to find a solution to any problem. She makes residents and team members feel

welcomed into the home.

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### **Khadidja Ba**

*Receptionist,  
Leah Lodge*

Families appreciate Khadidja's smile and willingness to help, residents love chatting with her and teammates say her knowledge and compassion make her stand out.

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### **Paul McLeod**

*Hospitality Supervisor,  
Merriman Grange*

Respectful, polite and helpful, Paul has made an exceptional effort to support the hospitality and catering team. Always cheerful and smiling, his hospitality is second to none.

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### **Jitson James**

*Care Assistant,  
Morningson Court*

Jitson is dedicated to his role, loves his work and is always there for residents. He is a big part of the Morningson Court team.

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### **Sophie Wilson**

*Wellbeing & Lifestyle Co-ordinator,  
Netley Court*

Residents compliment bright and bubbly Sophie on her person-centred approach and high standards of care when carrying out activities both within and outside the home.

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### **Thian Bedford**

*Kitchen Assistant,  
Oakley Grange*

A superstar in the kitchen, Thian goes out of her way to support events with cakes, bakery and fruit-carving. She is always

keen to help, eager to learn new methods and has a lovely sense of humour.



### **Lottie Simmons**

*Administrative Assistant,  
Rokewood Court*

Visitors compliment Lottie on her professionalism and welcoming smile. She always does her utmost to exceed expectations and meet the

needs of residents and teammates.



### **Claire Barker**

*Lead Wellbeing &  
Lifestyle Co-ordinator,  
Outram Fields*

Claire cares deeply about residents and gladly helps them in any way she can. She works hard at researching and preparing

activities, adjusting them to suit everyone.



### **Mariana Butunoi**

*Housekeeping Supervisor,  
Sunnybank House*

Cheerful Mariana ensures that Sunnybank House remains spotlessly clean. She recently showed great compassion and kindness to families

visiting loved ones who were receiving end-of-life care.



### **Gabriel Nicola**

*Care Assistant,  
Parkfield Grange*

Gabriel's kind, caring nature and gentle way with residents are much admired. He spends one-to-one time with quieter

residents to ensure their participation in larger group activities is meaningful.



### **Sandra Downes**

*Housekeeper,  
Sutton Park Grange*

Sandra consistently goes above and beyond for her colleagues. Always happy, she is a joy to work with and makes others feel good.



### **Jamie Slade**

*Trainee Chef,  
Rectory Court*

Jamie shows passion and commitment to providing the best food she can. Residents love the time she spends with them.

Teammates love her cakes and her willingness to cook dishes residents enjoy.



### **Faith Babatunde**

*Care Assistant,  
Watermeadow Grange*

Faith is always on hand to support her colleagues. She welcomes new recruits and goes out of her way to make them feel part of the team.



### **Helen Pineda**

*Administrative Assistant,  
Rivermede Court*

Helen consistently delivers the kindest service with a warm and compassionate approach, ensuring every resident

and team member feels valued. Her patience and unwavering positivity are greatly appreciated.



### **Shubham Shrimali**

*Care Assistant,  
Wellington Vale*

Hard-working Shubham shows exceptional support for his colleagues and residents by covering sickness at short notice, day and night. He is a firm favourite amongst residents.



# Your Wellbeing Services



## Home Life Support

If you're having trouble balancing your budgets, debt, or civil disputes, we have expert advisors here to offer the support you need.



## Work-Life Assistance

Our work-life advice is dedicated to supporting you through professional issues, whether it be returning to work or coping with change.



## Physical and Emotional Health

We have a range of resources aimed to support you both physically and emotionally, from managing anxiety to simple breathing techniques.



## Wellbeing Resources

We recognise the value of self-help tools, which is why we provide a range of wellbeing modules, factsheets, and invaluable video counselling.\*



## 4-Week Health Plans

Our 4-week plans are designed to support your health goals, whether that be eating healthier, quitting smoking, sleeping better, or coping with pressure.



## Mini Health Checks

How are you feeling today? Take a minute to check in with yourself by using the health checks to assess and support your health and mental wellbeing.



## Health Calendar

The health calendar raises awareness of different health concerns each month, awareness days, and how to prevent issues from arising.



## Wellbeing Videos

BrightTV – powered by Health Assured is a monthly series, featuring well-known personalities talking about their personal experiences with mental health.



## Wisdom App

Wisdom is your guide to health and mental wellbeing. The brand-new features are designed to help track your wellness, improve your mental health.

### Download the Wisdom App

Unique code: **MHA 079609**



\*Clinical assessment will be needed, to help support expectations.



# Triple TOP SCORE

# 10

Three Cinnamon homes have each received the ultimate rating from residents, their families and friends. Abbotswood Court, Eastcote Park and Heathland House all scored 10 out of 10 on [carehome.co.uk](https://www.carehome.co.uk)

The national reviews website, known as the TrustPilot of the care home industry, publishes reviews of over 16,700 care homes and less than one per cent of them score 10 out of 10. The rankings are based on independent reviews across several categories including care and support, food and drink, lifestyle, facilities and value for money.

## Glowing reviews

Lea Wintle, General Manager of Abbotswood Court, said, 'Receiving top marks on this website and such glowing reviews from residents, their families and friends is a huge testament to the hard work, dedication and care provided by the whole team at Abbotswood Court.'

Mark Shockledge, Senior General Manager of Eastcote Park, added, 'We are overjoyed. Providing outstanding care, support and peace of mind for families is at the heart of everything we do and this achievement is a beautiful reflection of the collective passion and commitment of our team. A heartfelt thank you to everyone who has shared their kind words and trust with us.'

