

# COLTEN Chronicle

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Autumn 2016

## Samba Spectacular!



Fun in the sun: Team Colten at the Lymington Carnival

**While the eyes of the world were on the summer Rio games, we went all sporty, too, for the Lymington Carnival.**

Residents from several homes were among a 60-strong Team Colten who featured in the procession or watched from a VIP viewing area at the Town Hall.

Our walkers were resplendent in an array of sports kits – and the taste of Brazil was completed by a decorated sailboat that offered a distinctive take on those five famous sporting hoops. Giant rings represented each of our five company values: kind,

friendly, individual, reassuring and honest.

Janie Pearman, Belmore Lodge Home Manager and head of our parade team, said: "Everyone really got into the camaraderie and samba vibe."

We also enjoyed VIP treatment at the the Rotary Club of Lymington's Summer Spectacular.

Parties of residents were collected from their homes by our minibus fleet and brought directly to the showground, where they had the use of a restful lounge. The aim was to create a pleasant and supportive family

environment within easy reach of the many fun events, displays and stands that made up the day.

Jo London, Activities Manager, said: "It was lovely to see our residents smiling and relaxing at the Spectacular and the Carnival. There was a real family feeling about both occasions."

● For more details and pictures of the Carnival and Summer Spectacular, visit our online edition at [chronicle.ColtenCare.co.uk](http://chronicle.ColtenCare.co.uk)



Watch the video

Visit [www.youtube.com/ColtenCare](http://www.youtube.com/ColtenCare)

## Ratings up in annual survey

Top ratings for care provision have been reached or maintained at a number of homes, according to our annual residents and relatives' survey.

Findings from the questionnaire, designed to give us useful pointers for ongoing improvement, are being shared with residents, families and colleagues.

Results will support action on every aspect of care, including staff-and-resident interaction, interior décor, Skype availability, food and drink menus, garden design, activities programmes and choice of minibus trips.

Overall, feedback was very positive. In the residents' survey, done on paper, 91% of the 381 who responded said their care service was excellent or good. This is up from 87% last year.

In the accompanying online survey for relatives and friends, ten homes were rated excellent or good by 100% of respondents.

Those in Hampshire were Woodpeckers, Court Lodge and Belmore Lodge. In Dorset, 100% ratings were given to Abbey View, Avon Cliff, Amberwood House, Canford Chase, Brook View, The Aldbury and Whitecliffe House.

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COLTEN CARE

'Cherishing You'

Mark  
Aitchison,  
Chief  
Executive,  
Colten Care



## Great days out

Welcome to our autumn 2016 edition which we lead with a report of our residents enjoying two major community events, the Lymington Carnival and Summer Spectacular.

What great days out these were, both from the residents' point of view and for our homes' interaction with the communities we serve. A great deal of planning and professionalism was required and I offer my personal thanks to everyone who was involved.

Our presence at these events is one aspect of the legacy of our dear colleague Karen Burdon who sadly passed away in the summer. Karen's contribution to the well-being of our residents over many years has been huge. As Activities Manager, she was instrumental in creating and developing our homes' activities programmes. She really put activities alongside clinical care, social care and hotel services as an essential pillar of residents' quality of life. Her influence is evident every day in the work of our Activities Organisers and will be appreciated for a long time to come. In this edition, we share some photo memories of Karen as a tribute to her and her work.

Among other features this time round, our regular '20 Questions' spot involves John Carter, our Plant and Transport Manager. John has been project-managing our move to a new office hub in Ringwood. It replaces our two existing Ringwood offices and one in Lymington and enables us to house our support services in one, more central place.

Colleagues, residents and relatives have been responding to our call for nominations for the National Care Awards. The wide range of categories covers roles including carers, nurses, managers, clinical leaders, activities co-ordinators, housekeepers and chefs. As I write, we've had more than 100 nominations submitted. We of course wish everyone the very best of luck and we will report back on any finalists or winners next time.

I hope you enjoy this edition of the *Chronicle*. You can receive more information on individual homes by joining the mailing list for our quarterly community newsletters. Please speak with your Home Manager, or send an email to [marketing@ColtenCare.co.uk](mailto:marketing@ColtenCare.co.uk) and we will add you to the list.

