

From the Fairway...

Well Done Sharon!

Night Care Manager Sharon Banks took part in the BT Swimathon in aid of Breakthrough Breast Cancer. Sharon swam 200 lengths and raised over £200. If anyone wants to donate to the money Sharon has already raised please send cheques to The Fairway.



We celebrated St Patrick's day with music from Barry O'Neil

Margaret Taylor will be celebrating her 106 Birthday on April 17th.

To mark this occasion we are having a Birthday Bash on Friday 13th.



Mr and Mrs Rush celebrated their Golden Wedding on March 21. Friends, residents and staff at The Fairway joined them.



Party Time Productions performed Carousel and The Chairman of Three Rivers District Council joined in the celebrations with his wife (pictured with Home Manager, Elin Stone). The Chairman also presented two garden benches to the home, donated from the Chairmans Fund.

Congratulations to Mrs May Yates, a resident at Fosse House, who will be celebrating her 103rd birthday on 26th April. May has been at Fosse House for 2 years now, and will be having a small celebration with family and close friends and fellow residents from Nightingale Unit.

Beane River View have now completed their portable snoozelum (multi-sensory unit) which residents are now enjoying



Mayfair Lodge have a busy time coming up, Easter Tea Parties with entertainers, a Bring and Buy sale to raise funds for an outing, raffles and quiz nights and lots lots more!!

TRAINING NEWS

Under development:

Equal Opportunities

Following the Equal Opportunities training arranged for Home Managers in February, we are working with the Employment Advisory Service to develop our own in house training programme for staff throughout the company. A group of Home Managers and Silver Court managers with a particular interest in training are being trained to deliver the training.

Health & Safety

Work on an in-house training pack on Health & Safety is about to start. This will enable in-house trainers to deliver standard mandatory training throughout the homes.

Homes training

Homes are currently drawing up their training plans for the coming year based on the specific training requirements of their staff in relation to the homes business plans. Once these are complete the Training Manager will set about organising any training that needs input from outside the home.

Night standards group

The area managers and Training Manager will be meeting to look at training for this group of staff in the light of feedback received from staff from the survey and meetings carried out over recent months.

Ongoing training:

NVQ's

An increasing number of staff are undertaking NVQ's at various levels. Where possible local groups are being set up

to minimise travel difficulties, and we currently have NVQ Level II groups at Oaklands College in St Albans, Providence Court, Pinewood Lodge, Belmont View, Silver Court and (starting in May) Stevenage. While we do feed into 'open' groups run at Oaklands College, local groups in Quantum Homes need a minimum of 12 staff to run (sometimes we can make these numbers up by opening the session to non-Quantum homes in the area). This is why we need everyone who starts, to be committed to completing – people pulling out could mean groups have to be amalgamated.

UP AND COMING TRAINING:

May:	1st & 2nd.....Information Days for people joining the company	Mayfair Lodge
	3rd & 4th.....Information Days for people joining the company	Providence Court
	8th (a.m.).....Challenging behaviour & dementia.....	Providence Court
	8th (p.m.).....Activities for people with dementia	Providence Court
	9th (a.m.).....Challenging behaviour & dementia.....	Meresworth
	9th (p.m.).....Activities for people with dementia	Meresworth
	9th.....Appointed persons training (First Aid).....	Vesta Lodge
	10th.....Care plan & recording training.....	Belmont
	11th.....Equal opportunities trainer	Silver Court
	15th (a.m.).....Challenging behaviour & dementia.....	Vesta Lodge
	15th.....Activities for people with dementia	Vesta Lodge
	15th.....Challenging behaviour.....	Belmont
	16th&17th.....Information Days (Management Team).....	Meresworth
	29th.....Challenging behaviour.....	Heath
	30th.....Recording skills (care plans).....	Newhaven
June*	1st.....Delivering quality care.....	Newhaven
	4th 5th& 6th.....Dementia Care Mapping.....	Silver Court
	7th& 8th.....Information Days for people joining the company	Meresworth
	11th.....First Certificate in Food Safety.....	Silver Court
	12th.....Contenance.....	Vesta Lodge
	20th(a.m.).....Working with people with a hearing loss.....	Jane Campbell House
	21st(p.m.).....Working with people with a hearing loss.....	Providence Court
	27th.....Appointed Persons training (first aid).....	Silver Court
	27th.....Train in-house Trainers (first aid & emergency aid).....	Nevetts
	28th & 29th.....Information Days for people joining the company	Beane River View
July*	3rd.....Contenance training.....	Providence Court
	10th.....Appointed Persons (first aid).....	Silver Court
	12th& 13th.....Information Days (Management Team).....	Vesta Lodge
	19th& 20th.....Information Days for people new to the company.....	Margaret House

* The majority of the training for June & July will be planned once the homes' training plans have been received showing the training that is required. WATCH THIS SPACE!!