'We're incredibly proud,' said Nadia Greenmaidan, General Manager of Heathland House. 'This outstanding score reflects the dedication, empathy and tireless work of our entire team in delivering exceptional care, comfort and community for our residents and their families. I can't thank my team enough for their compassion and professionalism. Here's to continuing to provide the highest standard of care, every single day.'



**'I cannot thank Abbotswood Court enough. At every turn, we have been met with a smile and with kindness and understanding. They do so much to enable our relatives to live well despite their limitations. I am so thankful I found them.'** – Daughter of a resident

**'Eastcote Park is a superb, luxury caring, professional facility that I can find no fault with. Activities, trips and musical performances are a regular treat. From professional and caring staff to lovely fellow residents, five-star ratings.'** – Son of a resident.

**'Living with dementia can be challenging, but the staff at Heathland House are patient, understanding and truly dedicated to providing the best possible support. They treat my dad with kindness, dignity, and respect, ensuring he feels safe and comfortable every day.'** – Relative of a resident





# EASTER AT CINNAMON

Cinnamon team members and residents celebrated Easter attending church, baking, with Easter bonnets and bunnies, quizzes, tea parties, Easter egg hunts, friendship and shared laughter between generations.









# 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.

## FERRARI PHIL'S BRILLIANT BIRTHDAY



VIP PHIL'S  
VINTAGE RIDE



The Rivermede Court team sprinkled some Cinnamon and organised a very special 90th birthday surprise for resident Phil Wilson recently. Phil had worked at Maranello Classic Parts for 20 years, the only authorised worldwide Ferrari Classic Parts Distributor, in warehouse and sales support. During the latter part of his career he also archived technical blueprints.

Hanka Vihova, Lead Wellbeing & Lifestyle Co-ordinator, arranged for Phil and his daughter to visit Maranello's for a tour of the premises and to look back at some of the blueprints and parts he had handled during his time there. The tour included the packing department where Phil used to work and where he took a moment to sit at his old desk and reminisce.

Maranello's celebrated the occasion with a birthday cake, champagne and presents for Phil as well as a ride in a stunning vintage Ferrari 195, first released in 1949 when he would have been 13 years old.

### VIP for the day

'The idea for the birthday surprise came to me following conversations with Phil, who talked so passionately about his time working at Maranello's,' explained Hanka. 'I contacted the manager who kindly agreed to host a special birthday celebration for Phil and make him feel like a VIP for the day.'

Arun Talwar, Manager at Maranello Classic Parts, said, 'It was an honour to welcome Phil as our very special guest on such a special day. Seeing him in the Ferrari 195 was not only a tribute to Phil but also the rich shared legacy of Maranello.'

'It was a fantastic day,' said Phil. 'It brought back so many happy memories and I was surprised to see three former colleagues who are still working there. It was great chatting to them. Being in the Ferrari was incredible – it was like floating in the air!'

### A lovely surprise

Stephanie Cox, Phil's daughter who joined him for his birthday celebrations, agreed saying, 'It was a lovely surprise. Rivermede Court and Maranello's made my dad's 90th birthday very special. A big thank you to everyone involved.'





# Joan's toe-tapping treat

The Netley Court team recently whisked resident Joan Belcher, aged 92, off to nearby Fitzell-Roberts School of Dance where she not only joined in with a short tap-dancing routine but also helped to teach a tap-dance class.

Joan began dancing in 1939 at the age of seven. At 12 years old, her father would chaperone her as she entertained audiences dancing at social events from clubs to cabaret, cinemas and concerts as well as entertaining the troops. Highlights of her performances included a tap-dancing solo and tap-dancing with a skipping rope. Her most impressive routine, however, was tap-dancing on roller skates.

Joan continued her career as a specialty dancer and vocalist until 1964. She memorably appeared on the same bill as that well-known cabaret artiste Max Bygraves and, on another occasion, Bud Flanagan.

'Joan's sprinkle of Cinnamon was a joyous, toe-tapping occasion,' said Sarah Gillett, Home Admissions Advisor.



## IT'S NOT UNUSUAL!

The Eastcote Park wellbeing and lifestyle team specialises in creating personalised, meaningful experiences for residents. From thoughtful touches to grand surprises, their passion and creativity shine through in everything they do. One of their signature sprinkles of Cinnamon recently brought smiles and sunny memories to Eastcote Park resident Ann Digby.

'We know Ann is a huge Tom Jones fan,' said JoAnne Hennesey, Lead

Wellbeing & Lifestyle Co-ordinator,' and although we couldn't bring her the real Tom Jones, we did the next best thing and invited a tribute act to perform for her. Singer Barry Styles raised Ann's spirits through the memories the songs evoked. She was also able to sing along and bond with other people in the audience, supporting her emotional wellbeing and social connection.

'It's not unusual to find Ann having an absolute blast – and she certainly did this time!' said JoAnne.

## DIAMONDS are forever

Reg and Val Aley have called Earlsfield Court their home and been part of the Earlsfield family for almost four years. On 1st April, team members, family and friends joined them in celebrating 75 years of love and commitment with their Diamond Wedding Anniversary. 'Their journey together has been filled with laughter, joy and beautiful memories. We couldn't be happier to share this special moment with them,' said Daniel Ridgway, Home Admissions Advisor.







# THE *food* OF LOVE

Love was all around as team members and residents decorated Lakeview Grange in readiness for Valentine's Day, which they celebrated together with gifts, great food and good friendship.

'As couples came together for a romantic Valentine's lunch, we tallied the number of happy years of marriage that were represented in the room. It came to over 500,' said Mary Oliver, Wellbeing & Lifestyle Co-ordinator. 'A huge thank you to Head Chef Eric Homer, Hospitality Services Manager Dammi Archbold and our waiter for the afternoon, Care Assistant Bryan Loy Edwards.'



