

# COLTEN Chronicle

www.ColtenCare.co.uk

Autumn2018

## Survey results are in...

The results are in from our latest surveys of residents and relatives, part of our ongoing commitment to understand and act on what people say about our care standards.

In our residents' survey, 94% of respondents rated the overall quality of care as either 'excellent or good', up one per cent on last year.

Six homes scored 100% for this question, including Abbotts Barton in Winchester which did so for the second year running.

The others were Whitecliffe House in Blandford, Castle View in Dorchester, Abbey View in Sherborne, Wellington Grange in Chichester and Canford Chase in Poole.

Across our dementia communities, 97% of families and friends who responded said the overall quality of care was either 'excellent or good', the same as last year.

More detailed results are being shown on easel display boards in our homes' foyers and reception areas.

Elaine Farrer, Operations Director, said: "Feedback



*RECOMMENDED.* Resident Peter Butler, pictured with RGN Barbie Brierley at Amberwood House in Ferndown, is among those who gave their thoughts on care home life in a new film we have produced. See page 2 for details

from our residents and their relatives is golden. It gives us such useful information to act on, so we can continue to be responsive and improve. Each of our homes will be reviewing their survey results and prioritising their areas for improvement.

"Overall, I am very proud of the results. They show that we are truly living our values and listening to and acting on people's views. We thank everyone who took part."

*continued on p2* ▶



*We make residents feel special through regular, personal 'My Time' sessions, where we do our best to make residents' wishes happen for them – like racing fan Ken's trip to Thruxton. See pages 4 and 5 for more.*

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**COLTEN CARE**  
*'Cherishing You'*

Mark  
Aitchison,  
Chief  
Executive,  
Colten Care



## Responding to residents' wishes

Welcome to our autumn edition which I hope you will enjoy.

Following various successes at our inaugural Colten Champions awards, I am delighted to say that we have put forward eight nominations in seven categories at the National Care Awards. I wish everyone involved the very best of luck and we will report back on any finalists, or even winners, next time round.

We aim to be as responsive as possible to our residents' needs and wishes and this edition highlights some of the many ways we try to do that.

You can, for example, read how our My Time initiative helps 'dreams come true' and catch up with the momentum building on our Caring Without Plastic campaign, a direct response to what our residents and team members feel about the need for a better environment.

We have another highly positive set of results from our resident and relative surveys, which all our homes will discuss to share feedback and prioritise any areas for improvement.

We also show how we help residents maintain their interest in community events with a story on our involvement in the annual Lymington Carnival, something we have supported for several years now.

As well as the **Chronicle** you can receive 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](mailto: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](mailto:ContactUs@ColtenCare.co.uk)

# Come into the garden

Ready access to beautiful gardens is part and parcel of living at Colten Care, whatever the season.

We do our very best to enable residents to go out and enjoy the fresh air and open space every day should they so wish.

At Braemar Lodge in Salisbury, the input of gardener Lesley King, residents and garden volunteers over many years has helped win a series of top awards.

And now, in a 'Colten first', the home has joined the prestigious National Garden Scheme which works with garden owners to open up their gardens to the public, raising money for nursing charities in the process.

In its first public open day under the scheme, Braemar Lodge welcomed more than 30



Gardener Lesley King, home manager Alison Bremner, resident and gardener Dora Williams and head gardener Charles Hubberstey.

Resident Tim Hatton and his wife Sarah.



new visitors to its garden and raised more than £200.

Our Head Gardener Charles Hubberstey said: "All the visitors were very impressed and we're

aiming for a repeat performance next year."

Brook View in West Moors has also been accepted for the scheme and will host its first NGS open day next year.

## Film reflects residents' survey results

► from p1

Our survey results coincide with the release of a short film in which some of our residents give their personal perspectives on living in a care home and their journeys into care.

Peter Butler, a resident at Amberwood House in Ferndown, says: "Right from the beginning I was so impressed with the whole atmosphere. The place is so friendly and the people are so kind. It was a real tonic for me to come here. Here I relax, here I do enjoy myself."

