

COLTEN Chronicle

www.ColtenCare.co.uk

Summer 2016

Short-stay care – a welcome opportunity

In the first ever dedicated survey of our short-stay residents, we asked for feedback on how we are doing.

There are lots of reasons why short stays are attractive. People recovering from an operation may want additional restful care to start their return to good health. Others simply like to take a relaxation break to give a family carer some time out.

At Colten Care, we welcome many people back time and again to experience life with us.

Everyone surveyed said their booking and pre-admission was managed in a timely and professional manner and 92% said their meals were fresh, tasty, well-presented and just what they wanted.

We scored top marks for making people feel welcome and comfortable on arrival and received excellent ratings for environment and ambience, and attentive and responsive staff.

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ANIMAL MAGIC: Belmore Lodge hosted a farm experience day, along with children from nearby Pennington Infant School. Resident Janette Banks met pupils and said hello to furry friends, including Jerry the goat and Primrose the rabbit. Abbotts Barton, Linden House and St Catherines View are among other homes receiving animal visits from the Alton-based Mill Cottage Farm this year.

Time for our stars to shine

Call for National Care Award nominations

"It's an achievement that will stay with me throughout my career, something to cherish and be proud of."



So says Sohail Daniel, one of four team members who became National Care Award finalists last year, from more than 700 nominations countrywide.

The Newstone House Head of Care, who was shortlisted for Best Care Registered Nurse, added: "Being nominated by residents and colleagues and then chosen as a finalist from all those other entries was a great privilege. It really gave me added confidence in my abilities."

Carol Martin, Domestic Supervisor at Abbey View care home in Sherborne, recalled the moment she became an award winner, hearing her name read out as

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COLTEN CARE
'Cherishing You'

Mark
Aitchison,
Chief
Executive,
Colten Care



More than you expect

Welcome to your summer Chronicle which, if you were in any doubt in the first place, shows that care homes are active, happening places grounded in the communities we serve.

In this edition we highlight the flexibility of short-stay care, popular with people for many reasons, and explain how we are supporting the national Dementia Friends initiative by welcoming more community contacts into our homes for information sessions.

We also report our annual call for nominations for the National Care Awards. Entries offer a chance to celebrate great work and pay tribute to team members and colleagues, while a win or a place on a shortlist can be a huge boost for the individual and their home. There are categories for all job disciplines and there is ample time over the summer to make sure nominations go in before the closing date.

We're delighted to include some expert insight into the role of care homes by the famous GP and broadcaster Dr Hilary Jones, who hosted a public open day recently at our newest home, Wellington Grange in Chichester. Dr Hilary discusses what, in his view, good care looks like and what he thinks people should ask about when they are considering a choice of care home.

I said above that our homes are active, happening places, and this is clearly shown in our article on giving residents 'the best seats in the house'. From watching Premiership football to going on theatre trips and visiting horse trials, there is much more to life in a care home than you might think.

You can receive more information on individual homes by joining the mailing list for our quarterly community newsletters. If that's of interest, please speak with your Home Manager, or send an email to marketing@ColtenCare.co.uk and we will add you to the list.

As ever, if you have any feedback or know of a story we've missed, please tell us at ContactUs@ColtenCare.co.uk



LEARNING: A Dementia Friends information session at Belmore Lodge in Lymington



Dementia Friends equipped to help

With a million people in the UK expected to have dementia by 2025, we've stepped up our support for the Dementia Friends programme led by the Alzheimer's Society.

We believe that people who undergo a one-off, one-hour Dementia Friends information session are better equipped to understand the needs and capabilities of those living with the condition.

Last year we began running monthly sessions led by trained volunteers who give an overview of dementia, discuss how it affects people and explain how we can best help in practical ways.

Participants, who need no previous experience of dementia, include our staff, residents, relatives, friends and community contacts.

We chose this year's Dementia Awareness Week to strengthen the two strands of activity we're following.

The first is to give all our 1,800 employees, not only those at our dementia homes, the chance to become Dementia Friends.

We have now set a target that by February next year, 80% of our entire workforce will have attended an information session.

It's a percentage we aim to sustain into the future.

The second is for each of our 20 homes to run regular Dementia Friends sessions for the benefit of their local communities as well as our staff.

To achieve these goals, we're asking for more volunteers across the business to become Dementia Friends

Champions, and be able to run the sessions. Champions receive a one-day induction and ongoing support from us and the Alzheimer's Society.

