

cast

care and support team



Keeping kindness at the heart of our care



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Welcome to CAST

also introduced new staff and resident Kindness Awards, with regional staff winners being nominated for a national prize (see page 5).

Welcome to the latest edition of CAST and a warm welcome to 2016.

The year will bring many opportunities and challenges, which I have no doubt we will embrace, building on our successes from 2015.

This edition features some stories of our more recent celebrations, including Vanessa Howkins, Care Assistant at Yarmton Residential & Nursing Home, who won The Care Home Worker Award at the South East Great British Care Awards (see page 11). I am sure you will all join me in congratulating Vanessa on this outstanding achievement. Congratulations also to Louie Tayag from Watlington and District Nursing Home who was shortlisted for the Registered Nurse Category in the National Care Awards.

Thank you to all staff involved in the Investors in People re-accreditation process which included the assessor visiting 16 of our care homes as well as staff at the Worcester office. We received some really positive feedback including a greater sense of pride and our overall commitment to residents. I am pleased to announce that we retained our accreditation for the next three years.

Our annual Christmas Cake Competition (page 6) was won by Garside House Nursing Home in Westminster and all entries continued to raise the bar on creative excellence. Well done to all homes that entered.

From a staff and resident engagement point of view, Sanctuary Care introduced a few new initiatives such as '10 @ 10' and 'Together for 10', which provide dedicated opportunities for teams to discuss updates and key information and enable all staff to spend more time with residents. This helps to create a greater understanding and sense of inclusion. We

In January we held our annual managers' conference where we discussed the funding challenge of the new National Living Wage. There was also a focus on how we will continue to improve our CQC compliance ratings, which currently stand at 76 per cent, which is 20 per cent above the older persons care home sector average of 56 per cent.

John Gage, Activities Leader at Redhill Court Residential Care Home, ran a session on how we will continue to develop and enhance our resident activities. It was fun to be a part of this, and it importantly showed us that some simple, but well planned activities can gain buy-in from even the most apprehensive of those involved. Well done John, I hope to see your plans rolled out in our care homes throughout the year.

The highlight of our conference is the awards evening, when our managers and their teams are recognised for exceptional achievements. A couple of special mentions must go out to Brian Porch from Chadwell House Residential Care Home who is our first winner of the new annual Kindness Awards, and to Jane Darani, Regional Manager for Westminster who won the Outstanding Contribution to the Business award. Well done to the other winners, to find out more see page 4.

As always thank you for all you do for our residents; ensuring we continue to deliver excellent services and keep kindness at the heart of our care – let's make 2016 our most successful year yet.

Mark McCarthy
Managing Director - Sanctuary Care
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Time for a cuppa

Welcome to our 'Time for a cuppa' feature, which gives you an insight into the lives of various people from Sanctuary Care. If you've got any questions you'd like to ask, or have someone who you would like to see in the hot seat, let us know by emailing CareandSupportPR2@sanctuary-housing.co.uk



1. What is your full name (including embarrassing middle names) and what do you do at Sanctuary?

Lucy Lenham and I'm the Director of Finance.

2. If you could witness any event past, present or future, what would it be and why?

I would just love to go back and witness some of my favourite memories – to relive them again!

3. What three things or items couldn't you live without?

My children, wine and netball!

4. If you could have any super power what would it be and why?

I'd like to be able to read people's minds.

5. What did you want to be when you grew up?

When I was three I asked my mum if I could be a Finance Director – no, not really, I wanted to be a PE teacher and still do! Oh, and I was going to win an Olympic medal.

6. What is the best present you have ever received?

Bess my beautiful Bearded Collie.

7. What title would you give the autobiography of your life?

'The Reluctant Accountant'.

8. What is your idea of food heaven?

Anything not cooked by me!

9. If you could meet anyone, living or dead, who would it be and why?

Mr Darcy – need I say more?

10. What is the hardest thing you have ever done?

Getting back on the netball court after breaking my ankle, only then to damage my knee ligaments a few months later and end up back on crutches. I'm building up the courage to get back out on the court again!!



Managers' Conference 2016



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A conference centre in Kenilworth was the scene of interactive workshops and awards when our Managers met in January for their annual two-day conference.

Sanctuary Care's Managing Director Mark McCarthy opened the day with an overview of the last 12 months including current CQC compliance, feedback from the annual residents' survey, financial performance and how we are going to meet the challenge of funding the new National Living Wage.

