



Welcome to the Summer 2024 issue of Peninsula News.

I'm absolutely delighted to announce the appointment of a new **Non-Executive Chairman** and a new **Director of Operations** at Peninsula Care Homes. Both roles are part of our continuing investment in exciting future growth plans.

Ian Brokenshire joins us as Non-Executive Chairman. He has a great deal of valuable experience and I'm confident his skills will enable us to deliver our vision of exceptional care to residents and our employees.

Nicola Kelly is our new Director of Operations, bringing with her a wealth of experience in the care sector. It's fantastic to have both her and Ian as part of the Peninsula team. You can read more about their appointments on page 7.

As I write, we're still waiting for summer to start properly after one of the wettest winters on record. Despite this, our homes have been quick to make the most of any sunshine, as you'll see within our newsletter. There have already been garden gatherings, impromptu BBQs – and plenty of ice creams to cool down. We're looking forward to more to come!

Wishing you all a wonderful summer,

Louise Arnold

Managing Director, Peninsula Care Homes



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News from Bramble Down



Beautiful blooms

It's always wonderful to see everything springing back to life as we head into the warmer months. The garden is starting to look amazing and our gardening club has been very busy preparing and watering the beautiful hanging baskets and tubs for the summer.



Virtual views

We're excited to be trialling the use of therapeutic virtual reality with Immerse Health, who provide wellbeing content so people can experience different locations from the comfort of their home. Benefits include a sense of being immersed in nature, as well as stimulating conversation and reminiscence. The content changes each month: during May, we've been treated to 'Buttercup Views', a beautiful virtual reality film with panoramic views of the Somerset countryside, with a smattering of golden buttercups wherever you look.



Bath time at Bramble Down

We had a somewhat unusual visitor recently: the rep from Protec, a specialist bath manufacturer, brought along his mobile bathroom showroom to demonstrate their product in action, complete with a large rubber duck. This helped us visualise how the bath could work at Bramble Down. We're looking forward to having this installed in the home soon.



Bramble Down upgrades

We love our new flooring throughout the communal areas. This has really opened up the corridors, making these look crisp and aesthetically pleasing. Thank you for your support during this time. We're also pleased to report successful refurbishment work in our kitchen, which required the use of a temporary kitchen and the removal of all equipment while new flooring was installed, alongside other updates to the kitchen. Everything went very smoothly, so a huge thank you to all involved.



A little drop of rain did not stop play at the Denbury fair in May.



We wished Beryl a very happy 91st birthday. As an avid gardener, she was very pleased with her new window plant.



We marked VE Day with a special quiz, which prompted lots of reminiscing, followed by singing from the lovely Zara King.

Helen's birthday on D-Day meant the 'Happy Birthday' rendition was led by our professional singer!



In brief...



- ⇒ Bramble Down has maintained an excellent food hygiene rating of 5, following an unannounced inspection in early June. This is very well-deserved and our chefs Jacqui and Anna are, of course, delighted.
- ⇒ We're so pleased to welcome Jackie back to Bramble Down, who is currently supporting the activities and wellbeing team.
- ⇒ Welcome to Emma, who is on placement with us for the next 12 weeks as a student nurse. She's very knowledgeable and is proving an excellent support to the team.

News from Coppelia House



An impromptu BBQ

We made the most of some unexpected sunshine with a spontaneous garden get together. Out came the parasols and sun cream while we fired up the BBQ and enjoyed ice cream galore. It was a lovely day, with everyone having fun chatting away and watching the birds visiting our new feeder.



Birthday bonanza

We've celebrated a few birthdays at Coppelia over the past month or two. We recently said a happy birthday to Margaret, Peter and Andy, celebrating with cake, a sing-along and many cards. Happy birthday, we hope you all enjoyed spending your special day with us.



Carnival plans

We started planning for this year's Moretonhampstead Carnival as soon as last year's event was over! Our theme is World War II, to commemorate 80 years since D-Day. We've been busy creating props from old boxes, milk bottles and tin cans... Literally anything we can find is being transformed into a prop for the day. The carnival is very important in the area: it started back in 1921, so here's to another fantastic day on 22nd August, almost 104 years later.



Beautiful bread

We've been having so much fun with our recently purchased bread maker. We make a loaf of bread every single morning and by lunchtime the whole dining room smells amazing.

Our favourite loaf so far was created by Senior Carer Reanne and Daphne, one of our residents. This was a delicious cheese and onion flavour, which complimented our homemade tomato soup perfectly. Any new combinations that you might think of, please do let us know so we can get even more creative with our baking.



In pictures...



There's nothing quite like a good old boogie.



Homemade cornflake cakes are crunchy and chocolatey and oh-so-tasty.