As ever, if you have any feedback on the *Chronicle* or know of a story we've missed, please tell us at [ContactUs@ColtenCare.co.uk](mailto:ContactUs@ColtenCare.co.uk)

# 'Sixpence' stars at Wellington Grange

Leading cast members from the musical comedy 'Half A Sixpence' took time out from their critically-acclaimed summer run at Chichester Festival Theatre (CFT) to perform at Wellington Grange.

Charlie Stemp, who plays Arthur Kipps, was joined by fellow actors Emma Williams and Devon-Elise Johnson to entertain residents with songs from the show.

"We were thrilled to have them here," said 95-year-old Halcyon McLaren. "It was just like they were on stage. We wish we could have given them a standing ovation but, as many of us are wobbly on our feet, we settled for giving them one with our hearts."

The exclusive performance was arranged under a partnership we have agreed with CFT. The aim is to bring interactive theatre directly into the home, while offering residents, families and friends priority access to events and tickets at CFT.

Emily Hudson, Activities Organiser at Wellington Grange, said: "The Half A Sixpence visit was not only about giving those going to the show a sneak preview. It also meant that



Half A Sixpence leading actor Charlie Kemp with Halcyon McLaren

residents who were unable to go could enjoy a version of their own with friends and family right here and with the real cast."

Vicky Gregory, Corporate Manager at CFT, said: "The partnership with Wellington Grange is unique for us as a theatre. The Half A Sixpence visit was just the first of a number of bespoke events we are planning to create for the residents."

● For more details and pictures of the event, visit our online edition at [chronicle.ColtenCare.co.uk](http://chronicle.ColtenCare.co.uk)

 **Watch the video**  
Visit [www.youtube.com/ColtenCare](http://www.youtube.com/ColtenCare)

## Survey results

▶ from p1

Ninety-seven per cent of all the responses from relatives and friends rated the overall quality of care and service at our homes as excellent or good. This is up from 95% in 2015.

Elaine Farrer, Operations Director, said: "We thank everyone who responded on this occasion to our annual survey. Specific comments on aspects of care will all be addressed as part of our continual journey of improvement."

# Abbey View refurb completes

**The finishing touches are being made to our first ever 'total home refurbishment', an 18-month project that has transformed Abbey View in Sherborne.**

The work, all done using in-house skills, ensures we can continue to provide the highest standards of care for our residents and their families.

The first phase was completed last year and

involved a more welcoming foyer, new in-house café, improved hairdressing salon and brighter dining room.

The second stage has seen further improvements to the building, interiors and utility services, including overhauling a number of bedrooms with en-suite showers. Garden features such as a new seating area and pergola have also been added.

Completing the project is a range of behind-the-scenes improvements to the likes of the plumbing, electrics and call bell systems.

"This was a genuine top-to-toe refurbishment taking place in a fully functioning care home where people spend their daily lives," said Contracts Manager Colin Clifford.

He paid tribute to residents, families and staff, including

Home Manager Jo Ellis, for their understanding and support, adding: "Hats off to them. I can't sing their praises highly enough.

"They were great to work with and the result is a phenomenal uplift."

Other homes with major refurbishment projects this year include Canford Chase in Poole, Avon Cliff in Bournemouth and Whitecliffe House in Blandford.



Belmore Lodge Home Manager Janie Pearman with Haven barman Daniel Rios

## Cocktail hour!

Belmore Lodge residents took a master class in making cocktails and alcohol-free mocktails before holding their own 'beach' party.

They learned the ropes from barman Daniel Rios at The Haven bar at Lymington's Yacht Haven marina. Daniel created the drinks based on residents' suggestions and flavours inspired by the Belmore Lodge gardens.

Activities Organiser Claire Fryer said: "He asked them about Belmore Lodge and learned how much they love the lavender in our gardens, so he created a gin-based cocktail with lavender oil and blueberries, which they really enjoyed." Mocktail suggestions resulted in a blend of cranberry juice, cucumber and mint.



Cheers: Haven staff Isabella Springett, Dan Rios and Ellie McIntosh with Janie, serving residents Chushan Camm and Janette Banks

Rob Smith, who owns The Haven bar with TV and radio presenter Chris Evans, said: "This is the first time we have hosted a party of care home residents – everyone seemed to really enjoy themselves."

