When 97-year-old Eric Sinclare was asked what makes his care home outstanding, he came straight to the point: “The staff are wonderful, the place is wonderful and the activities are wonderful. What more can I say?”.

Eric was speaking at a party for residents, team members, family and friends to celebrate our latest inspection report from the Care Quality Commission (CQC).

It rated our New Milton home, Kingfishers, as officially Outstanding, putting it among the best one per cent of nursing homes nationally. This is the first overall CQC Outstanding rating we have achieved.

As with all CQC inspections, the home was assessed for being safe, effective, caring, responsive and well-led. Inspectors praised team members for delivering “exceptional care and compassion”, noting the “service was personalised to meet people’s individual needs in a positive, open, transparent culture”.

The report quotes a GP who described the home as a “centre of excellence”, adding: “The care provided to people and relatives continues to be the best I have witnessed.”

Home Manager Beata Brzozowska said: “We’re thrilled with the inspectors’ report. It really is a testament to the commitment of our whole team. This is the happiest day of my life. Thank you all so much. We showed everyone that we can reach for the highest.”

Her views were echoed by Tania Ruzheva, Senior Care Lead, who added: “We work hard, supporting and respecting each other. “This is the best prize a team can achieve and we’re all honoured to be part of it.”

continued on p2
Residents are at the forefront of all we do

Welcome to our autumn 2017 edition, the first since the wonderful news that our Hampshire home Kingfishers has gained an Outstanding rating from the CQC.

While all our inspected homes are already rated Good, this is the first overall Outstanding rating we’ve received and it’s absolutely fantastic. The team at the home, plus our operations and support staff, should all be incredibly proud of this achievement.

It’s not only CQC recognition that sets us apart from other operators. Care is what we’re all about – one team, with residents always at the forefront of our minds, working 24/7, 365 days of the year. That’s quite some undertaking.

In this edition, we highlight several aspects of our continual drive to improve what we do. For example, much behind-the-scenes work goes into creating uniquely memorable experiences for our residents, such as participating in the Lymington Carnival, sharing in the Ferndown & Longham Family Festival held in the garden at Fernhill, or enjoying individual, quality time with a companion.

You can read more about how we encourage and provide such companionship – and, crucially, what this means personally for our residents and team members – in a special feature article.

We also present a picture gallery supplement illustrating some of the many summer events we’ve either held at our homes or attended in the communities we serve.

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

Moving closer to 100%

The results are in from our latest surveys of residents, relatives and community health professionals – with increased scores all round.

Questions covered all aspects of care, from the quality of nursing to companionship, the dining experience and the standards of accommodation and gardens.

Ninety-three per cent of residents rated the overall quality of care as either ‘excellent or good’. ‘Excellent’ responses were 9% up on last year. Three homes scored 100% for ‘excellent or good’: Abbotts Barton, Court Lodge and Kingfishers.

Across our dementia communities, 97% of families and friends said the overall quality of care was either ‘excellent or good’.

In our professionals’ survey, 171 responses were received from external clinical experts who work closely with our 20 homes.

Ninety-nine per cent of respondents felt the residents they know receive a high standard of care, while 98% said residents were treated with respect and dignity.

Elaine Farrer, Operations Director, said: “We are all tremendously proud of these results which are a testimony to the consistent care delivery provided all day every day by our staff.

“This year our annual review has once again demonstrated that we have improved the overall rating for the quality of care delivered to our residents.

“On our quest to continue to improve the satisfaction levels of our residents, relatives and friends we will share these results at resident and relative meetings and highlight any actions to be taken in response.

“Feedback is invaluable as it helps us identify both what we are doing well, so giving us the chance to share best practice, and where we can do better. We thank everyone who took part.”
We’re preparing to announce the categories for our very first internal awards programme, Colten Champions.

The aim is to recognise and celebrate those team members across the Colten group who consistently deliver above and beyond expectations.

Colten Champions can be self-nominated or put forward by colleagues, residents or their relatives.

Details of the categories will be issued ahead of a call for entries opening this winter. For now, it’s time to have a think about anyone you’d like to nominate. Look out for your home’s next community mailer which will contain all the details.

Meanwhile, we once again have nominations at the National Care Awards, including entries for Care Team of the Year for both Braemar Lodge and Kingfishers. Following an autumn judging day, winners are due to be announced at a presentation dinner in London on 24 November, 2017.

Residents from our New Forest homes enjoyed the chance to step in time as their Mary Poppins-themed float brought a spoonful of magic to the Lymington Carnival.

They were among a 70-strong Team Colten, alongside carers, families, children and friends, who danced and sang their way along the route or watched from a special VIP viewing area at the Town Hall.

It all came together for what participants described as the ‘best carnival yet’.

