

## Congratulations...

... to Sandra Pynaert, Home Manager at Jane Campbell House, on being short-listed down to 5 people (out of 100 entries) in the Care Home Manager of the Year 2001 award as part of the Caring Times National Care Awards 2001.

Sandra was invited to the London Hilton to attend an interview, which was videotaped and will be played at the awards ceremony on Saturday 24th November, which Sandra, along with

family and colleagues will be attending. The winners of each category will be announced at the Gala Dinner, attended by the other finalists and prominent members of the Care Industry.

Sandra was nominated for the award by the staff team at Jane Campbell House, and we wish her the best of luck and congratulations again on becoming a finalist.

**\*\*STOP PRESS\*\***  
Sandra was awarded the Manager of the Year on 24/11/01 - more in the next issue...

## Quantum Care to host dementia conference

Plans are underway for Quantum Care to host its first National Conference in May of next year. Dealing specifically with dementia, and aimed at other care providers, GP's, Social Services Teams and anyone who deals with Dementia Care, the conference will have a selection of Key Note speakers covering various issues such as Dementia Care Mapping, designing and building homes for dementia clients, and other key areas of interest.

Although specific details such as date and venue are not yet available, further information will be featured in the next issue of Grapevine.

For further information, please contact David Parry, Director of Care, or Emma Harvey, Commercial Services Co-ordinator at Quantum Cares head office on 01707 393293, or e-mail us at [info@quantumcare.co.uk](mailto:info@quantumcare.co.uk)



Freeman House proudly celebrated Ethel Haynes 100th Birthday on the 3rd of October 2001.

Ethel who was born in 1901 and has lived at Freeman House since 1994 making many friends here. Family, Residents and Staff celebrated along with an Entertainer followed by a buffet.

She received lots of cards, flowers and presents but was especially happy to receive her card from the Queen.

Here is Ethel celebrating with her keyworker Vivienne Wilson.

# Congratulations!

Congratulations go to all the catering staff at Beane River View for winning the Food Hygiene Award from East Herts District Council for the third year running.



Pictured receiving the award on behalf of Beane River View are Shirley Deards, Chef Manager and Valerie Clay, Catering Assistant.

Donna Steeden, Support Services Manager, would like to add her congratulations to the catering teams at Beane River View and Nevetts, who through their hard work and commitment have rightly received the Food Hygiene Awards again this year.

Well Done



Christine Stannard, former Home Manager at Beane River View, really put her foot in it just days before she left Quantum Care to go travelling with her husband. The picture shows Christines foot, coming through one of the ceilings at Beane River View.



Margaret House residents from Jasmine Bungalow, spent a few hours in the local park one morning in the summer, enjoying coffee and Ice Creams in the sun, as well as watching resident Edith Pater (80 years old!) proving that we can all stay young at heart, sliding on the slides and rocking on the rocking horse!!



# Heath House have had a busy summer, and some of the staff and residents have written in to share it with us:

## Summers Day Canal Boat Trip:

Seven of our residents rode on a barge along the Grand Union Canal on 24th August going through three locks. Excitement was all around seeing ducks, heron and damsel flies, other barges passing, waving and cheering, exchanging greetings. Drinks and snacks were served on board prior to stopping at the

Horse and Barge for a fish and chip lunch.

Staff and volunteer, Shirley, thoroughly enjoyed their day and no sooner were we back at Heath House, residents were requesting another boat outing!! After a long, exciting but tiring day, home was very welcoming!!



# A resident at Heath House, Mrs Edith Mutler writes:

I attended the forum which was held in the sun lounge, we had a number of relatives and residents attend. We learnt about how the monies are spent i.e. food, wage and all manner of expenses, it was really amazing.



Our building has 60 bedrooms which have toilet-en-suites, laundry, kitchen and many other facilities. Our Manager, Christine Grant, spoke to us for a while explaining the building improvements that had taken place since she had taken over as our new manager, and shared ideas for the future.

We have very often in this building, a young man known to everyone as Ernie. He is employed to call on us every so often to come and mend the various things that need his expert attention. Recently my scooter needed some attention and Ernie was able to help.

I have been a resident for many years, and I lived at Brook House before I came to Heath House. I have had my scooter for 9 or 10 years

and it had been standing idle for a long time. Ernie was able to use his expertise and fixed my scooter, and now I am able to ride around the wonderful grounds. I was surprised at the great amount of space there was, and the room for so many cars. Ernie shares his great talent with other Quantum Care Homes, I consider myself very lucky. Thank you Ernie!



# In Memorial

In memory of Grace Fairhurst, who had been a resident at Heath House for about 5 years. She was known as 'Hank'.

Hank was well known by local Bushey Heath people, she was involved in a number of charities and supported many events. Hank was well travelled and had a very loving, supportive family. She always appeared happy, always had a smile! Hank enjoyed life!

We have a recent picture of Hank sitting beside one of her early cars. This car travelled abroad with Hank, and it remains in the family to this day. We were able to enjoy seeing it, sitting in it and riding it one Saturday afternoon, this was a very nostalgic moment!!