Mark introduced our new values and showed a short video from a resident and her daughter about how the care and support they had received had made a real difference to their lives, along with one showing our staff who are building rewarding careers.

Managers then took part in a variety of sessions during the two days including staff engagement, CQC, finance, enquiry handling and an interactive workshop led by Stephen Rees, Director of Care Operations, and John Gage, Activities Leader, Redhill Court, on meaningful activities.

A busy and productive day was followed with a dinner and awards evening where various homes and staff were recognised for their hard work and dedication over the last 12 months. Details of our winners are in the next column.

This year also saw the introduction of the annual Kindness Awards (see opposite page for more information) which was awarded to Brian Porch, Bursar at Chadwell House. Launched last year, the awards recognise members of the Sanctuary Care team who go above and beyond to really keep kindness at the heart of our care.

Well done to the following winners in our annual Care awards:

1. Sue Stokes and the Westmead team

- Best Performing Home in the Worcestershire Region

2. Mary Johnson and the Time Court team

- Best Performing Home in the London Region

3. James Lancaster on behalf of the Chadwell House team

- Best Performing Home in the East Region

4. Tom Parramore on behalf of the Lime Tree Court team

- Best Performing Home in the Midlands Region

5. Rukmi Silva and the Lammas House team

- Best Performing Home in the North Region

6. Pat Blackett and the The Winsor team

- Best Performing Home in the South West Region

7. Margaret Powell and the Ashley House team

- Best Performing Home in the Home Counties Region

8. David Coker and the Athlone House team

- Best Performing Home in Wesminster

9. Mary Johnson and the Time Court team

- Showing Innovation in a care home

10. Sheena Montague and the Yarnton team

- Most Improved Home

11. Christine Sargent and the South West team

- Best Performing Region

12. Jane Darani – Westminster Regional Manager

- Outstanding Contribution to the Business

Our Kindness Awards winners!

Congratulations to Brian Porch, Bursar at Chadwell House Residential Care Home in Essex who is the first ever winner of our annual Kindness Awards.

Brian, who has worked at Chadwell House for 15 years, was nominated for always going the extra mile, whether it's fundraising for the home, taking part in activities or simply just being there – no task is ever too big for Brian and he always does what he can for his team and residents.

On receiving his award and his prize, which was £300 in vouchers, Brian said: "I'm so overwhelmed to have won! I love being a part of the Chadwell House team and always enjoy supporting residents and their families; I do genuinely care about everyone and will always help wherever possible so to be awarded in such a way is amazing!"

Brian went head-to-head with our other regional finalists for the annual award. A huge congratulations also goes to:

- Home Counties: Numer Clet, Senior Nurse at Hatfield Residential and Nursing Home
- London: Delroy McNamee, Chef Manager at Haven Residential Care Home
- Midlands: Tony Kirby, Regional Maintenance Operative for the Midlands and Michelle Pilgrim, Deputy Manager at The Beeches Residential Care Home
- North: Alexis Breeze, Bank Care Assistant at Broadmeadow Court Residential Care Home
- South West: Suzie Cook, Activities Leader at Furzehatt Residential and Nursing Home
- Worcestershire: Katie Warren, Senior Carer at Beechwood Residential Care Home

Thank you all for supporting our mission 'Keeping kindness at the heart of our care'. Nominations are now open for the annual Kindness Awards 2016.



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Regional Manager James Lancaster and Brian Porch, joined by Care Assistants Comfort Ayariga and Denise Irving

The icing on the cake

Talented staff in our care homes wowed the judges in this year's Christmas Cake Competition.

Scooping first place with a stunning Christmas tree design, (pictured on the front cover), with intricately iced branches was first-time entrant Vincent Kanyi, Chef Manager of Garside House Nursing Home in Westminster.

Speaking of the victory, Vincent said: "I am very proud as I have never entered a cookery competition before."

In second place was Sam Nobes, Care Assistant at Furzehatt Residential and Nursing Home in Plymstock, who crafted a spectacular cracker.

Sam said: "Obviously I would've loved to have won especially coming so close, but the most important thing is that we did win a lovely sum of money to spoil our residents."

Winning the Sanctuary staff vote for best design and third place was a gingerbread house made by Administrator Karin Hoogenhout, Chef Manager Wendy Reid and Support Worker Hayley Paterson from Ashley House Residential Care Home in Bordon.