Belmore Lodge resident Mary Young, a former Carnival Queen in her previous town of Devizes, Wiltshire, said: “There was a great buzz in the days leading up to it, with a lot of people putting in a huge effort to make it happen. It all paid off splendidly.”

A homemade carousel, complete with dancing horses, spelled out Colten Care’s five company values: kind, friendly, individual, reassuring and honest.

As well as Belmore Lodge, the homes involved were Linden House and Court Lodge in Lymington and Woodpeckers in Brockenhurst.

The fun didn’t stop on Carnival day either.

Woodpeckers went on to host a Sunday afternoon Mary Poppins show performed by team members and residents, re-using all the costumes and props.

Hopes of making Ferndown in Dorset a more dementia-friendly town have received a boost thanks to a community day we held.

Around 140 people visited our Fernhill home for the inaugural Ferndown & Longham Family Festival.

Proceeds went to the Ferndown Dementia Action Alliance and other local charities. Altogether, £1,400 was raised.

Among the highlights was a ‘cuddle corner’, where families with young children had the chance to pet rabbits, guinea pigs and baby goats brought in by nearby High Mead Farm.

There was also live music and a range of stalls offering plants, wood carvings, bags, jewellery and other goodies.

To watch a short film about our Carnival involvement, visit www.YouTube.com/ColtenCare
Newstone House created its very own wonderland when it hosted a Mad Hatter’s Tea Party.

Staff at the Sturminster Newton home dressed as characters from Lewis Carroll’s Alice’s Adventures in Wonderland for the fun afternoon.

Home Manager Sohail Daniel led from the front as the Mad Hatter, while other team members came in a variety of guises, including the Cheshire Cat, March Hare, White Rabbit, Queen of Hearts and, of course, Alice.

Residents, families and guests from the community, including Sturminster Newton Mayor Cllr Andrew Donaldson, enjoyed performances from local singer Christina Jeavons as well as games, including croquet and ‘hook a duck’.

Meanwhile Newstone House’s chefs laid on a lavish tea, including traditional favourites such as scones, jam and cream and a selection of mouth-watering cakes.

Marching bands hit the right notes

Fernhill residents and visitors enjoyed a weekend of music and high jinks, thanks to the Bournemouth Carnival Band and Dolphin Poole Marching Band.

Members of the Carnival Band came along dressed in their usual attire of Spiderman superheroes.

Activities organiser Ann-Marie Knight, said: “It was a fantastic weekend. The music was glorious and the bands had our residents singing along, tapping their feet and chuckling at their antics.”

It’s always time for tea!

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For more from our summer of fun, see our centre section picture special opposite
Residents and staff from Belmore Lodge, Linden House and Court Lodge in Lymington and Woodpeckers in Brockenhurst were all ‘spit spot’ as their Mary Poppins-themed float brought a spoonful of magic to the Lymington Carnival.

From festivals to fetes, soirées to sky dives and Mad Hatters to Mini Coopers, all 20 of our homes put on a fantastic summer of fun to entertain residents, families and friends. Here we proudly present a picture parade reflecting a few memorable moments and some of the team members who made it all happen.

The Aldbury in Poole said Aloha to families and friends with a Hawaiian summer fete in aid of Poole Hospital.
Court Lodge in Lymington staged a country and western barbecue where residents donned Stetsons and a visiting horse called Toffee proved a particular hit.

Sixties fashions were again in vogue as our Mudeford home Avon Reach celebrated the iconic Mini Cooper.

Six Fernhill residents, accompanied by staff, family and volunteers completed the Longham home’s sponsored beach walk in aid of Dementia UK.

Team members at Avon Cliff in Bournemouth spread their wings and took residents to watch one of the most popular events on the coastal resort’s calendar, the Bournemouth Air Festival.

Kingfishers in New Milton held a summer party to celebrate its Outstanding rating from the Care Quality Commission.

After celebrating the home’s fifth birthday, staff at St Catherines View in Winchester had a busy summer staging both a garden fete and charity sky dive.

Whitecliffe House in Blandford welcomed a visit by primary school pupils whose football strips we sponsor.
Residents and team members at Newstone House in Sturminster Newton got into Alice in Wonderland mode for a Mad Hatter’s tea party.

Woodpeckers in Brockenhurst held a Mary Poppins-themed garden party complete with a performance by team members.

Residents at Abbey View in Sherborne were invited to watch a sky dive by team members Becci Hancock, pictured, and Emily Butler in aid of a new community defibrillator.

Residents at Braemar Lodge in Salisbury watched as four team members had their heads shaved to raise more than £1,300 for Macmillan Cancer Support.
A collection of six classic cars, dating as far back as 1925, were driven to Linden House in Lymington for residents to sit in and reminisce about the journeys of yesteryear.

