

COLTEN Chronicle

www.ColtenCare.co.uk

Winter 2016



National Dementia Care Award winner Meg Austin, centre, with (l-r) David Jacques, Carol Clapcott, Lindsay Rees and Janie Pearman, who are all shortlisted for a National Care Award

It's a high 'five' for winner Meg and our awards finalists

Meg Austin, a Healthcare Assistant at The Aldbury in Poole, has been named Care Personality of the Year at the National Dementia Care Awards.

Nominated by colleagues and residents' relatives, she was presented with her award by astrologer and broadcaster Russell Grant at the Brighton Centre.

In their citation, judges said Meg "demonstrated exceptional warmth and consideration for people living with dementia. She inspires others around her by drawing on her own personal attributes

and values." Meg has also won the Dignity in Care Award for the south west region at the Great British Care Awards.

She was one of five team members shortlisted for prestigious awards this year.

Vying for contention in different categories at the National Care Awards are Lindsay Rees, group-wide Care Operations Manager, Janie Pearman, Home Manager at Belmore Lodge in Lymington, Carol Clapcott, Domestic Supervisor at The Aldbury and David

Jacques, Chef at Woodpeckers in Brockenhurst. Colten Care has the second biggest number of finalists across all UK care home providers.

Mark Aitchison, Colten Care's Chief Executive, said: "We are naturally thrilled that David, Lindsay, Janie, Carol and Meg have all been recognised externally for their work. Congratulations especially to Meg for her much deserved wins."

In our next edition, we'll report on how our National Care Awards finalists fared on awards night.

Dementia support

With the appointment of our first Admiral Nurse, Kay Gibson, we are strengthening the support we can give to families living with dementia. See our 'Talking Care' feature insert.



Pudsey in the saddle
VIP visitor launches homes' marathon cycle for BBC Children in Need: **p4-5**



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This young man grew to cook up a treat. Find out who he is on **p6**



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25 years young – Whitecliffe House celebrates its anniversary : **p7**

COLTEN CARE
'Cherishing You'

Mark
Aitchison,
Chief
Executive,
Colten Care



Investing in quality

Welcome to our winter 2016 edition highlighting a number of ways we are investing in quality care. Quality is at the heart of everything we do, from the personal interactions between our staff, residents and families to the essential support services that enable the care to happen.

We put great store in investment in our people and the fact we've had five national award finalists this year is testimony to our team's hard work and dedication on behalf of our residents and their families. We already have a national winner with Meg Austin, a Healthcare Assistant and training champion at The Aldbury, named Care Personality of the Year at the National Dementia Care Awards.

Meg has been with us for six years. She started out as a Carer and is now in the final year of her nursing degree. We are especially delighted that she was nominated by her peers and residents' relatives. I thank everyone who put forward awards nominations this year and, of course, the nominees themselves.

Among other colleagues we feature is former Health Care Assistant Sam Reid, who has been steadily promoted over 14 years to become a Home Manager. It is fantastic to see team members such as Meg and Sam develop skills, gain qualifications and progress their careers with us.

In a special feature, we highlight the arrival of dementia care expert Kay Gibson as our first Admiral Nurse. Her appointment demonstrates our investment in the provision of specialist dementia support for our residents' families and others in the wider communities we serve.

To underpin the success of team members across all our homes, it's vital to have a robust, efficient infrastructure for operational support. That is the reason we have located our new, purpose-built head office in Ringwood, a sensible move geographically and for the long term.

I hope you enjoy 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 and we will add you to the list. If you have any feedback on the Chronicle, please tell us at ContactUs@ColtenCare.co.uk

Planting smiles



Competition judges in Salisbury praised Braemar Lodge for gearing its garden totally to residents. With Activity Organiser Sylvie Rodulson are 100-year-old Ruby Culter (left) and fellow resident Mickie Cashin.

Two of our homes are celebrating success in community gardening competitions.

For the third year in a row, Braemar Lodge came top in the annual Salisbury City Council Gardens Awards, seeing off competition from a strong field, including householders, hotels, pubs, B&Bs and schools.

Judges praised the home for gearing its garden totally to residents, with clever use of plant varieties that people would recognise from their younger days. Competition criteria included layout, atmosphere, tidiness, plant variety, sustainability and provision for wildlife.

At the same time, Amberwood House received a highly commended prize in this year's Ferdown in Bloom awards – despite an uninvited guest making a meal of its winning flora.