COMPLIMENTS  
TO THE CHEF



## SAYING IT WITH FLOWERS

Team members transformed Emerson Grange into a romantic setting complete with floral decorations and scattered rose petals for their Valentine's Day soirée. Local pianist Adam Neep created a romantic atmosphere, serenading residents and guests with timeless melodies.

The catering team served up a classic Emerson afternoon tea with delicate finger sandwiches, freshly baked scones and a scrumptious array of home-baked cakes. 'Just like The Ritz,' was the verdict from one impressed relative.

The most touching moment of the day came when Aadil Baig, Support Services Manager, presented each lady – team members and residents alike – with a beautiful red rose. This simple yet powerful gesture brought smiles and a warm sense of appreciation throughout the home.

'This Valentine's Day reminded us all that love comes in many forms: friendship, kindness and the thoughtful acts that make a place feel like home,' said Aadil.



## WAKE UP AND WIN

The Wellington Vale team celebrated Valentine's Day by taking part in Wake Up & Win, a light-hearted quiz game show from Heart Radio. Together they raised over £465 for the British Heart Foundation.





## Families, fun & floral gifts

Lakeview Grange celebrated Mothering Sunday with families, friends, fun and floral gifts. Every marvellous mother and lovely Lakeview lady, including team members, received cards and a flower brooch from Cinnamon Care Collection.

Dammi Archbold, Head of Hospitality, joined forces with Head Chef Eric Homer and his industrious team to decorate the café area and provide a special high tea in a joyful atmosphere. A singer and pianist provided a mellifluous soundtrack to end the ladies' special day.



## FABULOUS CHARITY FUNDRAISER

The Gables held a Mother's Day fundraising event last month in aid of a local charity, Ladies Fighting Breast Cancer. Team members and residents made an early start preparing the décor from 8am, putting up artwork they had made the week before and making bouquets.

With fifteen local businesses taking part selling a variety of goods from cupcakes to skincare and flowers, there was a stall for everyone. 'We were very proud to discover that we had raised over £1,500 for the charity,' said Amber Jackson, Wellbeing & Lifestyle Co-ordinator. 'It was great to build relationships with local businesses, meet the charity's volunteers and we all purchased our Mother's Day gifts too.'

Special thanks go to volunteer Julia Williams who helped Amber and James Skelding, Home Admissions Advisor, to organise the event. 'As a survivor of breast cancer herself, this charity means a lot to Julia and so she contributed at great deal,' said Amber. 'We couldn't have done it without her!'

### Excited and eager

Julia added, 'A huge thank you to Amber, James and all the team at The Gables care home for helping to co-ordinate such a fabulous fundraiser. The involvement of wonderful residents who were so excited and eager to help made it even more special. Your time, energy and passion ensured it was a success and we are so grateful for your support.'



JAMES AND AMBER



## Musical Mother's Day

Residents, families and team members gathered for an afternoon of live entertainment at Emerson Grange in a Mothers' Day tribute to the mums, grandmothers and mother figures who inspire with their strength, warmth and grace.

The soulful tunes and smooth vocals from ever-charismatic Not King Cole had everyone smiling from the very first note. His nostalgic selection set the perfect tone for the day, blending

charm with toe-tapping rhythm. It wasn't long before the music had everyone on their feet, filling the room with lively dancing and spontaneous twirls as generations came together in a heartwarming display of love and joy.

No Emerson event would be complete without a delicious spread and this sparkling Mother's Day celebration delivered one of the best with beautifully baked cakes, sweet treats and plenty of fizz.



# FIVE FABULOUS YEARS

February officially marked five years since Earlsfield Court first opened its doors and welcomed residents. Team members and residents celebrated the occasion with birthday cake and bubbles.

'We've enjoyed five fabulous years of caring, laughing and growing together as a community and made so many memories that will last a lifetime,' said Daniel Ridgway, Home



Admissions Advisor. 'Thank you to everyone who has been part of this incredible journey – our dedicated staff, wonderful residents and their families. Here's to many more years of love, care and laughter.'

## Fizz & QUIZ

Lakeview Grange marked its second birthday at the end of February with a sparkling party for team members, residents, volunteers and guests.

The celebration began with a Fizz & Quiz with questions about the care home. A delicious buffet followed courtesy of talented Head Chef Eric Homer and his team with a splendid birthday cake as the *piece de resistance*. The party continued with a game of Guess the Baby Photo with jelly babies as prizes for the winners. They ended their birthday bash with the home's choir, Lakeview Voices, leading some community singing.



## Outram Fields' sparkling *first* birthday

Outram Fields marked its first birthday in February too and what a celebration it was! The day began with some toddler friends joining residents for traditional party games including Pass the Parcel, filling the home with excitement, laughter and joy.



### Plenty of smiles

A birthday party for residents, team members, family and friends followed in the afternoon with balloon decorations and floral table arrangements created by residents. There were live singers, a delicious cake decorated by residents and plenty of smiles. An ingenious quiz, expertly created by the Heads of Departments, had everyone thinking and laughing.

'It was a truly heartwarming day filled with fun, friendship and time to reflect on the wonderful memories we've made over the past year,' said Claire Barker, Wellbeing & Lifestyle Co-ordinator. 'A huge thank you to everyone who helped to make it so special. Here's to many more happy years ahead at Outram Fields!'



# Royal recognition

The Heathland House team recently celebrated the Blue Sapphire wedding anniversary of a resident couple with a tea party in the home's private dining room.

'It was a privilege to host Leonard and Brenda Symonds' 65th wedding anniversary party with their friends and family,' said Nadia Greenmaidan, General Manager.

