

Autumn 2015 Issue 15

# cast

care and support team



Keeping kindness at the heart of our care

 **Sanctuary  
Care**

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## Welcome to the autumn edition of CAST

I would like to extend a warm welcome to all staff who joined Sanctuary Care in August when five care homes in Westminster transferred to our management. Thank you to everyone involved - we look forward to running the homes for the next eight years, keeping kindness at the heart of our care.

We opened Juniper House, Worcester, in July, and Meadow View, Hersden, in September, both of which are new 60 bed care homes. Residents and staff from Cranham Residential Care Home in Worcester safely transferred to Juniper House so well done to everyone who played a part in the successful move. I'm pleased to say that plans for the home which will replace Cranham are well under way.

Our annual resident survey results have been published, which show that 96 per cent of our residents feel we provide good quality services. Whilst this is good news and in line with our targets, I'm keen to ensure it is maintained and even further improved. We also have more to do to improve our activities offering. To support this we had already launched a new activities manual that contains guidance and ideas for meaningful and engaging sessions. If you have further ideas then I would be delighted to hear from you.

We are looking at the benefits of using more technology, and as a result we have started the first Electronic Care Plans pilot at Regent Residential Care Home, Worcester. The pilot is going really well, staff have reacted positively to the changes and good news is already being reported. See page 10 for more details.

The Group recently launched a new Safeguarding System, provided by Datix, which provides a more robust recording process and allows for tracking, reporting and resolving of safeguarding incidents more effectively. Please read more about this on page 12.

I'm looking forward to the launch of our new website in December which will showcase to potential customers the great things we do and highlight how Sanctuary Care is a good place to work, so please look out for that.

This year's Staff Council Congress is taking place on 19 and 20 November, with David Bennett, Group Chief Executive, senior executives, operational directors and National Staff Council Representatives, meeting to discuss Group plans and key issues, and there will be a focus on staff engagement. Your Representatives will shortly be in touch to discuss questions they can put forward for the Executive Questions and Answers panel.

Finally, I had the honour of meeting one of our oldest residents Joan Trench when she celebrated her 108th birthday at Heathlands Residential Care Home, Pershore, where she has lived for six years (see page eight). It was lovely to spend some time talking to her about her life and to hear how happy she is at the home.

I hope you enjoy this latest edition of CAST and please keep sending in your news.

*Best Wishes  
Mark*

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](mailto:CareandSupportPR2@sanctuary-housing.co.uk)

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

Michelle Maria Walsh. I head up HR Support for Sanctuary Care. I commenced my current role in September 2014 and have been in various HR roles with the Group since February 2006.

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

Henry VIII's coronation as I loved studying the Tudors at school, although I don't think I would have liked to have met him as that could have been quite perilous later on in his reign.

I would also have liked to have been at Desert Orchid's famous Cheltenham Gold Cup win in 1989.

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

Family, friends and sleep – lots of it!

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

A large life pause button as well as the ability to see into the future.

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

A teacher, then a solicitor.

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

A primrose yellow Mini which I received from my parents on my 17th birthday - I named it 'Oscar'.

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

'Always striving!'

8. What is your idea of food heaven?

Bread, cheese and chocolate – any kind of chocolate!

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

Ant and Dec – as they are funny and David Beckham – no explanation needed!

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

Getting back on a horse after being thrown from one and breaking my pelvis as a result.



# A day in the life of a Senior Carer

Stephen Archer, Senior Carer at The Winsor Nursing Home in Minehead has worked at Sanctuary Care since March 2006. Here he gives us a glimpse into a day in his life.



*Pictured left to right Stephen Archer with resident Reg Webber*

## How did you become a Senior Carer?

It's a funny story really, I'm originally from Birmingham - born and bred - and while living in the city I was a postman for 23 years. However my wife and I fancied a change so decided to relocate to Minehead with my three boys. After some time of commuting from Minehead all the way to Birmingham to deliver letters, I knew it was time for a career change and in a nutshell that's how I made my way to The Winsor. Almost 10 years later, I've progressed from a Care Assistant to Senior Carer, where my role now includes team supervision responsibilities. I really enjoy working at The Winsor and even though the initial career change was a shock, I do genuinely love it.

## Talk us through a typical day for you at The Winsor?

No two days are ever the same, but this being said there are certain things I do each shift – starting with the handover where I catch up with team members to see how the residents are. I then divide my team of Care Assistants and advise who will be working with who and in what part of the home – I always think of who works best together, as well as trying to ensure Care Assistants are supporting residents who they've built lovely relationships with. Once organised, while caring for residents, I also oversee my team and always consider the practical health and safety issues. As I'm also the home's Moving and Handling Trainer it's so important I check procedures are being carried out correctly.

