



Care Awards

It's that time of year again when we are looking for staff to be nationally recognised for the fantastic work they do in our homes and across the company.

There are several national award schemes for the industry, and we have had finalists in most of them in the last few years. We also have a winner of course, Sandra Pynaert collected the Care Manager of the Year award 3 years ago at a glittering awards ceremony in central London!

The Caring Times Care Awards 2004 are upon us, and we already have several nominations to send off, but with over 1800 members of staff, there are many more who are deserving of an award.

Official entry forms were posted to each home in July, and can be photocopied so that more than one person from each home can be nominated. If you feel there are any members of staff you would like to nominate, but are not sure what to do next, talk to your Home Manager, Regional Manager, Judy Pearson, Director of HR, or Emma Harvey at Silver Court at any time, any of these people will be more than happy to help.

The relevant categories for this years' awards are:

- Care Chef
- Care Manager
- Carer
- Care Personality
- Care Innovator
- Dementia Care Manager
- Lifetime Achievement in Care
- Care Newcomer

Please notify your Home Manager/Regional Manager/Emma Harvey at Silver Court if you are sending an entry direct, alternatively, please pass them to Emma at Silver Court to send on your behalf.



Making a difference

Our philosophy in the training department is that training should not only be about having fun on the course, but more than anything should be about making a difference to the people in our care.

That is why candidates on our intermediate course are asked to complete a project where they make a difference to the quality of life of a person with dementia in their home.

The project involves the candidate choosing a person with dementia in their home that they know well. They are asked to write about the person, identifying areas of well and ill-being, and then choose two ways of working with that person to improve their quality of life. Over the next month they have to work with that person and put their ideas into action. On the last day of the course they have to come back and tell the rest of the group all about what they have been doing, how it went, and what impact they have had on the quality of life of the person they have been working with.

The course has now been running for over two years, and during that time there has been some fantastic work going on in our homes. I always look forward to the third day of the course when we get to hear about what people have been doing, and it never ceases to amaze me just how much of a difference that our staff make to the lives of people with dementia. Very often it is the simple things that make the most difference, like complementing somebody on their appearance, supporting a person to complete a task for themselves rather than doing it for them, holding somebody's hand when they feel upset, or helping somebody to feel safe and secure at night so they can go to sleep.

Apart from the training making a difference to people with dementia in our care, we have had many comments from staff about how much they themselves have gained from the work they have been doing. On a recent course, Mary Harte from Pinewood Lodge told me that she had really enjoyed the project and felt that she had developed a special relationship with the lady she was working with. In her project she writes:

"How much difference I made to the life of this wonderful lady I will never know. To see her sit up and smile at people, not just sitting. Her walking down the corridor with her frame. The spirit of joy in her voice as she told the story of a very lucky lady who had a lovely life (her words)"

Mary said that through her project she felt as though she had made a great friend, and in fact felt so strongly that she wanted to write her a poem to thank her for allowing her into her life. Mary has given me permission to share this poem.

To A Lady

You are a lady through and through,
Each life you touched it's richer too,
The dreams that you helped to come true,
I'm proud to say that I've known you.
Each little seed you planted, the flowers
that you shared,

Your memories, your stories in a life of
one who cared,
You gave the greatest gift of all,
A love so kind and true,
A special look, a special smile,
the one you gave was you...

Mary finishes her project by saying;

"For me it has been a challenge, one which has helped me to see how good it feels to make each second of care count, for both our clients and for us as carers..."



Debbie McNiel,
Company Trainer

Willow Court

On the 17th June we had our visit from Silver Court to complete our project day



They arrived in dribs and drabs but soon got to work. The men started the Summer House and with Willie's assistance, they soon got the summer house up. Another group built the sensory garden and the others built the BBQ and lay the patio area. Everyone had a busy day but still found time for a well deserved tea break. After a BBQ lunch we had a guest appearance from our Gnome who had everyone guessing his name. His name was

Nobby. Ruth Rogers, one of residents was the winner of the Guess the name of the Gnome.

The day was a great success and the garden looks lovely. Thank you to everyone from Silver Court for their hard work.

This was put in our Newsletter by one of our residents, an article about the project day.

Written by Joan Orton
June 17th 2004

D Day in the Garden

June the 18th I imagine there are a few stiff backs and aching arms following yesterday's activities in the garden makeover.

I had the enviable task of just sitting watching as the summer house was erected and painted, paving stones put into place for the sensory garden and numerous plants put into pots and hanging baskets.

A BBQ was erected which was ready for use by lunchtime. A lot of hard work performed by staff from Silver Court, our head office.

