

COLTEN Chronicle

www.ColtenCare.co.uk

Winter 2018

Kate Adie: journalist to judge

One of Britain's most famous TV news reporters turned guest judge for a charity dog show at our Dorset home Castle View.

Microphone in hand, Kate Adie gave an entertaining running commentary on the canine contestants before presenting rosettes to the winners of categories such as 'Dog most like its owner', 'Most appealing eyes' and 'Best mover'.

The former BBC chief news correspondent accepted our invite after learning that the show was in aid of Hearing Dogs for the Deaf, a charity both she and our residents support.

Kate, who lives in Dorset, said: "As well as being able to help people with disabilities, dogs are great for companionship. This is especially true for older people who can find themselves lonely. A dog can really help to bring joy and company."

Partially deaf since birth, Kate became well known for reporting from war zones around the world before going on to present From Our Own Correspondent on BBC Radio 4.



BBC news reporter Kate Adie (centre, holding dachshund) with some of the entries for the charity dog show held at Castle View, Poundbury, in aid of Hearing Dogs for the Deaf

More than 100 people – and 58 dogs – attended the show which raised more than £400.

Home Manager Sarah Harper, whose own dog Alfie, a cavapoo, is a regular visitor to the home, said: "We're thrilled that Kate was happy to come and support us. The residents loved meeting her. The show was a lot of fun and full of community spirit."



Watch the video

For a montage of images from the dog show, go to our YouTube channel – www.YouTube.com/ColtenCare

Strictly good fun is had by all



KEEP DANCING! Pudsey Bear himself joined in the line-up, as we put the 'fun' into fundraising with our 'Strictly Come Dancing' competition. For details of this and other charity fundraising events, see pages 4-5.

Inside



Our chefs brush up their talents at a top UK cookery school: p3



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This little one has music in her blood, and uses arts to benefit residents.



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Two more Admiral Nurses join our dementia specialist care team.



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New recruits
Hester and Bronia are among several new faces.

COLTEN CARE
'Cherishing You'

Mark
Aitchison,
Chief
Executive,
Colten Care



Engaging with our local communities

Welcome to our winter edition which has a focus on some of the many ways we engage with our local communities and fundraise for charities.

We are excited to be highlighting the forthcoming opening of Bourne View in Poole, our 21st home, and how we are already supporting our neighbours in the community there.

On fundraising, we explain how residents at all our homes have been getting involved with initiatives such as Children in Need and the annual Macmillan coffee morning. These are great social experiences providing lots of fun, quite apart from the aspect of charity support.

You will see that we are preparing for the launch of the 2019 Colten Champions following the success of the inaugural awards. I encourage you to have a think about who you would like to nominate ahead of the call for entries opening in January.

I am delighted that we have rounded off the year by winning the Company of the Year title at the Solent Business Awards. What is especially pleasing is that we were up against many different kinds of businesses, so our success is a real vote of confidence in the care home sector.

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 and we will add you to the list. If you have any feedback on the **Chronicle**, please tell us at ContactUs@ColtenCare.co.uk



Before and after. We helped paint the frontage of Langside School, which is next door to our forthcoming Bourne View home.



Good neighbours before we've even opened

The countdown continues to the opening of our 21st home in Poole in spring 2019.

Purpose-built and designed to set new standards in residential and nursing care, Bourne View will offer 68 en suite bedrooms in a grand art deco-style building, many with views over the Bourne Valley Nature Reserve.

Facilities include a roof-top garden with canopy café, sheltered seating, games area and bar.

We have appointed Sohail Daniel, a registered nurse with extensive management experience, to the role of Home Manager. He is transferring from Newstone House in Sturminster Newton.

The Bourne View team are already being good neighbours by helping the specialist school next door, Langside School,

improve its facilities. Along with colleagues at our sister company Colten Developments, we've given the school a bright new frontage, helped with new landscaping, railings and flood defences, and contributed funds towards an improved sensory room for pupils.

Sohail said: "We want to be good neighbours with our friends at Langside from the outset and we look forward to a warm, lasting relationship with them."

Bourne View is scheduled to welcome its first residents in the week commencing Monday, 25 March, 2019, with an official opening day on Thursday, 11 April.

 [More information](#)

For more information, visit www.ColtenCare.co.uk/BourneView

Champions return

Colten Champions 2019 is officially launched in the second week of January so now is the time to get thinking of who you would like to nominate for an award.

Our inaugural Champions awards were a huge success in 2018 with 800 nominations put forward by colleagues, residents, families and community contacts.

We are returning to the fabulous Bournemouth Highcliff Marriott for the glittering awards ceremony, which will take place on 23 May.

 [More information](#)

For more information, visit www.coltencare.co.uk/champions



Cooking up a treat

Our professional chefs have begun receiving additional training at one of the UK's top hotels so they can continue to delight our residents.

