

cast

care and support team



Keeping kindness at the heart of our care



Welcome to the Summer edition of CAST

The recently announced Government Budget brings new challenges to both the care and housing sectors. We are a strong organisation with a committed team and I'm confident that we can work together to respond positively to any challenges we face.

By the time this is printed I will have been in post for 12 months - I cannot believe how quickly the year has flown by! Thank you for all the hard work you do every day to ensure our residents are provided with a high quality of care.

In June I judged the Sanctuary Care Chef of the Year competition (see page 11). I was so proud of the dedication shown by the finalists, not only with the way they handled the pressure of the day but through the quality of the food produced - it was quite simply amazing. A huge congratulations goes to our winner, Marcella Field the Chef Manager at Yarnton Residential and Nursing Home, whose winning dish of lamb cooked two-ways was excellent. As I want all of our residents to see what our Chefs can do, I decided to add Marcella's winning dishes to our menus during August and September. Keep an eye out for details of next year's competition, which will have an extra touch of spice added.

June also saw our care homes embrace Care Home Open Day 2015 (see pages 6 & 7). The feedback and pictures I have seen show how much effort we all put into this very important event. I spent the day at The Rosary Nursing Home in Somerset and enjoyed their Country and Western event. It was quite clear to me that our staff enjoyed the day just as much as our residents. Well done to everyone at The Rosary and to you all across our care homes for contributing to such a successful community event.

Our Kindness Awards were launched this year and are gathering pace. I believe it is really important to reward acts of kindness and have enjoyed hearing about all of the nominations we've had in our care homes for both staff and residents. Please keep them coming!

I am pleased to announce that an electronic care plan pilot will be launched in two of our care homes. The pilot, which is expected to start in October, will see Regent Residential Care Home and Caton House Residential and Nursing Home replace their current paper-based care plans with an electronic solution. During the pilot we will assess the results and, if successful, we will look to roll it out to all of our care homes. I am hoping that electronic care plans will enhance the service we provide every day and will enable our staff to spend more time with residents rather than completing paperwork. I will update you on progress in the next edition of CAST.

Sanctuary Care's accreditation with Investors in People is due for renewal in November 2015. This process will include around 400 staff talking to the assessors on a range of subjects such as appraisals, training opportunities and communication. This accreditation is important for us so please look out for updates over the coming months.

Finally, I finish with the sad news that Chris Bell, our Regional Director – South, passed away recently. Although Chris only worked for Sanctuary Care for a short time, I felt that she was an inspirational person whose devotion to caring for others was clear to see. Chris will be sadly missed.

*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 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?

Jennifer Hazel Azizi aka Jennie, I am the National Operations Director for Sanctuary Care.

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

I would love to have been present at the London 2012 Olympic Games to see Jessica Ennis win the gold medal for the heptathlon. I thought the whole event was so magical, especially seeing people coming together to cheer the athletes on and just having a fabulous time – it was brilliant!

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

My husband (we have been married a very, very long time), my Garmin multisport watch and laptop.

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

To be able to fly – I hate traffic and have spent years of my life stationary on the M25. Also, if I could fly, there would be no need for me to stop at motorway service stations, another pet hate of mine!

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

A chiropodist - which is funny because I hate feet and could never touch anyone else's toes.

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

The road bike my husband is going to buy me next month (he doesn't know it yet).

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

'Bring it on!'

8. What is your idea of food heaven?

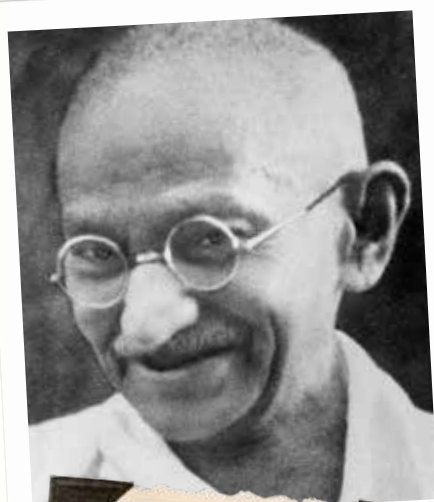
Large glass of Chablis and an enormous portion of M&S Bread & Butter Pudding.