Gardener Peter Burns explained: "One night a deer got in and basically had a feast of our flowers. A lot of our residents had planted sunflower seeds to enter the Tallest Sunflower award, but all of their flower heads were gone, plus many others. It was a real shame,



Amberwood House gardener Peter Burns is presented with a congratulatory cake for the home's Ferdown in Bloom success by Activity Organiser Jan Burns (no relation).

but we managed to salvage enough for the judges to look at and thankfully, we didn't come off too badly in the end."

Colten House is at the heart of operations

Our new, purpose-built office hub is now open, bringing together colleagues who work in direct support of all our homes' quality care services.

Colten House, on the Forest Gate Business Park in Ringwood, Hampshire, is at the heart of our geographical reach.

It gives us greater scope to plan, deliver and prioritise essential operational activities to help our residents.

The new hub replaces two Ringwood offices and one in Lymington where Colten Care was founded.

Chief Executive Mark Aitchison said: "It was a big decision to relocate our main support office to Ringwood. Lymington remains a key part of our heartland and we have three successful care homes there but, as we have grown our overall portfolio of homes, it now makes sense to house our support services in one, more central place."

We held an opening party for our support staff, which was attended by



company founders John Colwell and Adrian Otten, together with their families.

John said: "Our investment in this new office demonstrates our long-term

commitment to ensuring quality care is always put above shareholder value.

"We want to do all we can to support our homes and the care they provide for our residents."

Braemar's 'highly realistic' fire drill is lesson to all

Team members at Braemar Lodge in Salisbury were put on the spot in a surprise fire drill, complete with 'smoke and fire', attending fire crews and simulated casualties.

The home's safety procedures were prompted to swing into action when a 'smell of burning' was noticed coming from a room, the 'incident' escalated and urgent decisions had to be made.

Various aspects of the home's response were tested, including how well fire safety procedures were followed, how easily fire exits were used and how quickly people were

accounted for.

We even brought in 'actors' from other homes to pose as confused or passed-out residents amid the simulated smoke and flames.

Donna Nightingale, a Senior Health Care Assistant in the thick of the action, said: "I was one of a team of four who needed to determine the source of the fire and, if safe, get everyone out. The smoke and simulation was startling – we thought it was a genuine fire!"

The exercise was conducted in partnership with Dorset & Wiltshire Fire Service and our training provider Franklins Fire and Safety.



Staff at Braemar Lodge with firefighters and trainers following the fire drill

Roisin Dunne, our Health & Safety Manager, said the aim was to see how the team reacted to what they thought was a genuine situation. The findings were

presented at a meeting with the managers of our other homes to help inform group-wide policies and procedures around fire safety.

Helping others is key to our



VIP visit: Pudsey Bear joined a BBC South Today crew at Belmore Lodge to film Colten Care's 1,500-mile cycle to raise funds for Children in Need

Our Macmillan fundraising is a cut above

A close shave for several team members were just two of many activities across our homes, which raised a total of more than £5,000 for Macmillan Cancer Support.

The encounters with the clippers, at Wellington Grange in Chichester and The Aldbury in Poole, raised more than £3,300 alone. Other homes ran cake sales, a bake-off and coffee mornings to raise funds as part of the annual Macmillan World's Biggest Coffee Morning.

Braving the shave in front of an audience of residents at Wellington Grange were Clinical Lead Carmen Flueras, Customer Advisor Richard Upshall, Healthcare Assistant Emily Lawrence and Waiter Will Barber.

Hairdresser and Activity



Above: Rachel Graves, Activity Organiser and Hairdresser at Wellington Grange, shaves Will Barber, having completed Carmen Flueras to laughter all round. Looking on and next in line for the clippers is Richard Upshall.

Organiser Rachel Graves praised their courage, adding: "It was an amazing effort to raise awareness and as much money as possible for Macmillan. Everyone was in full support and very generous with their donations."

At The Aldbury, Senior Care Lead Nancy Cooper and housekeeping assistant Lorraine Lucas went under the clippers for a full-head shave.

The two homes raised £2,100 and £1,230 respectively.

Pudsey Bear called in at Belmore Lodge in Lymington to help us launch a two-week Colten Care fundraising extravaganza in aid of Children in Need.

The official mascot of the BBC's annual charity appeal joined us at the start of a bike ride challenge and Spotty bus tour competition.

Amid some gentle rivalry, Belmore Lodge vied with two other Lymington homes, Court Lodge and Linden House, to see how much money they could raise.