All of Willow Court staff headed by Nina worked hard keeping the visitors fed and watered. I was told by several visitors they had been made very welcome and well looked after. So thank you all and perhaps a big thank you to Charlotte whose entry to the project competition won Willow Court the opportunity to have this garden makeover. Thank you very much.

On Thursday 15th July we had a trip to Southend. This is always a popular trip and this year was no exception.

We could however only take 6 residents. Anne, Joyce, Vivienne, Eric, Pat and Joan all came with us. There wasn't much traffic and the weather brightened up for us. We enjoyed a Fish and Chip lunch and a walk along the seafront. We went to the sealife centre which was very interesting and a chance to see many different species.



We bought some rock and gifts and headed home. We all had a lovely day out and all slept well.

We have plenty of trips out this summer and our annual Garden Party on the 24th July.



Providence Court

In line with company occupancy objectives, staff at Providence Court are working hard at filling any vacancies that arise. Two empty beds, and staff rallied round to keep the occupancy levels high! Photographed are Joyce and her two new short stay residents.



Family members of Gladys Conyard, a well loved resident, planted a rose tree in our garden, in commemoration.

Heath House News News News News



In amongst us all, we have Cyril Hardwicke, proud of his war efforts. Cyril was awarded the MBE for all his hospital charity works. He is always happy and has a poem or song for everyone he meets.



Connie Edis recently celebrated her 103rd birthday. Connie is Heath House's "Queen Mother". Connie wanted a family day – no loud party music!!! She amazed herself – at reaching 103, still quite lively and able to enjoy life.



Tom and Jane have worked hard on the garden at Heath House – this is their hobby. We shall soon be enjoying the fruits of their labour – the greenhouse is full of tomatoes. All residents, staff, relative and friends enjoy seeing the flowers and displays in the garden.



On 15th July we held a Bar-B-Que and Mickey Driver provided the entertainment. Trish, Wendy and Philip cooked the food whilst staff and friends joined in singing or dancing. It was a very successful day – the weather held out well!



Hyde Valley House Garden Party



Despite the uncertain weather we held our Hawaiian Garden Party on Thursday 15th July. Joyce Maxwell our senior housekeeper decorated the garden with bunting, balloons and wind chimes which looked lovely. The staff, residents and guests were provided with grass skirts and flower garlands to put everyone in the hawaiian mood. Joan Bramson, Chef Manager with the assistance of her husband provided a wonderful BBQ spread followed by strawberry pavlova and fruit punch to drink. Clem Vickery entertained us with his one man show and got some of the more able bodied residents up to dance and shake their hips in true Hawaiian style. Thankfully the sun did come out for us in the end and everyone enjoyed the afternoon.



Sadly this was Norma's last Garden Party as she is retiring at the end of August and is planning to move to Lincolnshire in the near future. We would all like to wish her all the best in her new life.

News and future events from The Fairway



Lyn Lawson has taken up the post of Care Team Manager, we wish her every success in her new role.

Gloria Goldsmith, our Night Care Team Manager, has successfully passed her NVQ2, along with Anita Gathard and Lyn Lawson our Care Team Managers, who have both successfully passed their NVQ3, well done to all three! Emma Bone, Maggie Rolls and Sadie Boniface have recently completed a 10 week course on Communication in Care.

Our Summer Fete is on Saturday 18th September, from 11.00 am, all are welcome to join us. We also hold a regular coffee morning on the last

Saturday in every month, were you can buy greeting cards and baskets made by the residents, to which you are also welcome.

Jacueline Beadle, our Administrator, became a Nanny in June. Her lovely granddaughter Jessica, has a great-great grandmother, Cissie Walker in Margaret House, our home in Abbots Langley

On 25th August, we are holding our Garden Party, with special guests, Falconery Display, who will be bringing along different birds for people to see and hold. For further information please contact Brenda Stunt or Debra Allan at The Fairway.



Newhaven News News News

Annita Brown from Newhaven recently celebrated 30 years service, and celebrated her 65th Birthday on the same day! During her 30 years, Annita has only taken one week off due to sickness.

A celebration was held with staff old and new, residents and Annita's family.

Congratulations also go to Tracy Tack who recently gave birth to a baby girl, Kerry Lewis who left in June to become a cabin crew member with Virgin Atlantic, Debbie Harris who married in July, and a fond farewell to Tracy Daniels who has moved to Bath.

Richard Cox House

Three members of staff at Richard Cox House have recently celebrated 40th Birthdays. Congratulations go to **Beverley Wilson, Caroline Tschida** and **Georgina Firman**.

