

COLTEN Chronicle

www.ColtenCare.co.uk

Spring 2017

One team, 100% record

All 19 of our established care homes have been officially rated 'Good' by our industry regulator the Care Quality Commission (CQC).

This rare 100% record shows independent recognition of our consistency in providing high-quality care, something we hope is of great reassurance to our residents and their families.

The 'set' was complete with the latest report on our dedicated

dementia care home, Fernhill, in Longham, Dorset, following an inspection in January 2017.

Colten Care Chief Executive Mark Aitchison said: "Our goal is to be the South coast care home provider of choice and we believe we are very much delivering on that objective.

"We work together on a one-team approach, with every member of staff continually striving to provide the best possible care we can.

"To support that, we invest in robust

processes and audits. We have the ability to review the root causes of any issue that comes up so we can fix it. We consistently approach care issues in a systematic way, listening carefully and being responsive."

Mark added: "The across-the-board CQC rating is evidence of a consistency in high quality care across our homes.



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Wellington Grange celebrates its first year

MAGIC MOMENT: Darcy Collins, who played Tinker Bell in the Chichester Festival Youth Theatre production of Peter Pan, with residents at Wellington Grange. Darcy, wand in hand, and fellow cast members, performed scenes from the show on a visit. It was one of the highlights of the first year of Wellington Grange.

● For a round-up of Wellington Grange's first year see page 3.

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COLTEN CARE
'Cherishing You'

Mark
Aitchison,
Chief
Executive,
Colten Care



Nursing is at the heart of all that we do

Welcome to our Spring 2017 edition which celebrates our focus on nursing care. It is getting harder for nursing care operators to consistently evidence quality delivery to the satisfaction of our regulator. As a result, it is a great achievement for us to be able to report that all of our homes to be inspected by the CQC have now been rated 'good'.

That's 19 homes out of 20. This success was confirmed with the latest inspection report of our Fernhill dementia care home in Longham, Dorset.

Our year-old Chichester home, Wellington Grange, has yet to have an inspection but we are confident it will do well too. You can read more about this home in our story on its first 12 months of operation.

We also include a dedicated feature on nursing explaining how we help our nurses continually develop their skills.

We are a family-owned business that offers the highest standards of elderly residential, nursing and dementia care and it's very important for families to know that their loved ones' care needs will be met by our professional and experienced in-home team of nurses and care staff.

Too many care home operators are stepping away from providing nursing care, deeming it too difficult.

We have always bucked the norm and risen to challenges. Nursing is at the heart of what we do and that's why we are continuing to invest in it. What our staff think of our approach, and how successful we are in aiming to be one integrated team, is shown in a further story.

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

Care review site gives us top marks

Customer feedback on a leading independent care home review site has led to us being rated as the best in the UK among operators with more than five homes.

Carehome.co.uk calculates scores for care homes across Britain from both the number of reviews they receive and an average of the quality assessments people give ranging from 'excellent' to 'very poor'. Customers may be residents, relatives, friends or other home visitors.

An average of the review scores for each home is then calculated to produce an overall 'group score' for their operator.

Our current score of 9.7 places us seventh out of more than 2,000 operators and Number One for any group with more than 5 care homes. Our ranking is based on 413 reviews.

An exceptionally rare 10-out-of-10 individual rating was awarded to our newest home, Wellington Grange in Chichester, which opened in April 2016.

Chief Executive Mark Aitchison said: "Our standing on



We actively invite residents, families and visitors to rate how we are doing on Carehome.co.uk

Carehome.co.uk and our 19 across the-board Good ratings from CQC are achievements our whole team can justifiably be very proud of. We are a great company with one fantastic team. They are the foundations on which we build to be the best."

100% CQC record

► from p1

"It's especially pleasing given that all our homes are registered for nursing care, not just residential care, so the CQC's threshold for showing good practice is, quite rightly, more exacting and therefore it's more challenging to gain a 'Good' rating."

"To put this 100% achievement

in context, across all the care homes registered in the UK to deliver nursing care, less than 66% have been rated Good by the CQC. I thank everyone across Colten Care who has contributed to our fantastic result."