## Can you guess who it is yet?

A thing of beauty, is a very good friend of mine, recently suggested I should write to Grapevine in the hope that my letter might get published. As you will observe I am no literary artiste.

I had to find a topic upon which to write – that topic just had to be "Forum" because we at Heath House have just hosted ours I was fortunate enough to be in attendance at that meeting which was well attended. The meeting was well conducted and very informative by a lovely young lady called Jeannie Conder from Head Office, and our

Home Manager Chris Grant. We had graphs explaining Quantum Care's aims and how its income was used. With hindsight I thought what a good idea it would be to photograph these, then have them published in Grapevine. This would provide a wealth of valuable information for future prospective residents.

Keep your eyes on this spot folks – it is written under my pen name, "Lobby Ludd". I will give a ten pound reward to the first person to correctly challenge my identity! There is only one proviso – you must have a current copy of Grapevine with you when you make your challenge.

On a very sad note, I have to mention the loss of one of our most popular residents – the lady we all knew as Hank. I was told that the funeral was attended by staff from all parts of the house, she was a remarkable person, one I could never remember seeing without her charming smile. We all wish her lasting peace, she will be sadly missed.

# We're all going on a, summer holiday...

Twenty three clients, three staff and two volunteers (staff who used to work at Brook House), from Three Ways Day Centre went on holiday to The Oban hotel in Eastbourne.

Everyone had a wonderful time, and are eagerly awaiting the next one!! They enjoyed walks on the pier, shopping, coach and boat trips, dancing, bingo or quizzes in the evening, and a trip to the Ice Cream Parlour.

We hired wheelchairs to enable everyone to get out and three clients hired electric mobility scooters and spent the day out and about.

All clients felt they benefited from the break, as many of them hadn't been on holiday for some years.

Good food, good hotel, good weather and good company. A good time had by ALL.



# Richard Cox House Day Centre

Richard Cox House Day Centre, recently celebrated the Harvest Festival, when staff created this beautiful display.



## A regular day centre visitor penned this poem:

**R**ichard Cox this Centre's named  
and so to us this name is famed

**I** have quite recently come here  
at first was full of nerves and fear

**C**ome several visits I did find  
each one was friendly and most kind

**H**opefully we will get to know  
Each other as we knit or sew

**A**nd then we won't feel strange at all  
as we by name each other call

**R**eally it is a friendly place  
We come because this is the case

**D**ay Care is what they undertake  
to give our families a break

**C**ome our days here we sit and chat  
about all this and then all that

**O**n comfy chairs we settle down  
and all our tongues do "go to town"

**X** is an awkward letter to  
fit it in 'tis best that I can do

**H**appy they try to make our day  
with Newmarket for us to play

**O**n Birthdays the give us a cake  
Which makes the day a special break

**U**nless we find ourselves unwell  
we come or else give them a bell

**S**uch friendly folk the carers are  
to all of us from near or far

**E**ach time we come we choose a  
lunch and sit among a friendly bunch



## All the latest news and gossip from Courtland Lodge...



A successful garden party was held in the summer with residents and staff enjoying the sun, dancing and feasting together.



A Body Shop party on Clarendon Unit was a great success, Stacey came in and arranged a display of the products and then spent two and a half hours pampering residents and filling the unit with exotic aroma's. Many residents were treated to hand and feet massages and even a makeover. There are plans for regular Body Shop parties at the home, as well as fund raising events. If you would like further details on Body Shop at home parties, please contact Sally at Courtland Lodge.



Residents in Clarendon Unit enjoyed a sing-a-long with staff members Sally, Ruth and Aude



On Sherwood Unit, staff and residents celebrated Marie Helfrich's 83rd Birthday

Coming up at the home, a Christmas Bazaar on 18th November, starting at 2.00pm

A fund Raising Body Shop at Home Party in the Day Centre (starting at 7.00pm)

December 13th, is the staff show for residents, followed by the staff Christmas Party on December 15th.

Staff and Residents would like to say a fond farewell and good luck to Clive Hamlett, Care Team manager who has moved on, and Angela, a Night Care Worker who has retired.

# ...and finally from Courtland Lodge

## A popular poem from Clarendon Unit:

I wish I had some words of wisdom,  
That I could offer you,  
For being nearly fifty, I must have learned,  
A thing or two,  
But then on reaching half a century,  
Your brain begins to rot,  
And most of what would probably be  
useful,  
I've likely already forgot,  
Besides, I don't quite remember anyone,  
Pointing out to me the pitfalls,  
My life has always seemed to be about,  
Fighting off the pit-bulls,

So, perhaps I ought to let you learn,  
By your own mistakes,  
For they reckon a little humility,  
A better person makes,  
Yet, if you were to force my hand,  
And make me offer advice,  
I think that I would have to say,  
Always try and be nice,  
For if life is an endless circle,  
A veritable cycle track,  
You'd best be very careful,  
In case your meet yourself,  
Coming back



## Greenacres Celebration

Pictured are  
Walter and Marie  
Thompson, both  
residents at  
Greenacres, who  
celebrated their  
69th Wedding  
Anniversary at  
the home on  
9th October.

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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