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

I think one of greatest men to ever live must be Mahatma Ghandi who used non-violent resistance to fight social inequality for both men and women in South Africa and India. I would like to ask him about training to be a Barrister in London and about being the inspiration for civil rights and freedom movements across the world.

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

In February I took part in a 10 mile obstacle race called The Eliminator (see bottom picture). The race was run cross country and I had to wade through chest high water, not just once but ten times! I don't think I have ever been so cold or so proud as I was on that day in my entire life.



A day in the life of a Chef Manager

Marcella Field, Chef Manager at Yarnton Residential and Nursing Home in Yarnton, Oxfordshire has worked at Sanctuary Care since 2010. Here she gives us a glimpse into a day in her life. Marcella also features on page 11 in our Chef of the Year story.



How did you become a Chef Manager?

I've always been in catering. It all started at the age of 16 when I attended a catering college in Henley for two years. I knew from the offset working with food was what I loved to do and after all these years I'm still doing it today – I'm very lucky.

From my college days to working in a Sanctuary Care kitchen, I've had many different working projects. I've worked in busy restaurants and pubs, to cooking for the army - and I can't forget about Princess Anne and Princess Margaret sampling my food. There have been many highlights but my current position has to be the brightest!

I've worked for Sanctuary Care for five years in October. I'm so proud of the standard of catering at Yarnton and feel humbled that I play a part in that.

Thinking back to when I first started, catering was a very male dominated sector but here I am today as a Chef Manager and loving every minute.

Talk us through a typical day for you at Yarnton?

Unsurprisingly, it's all about preparing fresh food from scratch, every single day.

The four weekly menus are set by Central Support and I ensure we adhere to the nutritional values – any tweaks I do make to the menus are simply to accommodate the taste buds of my residents. I also make sure the highest quality food is served every day and I carry out daily checks to confirm we are doing this, including speaking with the residents.

On top of daily meals, I'm often busy baking cakes for special birthdays or supporting the home with community events by providing themed refreshments where necessary. For instance, for Care Home Open Day we put on a seaside-themed spread for everyone to enjoy – it's all good fun!

As well as being in the kitchen, I do have to carry out computing tasks to ensure my team has the right produce in the kitchen at the right time. So once all the food is served, the kitchen is scrubbed down and I know the residents are fed, and more importantly, are happy, I then have to submit orders to guarantee we have the right stock available for the week ahead.

It's a busy job but it's worth it!

Tell us about the most rewarding part of your job.

This is easy; it's all about the residents. Nothing compares to cooking for our residents – they are always so grateful to have a nice plate of food in front of them. When I carry out the daily checks, the residents and even their families are always so complimentary. It makes the hectic hour or so beforehand all worthwhile and in a way it's like cooking for your own family – I know everyone by name and they know me. I can't put into words how much joy I get from it all.

What advice would you give someone considering this role?

Be passionate, inspired and enjoy every second of it! Don't be afraid to ask questions, in fact ask a hundred questions – know who you are cooking for and genuinely care that they will love your food. It's about the finished product and you should be proud of what you are serving.

Living on Mars and flying cars!



Pictured left are ten-year-olds Kyle Thurston, Jack Rollinson and Georgie Keefe proudly showing off their artwork at Meadow View Residential Care Home and pictured right are Teaching Assistant Anne Ellis, ten-year-olds Grace Hankin and Jay Ghomo – all from St Theresa's Catholic Primary School and Home Manager at Upton Dene Residential and Nursing Home, Hilary Price

In Canterbury, children from Hersden Village Primary School let their imaginations run wild to produce futuristic artwork to place in a time capsule on the site of our new care home, Meadow View Residential Care Home.

Ten-year-olds Georgie Keefe, Kyle Thurston and Jack Rollinson visited the site with an array of artwork created by their classmates, including pieces showing flying cars.

Georgie described her vision of the future: "I think everything will be bigger – television will have way more channels with lots more fun programmes and we will no longer live just on one planet – I will be living on Mars in 2075!"

The school's Head Teacher, Jean Kennett, who joined the pupils for the visit, said they had really enjoyed taking part in the project, returning to the site recently to mark the opening of the show suite with the time capsule burial.