Our 20th home, Wellington Grange in Chichester, Sussex, opened in spring 2016 and is expected to receive its first official CQC inspection and rating later this year.

A year in the life of Wellington Grange

TV doctor Hilary Jones is given a preview of the new home by Clare Gibson, Home Manager

It's a whole year since the opening of our first Sussex home, Wellington Grange in Chichester, and a number of initiatives have helped build community links for the benefit of residents, including a partnership with Chichester Festival Theatre.

Visits to the home from cast members on productions including Half A Sixpence and a youth theatre staging of Peter Pan have proved very popular. Residents have in turn enjoyed going to see shows and having an exclusive, backstage tour.

At the same time, rugby fans among our residents had the chance to watch live matches through a partnership with nearby Chichester Rugby Football Club.

Here we recount just some of the highlights of the year:

April 2016: The home is officially opened by the Mayor of Chichester, Councillor Peter Budge.

TV's Dr Hilary Jones hosts a public open day.

April 2016: Residents' links with the Royal Engineers begin with a talk on bomb disposal, to be followed by a special lunch in the summer.

June 2016: Time capsule buried in the garden with help from children at nearby Jessie Younghusband Primary School.

August 2016: Half A Sixpence cast members perform at the home.

September 2016: On a sponsored head shave, team members raise more than £2,100 for Macmillan Cancer Support.

December 2016: Actors from Chichester Festival Youth Theatre perform scenes from Peter Pan at the home.

December 2016: The independent review site



First resident Pat Carter, 94, (seated) at the official opening



Cast members from Peter Pan with residents

Carehome.co.uk awards Wellington Grange an exceptionally rare 10-out-of-10 rating. It was based on comments in 19 online reviews by residents,

relatives, friends and other visitors.

January 2017: Residents enjoy a VIP backstage visit at Chichester Festival Theatre.



Residents and team members at the sponsored head shave for Macmillan



Clare with members of Chichester Rugby Football Club



We all need to have trust and confidence in the people who look after us. When it comes to nursing, that means professional, compassionate and individual care from a team who understand you.

For our residents, best practice in clinical care means access to nurses who can cater for many complex conditions within the comfort and relaxing environment of the home. Our nursing capability ensures you are continually in safe hands with full respect for your dignity and privacy.

Our expertise in nursing – recognised independently in positive CQC ratings and Carehome.co.uk customer reviews – is central to the care we provide.

All of our homes are registered for nursing and we

are continually investing in our team members' training, career development and equipment.

Working closely with the Home Managers, our Clinical Leads are experienced nurses who take the lead in ensuring our residents receive the clinical care they need in a way that respects dignity and independence. Clinical Leads manage nursing and

healthcare staff, providing support, development and leadership.

We've reflected some of our team's thoughts on the role of nursing in a care home in a series of careers videos. You'll see Home Managers, Clinical Leads and other experienced nurses talking about their ways of working and the responsibilities they have. What comes across clearly is

their love of the job. They really are passionate about what they do and want to deliver the best care they possibly can for our residents.

They are not afraid to challenge themselves, learn new skills and develop themselves.

The benefits of working in a care home as opposed to a hospital setting – particularly the chance to get to know a person longer and see them as an individual rather than simply treating an illness – are discussed.



 **Watch the video**

To watch our careers videos, visit www.coltencare.co.uk/careers/your-career/nursing



Why our nurses are passionate about their job

Instant access to vast Nursing Times archive

Just one of the many ways we support our nurses is to pay the subscription to access the e-learning package of professional industry bible Nursing Times.

Nurses benefit in three ways. Firstly, there are learning units written by national nursing experts on fundamental aspects of nursing available to be studied at any time.

Secondly, nurses build up a 'learning passport' of evidence of their professional development and activities. This can be used to support the formal revalidation of competency the Nursing and Midwifery Council requires for a nurse to practise.

Thirdly, the package includes a vast archive of more than 5,000 articles on all aspects of clinical care from wound care and infection control to continence and nutrition.

There are two Samsung tablet computers at each of our nursing stations giving team members access



to the Nursing Times package.