Leonard was born into an army family on 20th May 1937 at Royal Arsenal Woolwich Maternity Home. He joined the Army Apprentices School at Arborfield, Kent as an apprentice tradesman at the age of 16 and was promoted through the ranks, becoming a major by the time he retired 37 years later.

## Love of my life

In 1958, while on leave from the army, Leonard and his brother John attended a nurse's home dance at Farnborough Hospital, however, the matron turned them away at the door. Not lacking in military initiative, they found an open window at the back of the building and two years later Leonard married Sister Brenda

Newman SRN and John married Sister June Price SRN.

'Brenda, the love of my life, gave up her nursing career to follow me across the world,' explained Leonard. 'She raised our two beautiful daughters, created warm and welcoming homes wherever we were posted and always made coming home a joy.' According to Leonard and Brenda, the secret to a happy and long marriage is, 'In adversity, never be angry, always be sad, hence, never a cross word.'

The happy couple received a congratulatory message from Queen Elizabeth II for their Diamond Anniversary and were thrilled to receive a framed letter from King Charles III for their Blue Sapphire milestone. Next, they're hoping for a message from Prince William and Princess Katherine!



## Points win prizes

A special day celebrating their hard work and dedication made the Sutton Park Grange team feel truly valued. They recently received an impressive 96 percent score on an internal 'lived-in experience' audit, the highest amongst all Cinnamon homes.

Senior General Manager Su Edmonds organised a raffle with fantastic prizes and team members enjoyed pizzas and homemade cookies as a well-earned treat. 'It was a perfect opportunity to thank everyone for their vital role in creating a positive home environment and enhancing the experience of our residents,' said Su. 'Huge congratulations to the whole team for their outstanding score.'



## COLLECTIVE BIRTHDAY LUNCH

Parkfield Grange has begun holding birthday lunches for all residents who share the same birth month. February saw residents Valerie Best, Martin Shenton, Harold Swithenbank and Mike Civill join Home Admissions Advisor Emily Hocking, whose birthday falls in the same month, for lunch and a slice of birthday cake in the home's private dining room. Residents said it was a lovely touch to have a team member celebrating with them.





# Food for talk

**Wellbeing & Lifestyle Co-ordinators from Cinnamon Care Collection were recently invited to take part in an important dementia-friendly reminiscence initiative created in conjunction with Sainsbury's Archive, Interference Art and the National Activity Providers Association (NAPA).**

The Food for Talk shopping memories dementia resource is part of the Linbury Trust-funded project 'Take One Ingredient' and is designed for everyone to use. It offers photographs of food and other everyday shopping items to spark conversation, prompts to explore a food memory, a QR code which when scanned adds shopping sounds for an extra sensory dimension and tips to get everyone talking.

Cinnamon's Wellbeing & Lifestyle Co-ordinators were invited to review the Food For Talk webpage and evaluate the potential activities through online group work, trialling hands-on materials with residents in Cinnamon homes and an in-person project day at the London Museum.

## Retro passion

The project held particular appeal for Mary Oliver, Wellbeing & Lifestyle Co-ordinator at Lakeview Grange, because of her passion for all things retro. 'I learned a great deal from sharing resources with our residents,' Mary explained. 'Don Stoner recalled how, as a boy, he found a Sainsbury's bloater pot. He was fascinated that it was the same as the one in the Sainsbury's Archive. Jean Donahue, another resident, and I laughed at memories of 'nylons' and how women preferred wearing tights to stockings.'

Mary and her wellbeing and lifestyle teammates shared feedback on adjustments and improvements with the Food for Talk researchers, as well as some ideas about future outreach projects. 'I felt fortunate and honoured to be involved and learned so much,' said Mary. 'I now have a wealth of resource ideas, recommendations and new contacts which I am looking forward to using at Lakeview Grange. Thank you to everyone involved for allowing me to participate in this research project.'



Jean Donahue



MEMORABLE  
BLOATER  
POT



# DEMENTIA FRIENDS

Sunnybank House recently welcomed members of the local community, residents' family members, team members and volunteers to an engaging training session aimed at enhancing understanding of dementia. It is estimated that 1.6 million people in the UK will be living with dementia by 2040, approximately two-thirds of whom will be supported at home by family members or friends.

Led by Val Down, Dementia Ambassador from Eastleigh Rotary, the home's Dementia Friends Awareness Session offered valuable insights into the needs of individuals living with dementia, equipping participants with practical tips, advice and fresh perspectives.

The training session was attended by volunteers Joanne Millen, Isabel

Guthrie, Stephanie Slack and Kevin Wilkins, who were each presented with a special pin badge symbolising their new role as Dementia Friends. Becoming a Dementia Friend is a meaningful step toward better supporting those affected by dementia.

'These sessions enable us to provide informed, personalised care within our home and foster greater empathy and connection in our community,' explained James Greene, General Manager. 'Everyone who attended the training found it extremely beneficial and I would especially like to thank our four care home volunteers for their participation. Their commitment and selflessness truly inspire us.'

'Volunteering at Sunnybank House is the highlight of my week,' said Kevin. 'I love making residents smile and laugh through activities and this awareness session has given me a deeper understanding of their needs. I am thrilled to have had the chance to participate.'



The awareness sessions are free to attend and are part of a range of seminars and talks available to the community. Future topics include Later Life Financial Planning, Cyber Scam Awareness and Falls Prevention. The next Dementia Awareness afternoon is on Monday 9th June. Please email [sunnybank.haa@cinnamoncc.com](mailto:sunnybank.haa@cinnamoncc.com) for more information.



## MUSICAL MOMENTS

Hartwood House recently partnered with Dementia Support Hampshire & Isle of Wight to support their local dementia community. The home is now holding a monthly Musical Moments session, inviting people living with dementia and their carers for an afternoon of music and refreshments.