Wellington Grange in Chichester welcomed cast members from Fiddler on the Roof for a visit during the show’s summer run at Chichester Festival Theatre.

Residents from Brook View in West Moors were among a small group who attended a ‘premiere’ of the amazing Aurum Vocale ahead of a public performance at Ringwood Church.

A 1950s-themed tea party, a summer fayre and a Wimbledon-style strawberries and cream afternoon were among the highlights at fully refurbished Canford Chase in Poole.

Belmore Lodge in Lymington hosted the launch of a bid by our homes to knit the world’s biggest tea cosy.

Trudy Stroud, a Domestic Assistant at Castle View in Dorchester, was among several team members braving summer head shaves for charity.

Wellington Grange in Chichester welcomed cast members from Fiddler on the Roof for a visit during the show’s summer run at Chichester Festival Theatre.

Farm animals and birds of prey were among the visitors during Abbotts Barton’s summer, which began with a solstice drinks party on the Winchester home’s terrace.
Our Marketing team, based at Colten House in Ringwood, plays a vital role in helping our homes and communities to flourish. Here we discover a little more about Kim Diamond, the team’s Graphic Designer.

Name: Kim Diamond

Age: 28

Job title and brief description of role: Graphic Designer and Copywriter. My role involves supporting the marketing team with any creative requirements, from producing printed promotional material to digital design.

Career history: After completing an MA in Visual Arts, I worked as a freelance graphic designer and illustrator, working on projects that varied from illustrations for a maternity magazine to posters for a political campaign, before joining Colten Care in 2016.

Interests: Reading, skiing, cooking, diving.

Q: Who was your first childhood hero?
A: I don’t remember having a hero as such, although I do recall getting really excited when Sally from Coronation Street moved in around the corner from us. I remember skipping up to her house when I was trick-or-treating one year, and barely being able to contain my excitement thinking about the deluge of incredible sweets a Coronation Street actress would undoubtedly have. She gave me an orange.

Q: What is your earliest memory?
A: My brother trying to teach me to jump off my gran’s wall, and me forgetting the crucial part of putting my legs out to land.

Q: Who do you most admire?
A: Anyone who perseveres and just gets on with it. Like Chuck Close, a successful painter who became paralysed, and just adapted his way of working and carried on.

Q: What would be your desert island luxury?
A: Sun cream (with my complexion, at least factor 50!)

Q: ...And what is the worst?
A: Sometimes I think I stare at the computer too much!

Q: What car do you drive?
A: A (slightly dented) Mini Cooper.

Q: What makes you angry?
A: Rude and impatient people.

Q: What is your favourite smell?
A: Clean laundry.

Q: Cats or dogs?
A: Definitely dogs. A cat wee’d on me when I was about five and ever since then I’ve not been a fan.

Q: Q: What would you most like to be trapped in a lift with?
A: A lift engineer who could hopefully get me out sharpish!

Q: What makes you angry?
A: Rude and impatient people.

Q: What car do you drive?
A: A (slightly dented) Mini Cooper.

Q: What are you superstitious about?
A: I’m not massively superstitious, but I do instinctively seem to salute a magpie when I see one.

Q: What would be your ideal holiday?
A: I’d quite like to see the Pacific Islands.

Q: Who would you most like to be trapped in a lift with?
A: A lift engineer who could hopefully get me out sharpish!

Q: What would be your dream job?
A: As cheesy as it sounds, I think being a graphic designer is my dream job.

Q: What do you wish you were good at?
A: Playing the piano.

Q: What is your favourite meal?
A: Sushi, or anything Japanese.

Q: What would be your desert island luxury?
A: Sun cream (with my complexion, at least factor 50!)

Q: Who was your first childhood hero?
A: I don’t remember having a hero as such, although I do recall getting really excited when Sally from Coronation Street moved in around the corner from us. I remember skipping up to her house when I was trick-or-treating one year, and barely being able to contain my excitement thinking about the deluge of incredible sweets a Coronation Street actress would undoubtedly have. She gave me an orange.

Q: What would be your ideal holiday?
A: I’d quite like to see the Pacific Islands.

Q: Who would you most like to be trapped in a lift with?
A: A lift engineer who could hopefully get me out sharpish!

Q: Who do you most admire?
A: Anyone who perseveres and just gets on with it. Like Chuck Close, a successful painter who became paralysed, and just adapted his way of working and carried on.

Q: What is the best thing about your role?
A: Learning new things every day.
Colten Care’s vision is that residents should be able to live their day the way they choose, with access to pastimes, companionship and activities that are meaningful.

The challenge for our ‘Activities’ team is to fulfil each resident’s wishes while being mindful of often vastly different preferences and capabilities.

