

COLTEN Chronicle

www.ColtenCare.co.uk

Spring 2018

It's a hat-trick!



SNOW WHITE SMILES. Little Woodpeckers visitor Stephanie Tyrrell entertains residents, including Elspeth Shepherd, seated far left, with a dance at the home's CQC celebration party.

"This really is a lovely home and I'm very proud to live here." That's how Elspeth Shepherd summed up her joy as she, fellow residents, team members and visitors celebrated Woodpeckers' Outstanding rating from the Care Quality Commission.

Inspectors praised the Brockenhurst home for its 'exceptionally personalised' care, declaring its service especially 'effective, responsive and well-led'.

Woodpeckers' success makes it a Colten hat-trick in

less than a year, following Outstanding ratings for two of our other New Forest homes, Linden House in Lymington and Kingfishers in New Milton.

New Home Manager Katie Whiteside recently took over from Janie Pearman, who at the time of the intensive, two-day inspection was the registered manager for both Woodpeckers and its sister home in Lymington, Belmore Lodge.

Katie said: "I pay tribute to Janie and the whole team for

this fantastic achievement. We always promote best practice and an open and transparent culture for the benefit of our residents and their families, and we're thrilled that the inspectors recognise this."

Janie said: "I am really proud to have led the Woodpeckers team to this Outstanding rating. It reflects the consistently positive feedback we receive from residents, their families and health professionals."

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'Fantastic' response to Champions' call



More than 800 nominations have been put forward for our inaugural Colten Champions awards, designed to celebrate the amazing work our team does and those people who consistently go the extra mile.

Residents, relatives and staff across all our homes have put forward the names of individuals they feel deserve an award and told us why.

The home with the most nominations, 66, was Belmore Lodge in Lymington, with The Aldbury in Poole on 49.

The call for entries took place in January 2018 with nominations invited online or written on cards in each of our homes' foyers.

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Master chefs
How we cultivate the careers of trainees like Chelsea: **p7**

COLTEN CARE
'Cherishing You'

Mark Aitchison,
Chief Executive,
Colten Care



Braemar Lodge smashes its fundraising record

Third CQC Outstanding

Welcome to our spring 2018 edition, the first since we heard the great news of our third Outstanding rating from the CQC.

I congratulate the entire Woodpeckers team on this superb achievement, which includes becoming the first Colten home to be rated Outstanding across three key lines of enquiry: effective, responsive and well-led.

Woodpeckers was the first care home we opened more than 30 years ago and this latest success further illustrates a consistency of quality care across all our homes.

Having three homes rated Outstanding in successive inspections really does put us among the country's very top providers registered for nursing care. It means that 15% of our homes are Outstanding against an industry average of less than two per cent.

It's particularly gratifying as we are achieving this independent recognition while investing in nursing at a time when others are turning away from it, due to recruitment challenges and higher costs.

I would also like to congratulate our Operations Director Elaine Farrer for winning the Care Leadership gong at the National Care Awards. Well done on a thoroughly deserved win, Elaine!

Turning to our own awards, Colten Champions, we're delighted to have had almost 800 nominations. Roll on awards night when we can celebrate the winners and finalists.

We are also highlighting our connections with local schools. There has been media coverage recently about intergenerational activities in UK care homes, but this is nothing new to us – we have always put great store on building strong community links and welcoming young visitors into our homes. Everyone enjoys this, as the smiles in our photographs show.

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



Presenting the cheque to Horatio's Garden representatives

A Wiltshire-based national charity that transforms the lives of NHS patients with spinal injuries has received a remarkable cash boost from our Salisbury home, Braemar Lodge.

Residents and team members set an in-house record when they raised nearly £2,830 for Horatio's Garden.

Among the activities, residents made and sold items from their arts and crafts sessions, including greeting cards, paintings and other gift ideas.

Speaking at an end-of-campaign presentation, charity director Alison Pascalidis said: "This is just fantastic and I can't thank you enough. You have come up with all manner of lovely fundraising. It's amazing to think you have made us your charity. We rely very heavily on local fundraising and we work hard to make sure that every penny goes into making accessible, beautiful and therapeutic gardens at NHS hospitals for people with spinal issues to spend time in and appreciate."

'Fantastic' response to Champions' call

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It has been followed by a shortlisting process to agree three finalists in each of the 12 categories.

Winners will be announced at a glittering awards ceremony we're holding at the Bournemouth Marriott Hotel in April, hosted by broadcaster and doctor Hilary Jones.

