

# CanfordNews



Welcome to our latest newsletter sharing news from our family of homes at Canford Healthcare:

- Awards ● Care initiatives ● Hampton in the movies
- Canford in the media ● New starters ● 25-year milestones
- Staff charity generosity ● Residents' celebrations
- Activities round up from across our homes



## Recognition for homes and staff

We're delighted that some of our homes and individual members of staff have been finalists or won prestigious industry awards over the last few months.

Canford Healthcare has reached the final of the **HealthInvestor Awards** in the Residential Care Provider of the Year category for 2024. We're looking forward to the final event, which takes place in early June.

Well done to **Victor Zingoni**, Cedars' home manager, who beat off stiff competition to be a national finalist in the Registered Manager category at the **Great British Care Awards** (GBCA) in March. Incidentally, both Victor and Cedars' head of activities, Debbie Day (herself a previous finalist and national winner), were asked to judge other GBCA categories, a measure of how highly both are regarded among their industry peers.

**Willows Care Home** received a Chief Nursing Silver Award for its outstanding contribution to Health and Social Care, while home manager **Gail St Juste-Alcide** was the proud recipient of a Chief Nursing Silver Award in recognition of her own impact on the sector. The Chief Nurse Adult Social Care Awards celebrate individuals and teams who provide outstanding care, leadership and inspiration to colleagues, patients and residents.

"This is such an honour for the home, and well deserved by staff who have consistently gone above and beyond," says Gail. "I'm delighted to receive my own award, too. I simply could not have done it without the support of my incredible team."

**Amanda Rae**, our head of quality and compliance, won Person Centred Software's (PCS) Digital Innovation Award at the company's Champions of Care Awards 2024. This category acknowledges those who have introduced technology to transform the provision of services.

PCS were impressed by how we use technology across many aspects of our care. "Digital innovation does not replace good people, but it does allow us to focus on what is important – keeping our residents safe and meeting both their individual needs and regulatory requirements," says Amanda.

Our health & safety manager **Wendy Emery** has made it to the finals of the Fire & Security Matters Awards. Her category – Fire Industry Woman of the Year – recognises a female fire safety professional who has made a significant contribution to the implementation or enhancement of fire safety standards. Wendy has put in place many improvements to fire risk and safety since she joined Canford Healthcare in 2022, ensuring that our homes comply more fully with fire safety legislation. The final event takes place in June in Coventry.



Mid & South Essex

## Caron is SCNAC chair

Operations manager Caron Sanders-Crook has been appointed as chair of one of the Social Care Nursing Advisory Councils (SCNACs) established by Professor Deborah Sturdy.

SCNACs promote closer working relationships and better understanding of nursing in adult social care among NHS colleagues, as well as supporting nurses in social care.

As chair of the Mid & South Essex SCNAC, Caron works alongside the ICB's chief nurse and organisations such as Dementia UK, the Royal College of Nursing, the Queen's Nurse Institute and so on.

"This is an amazing opportunity for health and social care professionals to share expertise and knowledge, getting previously unheard voices in our nursing sector round the table to improve care," she says.



## Hampton in the movies!

It's always exciting when a home is chosen as a venue for filming. Recently, it was

Hampton's turn, and the piece in question was a short drama entitled 'Wake'. Written and directed by well-known TV actor Alan McKenna, it tackles alcoholism and its effects. Due for release next year, 'Wake' is doing the rounds of the international film festivals. Watch this space!

## Participation in new initiatives

We are excited to be taking part in two projects that we believe will have a positive impact on long-term resident outcomes.

**Vivaldi Social Care Project** – this is the government-funded research project led by the Outstanding Society, Care England, and University College London. The project collects data about outbreaks and infection control in care homes and measures how effectively vaccines protect residents. We are currently undergoing a phased training programme across our homes.

**PainChek study** – this assesses the impact of PainChek's digital pain management rating tool on residents who, because of their dementia, struggle to verbalise pain. We were put forward by Care England because of our close links with them and their interest in our work on quality and governance. Hampton Care Home is taking part in a trial.