Residents, families, friends, staff and volunteers used stationary exercise bikes at each home to help 'cycle Pudsey

community ethos



Court Lodge residents and staff take turns on the exercise bike



CEO Mark Aitchison checks on progress at Linden House



'Thank you for saving my life' Derek tells medical responders



Avon Reach resident Derek Harker presents the new oximeter to Mike Jukes, Group Co-ordinator, Bransgore Community First Responders watched by (left to right) Linda Brownlie, Operations Manager; Ruth Wildman, Home Manager, and Gabriele Solescu, Clinical Lead.

Derek Harker, 83, a resident at Avon Reach in Mudeford, presented a new pulse oximeter to Bransgore Community First Responders (BCFR), telling co-ordinator Mike Jukes: "I wouldn't be here if it wasn't for people like you."

We offered to pay for the £300 oximeter after Ruth Wildman, Avon Reach's Home Manager, saw a BCFR appeal.

The oximeter, which monitors the amount of oxygen in the body, will be used by the 12-strong Bransgore team to assess a patient's condition before the ambulance service professionals arrive.

Presenting the equipment Mr Harker, who lived in Bransgore

before moving to Avon Reach, said he had received treatment from the responders on several occasions. He added: "I can only say 'thank you very much' for all the wonderful work you do."

Mr Jukes said the Masimo Rad-5 oximeter would make a lot of difference. "We're very grateful to Colten Care for your generosity," he added.

Community First Responders are volunteers trained to attend emergency medical calls and provide care until the ambulance arrives. Often the first on the scene, their role, especially in rural areas, is vital in providing immediate life-saving treatment.

home' to the BBC studios in Manchester by Children in Need night on Friday, 18 November. It's an equivalent distance there and back of around 500 miles for each home.

We streamed the virtual journey live using three web cams so communities could check on progress in real time. Visitors to each home were warmly invited to hop on the saddle and help with the ride.

At the same time, we decorated one of our minibuses Pudsey-style with colourful spots. As it went on

its rounds in and around Lymington leading up to Children in Need night, we invited members of the public to take and send in a photograph of it, with the chance to win a Samsung Galaxy tablet in a prize draw.

The campaign's grand finale was a 'black tie and diamonds' ball at Lymington Sailing Club for families and community contacts. The event, which also took place on Children in Need night, included an auction of donated items.

Janie Pearman, Belmore Lodge Home Manager, said: "We all enjoyed Pudsey's visit to help set us on our

way with our Children in Need activities. It was lovely to welcome him and see the smiles on our residents' faces.

"Our campaign offered a whole host of ways to get involved. We had something for everyone. People got active on the bikes, used their photographic skills for the bus competition or simply made donations."

We posted updates of the funds raised on our campaign website www.ColtenCare.co.uk/ChildrenInNeed. As we went to press, the total raised ahead of the BBC Children in Need day itself, stood at around £4,000.

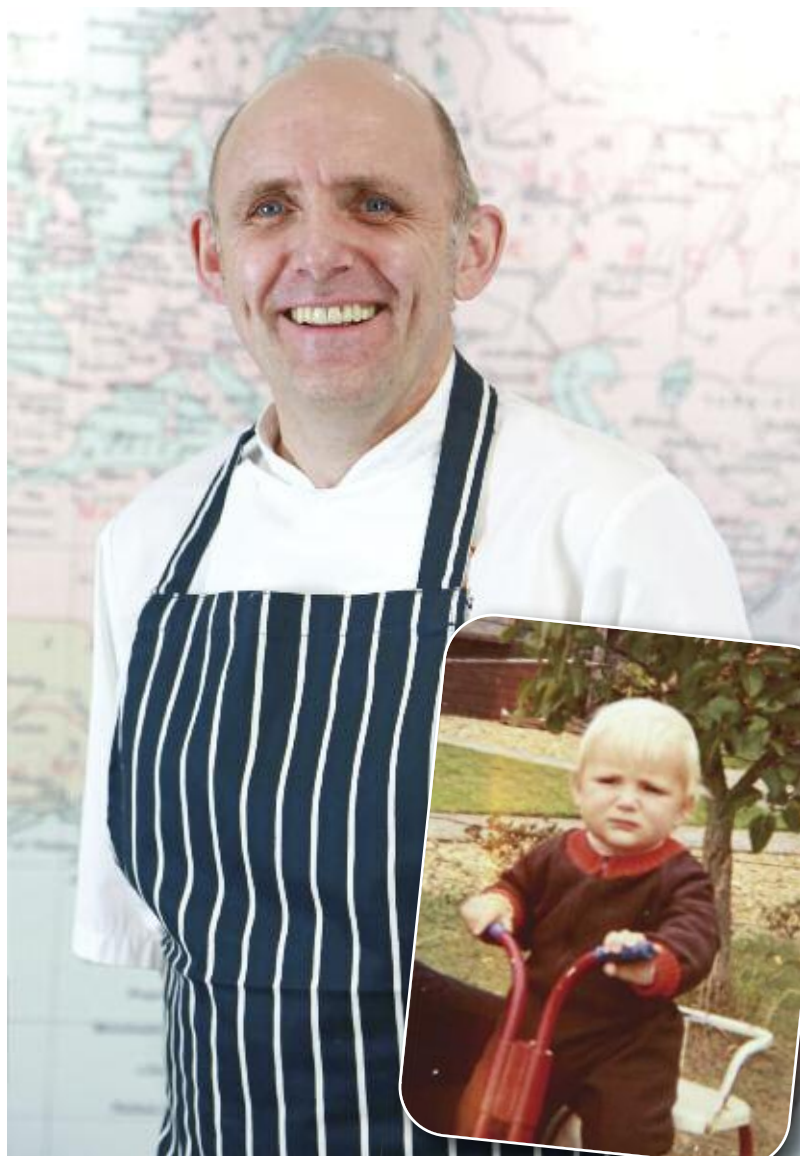
QUESTIONS
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QUESTIONS

