



QUANTUM
CARE

grapevine

Issue 5 January 2001

Congratulations

To two care workers from opposite ends of the County. Grapevine reported on the National Care Award schemes that were held towards the end of last year and encouraged as many staff as possible to enter.

We are delighted to be able to announce that Carys Hughes from Heath House in Bushey reached the final of the "Caring Times" award for Care Workers and Helen Everall from Freeman House in Letchworth achieved third position in the "Young Carer of the year award 2000" an award scheme run by "Training to Care".

Carys has been at Heath House for 6 years, she completed her NVQ level 2 early in 2000 and to reach the finals had to submit a report from her tutor as well as from her line manager and herself. The awards ceremony was held in London but hit a snag just before the presentation ceremony was due to start - A fire in the locality of the hotel caused a complete black-out and the promised meal was unable to be provided while the host for the evening had to use a megaphone. Disasters aside, Carys still says the evening was an "experience" to be remembered. Well done to Carys from all at Quantum Care.

Helen Everall (nee Cripps-Brodie) joined the team at Freeman House in April 1998 as a student carer and soon became a popular, respected member of the team. It was in appreciation of her hard work and dedication that Helen was entered for the award. All staff and residents at Freeman House are extremely proud and pleased at her achievement. A report was also submitted from Oaklands College NVQ assessors to substantiate her inclusion for the award. The result she achieved proves the quality of her work. Once again we would like to say well done to Helen on behalf of everyone at Quantum Care.

If you would like to be included in the submission for one of these awards, then watch this space in the summer edition of Grapevine. Your Manager will have all the information you need to enter or you may wish to



Carys Hughes

nominate someone else who deserves some recognition for the way in which they carry out their work.



Helen Everall

Remember, some of these awards carry prize money that can be used to contribute to a project or purchase within your home so if you win you may be able to benefit your residents too.

Quantum Care Web Site available from 1st February 2001

The long awaited, much written about Quantum Care web-site is about to become a reality. The web-site will be "on-line" from Thursday 1st February.

It can be found at www.quantumcare.co.uk.

The site includes details and photographs of all homes throughout the company. It gives information about all types of care and other services provided and offers advice through the maze of information concerning every aspect of residential care.

The most recent issue of Grapevine will be available on-line and news items will appear on the home page. There is also a link to job opportunities and information about our training and development policy.

There will be a current list of bed vacancies in all homes available to anyone visiting the site and an easy e-mail link to Silver Court for further information of any kind.

There are links to other useful and informative web sites such as the Alzheimer's Society and Age Concern.

We hope the web site will assist with raising the profile of Quantum Care and attract some customers who might not have heard of Quantum Care otherwise.

As always we welcome your views, comments and suggestions. Please visit the site and send any comments to Emma Harvey at the Silver Court address shown on the back of this newsletter.

Happy surfing.

“Capital Goldwings” pay a Christmas visit to Freeman House

It was like an early visit from 10 Father Christmas's.

For everyone who may be wondering who these people are, they are “bikers” riding enormous motor bikes weighing $\frac{3}{4}$ of a ton, and looking like armchairs. All of the owners are like gentle giants, they sat and talked with the residents, eating mince pies and enjoying drinks. The residents response was very warm and friendly, they were all fascinated either about the visitors, the bikes or the black leathers, and asking “when are you coming back to see us?” which will be in the summer.

The bikers were kind enough to donate 3 large hampers for the residents full of Christmas cheer. They also arranged sponsor rides for our visitors, including Julie Burnett, Commercial Manager. Capital Goldwing club raised £150.00 from the sponsor rides, they were all kind enough to purchase raffle tickets, and donated £50.00 cash to match one of the sponsor forms.

It was a lovely day, full of kindness and goodwill, and we are all looking forward to the next visit.

Wishing everyone a happy new year,

**Carol Withers
Freeman House**



JMH up-date

The building programme for the new James Marshall House is now at week 27, or to put it another way we only have another 12 weeks to go! Work is progressing well but the extreme weather we all experienced in October and November has lost us 12 days.

Residents at the existing James Marshall have chosen their room, colour scheme and furniture and all the decorating schemes have been finalised. The roof is on the building and it is now weather proof. All services have been connected which means there is light and heat – all of which enable the contractors to keep up the pace inside the building.