Staff and residents later recreated the drinks for a party in Belmore Lodge's beach-themed sensory 'sun cove'.



Watch the video

Visit [www.youtube.com/ColtenCare](http://www.youtube.com/ColtenCare)



Chilled out: Fernhill residents Marjorie Lee (second left) and Margaret Johnson (right) with Activities Organiser Anne Marie-Knight (left), Colten Companion Heather Almond and Gavin Coppard of Jim's Superwhip.

## Ice cream van visit chimes with residents at Dorset care home

Fernhill residents relived their childhood with a visit from a traditional ice cream van.

Family business Jim's Superwhip set up store outside the dementia care home in Longham near Bournemouth as part of a reminiscence project.

As the van's chimes rang out across the garden, residents were invited to recollect early memories of queuing up, and enjoying, a traditional ice cream.

Ann-Marie Knight, Activities Organiser, said: "From hearing the musical chimes to the physical act of handing over the money, the visit succeeded in its aim of unlocking childhood memories. The idea is likely to be taken up by other Colten Care homes specialising in dementia care."



Through the seasons: Belmore Lodge's gardens have been a riot of colour, from the spring snowdrops (far right) to the summer poppies (left)

# Bumper crop of garden success



**Belmore Lodge has won the title of Best Overall Garden for the first time at our annual gardening awards.**

Announcing the judges' decision, our Head Gardener Charles Hubberstey praised the work of Belmore gardener David Aylieff-Sansom and the residents' garden club.

Charles said: "Since he joined late last year, and with the support and enthusiasm of resident gardeners Bill, Mary and others at the home, David has ensured the garden is a colourful and vibrant place that is loved and nurtured by all who use it.

"As well as a new herbaceous border, there is a new vegetable patch fulfilling some of the demands of chef Nigel for fresh produce.

"Up to a dozen residents regularly participate in the garden club, growing many of the plants, flowers and vegetables.

"Weather permitting, staff also have their morning meetings in the garden and, increasingly, many residents now enjoy the garden walk that has been opened

up right around the home."

Runner-up for Best Garden was Brook View in West Moors which, explained Charles, "has been transformed by Pete Burns the gardener".

"His tireless efforts have brought wonderful colour, interest and taste over many years. Among the practical challenges faced at Brook View are the regular visits by deer, which like a varied diet of all garden plants!"

The award for Best Floral Entrance went to the courtyard garden at Whitecliffe House in Blandford.

Charles said: "Joan Batchelor, the gardener, has created a colourful display of pots, troughs and baskets, and completely involved the residents. They wanted to grow more veg – so that's what she's done.

"With trips to the garden centre to buy seed and compost, and propagating trays placed strategically around every available window ledge, the garden now hosts sweetcorn,

beetroot, tomatoes, potatoes, strawberries and herbs. There's even an apple tree, fan-trained against the laundry wall."

Thanking all the residents, staff and volunteers at our homes who took part in the competition, Charles added: "This year's judging was harder than ever, which is a tribute to the whole team of gardeners who, without exception, have made our gardens into beautiful, stimulating and increasingly well-used living spaces.

"Our gardens are also becoming better known in the wider communities we serve with involvement in 'open garden' community days, such as Pennington Open Gardens and Blandford Hidden Gardens."

● Aside from our in-house competition, Braemar Lodge in Salisbury is a contender once again in the Salisbury City Council Gardening Awards. The home won the top award last year and the year before. We'll report on how this year's entry does in our next edition.



The Belmore Lodge gardens are a riot of colour, whatever the weather a British summer can throw at it!

Belmore Lodge staff and residents celebrate winning this year's garden competition. The home has an active residents' garden club and even staff meetings are held outdoors whenever possible



Runner up: Brook View in West Moors



Best entrance: Whitecliffe House in Blandford

QUESTIONS  
20  
QUESTIONS

Our nine-strong Plant and Transport team supports our 20 homes from a 16,000 sq-metre warehouse on the Ampress industrial park in Lymington. As well as driving the minibuses that enable residents to enjoy days out, the team sources and supplies all kinds of items for homes from specialist nursing beds to even the Linden House grand piano. Manager John Carter has recently been closely involved with our move to a new Ringwood head office hub. That has involved supplying the temporary site office, canteen facilities and many construction tools required during the build. We asked John to reveal a little more about himself.