Jim Smith, also living at Amberwood, concurs, commenting: "After I left hospital I came in for four weeks for respite. I enjoyed myself so much here, was welcomed so much by all the staff and everyone I was in contact

with that I made the decision that I would immediately try to sell my house and come back permanently.

"When people ask if I have any complaints I always say I've got no complaints but 100,000 thank-yous."

Another resident adds: "If I had the same care at home it would cost more than it does here and I wouldn't have everything that goes on here. The food is excellent, the friendships, everything is so good here. I highly recommend it."



Watch the video

To view the film, visit our YouTube channel

[www.YouTube.com/ColtenCare](http://www.YouTube.com/ColtenCare)



*Little' Alice is Evie Baxter, whose mother is a team member at Kingfishers, while 'Big' Alice is Angelica Maddrell-Thompson, a team member at Kingfishers. They joined Court Lodge Companionship team member Joanna Wozniak and resident Vera Diplock.*



*Carnival capers (left): Court Lodge Companionship Team Leader Julia Puia with residents Joan Johnson and Graham Burley.*

## Carnival is a veritable Wonderland

**Our residents helped bring to life one of the most popular children's stories of all time to entertain thousands of onlookers lining the streets at a town's community carnival.**

A 30-strong Team Colten – a mix of residents, relatives, staff and volunteers – led the annual procession in Lymington on the theme of Alice in Wonderland.

All the traditional story characters were on show, including the Cheshire Cat, Mad Hatter, Queen of Hearts,

White Rabbit and, of course, Alice herself.

Five homes were involved with residents and staff, spending weeks in advance making costumes and props ready for the big day.

"The carnival atmosphere was fantastic," said Jane Porter, who has a relative living in Linden House in Lymington.

"It's so lovely to know that even if you are living in a care home you can still play a full part in a community

procession like this. There was a real group effort to make this happen."

This is the fifth year in a row that we have supported the Lymington Carnival. As always, the aim is for residents and relatives to have fun, retain their community links and do their fundraising bit for the event's good causes.

For those of our residents who didn't take part in the procession, there was still a chance to enjoy the day from a special VIP viewing area.

In true Alice-style, the vantage point also doubled as a comfortable outdoor tea party.

As well as Linden House, the homes taking part were Kingfishers in New Milton, Woodpeckers in Brockenhurst and the Lymington homes Belmore Lodge and Court Lodge.

 [More information](#)

**For more about our Carnival involvement, visit [www.ColtenCare.co.uk/carnival](http://www.ColtenCare.co.uk/carnival)**

## Caring without plastic campaign gains momentum

Environmentally friendly ideas put forward by residents and team members have prompted us to set a target figure for our Caring Without Plastic campaign.

A staggering 1,161, 124 plastic items can be avoided each year by choosing to use more sustainable materials – and that is what we aim to achieve.

Among our many initiatives, we are recycling plastic ink

cartridges in an arrangement with our supplier that will see donations go to the Marine Conservation Trust. We are also using a new 'magic water' dispenser that will avoid the use of plastic bottles of cleaning liquid.

In addition, we are replacing plastic straws, cups, aprons, flower pots, laundry gloves



and many other items with plastic-free alternatives.

Project lead Tim Wookey said: "The response to our plans for a group-wide reduction of single-use

plastic has been brilliant. What our residents want for the planet is the same as everyone else: a safe, sustainable and healthy

living environment that our children, grandchildren and future generations can enjoy. As a responsible and responsive organisation devoted to care, we are determined to do our bit to make a difference."