"What a fantastic response we've

had," said Elaine Farrer, Operations Director. "So many people have got behind this. Excitement is already building for awards night and the chance to go out and celebrate the work of team members across all aspects of our care services."

 More information

For more information, visit www.colten-care.co.uk/champions

Bespoke and made to measure

We do our very best to ensure décor and furniture positively helps in making life easy and comfortable for residents.

All our homes benefit from elegant, well-appointed interior design with locally-crafted, bespoke furnishings the order of the day.

Long-standing relationships with trusted suppliers enable us to prescribe the exact requirements of chairs, tables, drawer units, desks, bedside cabinets and so on.

Two Lymington businesses exemplify this. Webber Furniture, a third-generation family carpentry firm, have been with us for more than eight years. They work solely in hand-crafted oak, making many of our dining room tables and chairs and, more recently, bedroom furniture.

Before any bulk production, Managing Director Alan Webber will typically make a 'prototype' in line with a specification set by our Head of Design Georgina Colwell.

"It's all down to Georgina's eye for design," says Alan, who is currently working on 120 drawer units for our



Georgina Colwell, our Head of Design, and Alan Webber, Managing Director of Webber Furniture. Around them are handcrafted oak tables and drawer units for Bourne View.

forthcoming Poole home, Bourne View. "She knows what she wants. Everything we do is based on discussions with Georgina and made specifically in line with her ideas. The attention to detail and the level of quality is what sets Colten apart from everyone else."

Around the corner from Webber, fabrication firm Fusion has been busy making 68 art-deco-style vanity units for Bourne View's en suite bathrooms.

Our Head of Technical Design, Alan Portsmouth, specified the exact requirements to fabricator and welder Julian Bailey, based on suggestions put through our recently-formed innovation group.

This involves representatives from across Colten coming together to evaluate ideas on how to make life better for residents.

"The units are deliberately wheelchair-friendly," says Julian. "There is no lower

shelf or cupboard so someone using a wheelchair can get much closer in to the sink. Instead, there's stainless steel shelving and a cupboard either on the left or the right, depending on the room layout."

As well as the innovation group, inspiration for Bourne View came out of discussions with residents at our most recent home, Wellington Grange in Chichester.

Georgina says: "Residents have given us really useful feedback on, for example, tables having splayed legs so it's easier for wheelchairs to fit in underneath. I think it's great that residents have a direct say on what's going to improve quality of life furniture-wise.

"Using robust, bespoke craftsmanship actually saves money. Off-the-shelf just isn't ideal for us and we can reduce refurbishment maintenance costs in the long term.

"It's also a joy to work with local suppliers we know can do a great job for us."



Alan Portsmouth, our Head of Technical Design (far left), with Julian Bailey of Fusion Fabrication and one of the bespoke vanity units specially made for Bourne View. Above: Georgina helps select fabrics for the dining chairs.





Closing the gap

Age really is no barrier to learning or making friends. Across all our homes residents are enjoying the companionship of children, from toddlers to teenagers.

Our 'Closing the Gap' initiative is based on our strong community links with local schools, Scout groups and nurseries.

It involves welcoming groups of children into our homes for conversation, word games, arts and crafts, and other gentle activities.

The benefits are clear. It's a great way for children to learn the skills to be around our older generation, especially if they have little or no contact with a grandparent in their lives.

They enjoy a learning experience and the chance to find out about the life of someone much older; while for residents, the smiles and laughter can really brighten up the day.

Pupils from the Thomas Hardy secondary school in Dorchester have been visiting nearby Castle View once a week since the start of the year. Crosswords, Scrabble and conversation have been the order of the day.

One 14-year-old girl wrote: "This opportunity has really developed my people skills and confidence. It's great for mental health as it has been an escape and a real boost to self-esteem. It's also developed my literacy skills with all of the word games."

Castle View, our Sturminster Newton home Newstone House, and Canford Chase in Poole are among those experiencing a regular 'toddler takeover', with visits from nearby nurseries.

Other homes making connections with young people include Woodpeckers, with Brockenhurst Primary School, and Whitecliffe House in Blandford with Branston School.



Cubs from Sturminster Newton Scout Group join residents and staff at Newstone House for a pancake party.



Woodpeckers resident Yvonne Carnegie with a young visitor.