## Tell us about the most rewarding part of your job.

The residents – I love making their day enjoyable, there's nothing more rewarding than that! I also love how much you mean to the residents – every time I walk into the home there is always someone so

pleased to see me. I hold many of the residents close to my heart – they trust me and I'm honoured to have met so many wonderful people.

On top of that, I also work hard to try and support residents to be as independent as possible, so when a resident does something – whether it's brushing their own hair or completing a puzzle, I'm proud I've helped them to achieve it and there is no better a feeling than seeing how chuffed they are with themselves.

## What three qualities do you think someone working as a Carer should have?

This is easy – firstly, you have to genuinely care! It's more than just a job. You're supporting someone's life so you have to be compassionate, sincere, kind and want to be there.

Secondly, you have to be ambitious – every day you have to set out to make a difference because that is what we do with every shift and I'm proud of it.

Finally, you have to be a grafter. You always have to give 110 per cent because they are people who you care about and they rely on you.

## Why is The Winsor so special?

I love working at The Winsor – it's a second home to me. It's really satisfying to be surrounded by a great team, wonderful residents and more importantly being a part of a fantastic family. I wouldn't change it for the world – it's so natural to be here and I can't wait to see what the next 10 years bring.





# Residents continue to Shine!

**Shine!** arts programme



*Rachael Savage, Artistic Director with Vamos Theatre and The Beeches resident Doreen Garrad*

Many of our residents have been exploring their creativity as part of our two-year arts programme Shine!

In September, the team and residents at Iffley Residential and Nursing Home in Oxfordshire pulled out all the stops to re-enact memorable scenes from the Sound of Music in an engaging film shoot.

Channelling their inner Julie Andrews and Christopher Plummer, they ensured their film shoot was picture-perfect by dusting off their dimdl dresses and nun costumes, improvising classic scenes and producing props – including painting a backdrop for the stage and paper flowers for the bride's bouquet.

Meanwhile, Haven Residential Care Home in Pinner was transformed into a scene from the 1958 musical South Pacific.

Donning grass skirts, brightly coloured costumes and homemade flower garlands, the team and residents performed well-known hits from the iconic film, including Some Enchanted Evening and There is Nothing Like a Dame.

Activities Leader Urvashi Kapur said: "It was fantastic to see the residents working with the team in such a creative way."

Elsewhere, the teams and residents at The Beeches Residential Care Home in Birmingham and Beechwood Residential Care Home in Upton-upon-



*Rose Turner from Ladder to the Moon and Iffley resident Barbara Goodwin*

Severn enjoyed an interactive performance steeped in nostalgia from Vamos Theatre.

The full masked production called 'Sharing Joy', was packed with charming and humorous scenes, as well as beautiful costumes, handcrafted masks and colourful props.

Set in the 1940s and 1950s the engaging show featured courting couples, wartime nurses, swing dancing and plenty of fun and laughter.

Joan Bashford, resident at The Beeches, said: "I absolutely loved it – it reminded me of when I was in a play when I was younger."

Future Shine! projects are heading to a number of homes throughout the year including Hatfield Residential and Nursing Home, Orchard House Residential Care Home and many more. For more information, please email [community@sanctuary-housing.co.uk](mailto:community@sanctuary-housing.co.uk)



*Pictured above is Iffley resident Barbara Kerr*



*Pictured top left from Hatfield's Fine Dining Experience is Care Assistant Amy Allen, top right resident Harry Dye and bottom centre the mouth watering main course*

## Fine Dining

Two of our homes recently pulled out all the culinary stops to host professionally executed fine dining evenings for their residents, as part of a nationwide Fine Dining Experience competition run by the National Activity Providers Association (NAPA).

For the contest in July, the team and residents at Hatfield Residential and Nursing Home in Hertfordshire were dressed to impress for a black tie evening of three-course dining, while rubbing shoulders with the Welwyn Hatfield Mayor, Councillor Lynne Sparks and her husband Ian.

Staff ensured the experience was a night to remember with gleaming crockery, beautiful dresses, smart tuxedos and a mouth-watering menu, which was influenced by the residents' favourite dishes – highlights included a ballotine of chicken and a medley of seafood.

Councillor Sparks said: "I always love visiting Hatfield Residential and Nursing Home, we thoroughly enjoyed our evening. The food was absolutely amazing and we really enjoyed chatting with the residents."

Resident Edna Errington added: "It was very entertaining and I loved all the food."