Jean said: "Everyone is very excited about the thought that their work will be buried in a time capsule."

Meadow View will provide residential dementia care and the 60-bed home is due to open this September.

Meanwhile in Chester, youngsters from St Theresa's Catholic Primary School visited the site of Upton Dene Residential and Nursing Home to get inspiration for their artwork which will also be included in a time capsule on the site.

Ten-year-old pupils Jay Ghomo and Grace Hankin were joined by their Teaching Assistant Anne Ellis, Sanctuary Care Home Manager Hilary Price and Sanctuary Group's Development Manager Danielle Wrigley for an exclusive tour of the site in July.

The youngsters were also tasked with creating artwork of what they think life in the future will look like. They will return to the site to bury their creations in a time capsule which will be opened in 2075.

Talking about life in the future Jay said: "I think everything will be faster – faster cars and even faster internet. There will also be robots in care homes in 2075 to help the Care Assistants!"

Meanwhile Grace said: "I think there will be flying cars in 60 years' time and I will be flying to Blackpool every weekend."

Discussing how they felt to be taking part in the art project Grace said: "I can't wait – I love to draw and I hope the residents at the care home in 60 years' time think my picture is pretty."

Jay added: "I'm excited! I'm going to make sure I'm there on the day to see my artwork unveiled and I can tell everyone how I came to the home before it even opened!"

Upton Dene Residential and Nursing Home will be a 74-bed home and is due for completion in late Autumn 2015. It will provide residential, nursing and dementia care.



Opening our doors in style

Congratulations to all of you who organised fantastic events for your residents, their loved ones and people from your local community for Care Home Open Day.

The events, which were held on Friday 19 June, were a huge success and the feedback has been fantastic.

Care Home Open Day is an opportunity for care homes across the UK to open their doors and welcome people to share a special day with their teams and residents, forging lasting links with their local communities.

Nearly all of our homes took part, with teams dressing to impress for a number of themed fun activities, from summer trips to the seaside and feeling 'groovy baby' in 1960s attire, to dusting off the whites for a Wimbledon inspired day.

At Ashgreen House Residential and Nursing Home, residents and visitors were transported to the scene of a seaside resort in the heart of London at their beach-themed event. The team made sure there was something for all generations to enjoy with a Punch and Judy show, a range of summer holiday games and tasty fish and chips.

The team at Yarnton Residential and Nursing Home in Oxfordshire also enjoyed summer holiday-inspired fun and games. The home was adorned in an abundance of sand, buckets and spades, as well as the team donning their brightest attire. Everyone enjoyed the taste of the seaside as the home offered fish and chips, ice-cream and refreshing mocktails.

Sheena Montague, Home Manager, said: "The team and our residents love to dress up and especially enjoy seeing new and familiar faces at our community events."

Nighty-five year old resident Olwen Whyte, enjoyed the event the Yarnton team organised and was joined by her two great grandchildren on the day. Olwen said: "It was a real novelty for the children to play in the sand whilst visiting me."

Elsewhere in London, it was game, set and match at St John's House Residential Care Home in Streatham Common when the home invited loved ones and the local community to their Wimbledon-themed garden party. Making sure they looked the part, the team dressed head-to-toe in white, while offering strawberries and cream.



Home Manager Valcie Lewis said: "Nothing says summer like a garden party with strawberries and cream. The team and our residents had a very special day!"

The team and residents at Beechwood Residential Care Home in Upton-upon-Severn turned the clock back to the era of the 1960s flower power and peace. There was swinging live music entertainment for residents to dance along to – as well as reminiscence sessions and themed quizzes.

The 1960s psychedelic patterns and tie dye were also sported at Hawthorn Green Residential and Nursing Home in Stepney, London, where the team and residents enjoyed a fantastic themed high tea event, complete with mouth-watering cakes.

Describing why she was so excited to host the event, 78-year-old resident, Elizabeth Whittaker, said: "I always like thinking back to the 1960s – it was a happy time for me. I loved the style of clothes and the music, especially The Beatles."