We are still hoping to make our completion date of the beginning of May but may

have to delay the moving of the residents by a week or ten days.

The new building will have a purpose built multi-sensory room for all residents to enjoy as well as safe gardens specifically designed for those residents with dementia.

When the next edition of Grapevine is published, we hope to be able to report on the hand over of the building and the successful moving in of residents and staff. Good luck to all those who will be involved with the move. There are many staff in Homes throughout the company who have gone through the process before and know what is involved. Hard work but worth it seems to be the general consensus.



Joan Bramson, Chef Manager at Hyde Valley House is pictured here with Home Manager Gerry Barnard, and her cheque for winning the “Christmas Quiz” with a score of 98.5%. A number of entries gained 98% therefore the adjudicators decision was final, but he has since left the country!!

Thanks to all who participated, your support raised £95.00 for our amenities fund.

Investors in People

By the time Grapevine is published, our Investors in People Assessment will be under way.

The Assessor, whose name is Julie Murdoch, will be visiting us week commencing 5 February. She has elected to visit Greenacres, Jane Campbell, Courtlands, Belmont, Beane River, Providence and Silver Court. She will be meeting with about 45 staff in total, who do the full range of jobs across the company and will be trying to establish whether we meet the Investors in People standard.

The standard seeks to ensure

that we are committed to training and developing our employees to help us meet our organisational goals and that we provide learning opportunities for everyone as they are needed. We are also expected to demonstrate that we evaluate any learning activities, that we undertake and check that the time and effort that goes into training is worthwhile and achieves its aims.

If we meet the standard at

this first formal assessment that will be wonderful. If we do not and we have a little more work to do, then that is fine too. We can view this as an opportunity for improvement and make the changes identified as part of the assessment process. I will let you know the outcome of the assessment as soon as it is known.

In the meanwhile, thank you to all staff in the homes and at Silver Court that have been involved in the assessment process.

Judy Pearson
Human Resources Director

Employee Survey

Thank you to everyone who filled in the recent employee survey questionnaire. More than three hundred of you responded. Particular thanks must go to Elaine Scurfield in Personnel who read each and every reply and collated all of the feedback.

As you know, the Senior Management team is in the process of visiting each home in order to provide feedback to you all on the key points arising from your comments and to discuss what we can try and do. The whole Quantum Care management team will work with you to identify actions that we can all take, both in the short, medium and long term to make improvements and changes where necessary to how we do things.

It is our intention to do as much as we can to respond positively to the points you make. Where we cannot, we will always try and explain why.

Thank you again for your time in responding. Hopefully many of you will be able to attend the remaining meetings as they take place. We hope to repeat this exercise within the next eighteen months to two years. In the meanwhile, your opinions are always valuable, so please feel free to let us know what you are thinking and ideas that you have.

Judy Pearson
Human Resources Director

Graduation

On 9th November 2000, 11 of care and support staff from throughout Quantum Care completed the final module of the one-year management development programme they had been studying for.

There was some nervous anticipation of the completion of this final assignment as it included a presentation of 10 minutes duration. All of the students agreed that the waiting was worse than the actual presenting. The presentations were interesting and informative and showed the detail and research that had been carried out. The standard of all of the presentations was high and gave those in the invited audience food for thought.

Chief Executive, Hazel Cordell and other members of the Senior Management Team were present to watch the presentations. Hazel later said that the content of the presentations had served to remind her of the

skills and commitment Quantum Care has within the organisation.

We would like to congratulate all staff that completed their training in November:

Jenny Gauthier – Mountbatten Lodge
Wilma Gauthier – Jane Campbell House
Doreen Ebdon – Hyde Valley House
Joan Bramson – Hyde Valley House
Katie Given – James Marshall House
Evelyn Brown – James Marshall House
Celia Steele – Greenacres
Jackie Fellowes – Heath House
Emma Corsbie-Smith – The Mead
Leire Aguirre – Meresworth
Kay Bacon – Former Gadebury staff member

Congratulations also come from the residents and fellow staff at Nevetts, to Lorraine Akers and Christine James who passed the NVQ Level II and received their certificates in December.



Noel at Newhaven!

Newhaven Residents got a bit of shock at Christmas, when the Home Manager Adrian Cullen, tried to prove that Noel Coward was alive and well and living in Stevenage!!