Elaine Farrer, Operations Director, said: "We are all likely to come into contact with more and more people and their families who are living with dementia.

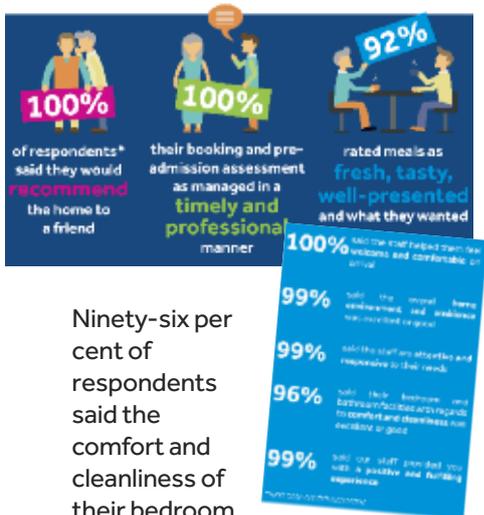
"We want everyone at our homes to have a little more insight and understanding so they are better equipped to help."



We've produced a video giving more information on becoming a Dementia Friend. If you would like to volunteer to become a Dementia Friends Champion, visit www.ColtenCare.co.uk/dementiafriends

Short stay survey

► from p1



Ninety-six per cent of respondents said the comfort and cleanliness of their bedroom and bathroom facilities was excellent or good and 99% said they had received a positive and fulfilling experience.

Of those who answered the question, 100% said they would recommend the home to a friend.

We thank the 87 people who responded, all of whom stayed at one or more of our homes between March 2015 and February this year.

The benefits of short-stay care are clear to 82-year-old Dorothy Hickson, who has stayed three times at Abbots Barton in Winchester.

Dorothy told us: "I normally come in at Easter time for about a week. It gives flexibility for my children to go away for a holiday and have no worries about me. I also stayed for a few days when I was having plumbing work done in my flat. It was a great time to be out of the way. I wouldn't otherwise have been able to make myself scarce.

"I feel very welcome at Abbots Barton. Everyone is friendly and nothing is too much trouble. The nurses welcome me with open arms. I can join in with activities if I want to or just enjoy my own company in comfort. It's very restful. I would certainly recommend it."

A book of poetry written with the help of residents at Linden House and Kingfishers has been published by Lymington's St Barbe Museum & Art Gallery.

The Sharing Shorelines anthology was created as part of a community engagement project, sponsored by Colten Care, alongside the art exhibition Shorelines: Artists of the South Coast.

The exhibition explored how artists from the 18th century to the present day have drawn inspiration from the cliffs, harbours and beaches of southern England.

St. Barbe invited people affected by dementia to visit the gallery and take part in a series of 'conversations' about some of the paintings.

Poet and storyteller Chris Bennett recorded their observations, interpretations and feelings about the artwork.

He said: "The participants' reactions and observations were very interesting, sometimes giving glimpses of their

Poetry please



POETS CORNER: At Linden House are (left to right) Colten Care Marketing Director Tim Wookey, storyteller Chris Bennett, Colten Companion Chris Dimmick, resident Frances Evans, St Barbe Director Mark Tomlinson and project lead Laura Bullivant.

memories, including holidays they'd spent by the sea. I then took those memories and observations and moulded them into poems."

Linden House resident Frances Evans helped to write two of the poems in the anthology.

Her daughter Sara Shelton said: "When a loved one has dementia you often feel that who they once were is now lost.

"But just from looking at the paintings with Chris, Mum talked about what she saw and linked them to her own memories – of her love of the sea – even her passion for spring cleaning!

"The resulting poems have the very essence of mum within them, which is wonderful to see."

Copies of the anthology are available at both St Barbe Museum & Art Gallery and Linden House.

It's time for your nominations

► from p1

Best Care Housekeeper at the same London awards ceremony.

Carol said: "It was a great honour to win a national award. The whole experience of the awards evening was very enjoyable and I'll remember it for a long time to come."

With this year's awards

season fast approaching, we are once again inviting staff, residents and their relatives to celebrate exceptional care and service by putting forward nominations.

Continuing our focus on the National Care Awards, we have created a special website, www.ColtenCare.co.uk/awards where your

nominations can be made. You simply select the appropriate awards category and submit your reason. There is a very wide range of categories reflecting all aspects of care.

Our Marketing team will then co-ordinate the formal awards entries to ensure everyone has the best chance of getting through.