The bespoke, hands-on sessions are being held in The Kitchen cookery school at the New Forest's five-star Chewton Glen Hotel & Spa.

An initial training day was led by award-winning Chef Tutor Steve Bulmer, who has 20 years of Michelin-level restaurant experience, including working with Raymond Blanc.

The first Colten cohort of 12 chefs focused on techniques, principles and efficiencies in breadmaking, puddings, plating up, sauces and main courses. All 45 of our chefs will be offered the training in due course.

Hotel Services Manager Fergus Davitt said: "Working in a care home kitchen



Baking dozen: Our 12 chefs brush up their talents in The Kitchen cookery school. Top, centre are (from left) Colten Care's Fergus Davitt, Alex Von Ulmenstein and tutor chef Steve Bulmer from the Chewton Glen.

brings challenges that you don't find in a hotel. Many of our residents have very specific clinical and nutritional requirements, for example in managing weight gain or loss or a need for modified foods.

"While feedback from residents and families shows people are really happy with what we do, the public reputation of care home food is not always seen as

outstanding. That's why we decided to offer this additional training – to help our chefs continue to feel inspired, supported and invested in, so they do their very best for our residents."

Alex Von Ulmenstein, Chewton Glen's Food and Beverage Operations Manager, said: "It's great to know we are supporting the quality of food in the care home sector."

Colten trio up for national awards

Three of our team members gained countrywide recognition in the autumn by becoming finalists at the National Care Awards.

Quality Manager Jo Croft, Music and Arts Partner Fiona Pritchard and Barbara Brierley, an RGN at Amberwood House in Ferndown, were all on the shortlist in separate categories.

Jo was nominated for Care Operations Manager, Fiona for Care Activities Co-ordinator/Facilitator and Barbara for Care Registered Nurse.

The awards were due to culminate with a black-tie presentation dinner on Friday 30 November at the Hilton London Metropole.

Colten Care wins Company of the Year



Team members on stage with BBC presenter Sally Taylor, far left, and ITV's Alastair Stewart, far right.

We saw off the challenge of entrants from a range of sectors to win the Company of the Year title at the 2018 Solent Business Awards.

Judges said our award was made for "strategic thinking, an outstanding financial track record, a dedication to excellence and a dynamic approach to quality and innovation".

Nearly 300 people attended the awards ceremony at the Hilton Hotel in the home of Hampshire cricket, the Ageas Bowl.

The event was hosted by BBC South Today presenter Sally Taylor, while the guest speaker was ITV's Alastair Stewart.

As well as the award win, we were shortlisted as a finalist for Management Team of the Year.



Putting the fun

Helping others is key to our community ethos. We enable residents at all our homes to get involved in raising money for charities and causes they nominate.

It's also a great way to provide social opportunities for our residents and help them retain their community links. Children in Need and Macmillan Cancer Support were once again among the recipients of our fundraising this year.



Strictly stars trip the light fantastic

After months of rehearsals, the six homes in our New Forest cluster staged their own version of Strictly Come Dancing in aid of Children in Need. They were joined at Lymington Community Centre by Pudsey Bear, a BBC film crew and sixth-form pupils from Ringwood School.

The pre-recorded voice of the real Strictly announcer, Alan Dedicoat, added a note of authenticity as the jives, waltzes, foxtrots and pasodobles were performed

Judges awarded the glitterball trophy to our New

Milton home Kingfishers, which also won the best costume award.

Compere and Belmore Lodge Home Manager Janie Pearman said: "The event showed true engagement across the generations, from students to our residents and all ages in between – a wonderful demonstration of community connections at its best. How many people can say they have taken part in a Strictly Come Dancing competition – at any age?"

Our Music and Arts Partner Fiona Pritchard, who led the

rehearsals and took part herself, said: "This event exceeded all our expectations.

"The room looked stunning and the different home teams came together in a dazzling display of fancy footwork that left the judges astounded."

Hilda Snelling, a resident of Belmore Lodge, said: "It was wonderful. I used to be a professional dancer, along with my husband, and being up there on the dance floor was just as thrilling as it has always been."



into fundraising!



HOME MADE. At Canford Chase for the Macmillan World's Biggest Coffee Morning are (from left to right) staff Nina Upwood, Justin Corder, Lilly Chiu and Mark Newell with residents Ian Mibroy and John Griffiths.

Golden shot at Macmillan coffee morning

The kettles went on and the freshly baked cakes were served as we supported the Macmillan World's Biggest Coffee Morning, adding a Willy Wonka-style twist to the proceedings.

Among the cakes and pastries prepared at each of our homes was a 'Golden Cupcake', reminiscent of Roald Dahl's

'golden ticket', which contained an edible gold leaf filling hidden inside.