Safe Landings



Jump Day had arrived, 27th September 2000. The sky was clear and blue, the sun was out and there was a slight breeze. I contacted the parachute club for clearance and was told that all conditions were good.

Janet Bavister, carer at Richard Cox House who was doing the parachute jump with me, was feeling excited but nervous. Driving up the A1 to Peterborough I wondered when the nerves would set in, maybe they would when the time came to jump out of the aeroplane, I was wrong.

Once at the airfield and kitted up, it was time to get into the aeroplane. The excitement mounted as we rose to 13,000 feet, the view was breathtaking, I could see for miles and was enjoying every minute.

After what seemed like only a few minutes, the door was opened. It was time to go, I

assumed the exit position and within seconds I was out of the aeroplane, freefalling, doing twists and turns, the wind rushing past me, knowing that we were falling at an incredible speed but feeling as though I was floating, the exhilaration was indescribable. At 8,000 feet the instructor pulled the ripcord, the parachute opened and we dropped gracefully to land.

The entire experience was amazing and we had raised around £800 for our amenity fund.

**Linda Halford
– Home Manager
Richard Cox House**

Fosse House staff and residents had a de-LIGHT-ful time on Thursday 16th November when the Mayor of St Albans, Councillor Roma Mills and Members of the St Albans Square Table joined them for the official opening of the home's new Sensory Room.

Members of the Square Table regularly hold fund raising and charity events for the local community, and donated

£3,500 towards light equipment for the room, which has a sixties psychedelic feel with fibre optic lights, oil light projections and other lighting equipment, designed to create a soothing and calming atmosphere.

Pictured are residents greeting The Mayor, and The Mayor, with Home Manager Irene Houldcroft receiving the Cheque from Nigel Cocks, President of the Square Table.



The residents and staff at Heath House would like to say a fond farewell to Home Manager Janet Cassleden who will be leaving us in February.

Janet has been with Quantum Care since it's formation in 1992, and previously with Hertfordshire County Council, but is moving on to work nearer to her home and family.

We all wish her the best of luck for the future.

Jane Campbell House Christmas Festivities

Two members of staff who are studying for an NVQ course in Activities at Oaklands College were helped by the residents with their course work.

They participated in various activities on the theme of Christmas. The Christmas cakes certainly were well stirred when made by the kitchen. The tables in the dining room looked very festive with table

decorations made with the residents fair hands. The sensory reminiscence reminded us all of Christmas past and the banquet with the residents and staff to celebrate was enjoyed by all. The residents were pleased

that neither team lost in the quiz as the losers had to wash up from lunch which would have taken a long time! Everyone now looks forward to next year.

Thanks to everyone.

Quantum Care Board of Directors

October saw the retirement of three members of the board who had been with Quantum Care for a total of 7 years.

David Goodall, Doreen Scivyer and Elizabeth Thompson had all served on the board since Quantum Care was formed in July 1992. In December, Eve Richardson also retired, making a total of four retirements.

At a dinner in October, all four were presented with an inscribed clock in recognition of the years of service they had given to Quantum Care. Grapevine would like to add their best wishes for a happy retirement to those who retired.

All those who serve on the Quantum Care board are known as non-executive directors. It is an un-paid post and members give their time and knowledge freely. The board members are the only people who hold any shares in Quantum Care and the one share they own costs the princely sum of £1. (When you look at our annual

accounts and see that we have shares to the value of £10, this is where they are held)

Four new members of the board were appointed in October 2000 and we would like to extend a warm welcome to them. They are: Vasanta Raman, Gael Sellwood, Mike Rush and Donald Stradling.

All have experience in different fields as do our other board members. Vasanta is a part time lecturer at the University of Hertfordshire in Physiology and Pharmacology; Mike's experience is centred in the finance industry; Gael has experience in Personnel and Development; and Donald has 40 years experience in Personnel, Training and Development in the building industry.

All homes are "allocated" a board member who may visit and attend special events. If you are not sure who is your home's board member please ask your Home Manager.



Vasanta Raman



Gael Sellwood



Mike Rush



Donald Stradling

We're all going on a summer holiday

At the end of September 3 clients accompanied by 3 members of staff spent a week on the lovely island of Jersey.