Finally, the team at Lime Tree Court Residential Care Home in Wolverhampton were dressed as cowboys and cowgirls for a Country and Western show-down, where toe-tapping entertainer, Nicky Moran, was on hand to perform country classics.

The Rosary Nursing Home hosted a similar theme and decked their Bridgwater home in hay bales and bunting for the special occasion. A scrumptious hog roast was served, which was followed by a barn dance disco.

Pictured above at their themed Care Home Open Days are:

- 1. Ivydene Residential and Nursing Home residents Silvia Furzeland, Margaret Canby and Care Assistant, Vicky Fisher-Greene*
- 2. Hawthorn Green Residential and Nursing Home residents Elisabeth Whittaker and Ron Ballard*
- 3. Ashgreen House Residential and Nursing Home resident Michael Sheridan*
- 4. Broadmeadow Court Residential Care Home's Administrator Sherry Zwetschnikow, resident Elizabeth Huxley and Home Manager Christine Singer*
- 5. Wantage Nursing Home's Carers Sarah Waite, Angie Ledbury and Kim Emberling joined by resident, Jean Street and Activities Assistant Wendy Pill*
- 6. Heathlands Residential Care Home's Care Officer Kerrie Haines as Clint Eastwood, Deputy Manager Becki Workman as the Sheriff and Home Manager Netty Matthews as Dolly Parton*
- 7. Breme Residential Care Home's Deputy Manager Becky Rudge, Catering Manager Ange Hobbins, Activities Leader Helen Barron, Senior Care Assistant Maria Horton and Administrator Cathie Emus*
- 8. Regent Residential Care Home's Domestic Supervisor Martina Bray, Home Manager Jemma Robinson, Domestic Supervisor Lynn Porter, Senior Care Assistant Julie Wheeler, Receptionist Helen Park and Senior Care Assistant Nicky Ellington*

Fancy a Bonus of £250?

We have an 'Introduce a Friend' payment scheme for Sanctuary Care staff who introduce someone for a vacancy within the organisation.*

If your friend is recruited, successfully completes their probation period and certain criteria is met you could be entitled to up to £250 (this is pro rata for part-time staff).

If you would like to introduce a friend or would like more information please speak to the Care HR Admin Team by calling 0845 543 6380 or emailing HRDirect.Care@sanctuary-housing.co.uk

* Exclusions apply.

Thank you!



Mr N is pictured above with Asra House resident Ramaben Pancholi

Asra House Residential Care Home in Leicester would like to say a big thank you to a dedicated volunteer who has now retired.

Mr Natu Modha, also known as 'Mr N', 68, has been linked to Asra House since 1994 and has played a supportive role for over 11 years.

After seven years of employment at the home, Mr N couldn't bring himself to say goodbye to his team or the residents so decided to become a volunteer where he continued to provide a helping hand to Care Assistants, Quality Controllers and the administrative team.

Retiring in July, Mr N said: "I have loved every minute at Asra House – it's my second home and the team and residents mean a great deal to me."

Discussing his time at Asra House, Mr N, continued: "I've gained a lot of experience from the team. One day I would be helping the catering staff process orders and then the next I'm supporting with admin duties or helping residents – no two days were the same but I always walked away from the home feeling satisfied that I've done my bit to help and that's all I ever set out to do."

Kirshna Patel-Mohan, Deputy Manager, added: "Mr N is a huge part of our team and now that he has retired, he will be greatly missed by everyone.

"I can't explain how grateful we all are at Asra House for Mr N – he is amazing, he would always have a smile on his face and would do anything to help a member of the team or a resident. No job was ever too small or too big, he would simply be there and for that, we will always be thankful."



Back by popular demand the Sanctuary Learning Academy will be running a new Care Management Development Programme (MDP) in October.

Open to Senior Carers, Nurses, Administrators and Deputy Managers, it focuses on providing management skills, including project management, with each delegate completing a business-focused, work-based project and presentation.

If you are interested in taking part you need to speak to your Home Manager about your application.

Your application will be a personal statement stating why you should be chosen for the programme, your skills and attributes, strengths and aspirations, plus your idea for a project which is relevant to care regionally or nationally.

If your Home Manager supports your application they will then submit it to your Regional Manager.