Recent activities:

Nurse training project

A number of homes in the south of the county have been involved in a training project run by District Nurses from the Watford and Three Rivers Primary Health Trust. They have run a series of training sessions on continence, nutrition, pressure area care and ulcers that have been greatly appreciated by staff at all levels. It is hoped to follow these up with further sessions including one on diabetes (specifically requested by staff).

And finally...

Comments and suggestions on training are always welcome. If you have ideas to share please ring Sue Harrison, Training Manager on 01707 368219. The voicemail will be on if I'm out training, but leave a message and I'll get back to you.

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 July 2001

Quantum Care Achieves Investors in People Recognition



INVESTOR IN PEOPLE

On 28 February, we received the wonderful news that we have been accredited with Investors in People recognition.

Well done everyone!

This prestigious award has been made following a rigorous and thorough assessment of the company by Julie Murdoch, a qualified external Investors in People Assessor.

Julie visited Courtland Lodge, Belmont View, Beane River View, Jane Campbell House, Greenacres, Providence Court and Silver Court, selecting over forty staff to interview across the sites. She chose a representative sample that included all categories of staff from our homes, as well as members of the Board, SMT, other Silver Court staff and UNISON. No one could say that the process was not thorough!

At the end of the assessment, Julie concluded that there was sufficient evidence to demonstrate that the company meets the requirements of Investors in People UK and that we demonstrate in practice the key elements of the Standard. We have shown



Hazel Cordell, Chief Executive and Judy Pearson, Director of Human Resources receive their award from Roy Sheppard and John Collier, Director of Business Services, Business Link Hertfordshire at a celebration dinner at Elstree Moathouse

that as a company, we are fully committed to training and developing our staff in order to help us meet our organisational goals.

We were able to demonstrate that we effectively plan and communicate our goals, that we train and develop where appropriate and that we review the impact of our training, making improvements along the way.

One of the most significant comments from the Assessor, was that we have a committed, proud and

caring workforce. This was of course, no surprise to us, but lovely to hear all the same.

Julie stated that the enthusiasm and warmth that she felt as she went around the company was outstanding. She said that she was made to feel welcome wherever she went and that everyone she met was open and helpful.

These impressions would certainly have influenced the decision to award us recognition, so everyone has contributed to the success.

We are now able to use the Investors in People logo in all of our literature, our advertising and on the web site. This will help us demonstrate that Quantum Care has a well trained, committed and capable workforce. What a fabulous advertisement for an organisation whose principle aim is to care!

You will each be receiving a framed certificate for display in you home. You can show it with pride.

Shadow Secretary for Health visits Hyde Valley House

Dr Liam Fox, Shadow Health Secretary visited Hyde Valley House on Wednesday 11th April.

He was visiting the Welwyn and Hatfield area and asked if he could look around a residential home in the area.

Gerry, Norma and their team at Hyde Valley House responded at very short notice and made Dr Fox and his entourage very welcome. He toured the home and the day centre and spent almost



Dr Liam Fox chatting to Day Centre clients at Hyde Valley House during the visit on 11th April

an hour talking to residents and day centre clients. He was shown the new courtyard garden that the

home has been raising funds for (photos and an article in the next issue of Grapevine IF the sun shines

for the photos), spent some time talking to resident Olive Barker about how she had settled in to the home and her experiences there.

Finally he was shown the multi-sensory room on the ground floor. Although he would have liked to linger there, the next stop on his tour of the City was the QEII Hospital and after thanking the team for their time, he had to go. Before he left he was extremely complimentary about the ambience and facilities within the home and the welcome he had received.

David, be warned, Big Brother is watching you and he has a camera!!



David Parry, Director of Care, has been caught on film yet again, this time with the Chef Manager at Providence Court, Jill Gaylor.

David has appeared in previous issues of Grapevine pictured joining in events in our homes, and is either very unlucky to be caught more than once, or just can't resist posing for the camera!



Christmas Lunch!

The Fourfields Volunteers who help out during the year went at long last for their Christmas Lunch recently, and of course the venue had to be "The Volunteer", a pub in Epping Forest.

A good time was had by all who attended and it was Fourfields way of saying a big THANK YOU for all their help over the year and for coming into our home on a regular basis to help our staff.

From left to right at the back we have Laura (whose father is a resident at Fourfields) who helps out at Bingo and Bowls every week.

Then we have Pat (whose wife Kitty used to be at Fourfields but now lives at home with her husband) who comes in twice a week for Bingo and Bowls and brings Kitty along to join in the fun.

Then we have Barbara (who used to work at Fourfields as a Care Worker) who retired a few years ago but has now come back as a volunteer twice a week and is really helpful.



Brian comes next, and he comes in on a Friday morning to help out with taking the trolley around for the residents to choose what sweets or toiletries they would like to purchase and he also drives our minibus taking our residents out on trips.

We then have Fred (whose wife used to be a resident at Fourfields) and he also comes in twice a week to

help out with Bingo and Bowls plus he often brings in home-made cakes for the residents and staff alike – they are always wonderful.