The short flight was a really great achievement for these clients and for two of them it was the first time they had ever flown. This led to great excitement at the airport, and two hours just wandering around and exploring. The staff at Luton were very kind and extremely helpful.

The actual flight was really enjoyable, although it only lasted for an hour. The clients felt a real sense of achievement.

To enable us to cope with one client's particular needs, we had all chosen to go "self catering" and were accommodated in a lovely set of apartments just 5 minutes from the sea. We had a real family holiday, sharing the

cooking, washing up, the shopping and the laundry.

Over the week we visited many places; the zoo, the war museums, a nightclub, a 50's, 60's and 70's night, pubs, restaurants and cafes. Everyone enjoyed these events, but more than anything else enjoyment was found in each other's company. The evenings were spent playing cards, dominoes and pool in the local pub that we found. It had a very accommodating clientele and a 'scouser' landlord.

Walking on the beach and collecting shells brought back memories of clients' childhood and of their own children growing up. Tales of war and how hard

housekeeping was, about "mam" in her pinny plucking chickens and the "coal hole" in Aberdeen.

This very precious time together was of great value to our clients, but of even greater value to Debbie and Scott, the two young carers that came with us. This special time with their clients has been the greatest tool for learning so far. Returning to the "real world" has obviously reduced the level of contact they have with clients. However, the break served to help them understand that the people we care for are just that: people - with a past, a lifetime of memories and a need for fun and laughter. No matter what Debbie and Scott do with their lives from now on, I believe the gift they received from our clients will never leave them.

**Barbara Wright
- Fellow Voyager
(Home Manager,
Bulwer Lytton House)**



Summer holiday...



Highlights of Christmas at Heath House

This year at Heath we started Christmas celebrations early with 'Mother Goose' the pantomime. Almost everyone was able to watch it down in the day centre, then all enjoyed one of our Wendy's splendid buffet parties.

Farther Christmas came early too – he set up his grotto outside our lift. Not many of us actually saw him until Christmas morning but we knew he had visited us – he kept leaving messages and eating mince pies.

We also enjoyed a carol

concert/sing along with our regular schoolboy visitors from Haberdashers School and a carol service with St. Peters Church.

Finally we welcomed 2001 in with Carl Morgan on his guitar and another of Wendy's special buffet teas.

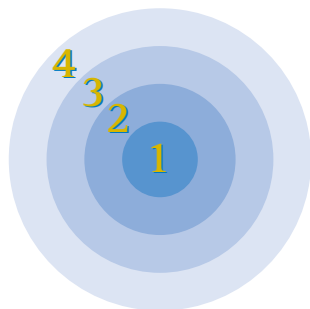


CARElink - *the flexible friend*

CARElink is Quantum Care's own in-house staffing agency. It provides additional staffing to a number of Homes, providing transport for staff who don't have access to transport.

The flexible workforce

- 1 - Full-time staff
- 2 - Part-time staff
- 3 - Casual staff
- 4 - CARElink staff

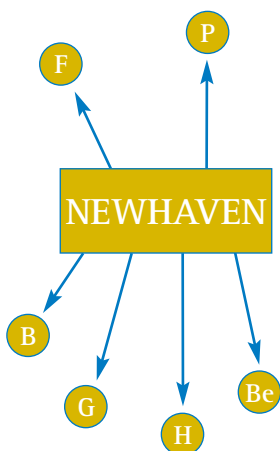


Why the flexible friend?

For the Home the 'core' staffing is provided by the full-time permanent staff. Part-time staff also provide much of the staffing cover, and at the same time they may provide some flexibility – covering additional hours as the need arises. Then come the casual staff who provide further flexibility, covering hours as and when they arise. With **CARElink** comes further flexibility – staff are only called in when other cover is unavailable. **CARElink** is a pool of staff shared between the Homes.

For the worker **CARElink** provides an work opportunity which may not

have otherwise exist. The worker may have particular requirements which one Home may find difficult to meet, for example the Home may not have enough hours available. If the worker is prepared to work in more than one Home then they are able to get the number of hours they require.