Best seats in the house!



We do our best to help residents go out and enjoy events they might not be able to attend otherwise. Thanks to the dedication of our care staff, activities organisers, marketing managers, Colten Companions and minibus drivers, we are able to create unique life-enhancing experiences.

Among those to benefit are sports fans, theatre-goers and people who love community festivals.

For example, more than 30 residents from seven homes, together with family and friends, had a trip out to the Portman Horse Trials, a prestige show that helps world-class riders prepare for international events such as Badminton and Burghley.

Over two days, our parties enjoyed minibus travel, a champagne welcome, picnic lunches, cream teas and close-up viewing positions for the cross country, show jumping and dressage competitions. To watch a video of our

residents at the trials, visit www.YouTube.com/ColtenCare

In Bournemouth, we teamed up with two Premiership football clubs to enable a 90-year-old fan with dementia to attend their match as a birthday surprise.

Stanley Pride, a lifelong supporter of West Bromwich Albion, joined the away crowd at AFC Bournemouth for the penultimate game of the season, a 1:1 draw.

The trip to see his beloved 'Baggies' in action was arranged as a birthday gift from staff at Stanley's home, Fernhill in Longham.

Carer Kate Morris said: "Stanley had a big smile on his face when he arrived at the ground. He appeared delighted to have been taken to see the match on what was a beautiful, sunny day."

Following the recent opening of Wellington Grange in Chichester, we've got regular treats in store for residents there, thanks to two partnerships we've

agreed. As an official sponsor of Chichester Rugby Club, next door to the home, we're enabling residents, including those with limited mobility, to have the chance to watch live rugby.

For those keen on drama, our partnership with the nearby Chichester Festival Theatre will give residents priority access to events and show tickets as well as the chance to win a complimentary pair of tickets in a monthly draw.

There will also be talks and bespoke, interactive workshops at the home involving eminent speakers and presenters from the world of theatre.

As residents and staff at Wellington Grange develop a new community blog for the home, we expect there will be much to report on involving both theatre and rugby. You can read the blog at www.WellingtonGrange.co.uk

For our New Forest residents, we are once again offering the 'best seats in the



Clockwise from top left:
FRONT ROAD SEATS: At the Lymington Carnival parade, featuring the Spiderman marching band;
CENTRE STAGE: Celebrating our partnership with Chichester Festival Theatre;
WELL MATCHED: The Wellington Grange team, including Clare Gibson, Home Manager, with Chichester Rugby Club officials and players;
HORSE SENSE: Geoffrey Anderson, a resident at Newstone House in Sturminster Newton, and his daughter Liz Dewar touring the stalls at the Portman Horse Trials, while fellow resident Doreen Ashford says hello to competitor Tempo. With Doreen is Colten Care Customer Advisor Tracy Wyke.



FAN: Stanley Pride (left) at AFC Bournemouth's Vitality Stadium where he watched his beloved West Bromwich Albion play in the penultimate match of the Premiership season. With him is Colten Companion Kate Morris.



house' at Lymington's two major summer community events, the Lymington and Pennington Community Carnival and the Rotary Club of Lymington's Summer Spectacular.

On Carnival day, our minibuses call at various homes to chauffeur residents to an ideal and exclusive viewing spot by the Town Hall so they can sit in comfort, sample cakes and refreshments, and watch the colourful procession up-close.

At the Spectacular, where we sponsor the Classic Car Show, residents and their families and friends have the use of a marquee, complete with restful VIP lounge, wheelchair access and disability toilets.

Tim Wookey, Colten Care's Director of Marketing, said: "We are continually seeking ways for our residents to have access to the things they love, despite the challenges some might face with their independence or confidence."



QUESTIONS • 20 • QUESTIONS

We have many years' experience in building and refurbishing care homes. Most recently, we've opened the brand new Wellington Grange in Chichester and completed extensive upgrades at Abbey View in Sherborne and Woodpeckers in Brockenhurst. A major refurbishment of Canford Chase in Poole is under way and new café areas are in line for Avon Cliff in Bournemouth and Whitecliffe House in

Blandford. Colin Clifford's role is to help make sure all this activity happens on time and to budget.

Name: Colin Clifford

Age: 45

Job title and brief description of role: Contracts Manager, responsible for organising, co-ordinating and ensuring the delivery of Colten Care's refurbishment requirements across our 20 homes.