Meanwhile, a design adorned with two elderly snowmen crafted by Fay Begum, Chef Manager of Regent Residential Care Home in Worcester scooped the prize for the best novelty cake.

The competition was judged by Mark McCarthy, Managing Director and Stephen Rees, Director of Care Operations, who described the attention to detail as "phenomenal".

Pictured from top is second place from Furzehatt, third place and staff vote from Ashley House and the novelty cake winner from Regent



Feeling Festive

With children singing carols around Christmas trees and festive fairs galore, yuletide celebrations took place across our homes in December.

At Lake View Residential Care Home in Telford, our residents were in for a treat when kind-hearted children from neighbouring Holmer Lake Primary School surprised them with Christmas presents.

Activities Leader Claire Herron said: "The residents were overwhelmed by the kindness of the children – they were really lovely and made us all smile from ear to ear."

Meanwhile in Leicester, children from Abbey Primary Community School spread festive cheer when they visited our residents at Asra House Residential Care Home, wearing their best Christmas jumpers, pictured below.

In Hertfordshire, community-spirited staff from nearby pharmaceutical firm Eisai donated gifts to put under the Christmas tree for our residents at Hatfield Residential and Nursing Home.

Dedicated staff across the country helped to raise money for Residents' Activities Funds by holding Christmas fairs, to which they invited people from their local communities. In Pinner, Middlesex, the team and residents at Haven Residential Care Home gave people the opportunity to pick up some festive bargains, with stalls selling beautiful jewellery, scarves, home-baked cakes and sweets.



Pictured above at Asra House Residential Care Home are children from Abbey Primary Community School with resident Dahi Parmer and Activities Co-ordinator and Laundry Assistant Manisha Sharma

A futuristic start for Upton Dene



Pictured above are Home Manager Hilary Price with St Theresa's Catholic Primary School students Jay Ghomo and Grace Hankin

Artistic youngsters created futuristic pieces of artwork to place in a time capsule at our stunning new home in Chester which opened to residents on 4 January.

Children from St Theresa's Catholic Primary School in Blacon let their imaginations run wild to paint futuristic creations for a time capsule to bury in the gardens of Upton Dene Residential and Nursing Home.

Home Manager Hilary Price said: "We were thrilled to welcome the children to show them how beautiful our home looks."

Eleven-year-olds Jay Ghomo and Grace Hankin created pieces that take a leap forward in time to reveal what life will look in 60 years' time, when the capsule will be opened.

Both envisaged cars that could fly, with Grace picturing trains being driven by robots.

Following a guided tour of the home, which included trying out a profile bed and being lifted in a hoist, Grace said her favourite part was the hairdressing and beauty salon. She said: "I didn't like it, I loved it!"

Upton Dene provides residential, nursing, dementia and palliative care, with 74 beautifully decorated and furnished en-suite bedrooms, light and airy lounges, a cinema room and Wi-Fi.



Line managers in all of our care homes, with the exception of Home Managers and Deputy Managers are required to complete a Managing People and Teams course with our in-house Sanctuary Learning Academy.

This motivational two-day course is mandatory for anyone who has line management responsibility and provides the opportunity to learn, practice and develop key management skills.

It will also give you the chance to meet colleagues, share your experiences, hints and tips.

The course looks at:

- Essential management skills
- The importance of communication skills
- Varying management styles
- Team working for success

Comments from staff who have taken part include: "I found this training very good. It will help me a great deal to progress my role and further my career; "I feel I have learnt new skills to assist me in my job" and "I love the way we were working in small groups, it gave you a better understanding".

If you have not already completed the course please speak to Sally Cox in the Learning Academy on 01905 334085 or email sally.cox@sanctuary-housing.co.uk

In loving memory

Four-legged friends at a care farm in Droitwich will be enjoying the warmth of a new shelter this winter thanks to a donation made in memory of a special member of our team.

Chris Bell, Sanctuary Care's Regional Director – South, passed away in June following a short illness, so many of you decided to fundraise and donate money to a cause which would be close to her heart.

In December Chris' close friends and colleagues, Stephen Rees, Director of Care Operations, Jane Darani, Regional Manager - Westminster and Stephen's Personal Assistant Lindsey Mogg presented Gloverspiece Minifarm near Droitwich with £650 to support the creation of a new donkey house.