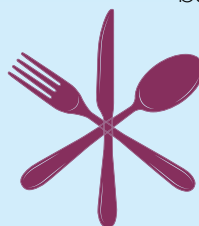
All the team's hard work was worthwhile as Suzanne Pinney, Chef Manager, was shortlisted in the Chef's Masterpiece Element and was invited to a master class at Unilever Food Solutions.

Meanwhile in Birmingham, the team and residents at Redhill Court Residential Care Home rolled back the years to 1954 for their aviation themed event, inspired by the first flight of Boeing's 707 aircraft prototype.

In keeping with their retro theme, the team dressed in air hostess costumes from days gone by to serve a delicious three-course menu of watermelon gazpacho, followed by herb crusted rack of lamb and a delicate champagne jelly flute for dessert.

Resident Sylvia Moszoro said: "The main course was beautiful – I felt like I was in a top class hotel!"

The aim of the competition was to create an amazing fine dining experience, providing a unique and memorable occasion and our homes certainly delivered!





# Sponges at the ready!

On a sunny Sunday in September, the team at our Asra House Residential Care Home in Leicester armed themselves with buckets and rolled up their sleeves for a charity car wash.

Charging £3 per car and asking for donations for refreshments, the team raised £125 for CLIC Sargent, a charity devoted to providing clinical, practical and emotional support to help children with cancer and their families.

Administrator at the home Gurpreet Kaur said: "We were supposed to finish at 2pm but finished at around 4pm because it was so sunny and the turnout was so good. We are really proud of how much money we raised."

*Pictured below from left are Laundry Assistant Manisha Sharma and Administrator Gurpreet Kaur*



## Braving the shave



One of our inspirational Activities Assistants has raised over £1,100 by taking part in the Brave the Shave fundraising drive for Macmillan Cancer Support.

Ruth Joynes, who works at Hastings Residential Care Home in Malvern

said goodbye to her long locks in September when she took the plunge and had her head shaved by good friend Paula Trafford in return for donations to Macmillan Cancer Support.

Ruth, who chose the home as the venue for her big fundraiser, made the decision to shave her head after her mother, 86-year-old Joan Joynes, was diagnosed with breast cancer in March.

The 52-year-old said: "I always said I would shave my head at 60 to start growing old disgracefully but the Brave the Shave campaign was too good an opportunity to miss so I did it sooner!"

"Both of my mother's parents died of cancer in their early 60s and so many people I know have been affected by it, some quite traumatically, so it was something I wanted to do."

Ruth said some of the residents and many supportive staff at Hastings were there when she underwent the hair-raising transformation, adding: "I've had a really positive reaction from everyone, particularly when they knew what the cause was.

"Many of them have said I am brave but there are so many people who have done braver things than this."

If you would like to sponsor Ruth please visit [www.bravetheshave.org.uk/shavers/ruth-joynes/](http://www.bravetheshave.org.uk/shavers/ruth-joynes/) or call the home on 01684 585000.



# A seaside spot in Chigwell!



*Pictured above left to right are Care Assistant Sofia P eville, resident Maisie Smith and Care Assistant Virginia Verace. Pictured right Activities Assistant Lorraine Erich*



The gardens of one of our care homes in Essex have been transformed into a beautiful beachside scene for residents to enjoy.

Residents and the team at Pinewood Residential Care Home in Chigwell have recently seen part of their garden transformed into a summer haven, complete with a brightly painted beach scene and a rowing boat.

Also featuring colourful beach huts, the holiday inspired spot is now the focal point for summer parties and is perfect for residents to sit back and reminisce about family breaks away.

Home Manager Denise Brown said: "Our residents have enjoyed seeing the transformation and it's been so rewarding to see them appreciate the space over the summer."

## Many happy returns

There has been plenty of cake around recently with many of our residents celebrating their milestone birthdays.

At the beginning of October one of our oldest residents, Joan Trench, celebrated her 108th birthday at Heathlands Residential Care Home in Pershore. Joan, who was part of The Women's Royal Naval Service (Wrens) during the war years, enjoyed a special celebration with her family and was also visited by our Managing Director Mark McCarthy who took along some flowers for the special occasion.

In September, animal lover Ivy Pickering celebrated her

100th birthday at the Brambles Residential Care Home in Redditch with a very special treat – a visit from Xena, a five-month-old German Shepherd from West Mercia Police's Dog Training Unit. Ivy said: "It was a wonderful surprise."

At Furzehatt Residential and Nursing Home in Plymstock, Elsie Daw turned 100 in September, putting her secret down to her "strong faith" and a "small glass of sherry from time to time."