Some residents might look for a continued involvement in simple daily tasks that offer responsibility and purpose; while at the other end of the spectrum, those with ambition may wish to travel afar to finally fulfil a burning desire or wish.

Of course, many of our residents either can’t, or choose not to, participate in group activities so look for more one-to-one time with our team. Our team therefore needs to be incredibly flexible, creative and efficient.

I would like to take this opportunity to introduce some changes we are making to the ‘Activities’ team to help us better fulfil our vision, meeting the challenges of being responsive and accessible to all. Change isn’t easy – but striving to be the very best team in the care sector isn’t a straightforward outcome.

With a pioneering spirit and a significant additional investment, my team of around 100 passionate individuals are embracing these changes to provide a greater breadth and depth of services for our residents.

Striving to be the best

- We will appoint a Team Leader in each home who will be the team’s figurehead, with leadership responsibilities.
- We will be offering the team more career development opportunities, including specific team National Vocational Qualifications (NVQs) and a structure that allows progression.
- We are going to orientate the team around a new daily framework that involves asking more questions and putting together plans based on resident preferences and capabilities.

I hope that you welcome these changes and can support the team through the transition in their roles.

We expect most of the changes to be in place by the end of September and I’d welcome your comments now or in the future via the email address: feedback@ColtenCare.co.uk
s put our residents’ e way they choose f everything we do

Whether residents wish to learn the violin, fly in a balloon, meet the equine stars of the Portman event championships, help out in the garden or simply have a cup of tea and a chat, our Companionship Team will aim to fulfil each resident’s wishes, while being mindful of often vastly different preferences and capabilities.
Residents, families and team members at The Aldbury in Poole are getting used to a couple of new faces, recently appointed Home Manager Kim Harding and Dementia Lead Rachael Davies. Here we find out a little more about their backgrounds and aims for the home.

Kim comes home

The Aldbury’s new Home Manager Kim Harding says it was like ‘coming home’ when she took over the reins in the summer.

Kim has worked in the care sector for 27 years, performing a number of senior roles including commissioning a 60-bed dementia care home. More recently she was in regional management, responsible for a whole portfolio of homes in the south of England.

“My most enjoyable times have been when I’ve been managing my own home,” says Kim. “You build such great relationships with residents and families. That’s what it’s like at The Aldbury, which is an absolutely fantastic care setting. I’m very much enjoying getting to know everyone and after all the regional management I’ve done, and all the travelling that involves, joining The Aldbury really made me feel like I had come home.”

Kim, who took up her post in the same week as new Dementia Lead Rachael Davies, adds: “The Aldbury has an overall Good rating from CQC across all key lines of enquiry. That’s fine, but it’s clear that the home has strong foundations to go further and be Outstanding.”

As Dementia Lead, Rachael works closely with the Home Manager and Clinical Lead supervising and role modelling for colleagues, as well as having direct contact with residents.

Rachael describes The Aldbury as ‘amazing’ compared to other care settings. “It can be challenging when you start somewhere new, but everyone has been very friendly, welcoming and helpful. I really enjoy the job already and believe I can bring a great deal to the role. When working in previous roles, I had the opportunity to visit The Aldbury. I’ve always had a good feeling about it because of its great reputation.”

On her personal aims in the job, Rachael says: “I want to make sure that all our residents continue to be treated as individuals. It’s all about providing individualised care suited to their needs but you have to adapt your approach along the dementia journey.”

Bournemouth-born Kim is married with two children and two grandchildren. She lives in Verwood, Dorset, and outside work enjoys family time, camping, travelling and going to music festivals.

Rachael nets leading role

Team work and an ability to think on the spot are among the attributes of good netball players as Rachael Davies, The Aldbury’s new Dementia Lead, can testify. She competed in the sport at county and regional level, playing for Dorset and South West England, and believes similar ‘team player’ qualities apply when caring for older people.

“We work as one team with residents at the heart of everything,” says Rachael, who has more than 12 years’ experience in NHS mental health nursing and six in specialist dementia care. “Many people in different roles at The Aldbury put in a lot of time and dedication to help deliver excellent care to residents.”

As Dementia Lead, Rachael works closely with the Home Manager and Clinical Lead supervising and role modelling for colleagues, as well as having direct contact with residents.

Rachael’s aims for the role are to make sure that all our residents continue to be treated as individuals. It’s all about providing individualised care suited to their needs and mental well-being. We must always ensure we are working at our best in supporting our residents with seamless care.”

Born in Hertfordshire, Rachael moved to Bournemouth 21 years ago and lives there with her seven-year-old son, Alfie. One casualty of her busy life is, however, scope for netball. “What with work and family, I don’t have so much time for it these days,” she says.