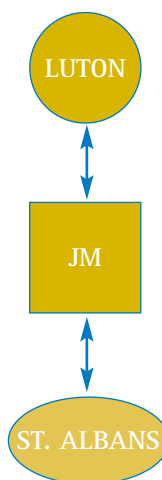


CARElink at Stevenage

CARElink at Stevenage was set-up nearly three years ago to provide additional support to Newhaven and to Homes in other areas. Since then it has regularly supported QC Homes in Hertford, Welwyn Garden City, Hatfield and Hitchin and occasionally the Homes in Knebworth and Letchworth. **CARElink** is now expanding to other areas bringing benefits to the whole of Quantum Care.

The Luton-link

Quantum Care has three Homes in St. Albans, a city of high employment, so recruitment can be difficult. To help this situation **CARElink** has been set up at James Marshall House in Harpenden, bringing staff from Luton to the Homes in St. Albans. Although it is still early days (the scheme



has only been running for four months) seven additional careworkers are now helping to cover gaps in staffing and so help reduce use of agency. Further recruitment will, it is hoped, bring in more **CARElink** staff. Some of these staff may have the opportunity to take up permanent positions at the new Harpenden Home in the Spring.

CARElink Benefits

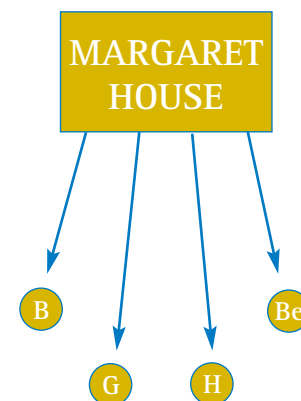
- Financial savings – less agency used
- Easier to cover rota – pool of staff at hand
- A career step – new staff may take up permanent positions at a later date
- Flexibility – staff and Homes can make arrangements to suit their needs
- Staff working between Homes can highlight differences in approach
- Available hours – if hours aren't available for staff in one Home they may be available in another

Mobile Carers – have wheels, will travel!

Employment is high at the moment, which can make recruitment very difficult. With **CARElink** new staff are being attracted to work in the Homes because of the increased flexibility available, and because transport is provided between Homes. By using our own minibuses and drivers staff are taken to their place of work in time for the start of the shift. At the end of the work day or night, staff are collected by minibus for the journey home.

CARElink in the South

Being on the edge of London has meant that the demand for staff in the southern Homes has frequently not been met by supply, resulting in a large use of agency staff. To help the situation, **CARElink** has been set up at Margaret House in Abbots Langley. The aim is to recruit staff in the Watford area and transport them to Homes in places such as Bushey and Oxhey. This continues to prove a challenge, but with the New Year it is hoped that further progress will be made.



Nevetts News

Here at Nevetts we were extremely busy over the Festive Period!!!!

Our residents had various Christmas entertainment and twenty of them went to see the pantomime "Dick Whittington" (he's behind you"!!).

Santa found time to visit us on Christmas day, his gnome

helper looked familiar!!!

Santa then had a quick bevy with the Christmas fairy.

To end our Christmas celebrations the staff at Nevetts are putting on a residents party on the 9th January 2001, called Charismic Carers Show!!! An afternoon of music and song.



Never mind the residents!! Mines a large one!!!



A bit more to the right Santa



This is the way we sack staff!! Here at Nevetts!!!

Providence Court Christmas Diary

December started with afternoons of music, fun and laughter provided by Joe Vaughn, Jim LeBec and Carl Morgan.

As we neared Christmas we enjoyed seeing the children from St. Johns School. On December 15th they led us with their annual Christmas songs and followed that same

evening with carols at our concert led by Tony from the Baldock United Reform Church, who brought along with him members from the Baldock singers. After we had sung our hearts out it was time to enjoy hot mince pies and sherry (for those who didn't drink tea and coffee). Each unit enjoyed their own parties, and the festive fun continued when we enjoyed a visit from a regular friend to Providence Court,

Stewart. He entertained on a piano keyboard to an evening of song from old time musical to a 'magical winter wonderland'. We finished with food and drink and the grand Christmas raffle.

The millennium year ended with yet another 'bang' as we uncorked the sparkling wine and dined at our New Year's eve dinner party. The three



course meal on offer was enjoyed by all and unanimously ended with everyone's favourite game of 'bingo'.

2001 starts off with a Victorian evening where we can offer 'pie and mash' or an alternative 'fish and chip' supper both events are taking place on Saturday 13 January.