Residents at Kingfishers in New Milton began their relationship with Durlston Court Prep School by welcoming pupils for a super hero-themed afternoon of fun.

Home Manager Beata Brzozowska said: "Intergenerational activities like this are so valuable. Seeing our residents interact with these four and five-year-olds is such a joyful experience. It brings out the best in everyone."

Gilly Smith, Head of Durlston's Pre-Prep Department, said: "The visits are full of smiles, stories and songs and we're seeing the beginnings of some very special friendships."



Watch the video

To watch a short film of Durlston pupils at Kingfishers, visit www.YouTube.com/ColtenCare



Kingfishers' Home Manager Beata Brzozowska and residents met a fellow superhuman at themed afternoon of fun with Durlston Court Prep School



Smiles all round at Newstone House



Durlston Court Prep School pupils having 'super' fun at Kingfishers.

QUESTIONS
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QUESTIONS

Our Facilities Management department provides a high standard of maintenance to our care homes. Team members not only maintain excellent facilities for the Colten community as a whole, but contribute to ensuring an enriching residents' experience through fit-for-purpose, high-quality buildings and facilities. Here we catch up with Director of Facilities Steve Taylor to find out a little more about him.

Name: Steve Taylor

Age: 46

Job title and brief description of role: Director of Facilities. My role is extremely diverse in being responsible for providing operational leadership to the facilities team, developing a positive safety culture to Colten Care, selecting and managing service providers and not least leading with the development of a carbon reduction plan. The overall aim is to drive up the quality and efficiency of the Facilities Department in order to provide the very best support to our care homes.

Career history: Over the last 25 years I have provided Facilities Management services to a number of organisations. I have worked across many industries and sectors,



including leisure and retail, financial institutions, higher education and, most recently, a pharmaceutical production plant.

Interests: I love travelling and experiencing different cultures and, when

allowed...playing golf at the weekends and going to see live bands.

Q: Who was your first childhood hero?

A: It has to be the six-million-dollar man.

Q: What would be your ideal holiday?

A: Experiencing the Cuban culture. An incredible country that has many facets to it and misperceptions aplenty.

Q: What are you superstitious about?

A: Nothing really, but I avoid walking under ladders, breaking glass and looking at magpies!

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

A: Aside from a lift engineer an hour with David Attenborough would be amazing.

Q: Who do you most admire?

A: Probably my wife.

Q: What car do you drive?

A: A BMW.

Q: What makes you angry?

A: Dishonesty.

Q: What is your favourite smell?

A: Fresh strawberries.

Q: Cats or dogs?

A: Dogs.

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

A: Make my wife and myself a large coffee.

Q: What is your earliest memory?

A: My first day at school...absolutely loved it!

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

A: I love the old classics, currently watching The Good Life and I really got into Breaking Bad!

Q: What is the best thing about your role?

A: Every day is different.

Q: ...And what is the worst?

A: Budgets!

Q: What would be your desert island luxury?

A: Fig rolls, although that may present a problem too!

Q: What do you wish you were good at?

A: Singing and playing the drums.

Q: What has been the crowning moment in your life to date?

A: Beating Phil Collins at pool!

Q: What is your favourite meal?

A: Fish pie.

Q: What would be your dream job?

A: Professional golfer.

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

A: I would love to be able to bring my grandad back to life. He was an incredible man and was a big influence on who I am today.

You're hired – how we develop our catering team

Underpinning our residents' menu choices is a dedicated team of chefs and catering colleagues.

We have a solid track record in helping new recruits to our team acquire the skills they need to gain promotion and take on management responsibilities.

A prime example is Annabell Bryer, who joined us in 2010 as a 16-year-old Kitchen Domestic. A willingness to learn and gain extra qualifications has helped her develop a career as a chef.

She was a finalist at last year's National Care Awards, and has recently been appointed the new Chef Manager at Belmore Lodge in Lymington.

"Annabell has gained the confidence and trust of management and residents alike by her commitment and passion to deliver excellent, tasty and well-presented



Training on the job: Chelsea Holder (above) and Annabell Bryer are building their careers with Colten Care



food," explains Fergus Davitt, our Hotel Services Manager. "She has a talent for putting her personality into all of her dishes."

Another case study is Chelsea Holder, who was a Kitchen Assistant at St Catherines View in Winchester before starting chef training at nearby Abbots Barton.

She is now half way through a three-year apprenticeship, dividing her week between Amberwood House and a

study day at Highbury College in Portsmouth.