The farm, which cares for a variety of rescue animals, was chosen because of Chris' love of animals.

Jane said: "It was lovely to support Gloverspiece Minifarm as Chris always talked about wanting



Pictured from left to right Lindsey Mogg, the farm's George Duffy, Jinx the donkey, Stephen Rees and Jane Darani

to spend her retirement years at her own animal sanctuary with lots of donkeys."

Stephen added: "Chris was an inspirational lady. She was enormously well respected, committed, loyal, hardworking and most importantly she was completely dedicated to our residents."

Shining the light on talent!

Our teams and residents have been enjoying a range of creative workshops as part of our two-year arts programme, Shine!

In December, residents at Orchard House Residential Care Home in Sawston were busy bridging the digital gap with the help of production company Salmagundi Films.

During the sessions they were introduced to a range of creative apps on iPads and learnt how popular platforms can act as a stimulating life story tool, help them to explore interests, find hidden talents and reminisce about their younger days.

Resident Harry Beeton, who is 91, recalled fond memories using the self-portrait app, where he changed the shirt he was wearing to a brick-like pattern which helped stimulate memories of when he was a builder. He said: "It's fascinating, I can't believe I only have to touch the screen."

In Essex, residents and the teams at Cranvale Residential Care Home and Chadwell House Residential Care Home were involved in a unique dance event with JABADAO, a national touring company of dancers and acrobats.

Designed to inspire those who believe their dancing days are over, the team and residents interacted with one another via non-verbal meaningful communication

techniques including dance and movement.

Activities Leader Tracy Whitehead said: "You could tell by the residents' faces they really enjoyed the friendly interaction, it was lovely to see."

Meanwhile, Ashdale Lodge Residential Care Home in Hull and Park View Residential Care Home in Sheffield took part in a project called Sharing our Lives with Sheffield based charity Ignite Imaginations.

During the sessions the teams and residents enjoyed reminiscing about decades gone by while lovingly creating bunting from brightly coloured card decorated with images from yesteryear. They also made lavender organza pouches which they decorated with lace and Christmas decorations.

In Oxfordshire, Yarnton Residential and Nursing Home pulled out all the stops to host their very own Sound of Music film shoot with creative facilitators Ladder to the Moon.

Eighty-five-year-old resident Jean Woods said: "I really enjoyed taking part as it reminded me of when my family was growing up as we used to watch the Sound of Music together."

Shine! arts programme



Pictured above is Ashdale Lodge resident Olive Tomlinson



Pictured above is Chadwell House resident Josephine Chapman dancing with JABADAO



Pictured above is Park View resident Doreen Glendinning

Sharing artwork with iPads

Our team and residents in Weston-super-Mare have paired up with local youngsters to learn new skills on iPads.

As part of 'iPals', a year-long project run by Bristol-based charity Alive! Beach Lawns Residential and Nursing Home have been busy working with pupils from Bournville Primary School on an intergenerational project.

Starting in October, the iPals project initially linked the children and our residents together where they created beautiful picture collages to send to one another.

The youngsters focused on their hobbies, while our residents created pictures showing their previous occupations and where their families grew up – all of which were produced on iPads.

Margaret Haskins, 87-year-old resident, said: "Using the iPads was very exciting and I found putting the pictures of my life history together a lovely way to go down memory lane."

Putting a face to the colourful art pieces, each resident was then teamed up with a pupil and they became iPals.



Pictured above is resident Eileen Chisholm with Bournville Primary School students Thomas and Alaska

Moving forward they will support, encourage and learn from one another by using creative apps including Skype.

Deputy Manager Magda Leszczynska said: "Alive! and the work they carry out is fantastic, not only are they teaching us new skills but they are bringing young people into the home and enabling the two generations to engage positively with one another."



Pictured left to right are Student Nurse Hayley Timmis, Beechwood's Manager Carole Hall, Nursery Nurse Vicky Olson with resident Emily Hall

Warm this winter

Babies at the Worcestershire Royal Hospital's Neonatal Intensive Care Unit are enjoying the warmth and comfort of hats lovingly knitted by a resident at our Upton-upon-Severn home.

Beechwood Residential Care Home resident Emily Hall loves knitting so with the support of the team, embarked on a mammoth knitathon to make hats for the unit which cares for babies who are born unwell, underweight or premature.

With the help of friends at the home and fellow residents – Emily filled a large basket with hats and booties, which she and Beechwood's Manager Carole Hall donated to the unit before Christmas.