## Canford in the media

In the last issue of Canford News we ran a story about intrepid Tunbridge Wells Care Centre resident Raymond King, who celebrated his 104th birthday with a spin in a beautiful Bentley. His story appeared in both Caring Times magazine and the Times of Tunbridge Wells.

Willows' silver chief nursing Awards (see front page for the full story) were featured in the Carer Magazine and carehome.co.uk while a blog by Digital Award winner Amanda Rae appeared on award sponsor PCS' website.



## New faces across the business



**Emma Seamons** become our new head of HR recently. An experienced professional who joined Canford Healthcare in 2017 as HR business partner, Emma's new remit covers

the strategic side of supporting the business, including recruitment and retention.

She says: "Care should be seen as a viable and satisfying career pathway, whether you go down the clinical or management route or specialise in something else like activities. Strong learning and development create wider career paths for everyone, increasing our employees' skills and knowledge, so they can provide the best care to residents."



Further strengthening the HR team is **Sarita Baxter** as group head of learning & development. Sarita ensures that training programmes align with objectives, with a clear link

between training and the quality of care.

Upcoming initiatives include revamping the induction process and introducing 'observational supervision' so trainers can see how staff perform real clinical tasks. Training in techniques, such as catheter care and vena punctures will be introduced shortly, as will a new dementia course and a suite of online courses for managers.

"I want staff to feel that we are supporting and investing in them via training programmes that adapt to their particular learning styles, so they can carve out the best possible career pathways," says Sarita.



**David Harrison** has been appointed as our head of facilities. He ensures that all properties are safe and compliant with legislation, planning and overseeing repairs,

refurbishment and maintenance work.

He says: "My role is about ensuring that the facilities team provides clean, compliant, fit-for-purpose facility services, so our homes are safe and comfortable for residents, staff and visitors."



**Charles Wrightson** has become our new financial controller. He manages our finance team, deals with auditors, prepares the company's accounts and works

with chief financial officer, Stephen Bates, on setting the company's annual budget.

"I'm keen to improve communication and reporting from the homes and to work more closely with the local authorities to better understand their funding processes," he says.



Quality support manager **Rebecca Histed-Lince** is the newest addition to Canford Healthcare's quality team. In this new role Rebecca helps to develop and implement robust

quality assurance and management systems and processes across the organisation.

"I believe that quality is everyone's responsibility," says Rebecca, "and hope that I can support the company in delivering outstanding care."



**Sharon Biscette** has recently joined the Heathlands management team. As Canford Healthcare's only hospitality & services manager (so far), Sharon has a unique

place within the organisation.

It's a multi-faceted role that fully utilises her varied and extensive experience, gained within the hospitality, retail and services sectors, including Debenhams, Marks & Spencer, TK Maxx, Fedex, Biffa and Asda. Sharon is also an experienced carer who worked her way up to housekeeping manager in several residential care homes!

"This is an exciting role that uses all my experience every day," she says. "Although the environment is different, my priorities are the same – raising standards of cleanliness and presentation, and meeting the expectations of residents and their families. I am thrilled to be enhancing their hospitality experience, and working alongside staff to help improve our delivery of these services."

## Pam celebrates 25 years at Inglewood Nursing Home

Administrator Pam Gillard has recently celebrated 25 years' service at the home.

She was presented with a special anniversary trophy, a card signed by all the staff and a beautiful orchid by home manager Rani Raju, who described her as "always kind, supportive and happy" in the 17 years that they have worked together.

"I am so happy and proud to have reached 25 years' service," Pam says. "I have always loved my job and it's great fun working here. The staff are like an extended family and call me their 'work grandma'. It is such a pleasure to interact with the residents, too, and meet their relatives and friends, some of whom I went to school with!" She adds: "At the home everyone jokes that I won't retire but simply go into a room!"