Endorsed applications and personal statements must be emailed to Sally Cox, Senior L&D Partner on: Sally.Cox@sanctuary-housing.co.uk by Friday 28 August.

Where are they now?



We spoke to Rukmi Silva, Home Manager at Lammas House Residential Care Home in Coventry about how the MDP has helped her. Rukmi, who has worked for us for five years, started as a Care Assistant, before being promoted to Senior Carer, which is when she took part in the programme.

1. What is the best part about your role?

Facing challenges, getting outstanding outcomes and sharing good news with my team. I also love sitting with residents and chatting to them.

2. How would you describe your home?

We are a 23-bed residential home which has great recognition in Coventry. We deliver person-centred care and go the extra mile to make our residents smile. Our team has been with us for a long time and are extremely caring, skilled, kind and knowledgeable and treat our residents with dignity and respect. It is a very welcoming, happy and friendly home.

3. How did the MDP help your promotion?

I didn't have confidence to communicate with others. The programme helped me to overcome the communication barrier by giving me confidence. It helped me to be myself and take part in group activities and grab that extra knowledge which I cannot put a price on. I had the knowledge but I didn't have the confidence to be a Home Manager – I am so thankful to Sanctuary Care for recognising my skills and giving me this opportunity.

4. What work-based project did you do?

An exercise session to be held on a weekly basis for residents of Lammas House and St Catherine's Lodge (sheltered accommodation next door). This has given the opportunity to mix with the community and to help with our occupancy.

5. What hints and tips would you give someone who was interested in applying for the programme?

Be yourself and go for it. Don't moan about the extra work – be happy and complete your work within the set time. If you have the right attitude it is always easy to fulfil your dreams. Share your knowledge with your group and keep in touch with them.

Look out in the next edition of CAST for 'Where are they now?' featuring Leanne Carr, Home Manager at Castlecroft Residential Care Home, Birmingham.

Showing support for Dementia



Pictured above is Ashley House Residential Care Home resident Irene Clifford and Support Worker Jane Walker

There were reminiscing sessions and butterflies galore as many of our care homes showed their support to the Alzheimer's Society Dementia Awareness Week.

The annual awareness week, which took place between 17 and 23 May, aims to get people all over the country involved and doing their bit to raise awareness and understanding of dementia.

The talented Worcestershire Early Music group brought their Hear My Voice project to Breme

Residential Care Home in Bromsgrove. The musicians took the team and residents on a medieval music tour with a variety of instruments.

Helen Barron, Activities Leader, said: "Our residents love the music and absolutely adore them!"

At Ashley House Residential Care Home in Bordon the team continued to offer their support through their weekly 'Share and Smile' sessions. Aiming to raise smiles, the team at the home invites members of the community to join residents for a delicious afternoon tea and take part in an array of activities – from arts and crafts to music and singing.

Meanwhile in Minehead, the team at The Winsor Nursing Home celebrated the 'butterfly approach' to dementia care by taking part in a themed dress-up competition which saw them spend the day in beautiful wings and brightly coloured headpieces.

Home Manager, Pat Blackett, concluded: "The 'butterfly approach' is very important and the fact we managed to promote it during Dementia Awareness Week was fantastic!"

Manager takes centre stage

Home Manager for Don Thomson and Lyons Court Residential Care Homes, Rebecca Dunn, had her voice heard at this year's Health+Care and Commissioning Show in London.

Rebecca took centre stage to take part in the 'Improving Care Homes' debate in the annual show – which was the largest and best-attended show to date.

Following her own seven years' experience in a care setting, Rebecca was keen to highlight the importance of a dedicated workforce.

Explaining why she felt so strongly in showcasing the workforce across the nation, Rebecca said: "The teams who work in care homes are the backbone to the health and care sector. They are the people who see those in need on a daily basis and are without a doubt key influencers in delivering high quality care.

"It's vital that all teams should feel listened to and are provided with the right messages that enhance the service they offer. At Sanctuary Care we work very hard to operate this way and I'm proud to be working for a supportive provider and this is why I had to shout about it!"

On reflection of how the debate went, Rebecca added: "It was really interesting and I received fantastic feedback from the audience."