It's eyes down for our regular Thursday bingo... This requires the use of multiple cognitive skills including number recognition, letter recognition, short term memory and concentration, so it's not only fun but also very stimulating for the mind.

News from Cornerways



Day tripping

We've been getting out and about in Paignton and further afield, with a number of fantastic activities.

- ⇒ We had a wonderful day out in Dartmouth via the steam train and ferry. The sun was shining, so we were able to make the most of the amazing views all around us.
- ⇒ Another sunny day saw some of our residents heading to Buckfastleigh to see the otters and butterflies. We watched otters being fed, had a variety of butterflies fluttering around us and saw terrapins in the water. We wrapped up our outing with a stop at Fermoy's for a coffee and a quick shop.
- ⇒ Our beach hut was stocked up and ready to go for the Torbay Airshow. This makes a perfect spot to enjoy the displays from the seafront. We were treated to glorious sunshine and some impressive aerobatics.
- ⇒ It's always fun to head to Torquay United Indoor Bowls Club for some friendly competition and much chat.



Getting ready for summer

Our gardening group has now started growing herbs and veggies ready for our summer menu. The team are loving spending the time in the sun watering the plants.



Coming soon in June

Our wellbeing team have lots in the pipeline for the coming months. In June, we're looking forward to our Hawaiian themed day on 20th June, which will also include a belated Father's Day celebration with pie and beer! And we'll be taking people to the Armed Forces Day in Torbay on 22nd June, which is often a popular event.

Dancing the day away

We welcomed singers Patrick and Chris on separate occasions recently, who are both regulars at Cornerways. Their sessions always get everyone smiling and singing along – and it proves hard to resist getting up and dancing to favourite tunes!



Animal therapy



Bingo winner



Baking muffins



Congratulations to Maz Mason, who has now finished her Level 4 NVQ in Lead Practitioner in Adult Care.

News from Parkland House



Parkland design project progresses

We're really excited about our interior design project, which is being led by award-winning designer Diana Ceella at The Drawing Room, who specialises in interior design for care homes and retirement living.

Relatives were invited recently to take a look at the mood boards showing the design concept. This focuses on biophilic design, an approach that seeks to incorporate nature and natural elements into indoor spaces. This will reflect our lovely views to connect with nature and make the most of natural light. There will be indoor plants, artwork depicting natural scenes and use of organic shapes and patterns. Spaces will be designed promote relaxation, concentration and overall health. We can't wait for the work to start and will keep you updated on our progress.

Recycled masterpieces

There's nothing we can't turn into material for artwork here at Parkland! We've been getting creative decorating clothes pegs, transforming them into dragon flies. And plastic spoons became colourful bugs, making great decorations for plant pots.



Access to Immedicare



We're now working with Immedicare, a 24/7 video clinical support service that complements the care we receive from our excellent GP practice.

This is a safe and secure service, providing immediate access to healthcare professionals whenever there is an urgent need. Supported by the local authority and fully compliant with NHS protocols, the aim is that people living in the home receive a prompt clinical assessment and any subsequent support they may require. Immedicare has been working with care homes across the country since 2013 and has been successful in reducing pressure on local GPs and out of hours services, in addition to helping homes to be responsive to people's needs.

Our new Deputy Manager



A very warm welcome to Sheila Gorfin, who joined Parkland as Deputy Manager in April.

Shelia says, "I have a passion for person centred care, and have over 10 years' experience in the care sector. I'm looking forward to my journey here at Parkland House." Wishing Shelia all the best in her role, we're delighted to have her on board.

Dates for your diary

Summer Fete - 20th July 2024, 2pm-5pm

We're looking forward to our fete for residents, staff and relatives. There will be a raffle, teddy tombola and games such as splat the clown. We'll also have entertainment from Sounds Easy and a range of refreshments, including mocktails. Plus lots more on the day...

Monthly friends and families coffee morning

These begin on 11th July and will then take place on the second Thursday each month.

Regular relatives' meetings

The first of these takes place on 7th August, with further dates to be confirmed.



Alfresco fish 'n' chips in the sunshine.



A Blues Brothers sing-(and dance)-along.

News from Plymbridge House



A day at the aquarium

We were inspired by Cornerways' successful trip to the National Marine Aquarium in Plymouth, so decided to organise our own outing there!

We had a lovely trip, seeing all sorts of aquatic life. It was particularly mesmerising to watch the sharks gliding gracefully through the water. We then enjoyed a fish and chips lunch before heading home.



Enjoying our glorious garden

We like to get out into the garden whenever we can, which has meant making the most of the snatches of sunshine so far this spring and summer. It's a great place to relax and have a chat and some refreshments, especially now the flowers are starting to bloom. It also makes a good spot for some quizzing, keeping minds active while getting a dose of vitamin D.