## Hanne's 25th Ashridge 'birthday'

Nurse Hanne Primrose has recently achieved an important milestone – 25 years at Ashridge Court Care Centre.

Originally from Denmark, Hanne came to the UK as an au pair and decided to stay. After completing her training at Eastbourne Hospital she worked on the medical ward there, treating mainly elderly people before coming to Ashridge in 1998.

Hanne says: "I love working with the residents and enjoy keeping up with my clinical skills. It helps that Ashridge is such a nice place to work. It's got a very homely feel and the staff work well together. Basically, coming to work is like coming to another home. I really have not felt the need to work anywhere else!"

Hanne's trophy and certificate were presented to her by Emma Seamons, head of HR, recently. Here's to another 25 years, Hanne!



# ALZHEIMER'S RESEARCH UK FOR A CURE

## Charity news

An intrepid team from Mayflower is hard at work training for the Walk for a Cure in London on 8 June for Alzheimer's Research UK. If anyone would like to support them and this very worthy cause, please check out their fundraising page via [www.walk.alzheimersresearchuk.org/fundraisers/Mayflower](http://www.walk.alzheimersresearchuk.org/fundraisers/Mayflower)

Shannon Prizeman, daughter of Kay Prizeman, Maples' head of activities, is also very busy training – for Dementia UK's Royal Parks Half Marathon event on 13 October. Shannon's an experienced runner and this time she will be competing in memory of her grandmother Bridget, a former resident at Maples. Shannon's JustGiving page can be found at [www.justgiving.com/shannon-prizeman](http://www.justgiving.com/shannon-prizeman)

In May Health & Safety Manager Wendy Emery will be cycling 160 miles over two days, from Calais to Rennesse in Holland, in aid of Blood Cancer UK. To support Wendy, please go to her JustGiving page [www.justgiving.com/page/wendy-emery-1708116001622](http://www.justgiving.com/page/wendy-emery-1708116001622)

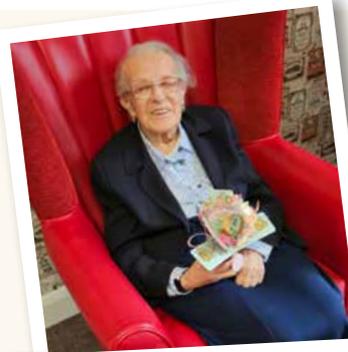


## Big birthdays and anniversaries

There's been lots to celebrate in our homes recently, especially six Very Big Birthdays, and the bubbly and cake have been very much in evidence.

No less than four lovely ladies – Marion at Barty, Cedars' Rosetta, Inglewood's Marjorie and Ashridge's Daphnee – reached their centenary. Maples' Iris marked her 101st birthday with a tea party and a homemade handbag cake, while Doris at Cedars turned an amazing 104!

At Inglewood, residents Doreen and Tony celebrated their 65th wedding anniversary surrounded by family and friends, and at Mayflower Care Home, John and Val celebrated their golden anniversary – 50 years of marriage. Congratulations to them all!



## Activities round up!

As always, our homes have been incredibly busy over the last few months, preparing for and enjoying a host of seasonal celebrations – Burns Night, Chinese New Year, Red Nose Day, Pancake Day, St Patrick's Day and Mother's Day. One of our favourite's is Valentine's Day, and we marked this special day with lots of flowers, hearts, love poems, pink cupcakes, music, singing and dancing. Our lady residents at many of our homes, such as Barty and Cedars, each received a rose while Willows held a raffle offering romantic prizes!

### Easter fun

We all love Easter – and not just because of the chocolate! In the run up to the day itself there are myriad opportunities to get creative and crafty. And our residents did just that. They painted eggs and made bunting, bonnets and other seasonal displays. There were church services, egg hunts and tea parties. The Easter bunny put in an appearance at Cedars and Mayflower, and at Hampton was accompanied by an over-enthusiastic Easter chick. Maples enjoyed a choc-tastic time, thanks to the generous donation of eggs by a community-minded local teenager. The wonderfully named Rockin' Mike and Guy Sunshine sang to residents at Inglewood, while the keen bakers at Parkfield made (and ate) scrumptious and sticky chocolate nests.



