

COLTEN Chronicle

www.ColtenCare.co.uk

Winter 2017

Excitement builds for our trio of UK finalists

Exceptional skills and dedication have put Colten Care team members on the shortlist for three prestigious National Care Awards.

Operations Director Elaine Farrer is a finalist for Care Leadership, while the staff at Kingfishers in New Milton are in the running for Care Team. Up for the Care Chef title is Annabell Bryer, pictured, from Amberwood House in Ferndown.

These colleagues have seen off the challenge of hundreds of entries from care providers countrywide to become finalists, a fantastic achievement.

Kingfishers is the first Colten Care home to be rated Outstanding by CQC, while Elaine's talent saw her promoted to the Colten board after just two years' service.

Annabell joined us as a teenage Kitchen Domestic and is now an experienced chef pushing the boundaries of traditional meals and challenging our residents to be more adventurous with their food.

Mark Aitchison,

our Chief Executive, said: "Elaine, Annabell and the Kingfishers team all put in tremendous hard work and commitment every day for the benefit of our residents. These awards are eagerly coveted and attract entries from

across Britain and our three nominees thoroughly deserve this recognition."

We'll update you on how our finalists have fared in our next edition.

● See p2 for details of our inaugural Colten Champions awards.



Outstanding news

Linden House, our dedicated dementia care home in Lymington, has become the second Colten Care home to be rated Outstanding by our regulator the Care Quality

Commission. This nationwide recognition is a fabulous achievement for a specialist care setting. It follows our New Milton home Kingfishers, who gained the same top rating in summer 2017.



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Golden garden
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Home Manager Chit Herman aims to build links with local schools: **p8**

COLTEN CARE
'Cherishing You'

Mark
Aitchison,
Chief
Executive,
Colten Care



Launching our own annual awards

Welcome to our winter 2017 edition, in which we highlight both our presence at the National Care Awards finals and the launch of our own in-house Colten Champions awards.

Congratulations to the team at Kingfishers, and Elaine Farrer and Annabell Bryer, for making it to the NCA finals. We wish each of you the very best of luck.

At the same time, I feel really excited that we now have another way to celebrate, through Colten Champions, the hard work and dedication put in every day by our brilliant team.

The aim of Colten Champions is to reward and recognise their input, whatever department they work in. We're looking for examples of people who consistently go out of their way to create the environment for our residents to live fulfilling lives.

Nominees can be in any department and we welcome entries for individuals and teams. Finalists will be invited to a glittering, black-tie awards night at a top hotel, complete with awards ceremony, meal and chance to party.

I encourage you to think of people you'd like to nominate, check the various categories online and prepare for the call for entries opening in January 2018.

In the meantime 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

TV's Dr Hilary to honour our Colten Champions

TV doctor Hilary Jones is to present 12 outstanding winners with their Colten Champions awards at a glittering, black-tie, all-expenses-paid ceremony in spring 2018.

Colten Champions is our inaugural in-house awards competition with categories reflecting all the ways we support our residents. The aim is to celebrate the amazing work our team does every day and recognise those people who consistently go the extra mile.

Nominations are welcome from colleagues, residents and relatives. Team members can even self-nominate.

Entries in each category will be shortlisted to three finalists who will be invited to the awards ceremony in the sumptuous Dorchester Suite at the Bournemouth Highcliff Marriott Hotel on 19th April 2018.

Nominations can be made during



Dr Hilary Jones will present the awards at our glittering ceremony next Spring

January 2018 and we've made the process very straightforward - we're looking for just 100 words about the nominee which can be posted online or written on cards available in each of our homes.

To check the various categories and prepare for the call for entries, go to www.colten-care.co.uk/champions.



Joining forces to help beat the winter blues

Court Lodge in Lymington has teamed up with a nearby day centre to help people in the community banish the winter blues and celebrate healthy living.

The partnership with the Coates Centre is designed to offer help on all aspects of winter wellbeing.