 [More information](#)

**For more information on our Caring Without Plastic campaign, visit [www.coltenare.co.uk/caring-without-plastic](http://www.coltenare.co.uk/caring-without-plastic)**



# Making wishes

**We strongly believe that living in a care home shouldn't be a barrier to enjoying the things you are passionate about.**

**As well as offering companionship and a structured programme of activities, we make residents feel special through regular, personal 'My Time' sessions.**

**With My Time, an individual resident tells us about something they enjoy or want to see and we do our best to make it happen for them.**

**Often this involves speaking with third-party organisations to make use of their facilities.**

**Sometimes it's purely for the individual, on other occasions, family or fellow residents are invited to join in too.**

**My Time has led to some amazing 'wish come true' experiences recently. Here we share just a small selection.**

## Racing fans are on track to meet their need for speed!

Racing fans Max, Ken and Graham, who live at St Catherines View in Winchester, relived their passion for speed with a VIP visit to the Thruxton Motorsport Centre.

In addition to watching the racing, the trip included a look around some of the classic and modern vehicles taking part, a picnic and beer right next to the track, and a chat with Thruxton engineers and crew.

Ken said afterwards: "It's been a very good day for us folks to have the opportunity to see these cars."

Companionship Team Leader Codey Hickman, who accompanied the trio, said:



*Behind the scenes (left to right): Graham, Max and Ken take a look at some of the vehicles taking part, like this Williams F1 car.*

"As soon as those cars started whizzing around the circuit the gents were mesmerised.

"The sights, smells and sounds were exhilarating.

"It really was a fabulous experience and clearly reignited their past passions for fast cars and racing."



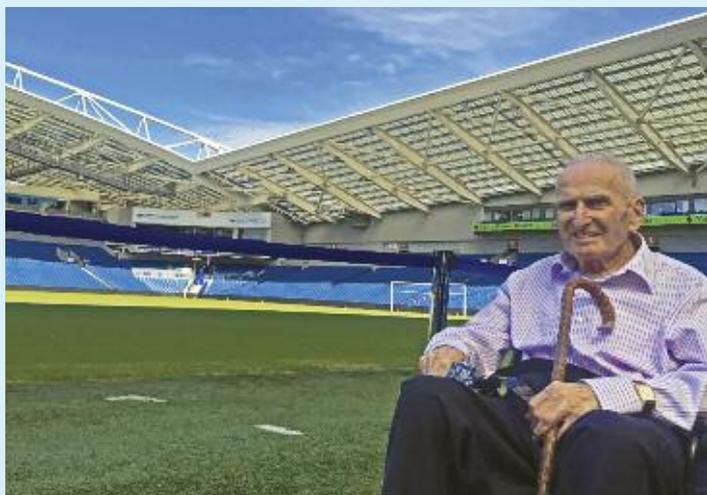
**Watch the video**

**We made a film of the day which was screened back at St Catherines View for all residents to enjoy. You can watch it on our YouTube channel – [www.YouTube.com/ColtenCare](http://www.YouTube.com/ColtenCare)**



*Derek Parsons, 98, a resident at Castle View, visits the medals he donated to the Royal Signals Museum in Blandford*

# come true



*Derek Pullen at his favourite football club – Brighton & Hove Albion, nicknamed the Seagulls.*

## Derek swoops in on Seagulls!

**Wellington Grange resident Derek Pullen travelled from Chichester along the Sussex coast to enjoy a full stadium tour of his favourite football club – Brighton & Hove Albion.**

**The tour included the West Stand, Directors' Lounge, trophy room and changing rooms. He even got to walk out on to the pitch to the sound of 'Sussex by the Sea', just as the players do on match days.**

**Derek said: "It's been absolutely fantastic. Simply amazing. I didn't expect to see so much. It's been a truly wonderful experience."**

## Derek is reunited with his hero father's WW1 medals

Derek Parsons realised his dearest wish – to be reunited with his war hero father's medals.

A resident at Castle View in Poundbury, he asked to be taken to see the WW1 medals which he inherited and donated to the Royal Signals Museum in Blandford more than 13 years ago.

Among them is the Distinguished Service Order which his father received for 'Valuable services rendered in connection with Military

Operations in France and Flanders'. Colten Companion Emma Foxley arranged the visit.

Derek said: "When I told Emma that I would like to see the medals again, I didn't think I actually would. But she got straight on the case.