As well as cooking, the apprenticeship covers food hygiene, preparation, management, team work scenarios and paperwork.

"It's everything involved in running a kitchen," says Chelsea, who was the college's Culinary Apprentice of the Term at the end of 2017. I'm also learning the specific requirements of a care home kitchen and how to adapt

menus when residents have, for example, allergies or other nutritional needs. I'm really getting to know the residents and enjoying every minute. Ideally, I'd like to run my own kitchen in future. I have a huge amount of support from Colten."

Fergus adds: "We actively cultivate the skills and imagination of our chefs and Chelsea is a good example of someone ambitious for the future who is building their career with us."

Hat trick

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The 26-page Woodpeckers report praised our 'one-team' approach, stating: "Staff understand the needs of people and support them in an exceptionally personalised way.

"We saw that care was provided respectfully and sensitively, taking into account people's different needs.

"The impact this had on people is outstanding and results in them living an active life with choice evident throughout."



The Woodpeckers team celebrates with former Home Manager Janie Pearman (third from left)

 More information

To read the full inspection report on Woodpeckers, visit www.cqc.org.uk



We have replaced all the plastic drinking straws at our homes with ones that are fully biodegradable. This environmentally friendly move will cut around 40,000 pieces of plastic from our waste disposal every month.

Katie taps into Woodpeckers' rhythm

"It's a blessing not a pressure," Katie Whiteside says of her new home's Outstanding rating from the CQC.

The former NHS manager took over the reins at Woodpeckers in Brockenhurst just as the regulator's latest inspection report was published.

"I realised I was coming into a triple Outstanding home, the first Colten home to be Outstanding across three separate lines of enquiry," she says. "That's a fantastic achievement, something that deserves to be maintained and improved and that's what I aim to do. I will be working



hard to strengthen our focus on high-quality care so we don't let the side down at the time of the next inspection."

Katie's 18 years of nursing at Bournemouth Hospital saw

her move from respiratory medicine to join the older people's medical directorate management team, supporting seven wards to provide specialist elderly care. Her particular responsibility was managing discharge services across the Trust. "I worked with many social services contacts who recommended Colten Care as an organisation embodying openness and transparency. It was very much advocated by NHS and social services colleagues."

Katie began her Colten career as our Clinical Lead at Amberwood House in Ferndown. She became acting Home Manager in

August 2017 before her promotion to the permanent role at Woodpeckers.

"Everyone is very supportive and you can see around you that colleagues' morale is very high," she says.

Katie grew up in Wimborne but now lives in Westbourne with her boyfriend and dog.

Away from work she enjoys sport, having recently taken up long boarding, and is a keen drummer. "I used to play in bands and taught drumming to beginners to pay my way through university. My favourite style is samba. Drumming is a great way to get your frustrations out at home."

Movers and shakers: more promotions and changes



Lynne Petty, above right, has joined us as the new Home Manager at Linden House, while Sam Reid, left, is the new Home Manager at Avon Reach. Among other moves involving team members, Sheeja Lolamony has been promoted to Home Manager at Court Lodge and Helen Holden is the new Home Manager at Brook View. Chris Adams, previously Regional Facilities Manager, has moved into a group-wide role as Health and Safety Manager.

Continuity is key

One of the joys of working for Colten Care is the chance to really get to know the people you are caring for.

So says Gill Irish, the new Home Manager at Amberwood House in Ferndown.

After training at the Westminster Hospital Gill spent 20 years working in the NHS, including being a ward manager at Southampton General Hospital. She left the NHS to work in the independent sector, initially as a regional manager for complex care services in the community and for the last seven years as a nursing home manager. Her last post was as a peripatetic manager with a large corporate group.

"Coming into smaller, family-run Colten Care means you can develop a much closer relationship with your residents and team, other homes in the company and head office," says Gill. "You have very active support all round. Colten is big enough to have all the support and back-up mechanisms in place but it's not



so big that you are talking to different people all the time. There is great continuity."

Gill says she has been made very welcome at Amberwood, adding: "It's a really friendly team and the interim manager before me, Katie Whiteside, was doing a great job. The home is already at a great level and the potential is there to improve still further. There are all sorts of community activities we can get more involved with."

Leeds-born Gill lives in Hythe near Southampton with her partner, two children, five chickens and two ducks called Lilly and Billy. Gill is hoping to bring the ducks into the home for a visit, perhaps with some freshly laid Easter eggs.