They also hold a weekly support group with a range of activities for the person living with dementia to enjoy and an hour for the carer to relax and make friends over a cup of tea. 'It's really exciting to be part of such a worthwhile project to help the wider community,' said Demie Arnold, Wellbeing & Lifestyle Co-ordinator.

## World Book Day

To celebrate World Book Day heads of departments at Rectory Court dressed up as some of their favourite fictional characters to entertain residents. Trainee Chef Jamie Slade made a delicious cake and the team welcomed Averil Leimon, author, leadership coach and business psychologist, as their VIP guest. A book tombola raised £100 for Age Exchange.

LITERARY  
FIGURES



## Oh, what a night!

Eastcote Park's quiz night in aid of Knowle Donkey Sanctuary was a heartwarming occasion, bringing together familiar faces and a few new ones for an evening of friendly competition, laughter and community spirit.

The energy was electric from the start as teams gathered ready to test their knowledge and have fun. The questions flowed, the answers were debated and the room was filled with cheers of triumph and groans of defeat.

'It wasn't simply the quiz that made the night so special,' said JoAnne Hennesey, Lead Wellbeing & Lifestyle Co-ordinator, 'it was the overwhelming sense of generosity and support that everyone showed for a cause that means so much to us.'

They raised £350 for the Knowle Donkey Sanctuary. 'We're immensely grateful to everyone who helped to make the night such a success. Their generous support has helped ensure that the wonderful work of the Knowle Donkey Sanctuary continues.'



## BRAVING THE COLD FOR A CAUSE

An intrepid group of team members swapped their beds for sleeping bags and braved the cold, spending a night outdoors in the garden at Outram Fields Care Home recently.

Senior Care Assistant Emma Davies, Housekeeper Marie Thompson, Home Admissions Advisor Claire Hoyles, Head Chef Dave Edwards and Care Assistant Philippa Wilson were all taking part in the Royal British Legion Industries (RBLI) Great Tommy Sleep Out, raising awareness and vital funds for homeless veterans across

the UK. A visit to the local pub before bedtime helped to make it a great team bonding event, adding some warmth and laughter to the evening.

'It was a powerful and humbling experience, made extra special by the fantastic team spirit throughout the night,' said Claire Barker, Wellbeing & Lifestyle Co-ordinator. 'A huge thank you to everyone who sponsored the Outram Great Tommy Sleep Out Team. We've raised an incredible £625 so far!'

## FAMILY FORTUNES *Fun*

A game of Family Fortunes hosted by Head Housekeeper Dawn 'Di Campo', was a recent highlight at Sutton Park Grange. They projected the game onto the home's cinema screen and set up two tables with large flashing buzzers, making contestants feel as though they were in the ITV studio.

Residents and team members from various departments formed two teams, the Lions and the Unicorns.

Steve Smith from maintenance, Carla Davis from housekeeping and Jade Whipps from the care team all took part. Ben Stevenson and Paula Redhead from the wellbeing and lifestyle team produced the show.

The Lions emerged victorious, earning a fine dining lunch in the home's celebration room as their prize. Everyone enjoyed a wonderful evening, sharing laughter in a relaxed atmosphere.





# FUN & FUNDRAISING FOR COMIC RELIEF

Eastcote Park embraced creativity and community spirit on Red Nose Day 2025, raising over £450 for Comic Relief.

They got off to an energetic start with a virtual fundraising event where participants 'travelled' a total of 93 miles around the local Cinnamon homes by cycling on stationary bicycles, running on treadmills and using cross-trainers. The excitement continued with a live chat on BBC Radio WM which enabled Eastcote Park to share their fundraising efforts and the incredible support they had received from local people.

The home's talented chefs prepared delicious cakes decorated in vibrant

colours with cheerful red noses which added an extra touch of fun and helped to bring visitors, residents and team members together over a cup of coffee.

'It was a heartwarming to see our whole community unite and show their commitment to making a difference,' said JoAnne Hennesey, Lead Wellbeing & Lifestyle Co-ordinator. 'Thanks to the generosity and enthusiasm of everyone involved, our event was a massive success filled with laughter, giving and a shared sense of purpose – a perfect way to mark Red Nose Day 2025.'

A NOSE FOR FUN



## Cultural exchange at Parkfield Grange

The Parkfield Grange team celebrated the end of Ramadan with their Muslim teammates. They made and decorated Ramadan lanterns with residents during an arts and crafts session. They also made some gift bags which included a scented candle, dates, nuts and chocolate, for their Muslim teammates to enjoy during Eid. Care Assistant Zee Begum brought in some henna transfers so team members and residents could enjoy a cultural exchange.



inspired BY INDIVIDUALITY

## C'EST LA VIE!

The Hartwood House team held a fantastic French-themed day recently filled with ooh la la to entertain residents. Team members made a huge effort to dress up and fully immerse themselves in *la vie française*.

'In the morning we enjoyed pâtisserie and painting,' said Demie Arnold, Wellbeing & Lifestyle Co-ordinator. 'A lunch inspired by French cuisine was followed by a wine tasting in our very own French café in the afternoon. Our residents had a wonderful time and are still talking about it now!'







# GARDEN *benchmark*

The Heathland House team has embarked on a special resident-led garden project to create a space that truly reflects everyone who lives in the home.

Residents began by sharing how they currently use the garden and discussing thoughtful adjustments that would enhance their experience.

They chatted to the gardener about their favourite plants, colours and scents, reminiscing about the gardens they once tended at home. These memories inspired new ideas for their own shared outdoor space.



Thanks to the generous donations from families of residents who have recently passed, they now have two beautiful additions to their garden: a bench and a tree. The bench, named 'The Infinity Bench', sits in peaceful spot for people to pause, reflect and remember.