Career history: Owner of a carpentry and building company from 2002 to March 2014, when I joined Colten Care.

Interests: Motorbike racing, martial arts, sport in general.



Q: Who was your first childhood hero?

A: The Masked Rider (1970s action hero in Hong Kong)

Q: What would be your ideal holiday?

A: Weekend city break, I enjoy exploring Europe's cities with my wife and friends. I would love to take my children to Disney Florida.

Q: What are you superstitious about?

A: Nothing!

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

A: The Goons. Spike, Peter, Michael and Harry would be guaranteed entertainment in such a confined space.

Q: Who do you most admire?

A: No one person, but many people have impressed me over the years and continue to do so. During the Abbey View refurbishment for example, I got to know resident John Neal quite well. He's had a lifetime at sea as a master mariner and has visited more than 90 countries. Amazing.

Q: What car do you drive?

A: Ford Mondeo

Q: What makes you angry?

A: Indecisive people, or is it that, I'm not sure! People who take advantage of well-meaning others.

Q: What is your favourite smell?

A: My wife's cooking, (this is an obligatory answer, under threat of death!)

Q: Cats or dogs?

A: Cats

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

A: Shower, to try to wake up

Q: What is your earliest memory?

A: Living in Hong Kong, with a banana tree in the garden. I had a fantastic childhood with a jungle for my back yard.

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

A: The World at One on Radio Four

Q: What is the best thing about your role?

A: The variety of people I meet and the work we do.

Q: ...And what is the worst?

A: Disturbing the serenity of the homes as we go about our duties.

Q: What would be your desert island luxury?

A: Ray Mears, good company and he would ensure we survived in some degree of comfort. Failing that, recordings of The Goons, Round the Horne and Hancock's Half Hour.

Q: What do you wish you were good at?

A: Dancing

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

A: Marrying my wife (yes she is behind me again!), having our two children and building our family home with my own hands.

Q: What is your favourite meal?

A: Old school. Steak, chips, peas, mushrooms and a fried egg. With a decent glass of red.

Q: What would be your dream job?

A: Snowboard instructor. But the body couldn't take it anymore!

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

A: School leavers who aren't afraid of a bit of hard work on site.

What good care looks like

by
Dr Hilary Jones

GP and broadcaster Dr Hilary Jones has a long-standing relationship with us. When he hosted an open day at our newest care home, Wellington Grange in Chichester, we asked him to share his professional perspective on elderly care. Here's what he told us.



think about the home? It's worth canvassing their opinions to make sure everybody is happy, content and satisfied with the care that's given. It's important to understand how your loved one will mix with other residents and to be sure that personal tastes, dietary preferences and religious beliefs will all be catered for.

Q. What clinical training and experience might you find in a care home?

A. A good care home will have a team whose skills and experience are comparable to or better than the NHS. There will be continual professional development and training in-house. High standards will be expected internally and from outside bodies such as the care sector regulator, the Care Quality Commission (CQC). People can retain their own GPs. At all times residents and their families should be reassured there is excellence in clinical and nursing care and medical assessment.

Q. The CQC has said care home managers should consider whether they would be happy for their mum or another loved one to live in the home. Do you subscribe to the 'mum' test?

A. Yes I do. It's the best yardstick of all. Whenever I visit a care home, I always apply it with my own mother in mind. She

is a former nurse and is nearly 90 now. If the care isn't suitable for my mum, it's not suitable for others. I believe all staff at Colten Care continually set themselves the 'mum' test as they go about their work.

Q. What for you defines a Colten Care home?

A. A place that is always calm and welcoming. I'm hugely impressed by the fact that Colten Care is independent and family run and financed. To my mind, it is a beacon of consistency. Whenever a new Colten Care home opens, they really integrate with the community. That means residents can stay part of the community too. They can continue to go to the theatre, visit friends and relatives and have friends and relatives visit them. Also, the 'one-team' approach is, I think, unique to Colten Care. It means that all staff are pulling together for the resident. Staff may have different jobs but the common theme for all is that the resident is happy, healthy and has a feeling of belonging.

Q. What does good care look like?

A. Courteous and professional. People are treated with dignity in an efficient and well-run place they genuinely feel is their home. The care needs to take into account their individual needs. It must be personal. If you have a combination of good clinical care with a personal touch, that's usually a sign of a good care home.