All our investment in nursing is about increasing our skills and knowledge and improving clinical practice on

behalf of our residents. We respect everyone as unique and valued individuals, deserving the highest standards of nursing care.

QUESTIONS
20
QUESTIONS

Clinical Leads have a pivotal role in supporting our residents' clinical care and quality of life. It's a senior position that involves leading and advising all care and nursing staff within the home while ensuring the Home Manager is kept fully informed about clinical management. Here we catch up with Helga Staines, Clinical Lead at Woodpeckers in Brockenhurst, who has gained successive promotions during her Colten Care career.

Name: Helga Staines

Age: 36

Job title and brief description of role: Clinical Lead. My priority is to lead the staffing team and ensure a high standard of care is given to the residents.

Career history: I started as a waitress at Avon Reach in Mudeford in 1996. I was later a care assistant for five years and started my RGN training in 2006, qualifying in 2009. I nursed at Canford Chase in Poole, transferred to Brook View in West Moors, went back to Avon Reach and then moved to Kingfishers in New Milton. I have been at Woodpeckers since May 2016.

Interests: Walking, hiking, kayaking, swimming.



Q: Who was your first childhood hero?

A: Sheena, Queen of the Jungle.

Q: What would be your ideal holiday?

A: Bora Bora, the South Pacific island.

Q: What are you superstitious about?

A: A full moon. I'm sure it has an effect on a person's mood.

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

A: Levison Wood from Walking the Nile.

Q: Who do you most admire?

A: My dad.

Q: What car do you drive?

A: Ford Focus. I car share to save the environment.

Q: What makes you angry?

A: People who have no compassion.

Q: What is your favourite smell?

A: Freshly cut grass or hyacinth. It reminds me of summer.

Q: Cats or dogs?

A: Dogs.

Q: What is the first thing you do when

you wake up in the morning?

A: Five minutes of bed yoga.

Q: What is your earliest memory?

A: Running around the garden naked in Zimbabwe.

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

A: Home and Away.

Q: What is the best thing about your role?

A: Knowing your residents and staff are happy.

Q: ...And what is the worst?

A: Not having enough time.

Q: What would be your desert island luxury?

A: Tanning lotion and an endless supply of mojitos.

Q: What do you wish you were good at?

A: Diving.

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

A: Becoming a Clinical Lead.

Q: What is your favourite meal?

A: Anything Thai.

Q: What would be your dream job?

A: Wildlife ranger.

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

A: The quagga, the plains zebra that lived in South Africa until the 19th century.

DID YOU KNOW

There are 655,000 registered nurses in the UK? Nine per cent of UK nurses work in adult care homes.

HSBC agrees £41m funding package

To support our growth as a family-owned care home provider, we have agreed a long-term funding facility with the commercial arm of HSBC bank.

This is an important strategic move as it means we can continue to plan and deliver new homes to meet the requirements of the communities we serve.

The £41 million package bolsters our unique market position as the only UK operator to design, build and run its own private care homes, ensuring all are registered for nursing care.

Chief Executive Mark Aitchison said: "The facility enhances our solid, long-term capability, broadening our funding options as we commission our next home and look to build and open further homes in years to come.

"We are proud to have agreed such a facility at a time when the debt environment facing many care sector operators remains challenging.



At Colten House are Mark Aitchison, Chief Executive, and Michael Harrison, Relationship Director at HSBC Commercial Banking (foreground left and right). With them are, from left, Carol Hurst from HSBC, Colten Directors Rick Otten and George Colwell, Simon Burdett from HSBC, Colten Director Elaine Farrer, and Mark Frettingham from HSBC.

"HSBC are supportive of our continued organic growth strategy. It's a new relationship for us with a banking partner that clearly has an appetite for the private care home sector."

Michael Harrison, Relationship Director at HSBC Commercial Banking, said: "Colten is a premier care home operator.

"We are delighted to be working with them as a new

client and have put this funding facility in place over the course of the past year to enable the management team to drive company growth and future development."

Staff survey points way ahead for smarter working

Feedback from our latest staff survey is helping us understand how well we are doing to deliver our promise and values.