'We have planted a tree beside it that will grow to provide shade, symbolising the enduring presence of those we've loved and lost,' said Nadia. 'This project is a beautiful example of how shared memories and community spirit can shape a space bringing comfort, joy and connection to everyone who visits.'

'One suggestion was to create an area for reflection to remember friends we have made at Heathland House who are no longer with us,' explained Nadia Greenmaidan, General Manager. 'This heartfelt idea has grown into something special.'



## Meaningful *monthly* events

Fostering close connections between the generations is an important part of life at Earlsfield Court so the wellbeing & lifestyle team was proud to partner with Little Common Primary School for a series of meaningful monthly events.

In March, residents visited the school for pre-VE Day party filled with stories, laughter and shared memories. 'The connection between generations was truly inspiring,' said Daniel Ridgway, Home Admissions Advisor. In April, the school's choir returned the favour and visited Earlsfield Court to perform for residents.

In May, Earlsfield Court will host a VE Day celebration during which Year 6 pupils will entertain residents, singing and dancing to popular songs from the Second World War. The month of June will bring a visit from Year 4 pupils with a selection of songs from the Bexhill Schools Summer Performance.

'We are looking forward to planning more occasions in the months ahead and continuing to build a strong partnership between pupils and residents,' said Daniel.





# CAPTIVATING CEILIDHS

Residents' eyes misted with emotion as they watched a mesmerising St Patrick's Day performance at Eastcote Park by agile children from the local Scanlon School of Irish Dancing.

Dressed in Irish costumes, the young dancers captivated residents with a beautiful celebration of tradition, bridging generations through the shared love of music, dance and culture.



'It was a powerful reminder of the importance of community and the deep connections that can be formed through simple acts of art and expression,' said JoAnne Hennessey, Lead Wellbeing & Lifestyle Co-ordinator.



## Getting into the Irish spirit

The Netley Court Team paid a visit to a local Irish Dancing School before enjoying a special Irish menu back at home, finishing with a pint of Guinness in the bar. 'It was lovely to see the team get into the Irish spirit,' said Sarah Gillett, Home Admissions Advisor.

## A taste of Scotland

Residents, guests and team members gathered to celebrate Burns Night at Emerson Grange with an evening of Scottish music, tradition and flavour.

Hutton who hails from Scotland. It gave residents a true taste of the Highlands and he received many compliments. It was a warm, welcoming night of culture and connection.

The highlight of the evening was a homemade haggis tasting, lovingly prepared by the home's Head Chef, Derek



A WEE DRAM

## FLIPPING AWESOME!

Head Chef Samuel Sewell invited residents into the Wellington Vale kitchen to make and flip their own pancakes on Shrove Tuesday. 'Everyone could choose their own delicious toppings. We had a flipping awesome time!' said Chloe Billing, Wellbeing & Lifestyle Co-ordinator.





# OPENING TIME *for* MERRIMAN GRANGE

Merriman Grange, Cinnamon's newest care home in Worthing, held its Open Day at the beginning of March attended by Shoreham MP Tom Rutland.

The VIP guests enjoyed a tour of the care home which boasts 77 ensuite rooms, five of which are for couples. The luxurious facilities include a cinema, hair and beauty salon, roof terrace with grandstand views to the south, spa bathroom on each of its four floors, five dining lounges and a private dining room.

Findon Valley Residents' Association & History Group created a display of

nostalgic photographs and history of the area in the café-bar, while Worthing Rock Choir delighted the guests with a medley of popular songs.

## Official opening

Onlookers cheered as local luminary Mary Dickson officially opened the home's café-bar which leads out onto a sun-dappled terrace with tables and seating. It has been named after her and her husband George, a well-loved consultant surgeon at Worthing Hospital. Merriman Grange stands on the site of their former home, Skyring, once one of the finest residences



in Worthing. Mrs Dickson and her grandson Matthew were full of admiration for Merriman Grange, describing the complex as 'amazing'.

Later, children from Broadwater Church of England Primary School buried a time capsule in the grounds with the assistance of the Mayor of Worthing, Ibsha Choudhury, and the Town Crier, Bob Smytherman. Contents included 62 'letters to my future self' written by Year 6 pupils at the school, Pokeman cards, a picture of King Charles III and Prime Minister Kier Starmer, some coins, a phone case and football cards.

One of the first residents to move in was Richard Dixon, aged 92, who said, 'Merriman Grange is brilliant; you cannot fault it. I could not think of a better place to spend my final years.'



VIP DAY





# It's a dog's life

Emerson Park welcomed local four-legged competitors and their owners to its annual dog show last month for a magical afternoon celebrating the special bond between people and their pets.

Six charming canine contestants, each one proudly presented by the families and friends of residents, competed in a range of categories. From tiny Terriers to Golden Retrievers, each pup brought their own unique sparkle to the event.

Residents, families and team members gathered to cheer on the competitors, admire their tricks and talents and share stories of beloved pets past and present. Receptionist Sue Pryor

graciously stepped into the role of guest judge alongside her lovable dog, Max, who stole many hearts.

Bruno, a Pomeranian, won Brightest Eyes while the prize for Waggiest Tail went to Dolly, a Chihuahua. Milo, a Coton De Tulear, stood out as the Best Dressed Dog while Wilson, a Labrador Retriever, ran off with the Golden Oldie prize. Samoyed Buddy was the proud recipient of the Best Coat rosette while Labrador Olive scooped both the Cutest Puppy and Best in Show awards to the delight of her owner, Tracey Wilson.

## PRIZEWINNING POOCHES

'Our dog show is an annual highlight for our residents, many of whom helped to judge the contestants and select the winning pooches,' said Aileen Nimmo, Resident Services Advisor. 'This event is a wonderful celebration of the important role that dogs play in enriching our lives.'