Q. What are the key things to ask for when you are looking for a care home?

A. Is the care tailored to the individual? Are residents allowed to feel like the person they've always been and want to be? You should enquire as to how care is delivered and what sort of training the team have – are they a cohesive unit? What do other residents and relatives

 **Watch the video**

Dr Hilary Jones gives further thoughts on elderly care in a series of videos we have produced. To watch them, visit our YouTube channel at www.youtube.com/ColtenCare

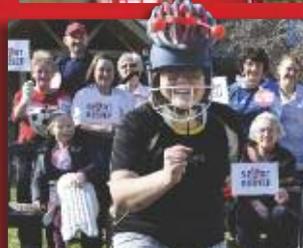
Jolly good sports!

Canford Chase resident John Griffiths is living proof that age is no barrier when it comes to raising cash for Sport Relief.

The 87-year-old did his bit for this year's charity appeal by joining an eight-hour, in-house cycle relay. He joined 30 team members, volunteers and guests who each cycled a 15-minute individual session.

Other Sport Relief activities at our homes included a 'mini Olympics' challenge at Avon Cliff in Bournemouth. Cups and medals were awarded for points scored in skittles, target bowls, indoor golf and beanbag distance throws.

At Woodpeckers in Brockenhurst, Activities Organiser Jane Bunker raised more than £200 by dressing up in dozens of sports-related clothes and items of kit and completing a sponsored run round the home's garden.



Skills focus for Leah

Leah Cooke, who joined us in March 2015 as Clinical Manager, has taken on the role of Nurse Learning and Development Manager.

This is a newly created post designed to help grow the skills and knowledge of our RGNs. Leah will provide coaching support as well as design, plan and deliver clinical training.

Leah said: "The role shows that Colten Care values the contribution of all its nurses and wants to ensure they can develop their skills and learning. There are many really skilled nurses already within the company and it's my role to ensure their skills are recognised, that clinical knowledge and best practice is shared and that I support how learning can be encouraged for teams at all our homes.

"The role couldn't come at a better time, given that all registered nurses are preparing for or going through the professional revalidation



process. Ultimately all this investment in our nurses will ensure that we continue to deliver evidence-based best practice for our residents."

Leah started out as a residential care assistant before qualifying as a nurse and working in the NHS for 15 years. She was a matron in charge of three community hospitals in south Somerset and has also worked elsewhere in the private care home sector.



Neil's deep respect

Neil Dominy, the new Home Manager at Amberwood House in Ferndown, was just 29 when he gained his first management role in the care sector. Several years on, he has clear priorities on everything from community engagement to involving residents in decisions on staff recruitment.

Neil said: "My experience of care homes goes back to my childhood when I would accompany my mother to the nursing home where she worked and spend time with the residents. This has given me a deep respect for older people.

"Their views and opinions are important to me and I believe one of my strengths as a manager is involving residents in some of the decisions governing what is essentially their home. This has already started at Amberwood House, with the residents' own representative agreeing to join the interviewing process for future care staff."

Neil, who has also worked in the area of brain rehabilitation for young adults, is just as keen to reach out to the community.

He said: "Ferndown is a thriving area and I will be forging links with local businesses, churches and community groups so we can welcome more local people to come in and see for themselves what a great home this is."

Neil added: "I genuinely love spending time with residents and most days you will find me eating my lunch with them before enjoying a cup of tea and a good chat."

Lyndsey's new beat

A former Dorset police constable and training officer has joined us as a Learning and Development Business Partner.

Lyndsey Lanham will be working with homes on a range of non-clinical learning and support.

The job includes our in-house Warm Welcome customer service training and ensuring team members are up to speed on safeguarding, statutory compliance and other essential responsibilities.

Lyndsey comes from a family who managed care homes and has also worked in social services reviewing care packages for the elderly.

After a spell with a housing



association, she joined Dorset Police, which she agrees was a true eye-opener to the difficulties many people face.

She worked with the force's alcohol and licensing team to persuade a number of bar and nightclub owners to replace

drinks glasses with unbreakable plastic tumblers. Her personal success in making the area safer earned her a criminal justice award.

On joining Colten Care, Lyndsey said: "My love of sharing knowledge and enabling others to learn has now brought me back to the care sector. My aims are to enable our team members to achieve their goals, be the best they can be, and have some fun along the way."



You can walk for half a mile around the garden footpaths at Abbotts Barton in Winchester? Gardener Emily Trueman measured the distance when compiling the home's garden guide available in the Abbotts Barton reception.