We polled the thoughts of Home Managers, Clinical Leads, Operations Team and Colten House staff on subjects such as culture, communications and customer focus.

We're pleased to report that the overwhelming majority of respondents said they would recommend us as the care provider of choice.

Asked to rate from 1 to 10 how happy they are to work for Colten, the average score came out at 8, with many people saying they 'took real pride' in working here.



HR Director Andrew Arkinstall

Among the points for development, we will continue our investment in software systems for smarter working

and to reduce our reliance on paper-based processes.

Andrew Arkinstall, Director of Human Resources, said: "As a start, we have listened to what Home Managers and Clinical Leads have been saying about work demands, creating a third Operations Manager position and new Senior Nurse and Customer Advisor roles to help support them.

"We are also investing in an HR system to streamline our staff appointment, induction and development processes to assist both managers and their admin teams."

We will carry out our next residents' and relatives' survey later this year.

Alan's new command

Alan Icely-Brown has joined us as Home Manager at The Aldbury in Poole, following considerable experience in general and mental health nursing.

After becoming a senior nurse manager in the NHS, Alan served in the army for 18 years with nurse postings in Germany and in the Middle East during the Gulf War.

He rose to be an Acting Lieutenant-Colonel working in Baghdad alongside British and American army medics.

Alan retired from the army in 2006 and since then has worked in a variety of nursing management roles including at care homes large and small. He was most recently an interim care director for a charity.

Alan, who is from Durham and now lives in Gillingham, Dorset, said: "I want to make The Aldbury the home of choice for residents, relatives and professionals. That takes hard work by everybody and ensuring we have our infrastructure correct. I'm



looking to bolster the team with more Senior Care Leads, another senior nurse and a care co-ordinator.

"Hopefully we can reach an Outstanding grade from the CQC, but what I want us to achieve even more is that we *feel* outstanding. It would be lovely to have that plaudit from the regulator but it's the feeling of being outstanding every day that I want to cultivate.

"The Aldbury has a great bunch of staff who are really keen to make progress and move forward together."

Carole's home from home

Carole Butler, the new Home Manager at Amberwood House in Ferndown, spent 20 years as a civilian nurse providing support to the Ministry of Defence, here and in Germany.

She was promoted to the post of Senior Nursing Officer for the Royal Marines and Special Forces, based in Poole where she still lives.

Carole, who moved into nursing homes management four years ago, feels that working for the military gave her a unique opportunity to see team work at its best. She said: "It's all about building a



strong, confident team who feel valued, cared for, well supported and empowered. I'm taking the same approach here at Amberwood House."

Her other main aim is to promote a 'family' feel. "I want to ensure our residents always feel loved, safe and secure and for their

families to feel reassured that we are caring for their loved ones just as they would wish."

As well as her professional nursing qualifications, Carole has bachelor degrees in psychology and advanced nursing practice and a masters in clinical governance, clinical leadership and change management.

Asked for her initial impressions of Amberwood, Carole said: "It has a lovely feel and atmosphere. Everyone has been so welcoming and kind. It's like a home from home for me as well as the residents."

Sharon's role as an enabler

Sharon Hicken's love of training and developing people began 17 years ago on what was meant to be a break from her job as an area manager for banking giant Barclays.

Our interim Learning and Development Business Partner had a background in frontline financial services when she 'came into L&D by accident' on a year's HR secondment.

"I knew very quickly that developing individuals and teams was what I wanted to do – and I haven't looked back," said Sharon. "I love seeing the value of learning and the difference it makes. It's very satisfying to follow someone from recruitment through their career progression and perhaps even see them take on a management appointment."

Having worked at other major employers such as the Woolwich Building Society and the RNLI, Sharon is keen to combine her learning & development skills with care sector knowledge.

She describes her role as supporting, advising and enabling learning with a specific focus on six of our Dorset homes, adding: "My first impressions are that Colten Care's values and staff truly bring to life the word 'care'. My aim is to support by building strong, trusting relationships with our Home Managers.

Sharon, a keen walker, lives in her home town of Bournemouth with husband Ray.

"The reason I have never moved from the area is because I love the Purbecks and the New Forest," she said.