"It was wonderful to hold the medals in my hand again. They looked as well kept as they were when I gave them to the museum and it made me very proud to see them displayed along with all the others."



*Ann Hedges (centre) took a special interest in the bikes as her father was a test driver for the prestigious Norton motorcycle company.*

## Residents go full throttle for classic motorcycles

Residents at Linden House in Lymington hosted a group of bikers and their 35 classic motorcycles.

Care Lead Wendy Peoples, a keen motorcyclist, invited the Knights of Antioch Motorcycle Ministry and Tattoo Skullery to come along and show off their 'mean machines'.

Resident Ann Hedges took a special interest in the visit, as her father was a test driver for Norton motorcycles.

The bikers also took the time to visit resident Derek Peel in his room. He used to own a motorcycle that had previously belonged to TE Lawrence, aka Lawrence of Arabia.

Donia O'Connor, Companionship Team Member, said: "The personal visit made Derek's day. It was so funny to see our fascinated residents chatting away with all those burly bikers. But they got on like a house on fire."

During their visit, the bikers passed a helmet around among themselves and collected £370, which they asked us to donate to Dementia UK in honour of our residents.



*Linden House resident Pearl Durrant tried out Care Lead Wendy Peoples' Honda VTX 1300 for size.*

QUESTIONS  
20  
QUESTIONS

We actively encourage our residents to continue as many lifelong hobbies and interests as they can. A prime example is former headteacher Dora Williams, one of the most active garden volunteers at Braemar Lodge in Salisbury. Dora enjoys doing gentle daily maintenance tasks in the garden whatever the season, including deadheading, sweeping and tidying up, and watering.

Working with gardener Lesley King, Dora and other residents and team members have helped to create and look after a garden that has won successive awards. Judges at the Salisbury City Council Garden Awards last year awarded it a second 'Gold Gilt', the highest gardening grade set by the Royal Horticultural Society.

One of Dora's tasks is to tend the plant life around a wheelchair-friendly woodland walk which stretches for more than 30 metres amid pear trees, ferns and primroses, and leads into a small orchard complete 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 in craftwork sessions.

Here's what Dora says about the woodland walk and garden: "We have a



whole variety of plants getting established. They have taken to the new walk extremely well. The birdlife is absolutely beautiful here. Blue tits and robins love the space and the squirrels are very active too."

We thank Dora for taking part in 20 Questions. Here are her responses:

**Q:** Who was your first childhood hero?

**A:** It has to be my dad who, with my mum, taught me the joys of the outdoors and love of a garden.

**Q:** What would be your ideal holiday?

**A:** Climbing in the Alps or, nearer home, being in the wilds of western Scotland and bird watching from the islands, with friends.

**Q:** What are you superstitious about?

**A:** I am not superstitious.

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

**A:** David Attenborough.

**Q:** Who do you most admire?

**A:** The Queen.

**Q:** What car do you drive?

**A:** Alas, I drive no longer but have always enjoyed it. It has been a great joy taking my friends a number of times up to Scotland in a Honda Civic and exploring out of the way places.

**Q:** What makes you angry?

**A:** Children being harmed, and greed.

**Q:** What is your favourite smell?

**A:** Sweet peas and honeysuckle.

**Q:** Cats or dogs?

**A:** Dogs. I have nearly always kept a dog. I am a great animal lover.

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

**A:** Make myself comfortable and say my prayers.

**Q:** What is your earliest memory?

**A:** Being in my pram in the garden at Farnborough, near the aerodrome, when an airship took off and flew very low overhead.

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

**A:** Dad's Army, Countryfile, a good classical play and the TV news.

**Q:** What is the best thing about being a garden volunteer?

**A:** Being in the great outdoors and all the joy that brings. Watching the garden develop and being with like-minded people.

**Q:** ...And what is the worst?

**A:** When the gardener is away and I have to keep the garden watered during very hot spells of weather. What a responsibility it is keeping it all alive. I do enjoy it though!