Also marking her centenary in September at Haven Residential Care Home in Harrow was Dora Morgan. A very happy birthday to you all!



*Pictured above are 108 year-old Joan Trench and our Managing Director Mark McCarthy, and below left 100 year-old Elsie Daw*



# Older People's Day

Congratulations to those of you who organised fantastic events for your residents, their loved ones and people from your local communities for UK Older People's Day.

The events, held on Thursday 1 October, were a lovely way to celebrate the achievements and contribution that our residents and the older generation make to our society.

The team at The Rosary Nursing Home in Bridgwater hosted their very own wartime themed bake-off, where residents from each floor teamed up with Care Assistants and Nurses to whisk up tasty traditions from back in the day.

Home Manager Lyn Taylor judged the delicious delights, splitting entries into sweet and savoury categories.

On the winning team for the savoury category with a sausage plait, resident David Webber who is 85 years old said: "It was great fun to be involved in the wartime themed bake-off for Older People's Day."

The team at Lyons Court Residential Care Home in Chelmsford invited local schoolchildren, aged nine and 10, from Springfield Primary School to hear interesting life stories from our residents' younger years.

During the engaging exchange 92-year-old resident Jack Quinlan proudly shared his story and showed off his medal which he received last year when he was appointed to the rank of 'Ordre national de la

Légion d'honneur' for his military engagement and his steadfast involvement in the Liberation of France during the Second World War.

Jack said: "It was excellent to see the children and tell them about my story. I especially loved showing everyone my medal as I am very proud and honoured to have received it."

Elsewhere, there were feather boas and jazz hands galore when the team and residents at Ravenhurst Residential Care Home in Stourport-on-Severn enjoyed a 'show stoppers' themed day.

Members of the team were dressed in outfits from well-known musicals including characters from The Wizard of Oz, with live music entertainment from local singer Gerry Graham.

Meanwhile in Bordon, the team at Ashley House Residential Care Home celebrated their residents' generation by breaking ageist taboos with an afternoon of youthful pastimes.

They took part in a variety of fun activities, including hula-hooping, luxury pampering sessions and hopscotch.

Resident Vera Acers, who is 95 years old said: "I really enjoyed marking Older People's Day as it shows we can still have fun at our age!"



*Pictured above is Ashley House resident Vera Acers*



*Ten-year-old Wesley Tyson, Lyons Court resident Jack Quinlan and Polly Parkhurst, 10*



*Ravenhurst's Senior Carer Tracey Sullivan, Care Assistant Sue Glennon and Care Assistant Terri O'Neill, joined by resident Constance Barnes (front)*



# Electronic Care Plans pilot

We are piloting the launch of an Electronic Care Plans (ECPs) system in two of our homes – Regent Residential Care Home in Worcester and Caton House Residential and Nursing Home in Milton Keynes.

An ECP is a paperless way to store vital information about residents using web-based software. This can sit on a range of devices including tablets, which are a bit like an iPad or a touchscreen laptop.

Regent's pilot launch went live in October, with the support of Sebastian Trudgian IS Senior Project Manager and Business Process Owner Michelle Shawcross, with Caton House's following closely behind.

With ECPs teams would no longer need to fill out forms and could update notes at the point of care at the touch of a button. We're expecting this to support more time spent with residents and less time completing paperwork, which should further improve the quality of care for our residents.

ECPs are easy and safe to use and care plans can be amended and updated efficiently, improving



*The launch at Regent, which coincided with an event celebrating fashion across the decades*

the quality of the information they hold and reducing duplication.

Another benefit is that they should ensure greater consistency of handover notes, with team members setting 'Actions' to remind staff taking over their shift of things they need to do.

A real-life example of one of the benefits of ECPs was observed recently at Regent. When a relative asked Manager Jemma Robinson when their loved one's hospital appointment was, Jemma immediately checked the ECP.

She could show them when it was and that an 'Action' had been logged to remind staff to book a wheelchair-friendly taxi – all of this was done without Jemma having to leave her desk, ask a member of staff or check the diary.

The teams have received training on the new software and each home has a number of ECP Champions to support with the roll-out.

We will update you with the progress of the project in the next edition of CAST.

## George the great!

Congratulations to Management Graduate Trainee George Averill (pictured right), who has successfully completed his 12 month National Graduate Management Training Scheme with the National Skills Academy for Social Care by working in a range of our operational teams.

Not only graduating with flying colours, thanks to support from his

placement supervisor Tracy Cole, L&D Manager – Care, George also received the surprise 'special recognition' award at the graduating ceremony.

Well done George we wish you every success in your new journey with Sanctuary Care, supporting with recruitment for our Westminster homes.