In the front we have Audrey (who is a member of staff) but will always come in at short notice to do Bingo, Bowls and any other entertainment we have to help out our Sylvia, who is in charge of all entertainment at Fourfields.

James Marshall House (Willow Court) up-date

As you may have noticed from the title, the new home in Harpenden has been named at last. It will be known as Willow Court.

Progress has been good over the last few months despite the weather we have experienced. The handover date for the home is 14th May 2001 and the residents from James Marshall House will be moving on June 4th.

In the three weeks between those dates there is plenty going on for staff and residents alike. There are two open days planned for the 16th and 17th May from 10.00am until 4.00pm on both days. The following week three training days for existing and new staff will be taking place to introduce them to their new environment and the facilities

they will have to work with. On Thursday 31st May we will be holding a celebration of the final building in this phase of Quantum Care's development programme. Lady Runcie has kindly agreed to officially open the building and guests from throughout the County have been invited for a tour of the building and lunch.

During the same period, there are a few items to be packed from the existing building and some last minute arrangements to be made before the residents finally move into their new home.

Many thanks to all staff in James Marshall House and Silver Court that have been involved in any way with the building programme and the planning of the move to the new home. It will all be worth it and we hope you will all be very happy there.

Best of luck with the move and enjoy your new home!

Nevetts started the New Year with their residents party which was held on 9th January 2001.

Our show was called "Charismic Carers !!!" It was an afternoon of music and song. Numbers performed included "Couple of swells" "Lipstick on your collar" and as pictured below "Sisters" performed by our Care Team Managers, Sue Grimsdale, Val Compton and Maureen Pegrum (available for weddings, parties, etc, for a small fee!!- or a large drink!!) The show was greatly enjoyed by the residents and staff and was a very polished and professional effort.

Valentine's day was celebrated by Heart Shaped Cakes, and sandwiches and large red balloons!!! (Although one resident was heard to comment on her liking for a younger man!) On Mothers Day, daffodil arrangements were placed all round the home, and brought a splash of Spring colour. Preparations are now under way for Easter, Chocolate eggs eagerly awaited!!!



House on the Sea Productions

Earlier on in the year, Quantum Care was contacted by a gentleman named David Baldock, from the above organisation, whose aim it is to take theatre to the people.

They tour the country putting on performances for older people, in a way that can be enjoyed by everyone, even those residents who suffer from various levels of dementia and alzhiemers. They will be visiting the following homes throughout May with "Mums The Word", so do try and catch one of their performances on the following dates:

Belmont View:	Tuesday 22nd May	Minsden:	Tuesday 15th May
Elmhurst:.....	Monday 14th May	Mountbatten Lodge:.....	Saturday 12th May
Fosse House:.....	Tuesday 1st May	Nevetts:	Saturday 26th May
Fourfields:	Friday 11th May	Newhaven:	Wednesday 2nd May
Freeman House:.....	Wednesday 2nd May	Richard Cox House:	Friday 18th May
James Marshall House:	Wednesday 2nd May	Pinewood Lodge,	
The Mead:	Tuesday 1st May	Vesta Lodge and	
Meresworth:	Friday 11th May	Bushey District Day Centre:.....	To be Confirmed.

Times of performances vary, so please contact the home for further details. If you would like any further details regarding House on The Sea Productions, please contact David Baldock on 01992 558029.

Home Forums

Each home will hold a Forum once a year, to give residents, relatives and friends of the home an opportunity to discuss any aspect of Quantum Care's business, or issues relating to the day to day running of individual homes.

Some homes forums have already taken place this year, and all the dates were listed in the January issue of Grapevine, but we have listed below those forums which are coming up throughout the rest of the year:

Beane River View:	2nd October 2001	Margaret House:	19th September 2001
Bulwer Lytton House:	21st November 2001	Mayfair Lodge:	25th October 2001
The Fairway:	28th June 2001	Meresworth:	3rd July 2001
Freeman House:	15th May 2001	Minsden:	31st May 2001
Greenacres:	22nd May 2001	Mountbatten Lodge:	4th July 2001
Heath House:	26th July 2001	Newhaven:	5th June 2001
Hyde Valley House:.....	6th November 2001	Richard Cox House:	27th September 2001
James Marshall House (Willow Court):	17th October 2001	Vesta Lodge:	4th September 2001
Jane Campbell House:	19th June 2001		

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

Hello and Goodbye!!!

We have recently made several appointments at Silver Court, and said goodbye to one or two people too!!

A big hello and welcome goes to:

Richard Wapshott, Relief Chef (South Hertfordshire) started with us on 9th April.

Rosemarie Hendon, Receptionist/Administrator, started with us on 10th April.

Congratulations go to **Wynn Shepherd** on his appointment as Quality Assurance and Health and Safety Manager, to **Julie Burnett** on her promotion to Commercial Director, and to **Chris Grant**, who has been appointed as Home

Manager at Heath House. Goodbye, good luck and farewell to Julia Cook, who works in the finance department, who is off to warmer climes, and also Amanda Waples, who is leaving the Personnel Department after 9 years!!!