Lucky recipients won a bottle of bubbly and were entered into a prize draw with the chance to win £250 in shopping vouchers. Colten Care made an equivalent £250 donation to Macmillan on their behalf.

As well as the cupcake search, homes hosted garden events, live music and even staff-versus-relatives bake-off competitions.

John Griffiths, a resident at Canford Chase home in Poole, said: "This was a lovely, happy get-together in aid of a charity that does such amazing work."

20 QUESTIONS



Our Music and Arts Partner Fiona Pritchard promotes and supports music and arts activities in all our homes.

She engages directly with residents, both in participatory group sessions and in more therapeutic individual interactions. Fiona is drawing on her work with us as evidence for a Master's degree in Dementia Studies in which she is evaluating

the effects of participatory arts activities on people living with dementia.

Here we catch up with Fiona to find out a little more about her.

Career history: I graduated from the Guildhall School of Music and Drama in London and worked as a professional musician with several major orchestras.

I taught instrumental music in schools in conjunction with my playing career and have enjoyed further success writing music and songs for Harper Collins, Monkey Music, ITV, Channel 5 and the BBC. I began working for Colten Care in 2014 at Belmore Lodge. I moved across to the Companionship team at Kingfishers and then Linden

House before taking up my new role in February 2018.

Interests: cycling, craft beer, cooking, the arts, environmental issues.

- Q:** Who was your first childhood hero?
A: Margot Fonteyn. I wanted to grow up and dance Swan Lake. Instead, I ended up in the pit at His Majesty's, Aberdeen playing for the English National Ballet tour.
- Q:** What would be your ideal holiday?
A: I love going back to Rome but probably cycling in France.
- Q:** What are you superstitious about?
A: Salt. I always chuck spilt salt over my left shoulder.
- Q:** Who would you most like to be trapped in a lift with?
A: Billy Connolly. We could busk together, and he'd keep me smiling.
- Q:** Who do you most admire?
A: Kevin, my husband. Cheesy I know, but I am in awe of his brilliant musicianship and totally original humour.
- Q:** What car do you drive?
A: Mini Cooper.
- Q:** What makes you angry?
A: I don't get really angry but lots of things irritate me, like bad parenting, bad grammar, drivers who cut corners

- or those who stop the flow of traffic to let people out.
- Q:** What is your favourite smell?
A: Indian spices. I can walk past a restaurant with a full stomach and my mouth still waters.
- Q:** Cats or dogs?
A: Dogs, but as a Sagittarian I'm an animal lover, full stop.
- Q:** What is the first thing you do when you wake up in the morning?
A: Turn all my alarms off.
- Q:** What is your earliest memory?
A: My slippers had worn out and my mum put them in the bin. I took them out again and hid them behind the sofa. I can still picture them there. I was two.
- Q:** Which TV/radio programme do you try never to miss?
A: I don't get much chance to watch TV but probably the 10 O'clock News.
- Q:** What is the best thing about your role?
A: Making a difference to someone's day and reaching people who have lost their main channels of communication.

- Q:** ...And what is the worst?
A: Not having enough hours in a day to spend time with everyone and lugging masses of resources in and out.
- Q:** What would be your desert island luxury?
A: Lip balm.
- Q:** What do you wish you were good at?
A: French and table tennis.
- Q:** What has been the crowning moment in your life to date?
A: Cycling 1,300 km through France and raising nearly £9,000 for Bowel Cancer UK.
- Q:** What is your favourite meal?
A: Seafood.
- Q:** What would be your dream job?
A: I feel very privileged to be in my new role which makes good use of all my skills. Colten Care being able to showcase the arts and benefits in healthcare nationwide would certainly heighten this experience.
- Q:** If you could bring something extinct back to life what would it be?
A: The dodo. I'd call mine Monty. He'd be so popular in the homes.



Colten Care Clinical Excellence Day at AFC Bournemouth's Vitality Stadium. Operations Director Elaine Farrer (left) with Clinical Managers Lisa Barnes-Metcalf and Lindsay Rees (right) with guest speakers Diabetes Specialist Nurse Jan Mitchell (third from right) and West Hampshire CCG Nurse Facilitators (left to right) Susan Richardson, Nicki Rogers and Maria Garrett-Marley.

Celebrating clinical excellence

More than 70 of our nurses, plus senior operations managers, focused on clinical leadership and best practice at our Clinical Excellence conference in Bournemouth.

The aim was to celebrate and consolidate skills and learning through an interactive, hands-on day of presentations and workshops.

Clinical Manager Lindsay Rees said: "Days like this demonstrate that care

home nursing requires continual investment in skills to underpin sound clinical judgements.