Rebecca Dunn is pictured right





A taste of success

Talented Sanctuary Care Chefs got taste buds tingling in our annual Chef of the Year competition in June.

Marcella Field, Chef Manager at Yarnton Residential and Nursing Home in Oxfordshire, won the competition after going head-to-head with seven staff from across the organisation in a 90-minute cook-off. She dished up a mouth-watering menu of lamb cooked two-ways – a miniature shepherd's pie and pan-fried lamb cutlet with dauphinoise potatoes, baby vegetables and a red current jus. Her prizewinning dessert consisted of tarte au citron finished off with summer fruit coulis and an artistic chocolate decoration.

The competition, which has been running for six years, was held at sponsor Unilever Food Solutions' head office in Surrey. Entrants were tasked with creating a main course and dessert suitable for care home residents. Dishes were judged on innovation, nutrition, balance and of course taste.

On winning Marcella said: "I am overwhelmed to have won the competition this year as the standard of entries has been really high.

"I think it is so important to have competitions like this, not only to showcase our creative flair but also to help break the taboo of care catering. The teams at all our homes work hard to make nutritious, high quality food for our residents and it's a joy to see the enjoyment they get from the dishes we prepare."

In second place was Suzanne Pinney Head Chef at Hatfield Residential and Nursing Home and third was Andy Chandler at Cranham Residential Care Home – who also won best newcomer. Highly commended were Rosa Nicasto from Hatfield and Bhanuben Patel from Aashna House Residential Care Home.

Hospitality Manager – Commissioning, Mark Ord, concluded: "They are all a shining example of what can be achieved if you have flare and passion and I am so proud to have them as part of our team."

Pictured top from left to right are Andy Chandler, Assistant Chef at Cranham, Marcella Field, Chef Manager at Yarnton and Suzanne Pinney, Chef Manager at Hatfield

Pictured below from left to right are Bhanuben Patel, Chef Manager at Aashna House and Rosa Nicasto, Assistant Chef at Hatfield



Community care calendar update



Beautiful images featuring three of our residents and one of our Care Assistants will take pride of place on a charity calendar after winning an annual photo competition.

Earlier this year, Community Care ran a contest to find 12 inspiring images of social care to feature on its 2016 calendar.

We submitted our stunning kindness photograph of Chris Coombes, Care Assistant at our Beach Lawns Residential and Nursing Home in Weston-super-Mare with resident Frances Quartermaine, as well as a beautiful image of residents Peggy Gowrie and Patricia Datson at our Beechwood Residential Care Home in Upton-upon-Severn (pictured above).

Both entries, taken by our professional freelance photographer Ed Maynard, have won places in the calendar, which will be sent out to thousands of care professionals.

Eighty-seven-year-old Frances said: "Chris and I were just having a lovely time together – as we always do – when they took the photos. We weren't really thinking about having our picture taken!"

One of the judges was extremely impressed with the photo of 95-year-old Peggy and 85-year-old Patricia.

Adi Cooper, Adult Safeguarding Lead at the Association of Directors of Adult Social Services said: "I voted for Sanctuary Care's picture of Peggy and Patricia because this is such a positive image of older women enjoying life."

Happy birthday to you!

Birthday cakes and wishes have been enjoyed by many, as residents celebrate milestone birthdays with loved ones and our teams.

In Chigwell, Essex, a remarkable lady celebrated her 105th birthday at Pinewood Residential Care Home on 2 May. Grace Lander was born in 1910 and has lived in the Ilford, Essex area for most of her adult life.

Dorothy Molloy and Rita Armstrong, nieces of Grace, said: "We thought it was amazing when she reached 100, we never thought she would reach 105."

Birthday celebrations were also enjoyed at The Beeches Residential Care Home in Northfield, Birmingham when Beatie Johnson turned 101 on 6 July. The grandmother of 26 says "sheer determination and having a good sense of humour" has helped her stay young at heart.

Not far behind Beatie was lifelong Wolverhampton Wanderers supporter, Tilly Mattox – who too celebrated her 101st birthday at Highcroft Hall Residential Care Home in Wolverhampton on 8 July. Tilly said: "I don't feel 101 – maybe about mid 80s!"