Name: John Carter

Age: 66

Job title and brief description of role: Plant and Transport Manager. I have a wide range of responsibilities including being involved from the initial concept of a new home, such as looking at suitable accommodation for the builders, right the way though to supplying plant and materials for the construction work, and finally delivering catering equipment for the opening ceremony.

Career history: I left school with few qualifications and went to work in the family garage business. As I was basically unemployable anywhere else, I ended up running the business until my father died, when it was sold. I then went into plant and transport as a fitter and worked my way up to manager, running several large repair centres before joining the Colten group in 2007.

Interests: Freemasonry, classic cars, fly fishing.



**Q:** Who was your first childhood hero?  
**A:** John Wayne. Even when he played a baddy he always did the right thing and ended up with the girl.

**Q:** What would be your ideal holiday?  
**A:** Working on a dude ranch in Montana playing at being a cowboy.

**Q:** What are you superstitious about?  
**A:** The number 13. I once sold a car because the number plate added up to 13!

**Q:** Who would you most like to be trapped in a lift with?  
**A:** Carroll Shelby. He was the greatest motor engineer of the 20th century and knew many famous racing drivers. The tales he could tell!

**Q:** Who do you most admire?  
**A:** Anyone who works hard to better themselves.

**Q:** What car do you drive?  
**A:** Jeep Grand Cherokee.

**Q:** What makes you angry?  
**A:** Bullies. They are the lowest of the low.

**Q:** What is your favourite smell?  
**A:** Chanel No 5.

**Q:** Cats or dogs?  
**A:** Both.

**Q:** What is the first thing you do when you wake up in the morning?  
**A:** Tell the dog to get off the bed.

**Q:** What is your earliest memory?  
**A:** Trying to eat a banana with the skin on. Nobody told me you had to peel it first.

**Q:** Which TV/radio programme do you try never to miss?  
**A:** None.

**Q:** What is the best thing about your role?  
**A:** The diversity. You never know what's coming next.

**Q:** And what is the worst?  
**A:** Getting up at 6am.

**Q:** What would be your desert island luxury?  
**A:** My dog Peppe. He's a good friend and never argues with me.

**Q:** What do you wish you were good at?  
**A:** Playing a musical instrument.

**Q:** What has been the crowning moment in your life to date?  
**A:** Delivering my youngest daughter. That separates the men from the boys!

**Q:** What is your favourite meal?  
**A:** Roast chicken with all the trimmings.

**Q:** What would be your dream job?  
**A:** Running a company that restored classic cars.

**Q:** If you could bring something extinct back to life what would it be?  
**A:** The words 'please' and 'thank you'. Their demise was some time in the last century.

In an average month, our Plant and Transport colleagues carry out 137 deliveries to our homes, covering 5,500 miles, and provide 105 mini bus trips on behalf of residents, covering 5,000 miles.



Memories of Karen: At an RNLi fundraising night at Belmore Lodge (above, left – Karen is in the centre) and at the opening of The Aldbury dementia garden (Karen is on the far right, holding the ribbon).

# A tribute to Karen Burdon

**It was with great sadness that we learned of the passing of Karen Burdon in the summer.**

As overall Activities Manager for several years, Karen was responsible for a 37-strong group of Activities Organisers and minibus drivers.

She stayed in that role until Jo London joined us in September 2014 to share activities management.

Karen then concentrated on supporting the Activities Organisers at our New Forest, Salisbury and Winchester homes.

Karen was instrumental in our policy of linking our residents' activities programmes with fundraising for good causes.

Thanks in no small part to her, our Activities Organisers, residents, colleagues and volunteers have raised more than £140,000 for charities in the past six years. The latest annual total, for 2015, was the highest yet at £32,000.

As well as coming up with creative fundraising initiatives, Karen devised and developed ideas for activities such as scarecrow competitions, lots of

other arts and crafts activities, fancy dress events and managed the roll-call of visiting entertainers.

She leaves a strong legacy and ethos around the importance of activities as a pillar of our overall care proposition, alongside clinical and social care and hotel services. Her testimony is the superb, ongoing work of our Activities Organisers.