Free-of-charge activities and events – some at the home, some at the centre – include exercise sessions, talks, healthy cooking demos and other get-togethers.

One of the first activities is a talk featuring practical advice on preventing falls. These are typically more common in the winter months with frost and ice

affecting paths, pavements and other surfaces.

Activity classes will help people start the New Year feeling more confident and physically able, while Court Lodge staff and residents are being invited to clock up some miles on an exercise bike in a bid to raise money for Coates.

There will also be a pamper day when participants can enjoy some personal attention for their nails and hair over tea and cake in the Court Lodge hairdressing salon.

For more information, including a diary of events, visit www.CourtLodgeCare.co.uk or www.thecoatescentre.co.uk

Helen maintains Jane Austen link

Abbotts Barton in Winchester has enabled a 95-year-old resident to keep alive her family's strong ancestral connections with Jane Austen.

Helen Lefroy is a descendant of Jane's friend Anne Lefroy, whose nephew Tom was reputedly a romantic suitor of the novelist.

Anne's son Benjamin also married Jane's niece Anna and the families remained in close contact when Jane's brother Edward was bequeathed Chawton House by distant relatives the Knight family.

Helen recalls visiting Chawton House as a girl from her own family home at nearby Farnham in the 1920s and 30s.

With help from the Abbotts Barton team, she has been able to participate in events marking the 200th anniversary of Jane's death.

Staff at the home involved Helen on minibus trips to the summer Sitting With Jane



Helen Lefroy, left, at Abbotts Barton's Regency afternoon in honour of the Jane Austen anniversary. Peter Russell, volunteer team member, is dressed as the famous Austen character Mr Darcy.

public art trail featuring 24 'book benches' in and around Basingstoke.

Along with fellow residents, she also visited the Jane Austen exhibition at Winchester library and a special service in memory of the novelist at Winchester Cathedral.

The home's 'Austen season' culminated in a Regency

afternoon with staff and residents, including Helen, all dressing up in period costumes.

Reflecting on her ancestry, Helen said: "We know that Anne Lefroy was a very able lady, interesting and confident, and she and Jane had a friendship with long literary discussions, even though there was quite an

age gap between them. In my own lifetime, I particularly remember the design of the house at Chawton. Rather than go through a number of rooms to get from one side to the other, there was a corridor that ran right across, which I thought was strange. I also remember playing tennis in the gardens, but they became unkempt and made it difficult to play."

Pedal power reunites Peter with German friend

A big-hearted German businessman cycled 1,400 km in a week to arrive at Fernhill in Longham, Dorset, and thank the mentor who inspired him as a young student.

Nicolas Guenther, who was 19 when he first met Peter Matchan, raised more than £2,000 for Parkinson's UK by completing the journey all the way from Munich.

He decided to try the gruelling personal challenge after hearing that Peter, now 79, is living with Parkinson's.

Nicolas, 41, spent time with



LONG-DISTANCE VISITOR: Peter Matchan, left, in his room at Fernhill with Nicolas Guenther.

Peter and his family while he was staying in Havant and attending a course at Chichester College.

The pair shared a keen sense of humour and struck up a friendship with Peter,

then running an advertising agency, helping Nicolas to learn English and understand some of the finer points of British culture.

Nicolas said: "Peter is an

inspiring man who made a big impression on my life. When I learned he had Parkinson's I wanted to do some good by coming to see him again and help the Parkinson's charity at the same time."

There was eager anticipation at Fernhill as Peter's daughter Lyn Place, granddaughter Anna and staff members tracked Nicolas's progress online ahead of his arrival.

Lyn said: "It was lovely to see Nicolas and dad shake hands once again and spend a bit more time together."



Gold rush at the coffee morning!



SPARKLING SUCCESS: Holding the Willy Wonka-style cupcakes at Braemar Lodge are Chef Frankie Collingwood, second left, with Waitresses, from left, Sam Painter, Hollie Millerchip and Lorraine Bedford.