Meanwhile in Pinner, Nancy Yetzes who lived independently until last year, has also rejoiced a milestone birthday at our Haven Residential Care Home in Harrow. Nancy celebrated her 103rd birthday on 9 July with a big family party.



Pictured at Pinewood from left to right front row Thomas Armstrong, Grace Lander and Jacob Armstrong. Behind them left to right Jennifer Armstrong, Maurice Armstrong, Rita Armstrong, Dorothy Molloy, Colette Molloy, Emma Armstrong and Simon Armstrong

A blossoming celebration

A centenarian RAF veteran at our Telford home has continued his 100th birthday celebrations by planting 100 peacock orchid bulbs.

In May, following his milestone birthday earlier this year, Horace Smith sowed a bulb for every year of his life in front of four generations of his family at Lake View Residential Care Home.

The centenarian said: "I used to love planting around my bungalow so I was really looking forward to taking part in this."

Horace also planted a 'Mary Rose' in honour of his late wife Mary – which he can admire from his bedroom window.

Sadly Mary, who had Alzheimer's passed away 16 years ago. Horace lovingly cared for her until her final days.

Son Bob Smith, who donated the bulbs and rose added: "My dad has been in Lake View since October 2014 and has received wonderful care from all the team. It was our pleasure to mark his 100th birthday in a way that the other residents can enjoy as well."

Lake View's Manager Sally-Ann Matts added:

"Planting the bulbs was such a lovely way to mark a wonderful occasion and we will all thoroughly enjoy watching them bloom!"

Pictured right is Horace with his family and Home Manager Sally-Ann Matts



Limbering up

Residents at our Breme Residential Care Home in Bromsgrove have been limbering up with some motivational music and movement sessions.

With the help of balloons, hoops and giant elasticated bands as well as their own Mr Motivator, fitness instructor Andrew Kellyman - the residents have been stretching themselves and keeping fit.

Andrew, from Progressive Mobility, regularly leads exercise activities at Breme and is extremely popular with the residents.

Following a recent session there, Activities Leader Helen Barron said: "Our residents absolutely love listening to songs from their era and find it very motivational doing exercise along to music, it is extremely therapeutic."

Three ladies who particularly enjoy the sessions are residents Millie Guise, who is 84 years old, Nancy Sheppy, 82 and Betty Fenton, who is 90 - Helen calls the ladies her 'Charlie's Angels'.

Millie and Nancy, who are best friends and have known each other since they were 14, really enjoyed exercising to Scottish folk song Mairi's Wedding (also known as Marie's Wedding).

Millie said: "We used to go on holiday to Scotland so the music makes us feel like we are on holiday again."



Pictured above is fitness instructor Andrew Kellyman putting the residents through their paces. Picture with thanks to the Bromsgrove Advertiser

Meet the Midlands reps

Staff Council plays a vital role within Sanctuary Care and the wider Group – providing a dedicated way staff and management can communicate with each other. This edition of CAST provides an insight into the work of some of our Midland representatives and their role in Staff Council.

If you would like to become a rep, please contact Lucy O'Brien on 01905 334413 or email Lucy.O'Brien@sanctuary-housing.co.uk



Tony Kirby - Regional Maintenance, Health and Safety Site Co-ordinator - The Beeches, Birmingham

I have just been newly elected as a Staff Council representative. I believe I will be a great asset to the role as I am a very approachable person and a good listener. Staff within the home know that when they talk to me it's completely private and confidential. I would fully recommend becoming a rep to anyone who is interested.



**Candice Nightingale
- Activity Assistant
- East Park Court, Wolverhampton**

I became a Staff Council rep to find out more about how Sanctuary as a business works. I have a good relationship with the team in all areas of the home and I'd like to think they view me as someone who they can talk to and seek help and advice from.



Dan Lewis - Maintenance Co-ordinator and Regional and National Health & Safety Rep - Bartley Green Lodge, Birmingham

I have been a Staff Council rep for a few years now. I thought I could make a difference within this role so when the opportunity came up to become a rep, I jumped at the chance. It's a great way to keep staff informed of changes with in the business and support your colleagues when needed. I'm looking forward to the challenges ahead of me.