The 86-year-old said: "It is lovely to know that the babies will be warm, especially in winter."



Our doors are now open!

In November, our new residential care home in Canterbury officially opened!

Meadow View Residential Care Home in Hersden, which features 60 beautifully decorated en-suite bedrooms, was officially opened by Lord Mayor of Canterbury Cllr Sally Waters.

After meeting our new team and residents, Sally was given a tour of the home to see all the wonderful facilities, which was followed by a toe-tapping performance from a swing band and the cutting of a cake.

Cllr Waters said: "I was delighted to visit and see how the residents are settling into their new home. It was wonderful to see how residents' bedrooms had been individually personalised by them."

"Meadow View really does provide the residents with a home from home with a fantastic range of facilities."

Our Managing Director Mark McCarthy added: "I was delighted to welcome local dignitaries, including the Lord Mayor, to show them our fantastic care home."



Pictured left to right are Sanctuary Care's Managing Director Mark McCarthy, resident Beryl Palmer and Lord Mayor of Canterbury Cllr Sally Waters

"Our priority is to provide the very best care and support to our residents and it was wonderful to see them already settling into their new home which, I've no doubt, will be a real asset to the local community."

Our shining stars!



Congratulations to Vanessa Howkins, Care Assistant at Yarnton Residential and Nursing Home, for her recent prestigious award win.

In December, Vanessa went head-to-head with five other finalists to win The Care Home Worker Award in the South East Great British Care Awards at a high profile gala event.

Following her victory Vanessa, who has worked at the home for four years said: "It feels amazing to have won, I honestly wasn't expecting it! I was so shocked when they called my name I was on cloud nine and didn't even notice the big crowd when I collected my award."

Sheena Montague, Home Manager added: "The win is thoroughly deserved and we couldn't be more proud of Vanessa."

Elsewhere in Oxfordshire, Louie Tayag from Watlington and District Nursing Home was successfully shortlisted for the Registered Nurse category in the National Care Awards 2015.

Speaking about being nominated Louie said: "I was so touched when I found out. I feel immensely proud as I do genuinely do everything I can for the residents at Watlington and it's so rewarding that so many people think the same."



Pictured top are Yarnton's Vanessa Howkins (right) with Home Manager Sheena Montague (left). Pictured bottom is Watlington's Louie Tayag

Community events 2016

Throughout 2016, all of our homes need to hold five community events where you invite people from your local communities to share a special day with your residents and help to forge lasting links for the future.

These are:

- Time for a Cuppa for Dementia UK (1 to 8 March) – pick any day during this week to invite people from the local community to a themed tea party, raising money for Dementia UK.
- Care Home Open Day (17 June) – a national day where care homes throw open their doors to put on a special day for their residents and engage with the local community.
- Summer fete (August/early September) – a great way to raise money for your activities fund and/or a charity of the home's choice.
- Silver Sunday (2 October) – a national day designed to support older people in the local community to overcome loneliness.
- Christmas bazaar or a Christmas-themed open day (December) – a great way to raise money for your activities fund and/or a charity of the home's choice.

Happy birthday to you!

There has been an abundance of cake recently with many of our residents celebrating milestone birthdays.

In Worcester Norah Harris, who adores animals, celebrated her 101st birthday at Juniper House Residential Care Home with a 101 Dalmatians-themed party.

Making it a day to remember Home Manager Cindy Hawkins dressed as the film's villain Cruella de Vil and arranged for a special guest – Dalmatian Luca from British Dalmatian Welfare – to pop along for a surprise visit.

Also at Juniper House, Hilda Hines recently marked her 104th birthday. Hilda, who is always complimented for her youthful appearance, said her secret to longevity was “working hard and looking after myself – and I have used Nivea all my life!”

At Chadwell House Residential Care Home in Essex, Doris Elsdon also turned 104, celebrating her big day with a family party which was attended by the Deputy Mayor of Redbridge Cllr Thavathuray Jeyaranjan.

Meanwhile Edna Baines, who was a nurse during the war, celebrated her 100th birthday at Haven Residential Care Home in Middlesex.

A very happy birthday to you all!



Pictured from left to right are Juniper House Manager Cindy Hawkins, Norah Harris and Luca the Dalmatian



Haven Residential Care Home resident Edna Baines with her son Bob and granddaughter Nancy



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