**Q:** What would be your desert island luxury?

**A:** Probably making friends with some wild creature for comfort and to take away loneliness.

**Q:** What do you wish you were good at?

**A:** I would love to be really good at oil painting and playing the violin.

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

**A:** Passing my advanced Froebel course in kindergarten education under Cambridge University.

**Q:** What is your favourite meal?

**A:** Roast lamb with runner beans or garden peas and new potatoes, followed by apple sponge and cream.

**Q:** What would be your dream job?

**A:** Helping disabled children to feel they have achieved.

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

**A:** As a Christian, I would love to have a good chat with one of the disciples. John would be interesting.

# Role recognition

**Team members at our forthcoming Poole home, Bourne View, will be the first to wear a new tunic-style uniform designed to make it more obvious what our various staff roles are.**

It has a grey base colour and different strips or bands around sleeves, collars and pockets denoting the particular role.

Colours include navy blue for Clinical Lead, purple for Senior Nurse, sunflower yellow for Senior Care Lead, gold for Healthcare Assistant and green for Housekeeper and Domestic Assistant.

Tim Jones, Senior Buyer, said: "We want to help residents, families, visiting GPs and

other community health professionals know more quickly and clearly what team members' roles are.

"Our current uniforms were introduced 12 years ago and have become outdated, so we need to modernise them. Bourne View, when it opens in spring 2019, is the ideal opportunity to do this.

"We came up with the design brief following lots of conversations with residents, including those at our newest home, Wellington Grange.

"We plan to roll the new tunics out to other homes after Bourne View opens and we will include an explanation of the colour scheme in welcome packs."



*Tim Jones, Senior Buyer, and Tracy Eggs, Buying Administrator, with some of the new tunic designs.*

## HuffPost shows how Katie keeps residents smiling

One of our Healthcare Assistants is starring in a film commercial about oral hygiene specially produced for the news site the Huffington Post.

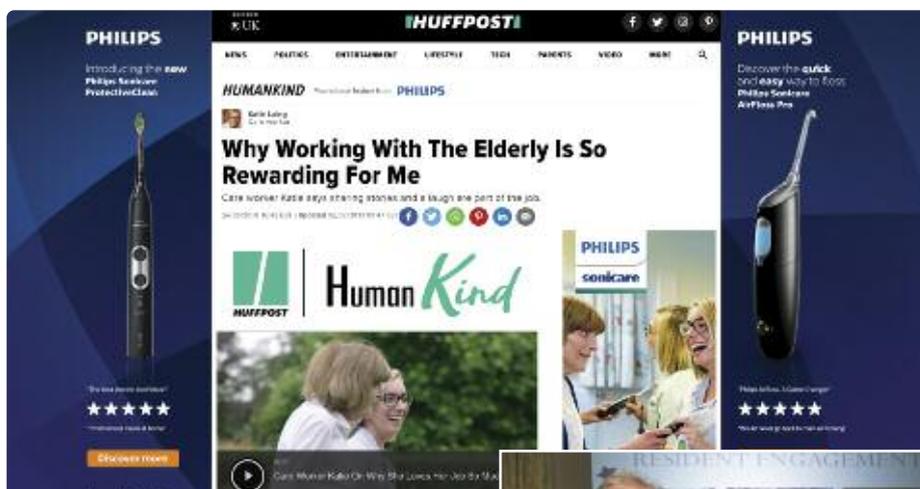
Katie Laing, who works at Whitecliffe House in Blandford, is featured discussing why she feels working with elderly people is so rewarding.

The film shows her spending time with residents and talking about the benefits of maintaining healthy teeth and how a smile is great for confidence.

Katie was put forward for the advert after she won the award for Resident Engagement at our inaugural Colten Champion awards earlier this year.

In an article to accompany the film, Katie says: "I've worked as a Healthcare Assistant for nine years now and I absolutely love it. My aim every day is to make people happy and make a small difference to their daily lives – and that makes me happy in return."