## Blue Monday Mardi Gras

The Wellington Vale team demonstrated its positive spirit turning Blue Monday on 20th January, officially the most depressing day of the year, into Carnival Day. 'We "don't do blue" at Wellington Vale,' said Helen Cox, Home Admissions Advisor, 'and we always go out of our way to come up with fun activities to entertain our residents.'

It proved to be a great team effort. The maintenance team helped to transform a trolley into a carnival float, the wellbeing and lifestyle team made exotic flamingo, sombrero and palm tree decorations with residents, while the catering team provided mouth-watering fruit platters. Then they paraded their carnival float throughout the care home to steel pan music from a professional musician. Team members and residents danced alongside blowing whistles, accompanied by family,

friends and members of the home's Mother & Toddler Group.

### Playing together

After the dancing and singing, team members and residents took part in a steel pan workshop. 'We learned the different notes and by the end of the workshop we could play a tune together,' said Helen. 'It was so much fun and our residents loved it. We really did bring Mardi Gras to Waterloooville!'





# Sweet appreciation

General Manager Lea Wintle and his Heads of Departments recently showed how much they appreciate Abbotswood Court's team members by giving them each a surprise gift basket containing sweet treats. 'We often receive such wonderful feedback from families about our team members,' said Lea. 'It is they who make Abbotswood Court so special.'



FINDING  
A SWEET SPOT

## Transferring her skills to Cinnamon

Congratulations to Kayleigh Maugher, Wellbeing & Lifestyle Co-ordinator at Rivermede Court, on recently being promoted to Chief Petty Officer (CPO) by her Sea Cadets group. Kayleigh has been a member of the Sea Cadet Corps for 22 years, during which she has gained instructor qualifications in paddle sports, First Aid and as a peer educator teaching cadets how to teach.

The Sea Cadet Corps is a children's youth charity based on the traditions of the Royal Navy which opens many doors for young people. 'My cadet background has helped me to plan and run each activity at Rivermede Court, as well as keep it engaging for our residents, said Kayleigh. It has enabled me to think on my feet if activities don't go as planned and we have adapted some of the cadet sessions for our



residents' needs. My unit has been more than happy to help with events and activities too.'

## Congratulations

**Sarah Paddock**, Team Leader at Heathland House, has achieved her Level 5 Leader in Adult Care qualification demonstrating her dedication, compassion and expertise, particularly in end-of-life care. Her commitment to excellence inspires her colleagues.

At Parkfield Grange, **Claire Mole** was successful on interview and has moved from Team Leader into a Care Co-ordinator role. **Jaimie Sommers** and **Danielle Hutton** have both been promoted to Senior Care Assistants and Wellbeing & Lifestyle Assistant **Lola Walker** has recently completed her NAPA Activity Level 1 course.

**Helen Cox**, Home Admissions Advisor, and **Carmen Valasa**, Registered Nurse, recently achieved their Five-Year Service milestone at Wellington Vale.

**JoAnne Hennesey**, Lead Wellbeing & Lifestyle Co-ordinator, and **Amanda Page**, Senior Care Assistant, both from Eastcote Park have both successfully completed their First Aid training. 'Achieving this milestone demonstrates their dedication to ensuring the safety and well-being of everyone in our care,' said Ben Dalgetty, Support Services Manager.



Sarah Paddock



Claire Mole



Danielle Hutton



Jaimie Sommers



Carmen Valasa



Helen Cox



JoAnne  
Hennesey and  
Amanda Page



# Volunteers receive a warm welcome

Outram Fields gave a warm welcome to three new volunteers, Greg Harris, Ellen Badger and Harriet Wragg. Volunteers play a vital role in creating a warm and welcoming environment in the home and the time, energy and support they give to residents and team members is greatly valued.

'Greg, Ellen and Harriet each bring enthusiasm, kindness and a passion for making a difference,' said Claire Barker, Wellbeing & Lifestyle Co-ordinator. 'We are so pleased they are joining the Outram Fields family. Whether it's sharing stories, lending a helping hand with activities or simply offering a friendly chat, we know they will have a positive impact on our residents' lives.'

ALWAYS APPRECIATED

## Part of the team

A regular visit from a volunteer is always appreciated; it gives residents something to look forward to. 'Kevin Farrow works in refrigeration but comes to The Gables after work when he can and has really become part of the team,' said Amber Jackson, Wellbeing & Lifestyle Co-ordinator. 'He throws himself into everything and drives the minibus so we can go out on trips. Kevin wears his heart on his sleeve and is always ready to help others. No wonder our residents love him so.'

**If you have spare time on your hands and are looking for something fulfilling to do where you will be appreciated, volunteering in a Cinnamon care home could be right for you.**



Ellen Badger



Kevin Farrow

## Doreen's sunny decade

**Congratulations to Doreen Baker, aged 71, on reaching her 10-year milestone working at Sunnybank House.**

Doreen joined the home as a Kitchen Assistant under its previous ownership and remained when Cinnamon took over in 2016. She

has helped most departments during her time at Sunnybank House, most recently assisting the catering team. Doreen makes a point of chatting with residents each day. 'Their smiles motivate me,' she beamed. Doreen received a bouquet, a card and a celebratory chocolate cake to mark this special occasion.



Several team members will reach their 10-year anniversary with Cinnamon Care Collection next year. Watch this space!

## Baby shower



The Parkfield Grange team held a surprise baby shower recently for one of the home's Senior Night Care Assistants, Suzie Jackson. Everyone

was excited because this is the first Parkfield Grange baby. Residents decorated baby vests and created a gift basket for the expectant mother. They also decorated some biscuits for team members to enjoy with their prosecco.