All sorts of activities

Our daily schedule includes a mixture of activities designed to keep minds and bodies healthy. Physical activities may include playing bat-a-balloon or clapping and dancing along to our entertainers. It's equally as important to keep brains busy, with a variety of puzzles and games, as well as crafts and singing.



Schedule on screen

We now have TV screens in the reception areas at each of our homes, which are linked with our new CoolCare system (see p.9).

These make a useful digital noticeboard. Both visitors and residents can see all the essential information on what's happening at Plymbridge. This includes showing what members of staff are working that day, the menu and the activity schedule, as well as upcoming events.



Our senior staff are undertaking further falls prevention training with Livewell South West Training Network.



D-Day crafts and activities ahead of the anniversary prompted lots of conversation. See the back page for photos showing how we marked the day.



New Non-Executive Chairman appointed

We're delighted to announce the appointment of a new Non-Executive Chairman at Peninsula Care Homes.

Ian Brokenshire has been appointed in the newly created role as part of our continuing investment in exciting future growth plans. He brings a great deal of experience to our board and will help us to enhance our governance structures and provide insight and advice to support our plans for growth.



Ian recently retired from a long and distinguished career of 35 years at KPMG, where he was Senior Partner for the Southwest. He is also a Non-Executive Director on the Advisory Board of Cygnet Health Care and is Chair of Cygnet's Audit and Risk Committee. Cygnet Health Care is one of the largest UK providers of behavioural, mental health and social care services.

Louise Arnold, Managing Director of Peninsula, said: "Ian's skills enable us to deliver our vision of exceptional care to residents and our employees, to meet the challenges of a changing social care environment and to grow without losing our essential character built over many years. Ian's background means he brings a wealth of insight and experience to Peninsula, as well as the relevant attributes and skills to provide independent oversight."

Ian said: "In any Non-Executive role, I look first at the team of people in the organisation. Peninsula has such an amazing culture and is successfully run by the Arnold family. It has talented staff who show such professionalism every day. I feel proud and honoured to be able to help Peninsula grow and succeed."

Pictured below: Peninsula Managing Director, Louise Arnold, with Nicola Kelly, Director of Operations, and Ian Brokenshire, Non-Executive Chairman



New Director of Operations

We're also pleased to report the appointment of our new Director of Operations, Nicola Kelly.



Louise Arnold, Managing Director of Peninsula, said: "It's such great news that Nicola has joined us. Nicola is a key addition to our team as we continue our quest to providing everyone with exceptional care.

Nicola has a wealth of experience across adult social care, with her career to date including time with both CQC (as Head of Quality Assurance) and Somerset Care (as Executive Director of Care).

I encourage everyone to say hello to Nicola when you see her in our homes."

Nicola says: "I'm delighted to have been given the opportunity to join the team at Peninsula Care Homes and am excited to see what we can achieve together.

Perhaps the best way to describe my role is as Stacey Solomon in 'Sort Your Life Out'. My objective as Director of Operations is to work out what we have and organise it so we can work efficiently, eliminate time wasted and spend more time with each other, therefore providing more opportunities for joy in our care homes.

From a young age I have had a passion for people. I love a good chat and relish the joy that a moment's connection over a shared love of trashy TV or a good book recommendation brings.

I've worked in this sector for 30+ years: from working weekends in a care home to becoming a Registered Nurse and Registered Care Home Manager, and then Executive Director of a large provider and as a Head of Quality Assurance with CQC.

I'm married to Jason and mum to Alice, who is autistic and has recently moved into her own home with support. I'm therefore also a carer and understand the emotional challenge that handing your loved ones' care to a service brings, no matter how good they are."



'How good is your care?' follow up

We've been following up on the results of our annual survey. Across all homes, people living in the homes and their families expressed overall satisfaction with the care provided, specifically highlighting feelings of safety, cleanliness, and comfort.

There was also consistent praise for the kindness, respect, dignity and attentiveness offered by staff, indicating strong interpersonal skills and a caring culture within the homes.

A huge thank you to all the family and friends who completed the survey. We had 60 people living in our homes completing the 'How good is your care?' survey and 63 people who have loved ones living in the homes completed the 'How good is the care?' survey. We'll be moving forward at each home with discussion on areas of feedback, such as ensuring activities are tailored to individuals, with new staff already welcomed at some of the homes to support this.