Reflecting on her experience of the two-day shoot, she added: "When I first got asked I really didn't know what to expect. Initially I was very excited, but



as it got closer to the time I got quite nervous at the thought of a film crew following me around. In the end though, I had nothing at all to worry about. They were amazing, so friendly and made me feel relaxed straight away."

The film, sponsored by Philips, appears on the site's HumanKind section, described as 'HuffPost's celebration of kindness, featuring people who do incredible things for others or the planet – transforming lives through small but significant acts'.



*Katie receiving her award from Dr Hilary Jones and (top) the Huffington Post website*



**Watch the video**

To view the film, visit

<http://tinyurl.com/yc3k6cmx>

# Adam makes sure IT doesn't 'byte'

Our three-strong IT Department supplies and looks after the essential technology that enables our homes and head office to function.

The computer memory the team maintains is enormous. If we consider a 'byte' as the smallest unit of memory in an IT infrastructure, we have no fewer than 3 million million of them! This is more neatly described as three terabytes.

In terms of kit, there are more than 120 tablet computers, 140 laptops, 85 PCs, 25



individual servers and hundreds of phones across the Colten Group.

IT Support Adam Marshall is the latest recruit to the IT team, working at Colten House in Ringwood alongside Manager Gareth West and Business Systems Support Richard Upshall.

"We're here to support staff and residents in the use of technology," says Adam. "We are the first line of help if there is a problem. We'll try to fix it centrally before going out to a home but we do visit occasionally as required."

Adam, who is originally from Milton Keynes, switched to an

IT career after working in property management for a residential estate agent based in Bournemouth. He lives in Christchurch with his girlfriend Francesca and their three-year-old daughter Ella.

"It's lovely working for Colten and I'm really enjoying it," he says. "You get to help everyone from those with only a basic knowledge of IT right through to experienced people. We are supplying and maintaining an increasing number of tablets for nurse training, for example."

## Hayley spreads her wings with HR role

Hayley Jewell has joined us as an HR Administrator having 'spread her wings' from a previous job and says she is definitely keen to stay.

The 25-year-old was working in a customer service role for a loan finance company in Bournemouth but wanted to do something different.

"I'd been there for three and a half years," says Hayley. "I was keen to spread my wings so I did a one-year HR course at Bournemouth and Poole College. It was hard work with a lot of evening study, but I got there in the end."

Hayley now works in our HR and Recruitment team dealing with all kinds of personnel-related work, including sifting CVs, doing phone interviews, carrying out DBS checks on job applicants and supporting colleagues with reporting and monitoring activities.

Although based at Colten House, Hayley has begun visiting homes across the group to meet with Home Managers and other staff.



"Everyone is really friendly," she says. "All the homes are different, with their individual characters that stand out, but you can tell they have the same commitment to consistency of high-quality care."

Outside the day job, Hayley runs a pop-up photo booth business which is popular for birthday celebrations, office events, engagements and children's parties.

Originally from Bournemouth, she currently lives in Wimborne with her family, her partner and her pet dog Honey.

Summing up her experience of Colten Care since joining in June, Hayley says: "This is genuinely a nice place to work. I can definitely see me staying on and progressing my HR career here."

## Natalie's strategically placed

Experienced marketing strategist Natalie Alexander is working with us to provide cover during Marketing Manager Laura Davis's maternity leave.



In a variety of in-house and agency management roles, London-born Natalie has delivered on many national accounts and campaigns in the UK.

She also spent seven years in Spain as Sales and Marketing Manager for the English-language newspaper, Costa Blanca News.

Natalie will help us continue our strategy to develop and strengthen our homes' distinct identities.

At the same time, she will work on the overall Colten Care brand, including the development of our digital capabilities and specific initiatives such as the forthcoming launch of our Poole home, Bourne View.

"I'm really enjoying the role," says Natalie, who lives in Bournemouth. "I'm having great support from the Marketing team and across the group."

"I have definitely been inducted into Colten Care's values very quickly and I'm keen to play my part in a strategy that is ultimately there to ensure the care and comfort of our residents."