**Arianne Clarke
- Senior Care Assistant
- Redhill Court, Birmingham**

As I am new to the role of Staff Council rep, I am yet to go on my training but I'm looking forward to doing so. I wanted to become a rep as I have a good working relationship with the team and they know that they can always come to me if they have any issues or concerns. I feel privileged to have been nominated to represent and support staff within our home.

Shining a light on our residents

Shine! arts programme



Pictured above left are Time Court's Senior Carer Emmanuel Eyo joined by Eileen and Ray Buckland and pictured right are Wantage Nursing Home's resident Tony Grover, joined by Activities Assistants Wendy Pill and Liliana Fludra and Bob Karper from Ladder to the Moon

Our two-year arts programme, Shine!, is still underway and many of our residents are benefiting from a wide range of creative workshops.

In April, Time Court Residential and Nursing Home in Charlton, London took centre stage when they hosted their very own 1970s inspired production.

The team and residents performed a medley of songs from popular TV shows and chart-hitting bands in front of friends and family. For the special show, the team raided their wardrobes and dusted off their trusty flares, while residents created homemade hair bands.

Nighty-four-year-old resident, Ivy Hudson, said: "It's been great to be a part of the 70s inspired show – I enjoyed all the reminiscing."

Home Manger Mary Johnson added: "It has been wonderful to see the team and residents working together in such a creative way."

Meanwhile, Wantage Nursing Home and Watlington and District Nursing Home, both in Oxfordshire, pulled out all the stops to host their very own Von Trapp film shoot for the Sound of Music.

Residents at Wantage Nursing Home ensured the film shoot, which took place in July, was one of everyone's 'Favourite Things' by looking the part in Switzerland-inspired attire and nun costumes.

Together, the team and residents recreated the memorable scenes and musical hits, including 'Do-Re-Me'.

Once the well-known theme was chosen, the team joined forces with the residents to produce props, including making trees, a cow and a backdrop for the stage.

Eighty-two year old resident, Sheila Penney, said: "I really enjoyed The Sound of Music project, especially singing all the well-known songs and getting creative with the props – I can't believe we made a life-size cow!"

Liliana Fludra Activities Leader added: "The film shoot was the perfect ending to a wonderful project. Everyone pulled out all the stops and gave it their very best!"

Both projects were supported by creative facilitators Ladder to the Moon. Shula Hawes, Programme Co-ordinator for the company, said: "It has been great to support Sanctuary Care and involve all of the residents in a really creative project."

Future Shine! projects are heading to a number of our homes throughout the year including Orchard House Residential Care Home, Broadmeadow Court Residential Care Home and many more. For more information, contact community@sanctuary-housing.co.uk



What's happening in OneSanctuary?

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

OneSanctuary Learning Academy is set to go live

During August the OneSanctuary Learning Academy, which will replace the current e-learning system will be going live. Staff do not need training in advance to access the system because an interactive tutorial and 'how to' reference guides will be available.

OneSanctuary Learning Academy reports will not be immediately available, so Home Managers and Administrators will need to continue to use the CQC Training Matrix using the current Kronos reports.

Caresield and Boots training details will directly link into the Learning Academy system so these records will not need to be entered into the new Learning Academy system. External courses will need to be entered onto the Learning Academy system.

Future releases

In the coming months there will be two additional SuccessFactors releases, Recruitment Marketing and On Boarding, which will help the HR team and Home Managers to further improve the recruitment and induction process.

As always there is a three tiered support system available on Solis <http://solis/SG/IS/OS/Pages/ChampionSupportSteps.aspx>, which has been designed to help staff with OneSanctuary queries. Our network of specially-trained Champions has been supporting people with any queries regarding the new system and will continue to be available to offer guidance.



Other Information Technology updates

Electronic Care Planning

We have now found a supplier for the provision of a system for electronic care planning called iCareHealth. Work with pilot homes is underway and we will be providing updates in future editions of Cast and in the regular Care Homes Updates.

Wi-Fi

In July Wi-Fi was implemented in ten priority care homes, with future dates for roll-outs currently being planned. You will be informed by the IS Team when Wi-Fi is ready to be installed in your home.



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