David Jacques joined Woodpeckers in Brockenhurst 26 years ago as a part-time Kitchen Assistant, working his way up to be a much-praised Chef. He is one of five team members nominated for a national award this year because of their dedication to our residents.

Name: David Jacques

Job title and brief description of role: Chef. David's priority is to make sure up to 40 residents have well-balanced, home-cooked and delicious meals. In addition, he

runs a monthly cookery club for residents, which gives participants happy, albeit sometimes messy, hands-on fun. When the Woodpeckers kitchen was closed for six weeks for the home's refurbishment, David ran the whole catering operation without interruption from a mobile kitchen. Taking it all in his stride, he even made tea and cakes for 25 local parishioners as the kitchen at the local village church was shut for restoration at the same time.



Q: Who was your first childhood hero?
A: Monkey from Monkey Magic. He was a karate-expert Buddhist monk.

Q: What would be your ideal holiday?
A: Beach holiday without any sightseeing. You can see it all while landing and taking off!

Q: What are you superstitious about?
A: I won't walk under a ladder.

Q: Who would you most like to be trapped in a lift with?
A: Prof Brian Cox as the universe fascinates me.

Q: Who do you most admire?
A: Apart from myself, the courage of the unsung heroes of this country.

Q: What car do you drive?
A: Audi A3 S line.

Q: What makes you angry?
A: Litter droppers.

Q: What is your favourite smell?
A: Freshly baked bread.

Q: Cats or dogs?
A: Cats.

Q: What is the first thing you do when you wake up in the morning?
A: Check my hair, to make sure it's still there!

Q: What is your earliest memory?
A: Being dragged around Saturday afternoon jumble sales.

Q: Which TV/radio programme do you try never to miss?
A: Game of Thrones on Sky.

Q: What is the best thing about your role?
A: All the positive feedback from residents and staff.

Q: And what is the worst?
A: Early starts.

Q: What would be your desert island luxury?
A: An endless supply of chocolate.

Q: What do you wish you were good at?
A: Dancing – I have two left feet.

Q: What has been the crowning moment in your life to date?
A: Being nominated for the National Care Awards.

Q: What is your favourite meal?
A: Has to be lasagne.

Q: What would be your dream job?
A: I'd love to be a Coastguard helicopter pilot.

Q: If you could bring something extinct back to life what would it be?
A: Concorde, so I can get to Las Vegas in half the time.

Leah takes learning online

Advising and supporting our clinical care colleagues involves developing training packages that suit different learning styles.

Not everyone can be in the same place at the same time to attend a seminar, for example.

That's why we've devised an online suite of training materials for our Senior Care

Leads under the direction of Nursing and Development Manager Leah Cooke.

The suite includes video tutorials on pressure skin and wound management along with competency assessments and quizzes. The whole package has a strong resident focus, including a video introduction from a resident, reiterating the message that person-

centred care comes first at all times.

Leah said: "Doing more with our intranet resource means we can engage with groups of staff at their leisure. That's very much the trend with training. We need to accommodate people's diverse learning styles whether it's for a knowledge refresher or a chance to develop new skills."



Whitecliffe's silver anniversary celebration

The Mayor of Blandford was guest of honour as Whitecliffe House celebrated its 25th anniversary.