At the time of writing, we are looking into the idea of creating an 'outstanding activity' award in her honour. Here we share a few photographic memories of Karen.



All dressed up at a vintage fashion show held at Canford Chase, raising £1,500 for the Youth Cancer Trust (above, left); celebrating Castle View's 10th birthday in 2012 (above), and standing in the centre of her Activities Organisers and minibus drivers ahead of a group meeting at Brook View (left).

## Jacky's sense of determination

Having spent her entire career in nursing and care home management, Jacky Sylvester was an ideal choice for Operations Manager.



with Colten Care's approach to care, adding: "It is really rewarding to come to an organisation that evaluates all the time and has staffing that actually reflects needs."

Her new role involves responsibility for eight of our homes in Poole, Bournemouth, West Moors, Longham, Winchester and Salisbury. Jacky visits them regularly to support the Home Managers and ensure that the homes are run in accordance with our values and are safe, effective and compliant with CQC.

a consistent balance of care standards across the group."

Jacky has a fascinating CV. She has lived in Germany, Cyprus, Hong Kong and South Africa, where she helped set up a primary health clinic in Soweto to support families of miners working for the giant AngloGold corporation.

Jacky said: "Until I came, I didn't quite appreciate how beautiful our homes are. We don't do anything by half measures. This is a great organisation to work for and as I get further into the role, I would like my care homes to be rated outstanding in CQC inspections in as many areas as possible. I am a really determined person. If I put my mind to something I really want to achieve it."

She was also a regional manager for a national care home provider in the UK.

Jacky is impressed

"I look after the whole gamut of operations," she explained. "No two days are the same but you are always seeking



## Sonia revs up for HR role

Sonia Lambe, our new HR Administrator, spent 12 years in the motor industry becoming a 'handover specialist' – literally handing over new BMWs and Audis to customers. "It was a rewarding, people-oriented role with the chance to drive some very nice cars," she recalled.

Eventually opting for a change of direction, Sonia went into the recruitment field, initially for a High Street agency in Bournemouth and later for the multi-national banking and financial services company JP Morgan.

Coming straight from a big global organisation, her first impressions of Colten Care are very positive. "It's still got that family feel and I really like the Colten Care values. Everyone is very proud of what they do and devoted to who they are helping."

Based in Ringwood and reporting to Caragh Macdonald, Senior HR Business Partner, Sonia supports the whole HR team through a wide range of duties, including the management and audit of staff files and obtaining and checking references for new recruits.

Asked about her goals in the job, Sonia said: "In the early days, I'm just trying to remember people's names. Longer term, I want to help update some processes and make the role my own. I'm very much looking forward to having a long and successful career here. I've already met some fabulous people."

Surrey-born Sonia moved out of London for a change of lifestyle around ten years ago. She says she was quickly followed by her younger brother and now her parents are planning to relocate in our area too.

Living in Ringwood with husband Jay, Sonia has just acquired an allotment so, away from her desk, she can spend lots of time outdoors.

## Dee returns for promotion

Dee Lovewell has crossed town in Winchester on a return trip to her former home, Abbotts Barton.



Promoted to the role of Home Manager, she is keen to apply lots of new management experience gained during her time at our dementia care home in the city, St Catherines View.

utilise these skills in my new position. What I will take with me from St Catherines View is the home's strong person-centred approach. That's all about recognising that everyone is an individual and ensuring that the staff's way of working is less task-oriented and more focused on each resident.

Born and raised in South Africa, Dee joined Colten Care in 2003 as a nurse at Brook View in West Moors. She was promoted to Head of Care at Abbotts Barton in 2006 and, during a spell as interim manager, led the home to achieve a 'good'-rated CQC inspection.

"At Abbotts Barton I want to ensure that every resident has a fantastic time and that our Colten Care values are truly well embedded. I'm really looking forward to taking the home to the next level."

Dee has been Head of Clinical Care at St Catherines View, working alongside Home Manager Vanda Baker, since early 2015.

Dee added: "I'm an overseas nurse who has had a journey through the ranks only because of the fantastic support network here at Colten Care. It's a company that genuinely enables you to progress."

Dee said: "With Vanda's help, I have learned a lot about different management styles and I want to