Our chefs put a Willy Wonka-style twist on the Macmillan World's Biggest Coffee Morning, helping to take our overall fundraising on the day to more than £4,000.

Cakes and pastries served to visitors included one 'golden' cupcake at each of our homes, looking the same as any other on the outside but containing a hidden layer of edible gold leaf through the middle.

Lucky recipients won a bottle

of bubbly and were entered into a £500 prize draw for shopping vouchers and a Colten Care donation to Macmillan on their behalf.

Alison Bremner, Home Manager at Braemar Lodge, described the moment when resident Dora Williams realised she had 'struck gold'.

Alison said: "Everyone was starting to cut open and eat their cupcakes and then suddenly an excited Dora noticed the gold inside hers

and called out 'What a great day this is!'. There were smiles all round and the whole room broke into applause."

In Lymington, the Court Lodge golden cupcake found its way to Carer Bozena Jaroszynska, who said: "I couldn't believe it when I saw the gold leaf running through my cake and just let out a whoop! Then everyone wanted to see it. I'm over the moon."

There were similar scenes

across all 20 of our homes, paving the way for Karen Peters, Kitchen Assistant at Woodpeckers in Brockenhurst, to be declared the overall winner once the prize draw was done.

Congratulating Karen, Companionship Team Manager Jo London said: "We all love the story of Charlie and the Chocolate Factory and the idea of a golden ticket. We quickly decided against offering everlasting gobstoppers or snozzberries,

Macmillan



LET US EAT CAKE: Residents (from left) Audrey Loader, Mouchka Belle, Sam Tydesley, Sybil Woodward and John Ledger survey the wonderful confections at Amberwood House.



I'VE WON: Braemar Lodge resident Dora Williams, 91, with her golden cupcake.



FAMILY FEAST: Court Lodge resident Frank Sayers toasts the coffee morning with daughter Nicky.



TAKE THAT: Catherine Matthews, a resident at Newstone House, enjoys the wet sponge challenge with Home Manager Sohail Daniel



GOLDEN TICKET: Wellington Grange resident Catherine Perschke is all smiles with her 'golden' cupcake and bottle of bubbly.

but cupcakes sounded ideal." Jo added: "The Macmillan coffee morning is a fantastic community initiative. We always invite families, friends and local contacts to come and join in the fun. This time round, the prospect of winning a golden cupcake added even more interest."

As well as cupcakes, fun activities included seeing Sohail Daniel, Home Manager at Newstone House, braving the stocks medieval-style.

Sturminster Newton Mayor Cllr Andrew Donaldson and Mayoress Heather Johnson were among those paying for the pleasure of pelting him with wet sponges.

Meanwhile, at Wellington Grange in Chichester, three members of staff endured various body shaves. Customer Advisor Ben Davis lost his beard while Housekeeper Gary Vevers and Minibus Driver Tamas Martin had their legs and chest waxed respectively.



GOLDEN SHOT: Colten Care chefs Adam Juhoor, left, and Simon Kercher with a test batch of cupcakes at Castle View in Dorchester.

QUESTIONS
20
QUESTIONS

Our Learning & Development team aims to create a learning environment that helps colleagues across all our homes to thrive within their jobs, do what they need to do at work and develop themselves personally. Here we catch up with team member Hayley Sylvester.

Name: Hayley Sylvester

Age: 30

Job title and brief description of role: Learning & Development Business Partner. My role involves travelling to different

homes across the business to deliver various training courses. My passion is dementia care and I am fortunate enough to have been involved in the roll-out of the new Dementia Awareness training for our dementia communities. The course is an opportunity for staff to further enhance their skills within dementia care and focuses on supporting residents to live well with dementia, as well as celebrating our successes as a provider of choice.

Career history: After graduating with a degree in History and Social Science I had an adventurous 'year away', teaching English in South Korea. Three years later I finally returned home and after a short stint working for a recruitment agency, I began my career in care homes with a focus on recruitment. I was initially quite nervous when interacting with residents,



but over time I found myself spending more time with residents and far less on recruitment.