Greenacres Garden Party



Greenacres Garden party on 13th June had plenty of visitors, including Chairman of Welwyn Hatfield Council, Councillor Roger Trigg, Pictured here with resident Vera Kift, who has previously featured in issues of Grapevine. Vera is our oldest resident, at 110 years old!

Nevetts

We had lots of visitors over the Easter

Some assessments may prove difficult -
But we think our roses will benefit...



Chef Managers Competition



your place of work. Any travelling required will be compensated, as will menu expenses.

Each home is invited to submit a Chef or a team of catering staff, who will be judged producing their new dishes for the residents, with the ultimate winners receiving prizes and certificates.

The first stage of the competition will begin in October, so there is still plenty of time to enter a team. All those who took part in last years' events enjoyed the experience, and so did the judges and residents who got to take part in the tasting!

Following the success of last years Chef Managers Competition, the Support Services Team have decided to hold another competition this year.

All catering staff are welcome to enter, and are asked to produce a nutritious, tasty, interesting meal, suitable for our residents, within budget and time constraints.

Candidates will have a budget of £1 per person, and will have just an hour to prepare a two course meal, hot or cold, of main course and dessert. It is hoped that entrants will be able to incorporate their meals into future menu's for the homes.

The first stage of the competition is organised at



For further details on the competition, and to enter a team, please contact Donna Steeden at Silver Court, on 01707 368204, or by e-mail on D_Steeden@quantumcare.co.uk



HR News

Hello colleagues

I must confess to being ever so slightly disappointed that no-one has sent in an embarrassing story to share with us after I so bravely shared my "wrong day at the meeting" saga in the last issue. So come on everyone, even if it is anonymous, please send us your cringe making moments.

It has been a very busy few weeks in the HR department. With Karen Colborne's departure, we have been joined by our new Personnel Officer, Graham Clarke. I won't say too much about Graham as he introduces himself below, except that I know that he will be an asset with the significant amount of personnel experience he brings to the role.

We have also been joined by Kellie Stevens our afternoon Receptionist whose bright and cheery tones you will no doubt be hearing when you contact Silver Court. We extend a very warm welcome to both Kellie and Graham.

Sandra Pynaert as you will by now be aware has taken up her appointment as our third Regional Manager. During the coming weeks,

we will also have three new Home Managers. Kathy Webb and Amanda Neville-Patterson will be taking up position's as Manager's of The Mead and Jane Campbell House respectively. Liz Cook who is currently Deputy Manager at Freeman House will take over at Hyde Valley House when Norma Elmore retires in August.

To all of the above welcome and good luck.

Whilst we are on the subject of new staff, remember that we pay £50 to any employee who introduces a new member of staff once the new starter has been with us for six months.

Graham Clarke

I'm 56 years old, left school at 15 and worked hard for the last 41 years, but I don't think that working hard does you any harm. That's enough about work and here is a little about me.

I married for the second time 4 years ago. My wife's name is Alison. We both have 2 children from our first marriages. I have 2 sons and Alison a daughter and son.

Both of my sons are married with children. One lives in Brighton and the other in Montana, USA. Cheap holidays, you must be joking. No matter what age they are there is no such thing as cheap anything as far as our children are concerned.

My main hobby is running, that's when I am not injured, which I am at the time of writing this. I run in competitive races throughout the year, but enjoy the cross country races in the winter the most. Welwyn Garden City running club host a cross country each winter season over a difficult and especially hilly terrain.

Finally I have enjoyed my first few weeks at Quantum Care and thank all the people I have come into contact with for their support especially Colin and Yvonne for the IT help they have both given to me.

Although the personnel team is very small we aim to be effective in supporting you all in your day to day roles.

Over the coming weeks we are going to be looking at our recruitment especially the way we seek applicants for jobs in the Homes. For example is local paper



Graham Clarke

advertising the best and most cost effective way to attract applicants in every case? We aim to undertake some bench marking with other Care Organisations, can we learn from them or indeed can they learn from our experiences. Have you got any ideas, if so let us know either directly, or through your line manager. No idea is a bad idea because out of all suggestions you can usually find something that is worth trying or at the least warrants further consideration. So please let us know your views.

Carol at Freeman House re-vamped the flyer we sent her for seeking applicants in her patch. As a result it made it more "punchy" emphasised the positive benefits of a career with Quantum Care.

Who is this hooded man?

A regular visitor to all our homes, the most recent disguise, is, well, not convincing!!

Answers on a post card.....



Meresworth

Meresworth have celebrated 25 years this year, although they are in a new building, the home has been running since 1979.