### From soap to crystals...

You name it, our residents can make it – with just a little help from our wonderful activities teams! Cedars residents formulated their own batch of soap using goats' milk with some sweet-smelling essential oils. Watch out for their next project, a creamy lip balm. Hampton residents were busy for several weeks, carefully creating a mosaic top for a coffee table and they also made and painted colourful clay flowers.

Ashridge marked Science Week by making crystals to put in a mini garden featuring coloured sand and space-themed objects, while residents at Tunbridge Wells arranged spring flowers into posies for the home's dining room tables.

## Trips, pets, cakes and cuppas

### Getting out and about

As the weather improves our residents like to get out and about. Heathlands residents enjoyed coffee and cake at a local café, Parkfield residents popped to Uxbridge Shopping Centre and Hampton visited a local park. Busy Willows residents went birdwatching, to the cinema and to Romford Dogs, a favourite haunt.



### Pet visits

Visits from friendly animals are always popular and entertaining. Ashridge residents enjoyed meeting cute lambs Holly and Willow, while Bloom the sheep was a star at Inglewood. The Amazing Animal Shelter brought guinea pigs, rabbits and a lap-cuddling lizard to see residents at Maples. Over at Tunbridge Wells everyone was tickled pink by 12-week-old puppy Loulou, and intrigued by the antics of a skinny pig, tortoise, hen and a giant African snail, brought in by a local animal sanctuary.

### Bake and eat!

You could have heard a pin drop during the recent Ashridge cake bake off between residents Betty and Pamela. The two talented ladies later sprang into action to make delicious apple pies for National Pie Day. Barty residents enjoyed making (and then eating) sausage rolls, while over at Parkfield residents reminisced about their baking days while making sweet, sticky jam turnovers.



### Cuppas and chats

Sometimes it's just nice to sit and chat with fellow residents, visitors or staff over a cup of tea and coffee, and perhaps a cupcake or two. Our homes' regular coffee mornings or afternoon teas are always popular. Willows, which hosts a well-attended coffee morning, recently celebrated the opening of the Garden Café, its new coffee bar. Parkfield's Friday teapot afternoons have been known to feature a box of Belgian chocs and even a glass of wine!



# Massage, mystery, music and movement

## Pampering

Who doesn't love being pampered? All our homes offer this – for example, Willows residents receive regular hand and arm massages. Over at Parkfield, lucky residents enjoyed a foot spa, hand and foot massage, manicure and make up recently, and what's more, beauty students from the local college now give them weekly mini manicures.



## Musical fun

Our residents love to laugh, sing or dance along to their favourite entertainers, and we have a regular pool of singers, instrumentalists and comedy acts who visit our homes. Residents like to make their own music, too. Music for Health, Maples' weekly musical workshop, gives them free rein to play instruments. It's magical to see residents who are often too shy to join in other group activities letting their hair down in these sessions.



## What's in the mystery box?

When Gemma, Ashridge's head of activities, asked a local museum for a few items to 'show and tell' for Antiques Day, the museum really came up trumps. Apparently it runs a 'Mystery Box scheme' for care homes and asked Gemma and her team to select the contents for Ashridge's first box. They chose items of fashion so residents could explore outfits and accessories from yesteryear. Everyone really enjoyed feeling the fabrics, reminiscing, looking at old fashion magazines and patterns, and even trying on gloves and other accessories.



## Getting physical

Keeping moving is so important, and our activities teams always encourage this. Cedars' residents love their Zumba sessions and a game of giant kerplunk while a weekly boules tournament keeps Barty residents on their toes. At Hampton the indoor skittles can get a touch edgy and competitive, and it's always great to get a strike! Over at Tunbridge Wells, ball and balloon games are always popular, but the parachute is great fun too.



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