Jeanette Halliday and Joyce Aris (C.T.Ms) face painting! In their teabreak of course!



Nina & Nicky + yukka. Something about monkeys springs to mind.

There have been some funny goings on at Providence Court recently...

This picture shows Nicky and Nina monkeying around with Yukka Plant, while the staff are filling their breaks by decorating each other

instead of the Christmas Tree!

Other celebrations recently included a Birthday party for Mrs Violet Goodwin, pictured here with her cake and careworkers from the home.

A sponsored pub crawl by staff at Providence Court raised £300.00 for the homes amenity fund.



Providence Court sponsored pub crawl raised £300.



Mrs Violet Goodwin celebrating her birthday with careworkers in October 2000.

HOLD THE BACK PAGE!

HAVEN DELIGHTS v JOAN'S JOLLY'S

**Thursday 12th
October 2000
Ridlin Running Track,
Stevenage
Score: 4 - 2 (HT 2 - 2)**

The sun shone and the two teams were pumped up and ready to go for the first ever 5-a-side football match between two Quantum Care homes.

The whistle blew and play began with both teams putting in a very steady paced performance, within minutes however Delights captain, Daniel, scored. A cry went up, and that was just the pain of kicking in the opening goal. Jolly's keeper, Anthony was left stunned on the touchline. The game continued and within minutes the Jolly's equalised with a long distance strike from David 'Young Boy' Savage. Like cat and mouse the Delights surged ahead 2-1 only to be equalised with another belter from the Young Boy, this time at close range following a precise ball forward from Jedi Master Hester. The whistle blew for 2-2 at half time and both spectators and teams collapsed in a heap. Second half saw the Delights come in with a new game plan. Fitness. It had the Jolly's stumped from the outset. The Jedi almost scored on several occasions but in the end the Delights with their clever use of substitutions and verbal abuse from Paul on the bench won the game 4-2. Post-game analysis from both sides was as follows; Adrian Cullen (Haven Delights) in the guise of Arthur Rittus said, 'It was the best game of football I've had in twenty years, but then



Joan's Jolly's

it's the only game I've had in twenty years.' Young Boy Savage (Joan's Jolly's) said, 'On our manor with a sub and a few more gallons of isotonic drinks for Anthony we'll slaughter them.' A re-match has been proposed, lets see the outcome on Hitchin soil.

HARPENDEN HARRIERS v JOAN'S JOLLY'S

**Thursday 17th
November 2000
Leisure Centre,
Harpenden
Score: 2 - 10 (HT 2 - 6)**

The Jolly's made there way on the long journey to Harpenden with something to prove to themselves following their defeat at the hands of Newhaven the previous month. Harpenden Harriers fronted by Care Team Manager, Evelyn, turned out with a team of professionally dressed players, England, Watford, Spain and, to the Young Boy's horror, Man Utd shirts adorned their players. Playing inside on an official 5-a-side wood floored pitch was a novelty for all and the grazes and burns remain until this day. Kick off, and the ensembled crowd of relatives, residents and staff began to cheer. Play was

consistent until by small error on the Harriers part, the Young Boy sneaked up to pop in the first goal. The Minsden faithful lifted off the roof. Within minutes 'Jedi Master' Hester weaved through the solid back line to net his premier goal. The crowd were ecstatic. The first half drew to a close and following a substitution from the Harriers, two goals were



Harpenden Harriers

spectacularly scored. Half time, 6-2 to the visitors. Come the second half and substitutions from both sides, play slowed and the Harriers put in a sterling performance, the half remained goal-less until a last minute push, or was it the thought of going to the pub that night, saw Sparky Hughes net her third, Young Boy net his fifth and the Jedi pop one more in for good

measure. The whistle blew for a 10 - 2 away win for the Jolly's. The crowd was ecstatic and the terrace terror, Debbie McNeil, held her head in her hands as the game came to a close. Hands shook and all round sporting behaviour was paramount but will we see a re-match?