Celebrations were held with a garden party, Ellen (Relief Chef Manager) and Bibby (Catering Assistant) did a great job providing the



Peggy Bayton and Lilian Mabica enjoying a dance at the Garden Party. Peggy came



Maureen and Doris, members of the Friends of Meresworth group, are pictured running the tombola stall.

Leslie Hadebe (pictured), is a careworker at the home, and is getting married on 24th July to Fiance Sima.

Florence New, enjoying a drink with her sister at the garden party.

Resident, William Mately, with his wife Maude.

to stay as an emergency admission, following a burglary at her home, during which she was present. Peggy has since decided to make her home with us, it is lovely to see her smiling and enjoying life again.



Monica, our administrator, with resident Dora.



this is our lovely garden!



TRAINING NEWS!!!

NVQ Congratulations!

The following recently achieved NVQ 's in Care and have certificates to prove it:

NVQ2 CARE:

Claire Elliott	Providence Court
Gwen Mills	Beane River View
Sylvia Grimshaw	Minsden
Nichola McDaid	Minsden
Elena Moretto	Fourfields
Joan Jennings	Pinewood Lodge
Carrie Yates	Providence Court
Gloria Goldsmith	Fairway
Kath Chambers	Hyde Valley House
Janet Venables	Providence Court

NVQ 3 CARE:

Helen Foakes	Mountbatten
Margaret Crossgill	Greenacres
Sara Brinklow	Mountbatten
Kay Jefferies	Nevetts
Daphne Tustian	Richard Cox House

ASSESSOR AWARD:

Carol Hardy	Vesta Lodge
Christine Donnelly	Fosse House
Jacakie Makwangwala	Vesta Lodge
Jackie Beaumont	Providence Court
Alison Winter	Providence Court

Registered Manager Award:

Christine Grant	Lyn Kirby
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New approach to Induction!!

From May 2004, new Care Workers joining Quantum care have the opportunity to begin working towards their NVQ2 in Care as part of their Induction Training.

The formal Induction training days have been modified to enable new starters to begin collecting evidence for their NVQ by completing workbooks to meet the knowledge requirements. The workbooks enable staff to learn, understand and improve their knowledge in the care and support of older people.

On the completion of the first six workbooks and observations in the workplace (with other performance evidence), staff will be able to gain a BTEC Intermediate Certificate In the Care and support of Older People. This award counts towards the first half of the NVQ 2 in care. A really worth while goal!

If they are inspired by this achievement they then can continue to complete the next set of work books in the same way and gain the NVQ 2 in Care.

Both Mim Prior (the new NVQ Trainer who will be delivering Induction Training) and Maggie Lilley (Training Practitioner who delivers the H&S training) will be issuing the workbooks and guiding staff through completing them as part of the rolling Induction programme.

AgeCare NVQ in Care at Level 2

WORKBOOKS 1-6 completed with either Home-based Assessor (existing staff) or on Induction (new starters)

OBSERVATIONS completed by Home-based assessor (if available) or NVQ Trainer based at Silver Court

PRACTICAL ASSESSMENTS used as evidence

CERTIFICATES from mandatory training used as evidence

WITNESS TESTIMONIES collected

Stage One

BTEC Certificate claimed

Stage Two

Candidate registered for NVQ

BTEC award APA'd (accredited as prior achievement)

NVQ 2 in Care claimed

WORKBOOKS 7 -11 completed with Home- based assessor

OBSERVATIONS completed by Home-based Assessor

WITNESS TESTIMONIES collected

New Trainer!!

Welcome to Mim Prior who took up post as NVQ Trainer with the department. Mim works full time and will be delivering our Induction course for new staff. She will help them to collect evidence for NVQ 2 in Care through gaining the BTEC Award in the Care & Support for Older People as part of their Induction. Mim will encourage and help staff to complete the work books, up to the BTEC award by visiting them in their workplaces. Care staff will have the opportunity to complete the NVQ2 in Care working with their in house assessors.

Mim will also be providing support to NVQ candidates and assessors working in the homes. She can also provide guidance to management teams if they wish to develop their skills at writing Witness Testimony's to help candidates gather evidence for NVQ.



Mim Prior is now the new trainer for the Induction days.

Ideas & Suggestions Please!

As always, we want to know what you think about the training we provide – so any comments, ideas or suggestions should be passed to: Sue Harrison, Training Manager, Quantum Care, 4 Silver Court, Watchmead, Welwyn Garden City AL7 1TS or telephone on 01707 368 219

If you have any news items or articles you would like to include in the next issue of Grapevine, please contact Emma Harvey, by post at our Head Office address, or by E-Mail on E_Harvey@quantumcare.co.uk
Articles for the next issue must be received no later than Friday 8th October 2004