Councillor Jackie Stayt joined residents and families at the home, which was decorated in a silver and purple theme. They enjoyed a champagne reception, specially prepared silver anniversary lunch, followed by a song and dance show from professional touring group Memory Lane Productions.

The show had the theme of an interactive street party, with lots of opportunities for audience participation.

Colten Companion Val Weaving, the home's longest serving employee who joined 25 years ago as a Healthcare Assistant, was another guest of honour and cut the anniversary cake.

Regular visitor Linda Brown, whose mother Stella lived at Whitecliffe House for many years, entertained residents and visitors with songs that had the word 'silver' in the title or lyrics.

Home Manager Anne Tapley said: "We all thoroughly enjoyed the day. It was a really lovely occasion and a great way to mark 25 years of serving our community. It was also a chance to introduce our newly-appointed Clinical Lead, Amy Morton, to residents' families."



The Mayor of Blandford, Cllr Jackie Stayt (left), joined residents and team members for the 25th anniversary celebrations at Whitecliffe House, which included a performance from acting group Memory Lane (above, left). Above: Val Weaving cuts the cake.

Watch the video
Visit www.youtube.com/ColtenCare

Beata's undercover mission

Beata Brzozowska made a secret, undercover visit to Kingfishers in New Milton as part of her research before applying for the role of Home Manager.

On the pretext of searching for a care home for her mother-in-law, she toured the rooms, talked to staff and took time to sit in the gardens, starting what she describes as her 'love affair with Kingfishers'.

Beata said: "Right then, I felt at home and now, as Home Manager, it is my pleasure to make sure all our residents feel the same."

Polish-born Beata has previously commissioned a new care home and worked as a Home Manager in London.

She said: "I place great importance on the 'little touches', such as ensuring we always knock on your door before entering, even if the door is open.

"I am also introducing weekly, informal coffee mornings during



which we can enjoy a chat and discuss any issues, opinions or questions we have.

"I want to ensure everyone at Kingfishers feels included and important."



Beverley's outstanding ambition

Beverley Lockhart, the new Home Manager at Brook View in West Moors, was 30 when she switched from a secretarial career to nursing.

After training at Poole Hospital and Bournemouth University, she returned to the hospital and was made a senior sister within five years.

She later left the NHS for elderly care in the private sector, spending ten years in care home management and helping to take a home run by another provider from very poor to outstanding.

"When I joined Brook View in June 2016, it was as a senior sister, as I had decided to go back to my 'nursing roots'," explained Beverley. "When Colten Care approached me about the Home Manager role, I could not resist. Brook View is so much more than a care home – it is a community.

"As someone who has been on the 'shop floor' at Brook View, I can honestly say I now live and breathe it. And while we have an excellent reputation, I want to make it an outstanding care home by next year."

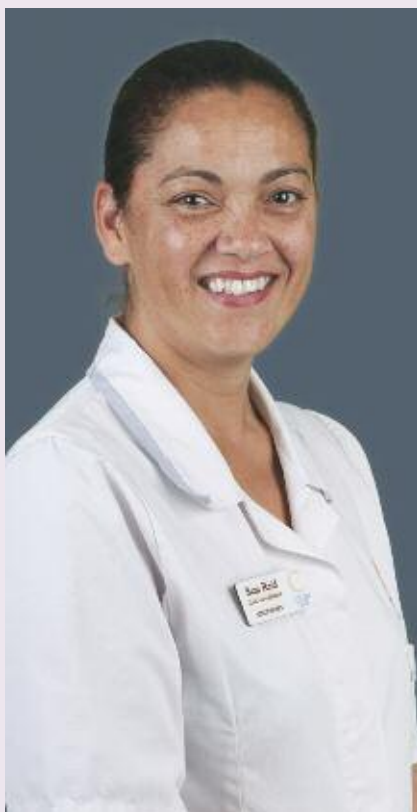
Sam steps up to manager

A series of internal promotions has taken former Health Care Assistant Sam Reid to the post of Home Manager at Court Lodge in Lymington.

Sam joined Colten Care in 2002, working first at Woodpeckers in Brockenhurst and then at Kingfishers in New Milton.

Hand in hand with achieving nationally recognised qualifications in elderly care, management and leadership, Sam has held the roles of Senior Health Care Assistant, Residential Care Lead, Care Co-ordinator and Interim Home Manager.

She said: "My predecessor Jackie Seeborun has achieved much at Court Lodge and I wish her a very happy retirement. I look forward to continuing to build on Jackie's success."



● We use 1.6 million tea bags across our 20 care homes each year.

● Our 20 care homes use 5,000kg of batch-roasted coffee for our espresso blend and filter coffees each year.