Meanwhile, Alice Hale, a resident at Wellington Vale, was delighted to share her 101st birthday celebration recently with two newborn babies from the home's Mother & Toddler Group. It was the party of the century!



Alice Hale



# Voices through time

Lakeview Grange celebrated World Poetry Day with an event exploring the art of poetry and its ability to connect generations through shared emotions, experiences and dreams.

'Voices Through Time: A Celebration of Words' culminated in the Mayor of Chichester, Councillor Sarah Quall, burying a time capsule in the home's gardens to be opened on 21st March 2050.

Children from Kingsham Primary School wrote individual poems for the time capsule about the future

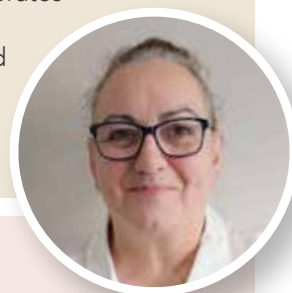
with Artificial Intelligence and their hopes for the world. These poems were joined by photos and letters from residents about their past and present, and their dreams and wishes for the next generation.



Jackie Cridlin, Home Admissions Advisor, said, 'World Poetry Day was an opportunity to bring our residents and local school children together to foster dialogue, creativity and mutual understanding. We hope that in 25 years' time future generations will gain pleasure and insight from the time capsule's contents.'

## Welcome aboard!

The Sutton Park Grange team gave a warm welcome to Julie Foster who recently joined the home as their new Hospitality Supervisor. Julie has had a successful career as a hotel chain manager and her new teammates are excited to see the fresh ideas she brings, especially as she collaborates with the wellbeing and lifestyle team on evening events.



## Never too late for friendship

It's never too late to make new friends as Jack Clarke, a 98-year-old resident at Sunnybank House, discovered recently.

Jack served as a Bevan Boy in the coal mines during World War II rather than in the RAF, which he would have preferred. After the war, he went to work for Pirelli Engineering in Eastleigh and enjoyed his career there.

After spending time talking with Jack recently, Izzie Guthrie, a work experience student from Peters

Symonds College in nearby Winchester, suggested bringing her grandfather to visit Jack for a chat. 'The two gents hit it off and were delighted to discover that they had both worked at Pirelli at the same time,' said Paul Burrows-Gibson, Lead Wellbeing & Lifestyle Co-ordinator. 'We hope that their friendship will continue to flourish.'







# Celebrating Cultures Month

Throughout October, we will be celebrating the different cultures Cinnamon team members and residents represent.

We would like to see homes run a series of events throughout the month with lots of great pictures posted on Facebook.

## How to take part:

- Choose a few cultures from the various different cultures of your residents and team members.
- Celebrate your chosen cultures throughout October with food, drink, music, dancing, singing, costumes, language, sports and other relevant entertainments or traditions.
- Seek input from residents and team members in researching your chosen cultures, making costumes, creating culinary treats, decorating your home, teaching language and traditions – the more the better!

## Three Spot Prizes of £250

- **Activity Award** for the most creative activity relevant to the chosen culture or cultures.
- **Hospitality Award** for the most creative dish relevant to the chosen culture or cultures.
- **Social Media Award** for the best Facebook posts throughout October.

These awards will be judged through Facebook posts only – no need to send anything in. However, we would appreciate some great pictures for the next *In Touch* newsletter as always.

Let's celebrate the different cultures of Cinnamon during...

*Celebrating Cultures Month!*





# BEST COMPANIES TEAM MEMBER SURVEY

The Cinnamon Team Member Survey will be arriving in your personal email inbox in June and once again it will come from the Best Companies to Work For in the UK.

The survey will ask you what you like about Cinnamon, what you don't like and what we can do to enhance your work life. There will be specific questions relating to your individual working conditions, communications with your team and your managers, your concerns and understanding of where we are going as a company. Your feedback is very important; it will enable us to address any issues and continue our journey to be the Best Company to work for in our sector.

Your feedback will help us to ensure that we are living our values: that we are passionate, dedicated, respectful, inspired and united. So, when you get the survey, please complete it in the knowledge that we **are** listening to you and acting on your feedback.

PLEASE  
COMPLETE  
YOUR SURVEY



## Coming soon...

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

### May

	Prepare for Cinnamon in Bloom Competition 2025.
1-8	Dementia UK's Time for a Cuppa.
2-4	Horseracing: Guineas Festival, Newmarket.
8	Victory In Europe (VE) Day.
13	World Cocktail Day.
14-18	Royal Windsor Horse Show.
17	Football: FA Cup final, Wembley Stadium.
19-25	Dementia Action Week.
20-24	Chelsea Flower Show.

### June

	Prepare for Cinnamon in Bloom Competition 2025.
7	Horseracing: The Derby, Epsom Downs Racecourse.
7-8	The Big Lunch 2025: the UK's annual community get-together.
11-15	Cricket: World Test Championship final, Lord's.
14	King Charles III's birthday & Trooping the Colour.
15	Father's Day.
17	Cinnamon Awards 2025, Great Fosters, Egham.
17-21	Royal Ascot – see <a href="http://www.ascot.com">www.ascot.com</a> .
21-29	English Wine Week.
27	National Cream Tea Day.
30 Jun-13 Jul	Tennis: 2025 Wimbledon Championships.

### July

1	You Make the Difference Award 2024 – deadline for this quarter's nominations.
1-6	Sailing: Henley Royal Regatta.
2-7	Formula 1: British Grand Prix, Silverstone.
10	Teddy Bears Picnic Day.
18 Jul-13 Sep	BBC Proms 2024 – find out what's on at <a href="http://www.bbc.co.uk/proms">www.bbc.co.uk/proms</a> .
22 Jul-2 Aug	Horseracing: 'Glorious Goodwood' Festival.