# The fun of the fete

There were stalls galore when our homes opened the doors for their annual summer fetes in August.

The team at Park View Residential Care Home in Shiregreen welcomed boxing legend and local celebrity Brendan Ingle to officially open their community event.

Joining the famous Sheffield trainer was former European and Commonwealth Light Welterweight Champion Junior Witter.

There was also a special appearance by Mickey Mouse, as well as a bouncy castle and a pampering stall for all the ladies to enjoy.

Meanwhile, the team at our Regent Residential Care Home in Worcester felt the flower power and dressed from head-to-toe in psychedelic prints and tie-dye for their 1960s themed fete.

Activities Leader Bridie Gray said: "It was a wonderful way to celebrate the summer."

In Hertfordshire, Hatfield Residential and Nursing Home hosted a 1940s inspired Poppy Picnic in support of The Royal British Legion, where the residents created hand-crafted poppies.

Activities Leader Alan Moody said: "Our residents absolutely loved it, it was a great day."

Finally, the local community were invited to watch a beautiful bird display at Iydene Residential and Nursing Home in Iybridge.



Pictured top from left to right are Park View Manager Sharon Radford, Junior Witter, Kitchen Assistant Diane Marriott, Brendan Ingle and Activities Assistant Deborah Byrne and bottom from left Regent's Receptionist Helen Park with resident Thelma Breeze

## Our shining star!

A very special lady from Watlington & District Nursing Home has recently received a trophy for her dedication over the last 11 years.

Working as a Housekeeper at our Oxfordshire home over the last decade, Wendy Lynch received a lovely award from the team and a bunch of flowers from our Managing Director Mark McCarthy before she retired earlier in the summer.

Being awarded an Oscar-style trophy for her long-standing achievement Wendy, who is dearly missed by all, was praised for her amazing commitment to the team and the home's residents.

Wendy penned a poem (right) to say goodbye to Watlington before she hung up her uniform for the last time.

*It's funny how you sit and think,  
These years have gone in just a blink.  
I could close my eyes and still get there,  
That well-worn road to Sanctuary Care.  
So many memories to fill my mind,  
My work colleagues so very kind.  
What can I say about the residents so dear,  
I won't forget you that's very clear.  
So many thanks to all of you,  
Just let me say – Adieu Adieu.*

Wendy x

# One Sanctuary

## OneSanctuary update

Since the last edition of CAST there have been significant developments in OneSanctuary, the Group-wide project to replace the different computer systems we use with one system.

In August, SuccessFactors Learning Academy was launched, replacing the current My Learning Academy system. As mentioned in the last edition the Careshield and Boots e-learning systems will remain as they are.

At the end of October, RAM was replaced with the new Fixed Assets System.

As always there is a three-tiered support system on Solis which has been designed to help staff with OneSanctuary queries.

## Datix communications & safeguarding

At the end of September the new Group-wide safeguarding reporting system, provided by Datix, went live.

This new system supports the Group's safeguarding requirements by reducing duplicated information, improving transparency and allowing for the tracking of, reporting and closure of safeguarding incidents more effectively, further supporting best practice.

The system enables anybody working for Sanctuary to log on and report a potential safeguarding incident through an online form on Solis, which is then forwarded to an appropriate Home Manager.

If you have any questions we have a number of Safeguarding Champions available to chat to and there is an easy to follow user guide on Solis.



*Pictured from left relatives of residents at Yarnton - Penny McCarthy, Dorothy West, Janet Dyer and Julie Woolford, with Home Manager Sheena Montague and resident Carol Allpress (front)*

## Showing your support

Our teams and residents showed their support for World Alzheimer's Day with a range of activities to raise awareness and funds for the cause.

On the Sunday before the official national awareness day on Monday 21 September, a team of walkers from Yarnton Residential and Nursing Home in Oxfordshire joined forces with the Alzheimer's Society to take part in the 6.5km Oxford Memory Walk.

Naming themselves the Sanctuary Sunflowers, the intrepid group stomped their way to success, raising £100 for the charity.

In Bromsgrove, the team and residents at Breme Residential Care Home also marked the day by peeling, chopping and dicing vegetables to create mouth-watering chutneys, which proved to be a wonderful and therapeutic reminiscence activity.

Resident Margaret Devane said: "We added cinnamon sticks to the ingredients and the smell was just so beautiful. It took me back to my childhood years."

Also recalling fond memories were residents at Asra House Residential Care Home in Leicester, who enjoyed decorating cupcakes and reminiscing about when they baked cakes for their own children. Well done to all involved.



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