Bramble Down

- ⇒ *"Supportive, friendly staff. I am confident my mum is well looked after and it has taken a lot of the worry and stress away."*
- ⇒ *"Overall running of the home is good, as is care and kindness, and staff seem well trained. Staff are excellent at listening and helping residents and visitors."*

Coppelia

- ⇒ *"Staff are very visible and prompt in attending to everyone's needs. They are kind and always make me feel welcome when I visit."*
- ⇒ *"Carers are nice, Mum seems happy and settled, she's encouraged to take part."*

Cornerways

- ⇒ *"The care my mother receives is person-centred."*
- ⇒ *"The staff are very kind."*
- ⇒ *"The staff ensure my husband is occupied and happy."*

As part of the survey process, we also received responses from 11 professionals who completed the 'External Stakeholder' survey. Their comments included:

Podiatrist: *"I've been visiting Bramble Down for over four years and all the staff have treated me and the residents with kindness and respect. The residents look well looked after and the building is always clean and well organised. It is a positive environment which I enjoy visiting regularly."*

Community Nurse Specialist: *"The team (at Coppelia) works very hard to meet the needs of the residents."*

Lead at Torbay and South Devon NHS Foundation Trust: *"I find the Manager (at Cornerways) keen to learn, open and transparent, and seeks guidance appropriately."*

Professional Guardian: *"The staff (at Parkland) are always friendly and helpful, with active communication over any issues that arise."*

GP: *"A stable and friendly team (at Plymbridge) who know their residents very well. Very efficient and caring and work well alongside other professionals."*

Parkland

- ⇒ *"I am at the home most days and can see the staff treating the residents with great empathy and are very caring and compassionate."*
- ⇒ *"Mum is looked after, loved and respected at all times and has settled very well."*

Plymbridge

- ⇒ *"Cannot fault on anything. Mum has been with you over 2 years and counts staff as her family."*
- ⇒ *"It's a lovely place for mum to reside, where she is safe and well cared for. Hence, I can relax, knowing she is well looked after 24/7."*

News from Peninsula



A streamlined system with CoolCare



Staff are now able to manage their time and attendance in one place with our new integrated platform from CoolCare, which replaces our current paper and electronic systems.

Having met with a number of potential providers, we have chosen CoolCare as this offers several benefits, including the ability to view shift patterns, book annual leave and access early pay to an agreed amount.

CoolCare will also replace our current E-Reception system and links with our care planning platform, Person Centred Software.



Emergency location sharing with What3Words

Did you know every three metre square of the world has been given a unique combination of three words with What3Words? This makes pinpointing an exact location much easier and is used in many different ways, enabling faster response times in an emergency, as well as aiding deliveries and navigation.

As part of our emergency first aid staff training, members of staff are being encouraged to add the What3Words app to their phones, which they can use to guide the emergency services if help is needed when away from our care homes. We're also adding our What3Word reference to our address information on our homes.

- ⇒ Bamble Down: ///mailing.highlighted.reaction
- ⇒ Coppelia ///deserved.inhabited.newest
- ⇒ Cornerways ///mobile.roses.took
- ⇒ Parkland ///much.spoken.table
- ⇒ Pbridge ///origin.cares.nurse

Away day focused on service improvement plan

As part of our going commitment to providing exceptional care, home managers met for the day to discuss Service Improvement Planning.

This was an interactive session, providing managers with the opportunity to work together, share ideas, align objectives and understand their role in the development of their home's service improvement plan.



Barcode benefits for maintenance checks

We've been trialling an addition to our maintenance checks at Cornerways, which has seen the implementation of barcodes on various equipment throughout the home.

This gives each piece of equipment, such as fire extinguishers, a unique identifying code, which can be scanned by the maintenance team during their regular visual checks. This helps provide greater governance and oversight of the essential maintenance checks our teams conduct. Following a successful trial period, the system will now be rolled out across our other homes.

News from Peninsula



Commemorating D-Day

D-Day was an important turning point in World War II and the 80th anniversary of the D-Day landings was a significant occasion for many people in our homes, as a chance to remember and reflect. This is a small selection of photos showing the activities and celebrations that took place. You can find more on our Facebook page.

There were creative and delicious cakes at Plymbridge, which we enjoyed outdoors along with reminiscing and quizzes.



A special display to commemorate D-Day at Cornerways.



The D-Day entertainment at Bramble Down gave everyone the chance to sing along to old favourites.



About Peninsula Care Homes

We are a family-owned and family-run company delivering exceptional nursing, residential and dementia care in Devon. Our homely environments have excellent facilities, a wide programme of activities and nutritious good food. We aim to provide the best possible care so that each one of our residents can live their lives to the full.

Stay in touch

We share regular updates about daily life within our homes. Take a look at our pages below.



www.facebook.com/PeninsulaCareHomesLtd



www.instagram.com/peninsulacarehomes

Peninsula Care Homes

www.peninsulacarehomes.co.uk



**Bramble Down
Nursing Home**
Denbury · Newton Abbot
01803 812844



**Coppelia House
Residential Home**
Moretonhampstead
01647 440729



**Cornerways
Residential Home**
Paignton
01803 551207



**Parkland House
Residential Home**
Exeter
01392 251144



**Plymbridge House
Residential Home**
Plympton
01752 345720