JOAN'S JOLLY'S v HAVEN DELIGHTS

**Wednesday 22nd
November 2000
St John's Road
Playing Field, Hitchin
Score: 9 - 2 (HT 6 - 2)**

Their first match on home soil saw the Jolly's in turmoil in the run-up to the game when their star goalkeeper, Anthony Sheppard, revealed he would not be attending

the match, but their fears were laid to rest on the day when 'Minsden's No. 1' turned up at the ground 'booted' up for the occasion. The Delights were bursting with enthusiasm and excitement following their 4-2 win over the Jolly's a month previous but not as much as the Jolly's who were like a tightly sprung machine following the total

hammering they gave to the 'Posh'...oops, sorry, the Harpenden crowd the previous week!!! Kick off and play was slow but consistent as the mud overcame everybody who forgot to wear their studs. Within minutes though from out of nowhere, screaming like a banshee, Jolly's reserve member and occasional senior housekeeper, Wendy popped in the opening goal. Play continued and after much sliding around Delights powerhouse Joe hammered home a tremendous volley which left us all in awe.



"This beats Rangers anyday".

Delights Paul knocked in the third to give the Delights a lead once more and just as feelings of deja vu settled in the Young Boy knocked in a hat-trick before half time. Second half saw another hat-trick this time from Sparky Hughes, and then as the ankle deep mud almost became too much for everyone, a fourth one from the Young Boy and a last minute cracker from "that

"They think it's all over..." mysterious goalkeeper", sealed the Delights fate. A 9 – 2 victory for the Jolly's, now almost impossible to beat (or are they?). On pitch quote of the day goes to Adrian Cullen for 'Oops, there goes me foot' as he got stapled to the pitch by Young Boys studs, the Jedi said he would check to see if he's still there, not sure if he has yet though!!!

SIGN UP FOR THE 'QC LEAGUE'

With the Jolly's surging ahead, the Harriers with the 'poshest' pitch we've seen and the Delights with more injuries than a Rangers and Celtic derby, the QC League is without doubt the most proactive and worthwhile way to improve your life. Become a better person, live life to it's fullest, improve your figure and relish in the glory that is 'the beautiful game'. Contact the Jedi Master or Young Boy at Minsden and sign up for the elixir of life we like to call....football.

The QC League needs YOU!!

Roadshows and Home Forums

Throughout January and early February one of the Senior Management Team will have visited your home to discuss various aspects of Quantum Care with you. These "Roadshows" were organised to be a forum to discuss the feedback from the recently returned staff questionnaires, the direction of Quantum Care for the next few years and an opportunity for you to express your views on any aspect of the business.

The roadshows were highly successful and well attended events, but if you were unable to attend for any reason, please feel free to contact any of the Senior Management Team through Silver Court, with your comments or questions.

Hazel Cordell – Chief Executive
 Judy Pearson – Human Resources Director
 Nick Lee – Director of Business and Finance
 David Parry – Head of Care Services
 Julie Burnett – Commercial Manager

Home Forums will also be held throughout the year giving residents, relatives and friends the opportunity to discuss any aspect of Quantum Care's business. The dates for the forums are listed below, and anybody is welcome to attend.

If you would like further information on any of the homes forums, please contact the appropriate Home Manager.

Beane River View – 2nd October 2001
 Belmont View – 21st February 2001
 Bulwer Lytton House – 21st November 2001
 Courtland Lodge – 21st March 2001
 Elmhurst – 29th March 2001
 The Fairway – 28th June 2001
 Fosse House – 13th February 2001
 Fourfields – 6th March 2001
 Freeman House – 15th May 2001
 Greenacres – 22nd May 2001
 Heath House – 26th July 2001
 Hyde Valley House – 6th November 2001
 James Marshall House – 17th October 2001
 Jane Campbell House – 19th June 2001
 Margaret House – 19th September 2001
 Mayfair Lodge – 25th October 2001
 The Mead – 26th April 2001
 Meresworth – 3rd July 2001
 Minsden – 31st May 2001
 Mountbatten Lodge – 4th July 2001
 Nevetts – 18th April 2001
 Newhaven – 5th June 2001
 Pinewood Lodge – 3rd April 2001
 Providence Court – 25th January 2001
 Richard Cox House – 27th September 2001
 Vesta Lodge – 4th September 2001

All Homes Forums begin at 7.00 pm, please contact the home for details.

If you have any news items or articles you would like to include in the next issue of Grapevine, please contact **Emma Harvey**, on **01707 368223**, by post at our Head Office address, or by E-mail at **E_Harvey@quantumcare.co.uk**.

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Next Issue Deadline: Articles to be received by: 6th April 2001