"Care home nurses have to manage the challenges presented by frailty in older age and a wide range of age-related conditions, usually when there is no doctor immediately available. It's a high-pressure, responsible job requiring top-notch professional skills."

Among the external speakers was Dr

Michele Board, Principal Academic in Nursing and Older People at Bournemouth University.

She said: "The fact is we have an ageing population which can lead to an increasing demand for care home beds. It was good to see a care home group keen to develop their staff and involve external organisations. There was a real buzz at the conference and people were clearly engaged with the subject."

Admiral Nurse team expands

We have appointed two more Admiral Nurses, one at consultant level, under our partnership with Dementia UK.

It follows the success of our first Admiral Nurse Kay Gibson in developing a group-wide strategy to help support more people and families living with dementia.

Kay's ongoing input will now be strengthened by Adam Smith and Tracy Logan, all working from our dedicated dementia care homes.

Adam is one of only a handful of Consultant Admiral Nurses nationally and the first to be appointed by a private care home provider.

He will lead the development and clinical supervision of the Admiral Nurse team. His base will be St Catherines View in Winchester and he will also have direct responsibility for Newstone House in Sturminster Newton.

Tracy will work from Linden House in Lymington, while Kay will be based at The Aldbury in Poole, while also having responsibility for Fernhill in Longham.

 [More information](#)

More information about our Admiral Nurses is available at www.ColtenCare.co.uk/Admiral-Nurse



Left to right: Kay Gibson, Adam Smith and Tracy Logan.

Ashley takes up development role

We are upskilling around 140 team members through apprenticeships in areas such as health and social care, hotel services, companionship and customer advice.

Making sure this process works well is just one of the many responsibilities of Ashley Eaton, our new Learning & Development Co-ordinator.

Ashley also schedules and organises statutory and core courses with L&D business partners to ensure we meet CQC and Colten Care training



requirements. In addition, she provides helpdesk support for a new e-learning system we are rolling out.

At her last employer, Bournemouth and Poole College, Ashley gained successive promotions, rising from Administrator to Apprenticeship Manager for Health and Social Care to, most recently, Performance and Quality Manager.

"I'm bringing a lot of apprenticeship knowledge as well as familiarity with the

health and social care side," says Ashley. "I made the move as I wanted to get more into learning and development. Colten Care is a very established provider and this is a really exciting opportunity for me. The team is fab and I'm really enjoying it."

Juggling work and study, Ashley recently graduated with a first-class honours degree in Leadership and Management at the Open University. "It took seven years of hard work but it was worth it," she says.

Outside work, Ashley enjoys hillwalking especially in the Lake District. She lives in Bournemouth with husband Jon and spaniel puppy Isla who, says Ashley, "rules the roost".

New recruits join marketing team



Two new recruits to our Marketing team bring a mix of arts, event promotion and online marketing experience.

Marketing Assistant Bronia Waldron (above, left) is tasked with improving our digital presence, while colleague Hesper Stratford (above, right) is marketing events and promotions in our 20 homes.

Born and bred in Lyndhurst, Hesper joins us from Beaulieu National Motor Museum where she co-ordinated events involving anything from 20 people up to 11,000.

Hesper also has seven years' experience as an actor, including time with the Royal Conservatoire of Scotland. One of her highlights was playing Belle in a pantomime production of Beauty and the Beast.

Bronia has a degree in English Literature and Creative Writing from Roehampton University in London. Before returning to her family home near Winchester, she was a marketing officer for Putney Business Improvement District.

While developing her marketing career, Bronia aims to continue creative writing and has already had two poems published.

Among her responsibilities with us, she prepares and sends out our electronic newsletters, following them up with analysis and reports so we can continue to improve our communications.

Asked what she'll need to do to ensure success in her new role, Hesper says: "Be organised, positive, calm, patient and on the ball. Having cake nearby helps too."

PA Debbie joins Operations

Experienced corporate PA Debbie Ryder has joined us as PA to Operations Director Elaine Farrer.



Debbie has worked in the luxury goods and recruitment sectors and latterly has supported a high-net-worth entrepreneur involved in building modular homes and quality senior living houses.

Asked what skills and qualities a good PA needs, Debbie says: "You have to be a people-person, a good listener and able to be reactive and proactive at the same time. You don't know what will be given to you at any one time but you deal with it in the best way possible, constantly prioritising."

Debbie says joining Colten Care is her 'best move ever', adding: "Everyone here has the same goal, doing the best we can for our residents. The Operations team handles so many different aspects of the business so my role is very interesting and busy. I'm learning a lot from Elaine and the team, and really enjoying it."

Debbie is married with two daughters and lives near Romsey. Outside work, she enjoys gardening and National Trust visits. She has just taken up oil painting as well – a little 'me time', she says.