I worked as Deputy Manager for a corporate provider before joining Colten Care as a Care Co-ordinator in October 2015 and joined the L&D team in July 2017.



Interests: Exploring abandoned buildings, playing trampoline dodgeball and visiting countries that don't officially exist.

Q: Who was your first childhood hero?

A: I'm not 100% sure, but I remember being overwhelmed when I met Sooty.

Q: What would be your ideal holiday?

A: Backpacking round all the 'Stans.

Q: What are you superstitious about?

A: Apparently it's bad luck to step on three drain covers in a row. I'm always really careful about this when running.

Q: Who would you most like to be trapped in a lift with?

A: Being trapped in a lift with anyone would be a real challenge for me, but at a push I'd go for JK Rowling.

Q: Who do you most admire?

A: I can't think of anyone in particular. I would say that the two main traits I admire are honesty and integrity.

Q: What car do you drive?

A: A Fiat 500

Q: What makes you angry?

A: People dropping litter. Especially cigarette butts out of car windows.

Q: What is your favourite smell?

A: I love the smell of grass after it has rained.

Q: Cats or dogs?

A: Dogs. Cats are too aloof and don't impress easily.

Q: What is the first thing you do when you wake up in the morning?

A: Reset my alarm

Q: What is your earliest memory?

A: Climbing out of bed, sitting at the top of the stairs and trying to listen in to my parent's conversations.

Q: Which TV/radio programme do you try never to miss?

A: I spend a lot of time driving and like to listen to PM on Radio 4. Lately, I've become obsessed with podcasts and listen to Casefile (True Crime podcast).

Q: What is the best thing about your role?

A: Getting to visit all our different homes and meeting lots of people.

Q: ...And what is the worst?

A: Getting stuck in traffic!

Q: What would be your desert island luxury?

A: Chocolate. Although I would also need a fridge to stop it from melting.

Q: What do you wish you were good at?

A: I'm co-ordinationally challenged, so it would be great not to walk into things!

Q: What is your favourite meal?

A: I adore Korean food especially BBQ.

Q: What would be your dream job?

A: Astronaut.

Q: If you could bring something extinct back to life what would it be?

A: Not strictly extinct, but I'd really like to see the Spice Girls back together.



HAPPY FEET: Resident Clare McKenna sinks her toes into a 'portable' beach

Seaside fun miles from the coast!

Even though Winchester is miles from a beach, residents at St Catherines View enjoyed the sand between their toes, ice cream, a slap-up fish and chip lunch and even a Punch and Judy show – all without leaving the comfort of the home.

The fun took place during the specialist dementia home's A Day at the Seaside event. Residents looked at photographs of well-known British seaside resorts and reminisced about days they had spent with their loved ones by the sea.

Enjoying the fun was resident Clare McKenna, who sank her toes into the sand of a 'portable' beach.

She said: "I think everyone loves the feeling of sand between their toes. It reminds me of days at the coast with my parents when I was young."

Colten Companion Cody Hickman said: "The residents were keen to talk about their own seaside holidays and one lady, Pat, amazed us all by telling us how she and her fellow triplets would cycle all the way from Salisbury to Bournemouth, just for a paddle!"

Woodland walk extends golden era



AWARD: At the start of the woodland walk are, from left, Home Manager Alison Bremner, resident Frances Barrow, gardener Lesley King and resident Dora Williams.

Braemar Lodge in Salisbury has topped a citywide gardening competition for the fourth year in a row.

Judges at the Salisbury City Council Garden Awards honoured the home with its second 'Gold Gilt', the highest grade given by the Royal Horticultural Society.

The repeat success follows the creation of a woodland walk, which residents helped to develop with gardener Lesley King and other

staff members.

The wheelchair-friendly path stretches for more than 30 metres amid pear trees, ferns and primroses, and leads into a small orchard, with raspberry and blackberry plants and a bug house.

Along the way are benches, bird baths and wooden leaning posts with paintings of birds done by residents.

Resident Dora Williams, 91, enjoys daily maintenance tasks in the

garden. Praising Lesley's work, Dora said: "What is so clever here is that when something is dying down, there is always something else coming up. With Lesley's imagination, we always have a continuation of lovely plants and colours."

Lesley said: "We have now won two golds and two gold gills. I think our success is because we adapt and develop the space and we like to get as many residents involved as we can."

Croquet trip gets Court Lodge in the swing

Croquet on the lawn helped Court Lodge residents prove it's never too late to try a new sport.

A dozen-strong party enjoyed a gentle afternoon at the town's Woodside Gardens park receiving tips from members of Lymington Croquet Club.

Among those swinging the mallet for the first time was

87-year-old great grandmother Phyllis Walbanke. "It was so nice to come along here and try something new," said Phyllis, a former photographer for Woman's Own magazine.

Phyllis and fellow resident Eileen Simpson were the first to knock a ball through the hoops under the guidance of club officials.



THROUGH THE HOOP. Resident Eileen Simpson swings her mallet accompanied by Home Manager Sam Reid.

Chit aims to bridge 'generation gap'

Giving residents the run of the home and the chance to meet more young people are among the priorities for Chit Herman, the new Home Manager at Whitecliffe House in Blandford.

Born in the Philippines, Chit did all her nurse training, degree and Masters in Health Management here in the UK. Her last NHS post was as a Matron in Renal Services at the Royal Free Hospital in Hampstead, London. She has joined us from another private provider, having managed a care home in Uxbridge for three years.

"My approach is that a care home really is the residents' home and they should have the freedom to enjoy it and do what they want.

"I previously had a resident who was a composer and was selling CDs of his music through Amazon. We were totally comfortable with him

effectively having a little business of his own going on from within the home."

Chit is already working with Marketing and Customer Advisors to foster more community involvement with Whitecliffe.

"We're building close links with local schools so we can welcome more young people on visits," she says.

"Sometimes in a care home you need to fill a generation gap. School visitors can remind residents of when their own children and grandchildren were young. It's also a great experience for pupils to come in and meet elderly people, who typically have fascinating stories to tell and will often have contributed a great deal to the country."

Another priority is liaison with other community health services in and around



HOME COMFORTS: Chit Herman (front) with the Whitecliffe team

Blandford so that there is, in Chit's words, a 'seamless service' involving Whitecliffe and other community provision.

"Whitecliffe is a lovely little home with a boutique feel that stands out from other care settings and deserves to

be put on the map," she says.

Chit lives in Dorchester and enjoys theatre, opera and going to restaurants.

She recently became a grandmother for the first time when her daughter gave birth to a girl, Gracie Rose.

Clare is 'coming home'

Joining Wellington Grange feels a bit like coming home, says Clare Hall, the Chichester Home's new Manager.

She is returning to her home town as the latest stage of a career involving nursing and care management posts, both in the UK and the Middle East.

Her nursing experience includes ward management, stroke rehab, nurse training and working as a head nurse at a military hospital in Riyadh, Saudi Arabia, for four years.

After returning to the UK, she moved into social care and has been a home manager, regional manager, group operations manager and care home inspector.

She has a specialism in dementia care training and a diploma in nutrition.

Clare said: "As a local and someone living nearby, I was interested to actually watch some of the foundations go in at Wellington Grange and hoped that at some point I might be the manager.

"Within the care sector, Colten Care is seen as a top quality provider that values and invests in people. It has a very good reputation as both an employer and a provider. That's why I wanted to come and work here.

"I am really excited to be taking the helm at Wellington Grange and getting to know everyone. I truly embrace the view that this is the residents' home and they should be empowered and involved."

Clare has a son, Michael, 21, who was born during her time in Saudi. Outside



work, she enjoys music at the Grayshott Folk Club and walking in the countryside.

"I love dogs and have a pair of rescue chihuahuas, Yoda and Daisy, who keep me company," she says.