



## Welcome to the Spring 2025 issue of Peninsula News.

Spring is one of my favourite times of the year. The days are getting longer and we're seeing (slightly!) more sunshine. Our gardens and countryside are coming back to life, with flowers and blossom making a welcome appearance after the winter.

This is also a season of rejuvenation and new growth for us here at Peninsula Care Homes. We have made considerable investments in our buildings, people and business infrastructure recently, including the implementation of our new compliance system, Radar. We're now seeing these efforts begin to flourish. I'm so proud of the way everyone has embraced the changes and welcomed opportunities to further their skills.

After months of planning, building work commences at Parkland, which will see the upgrade of the Coach House (see p. 8). We will continue to invest in all homes to improve our residents' living experience.

We're now in full swing making plans for the warmer months. We always welcome inspiration for new activities, events or contacts, so please do feel free to approach our activities and lifestyles teams with your ideas.

I look forward to seeing as many of you as possible throughout the spring.

Louise Arnold

Managing Director, Peninsula Care Homes

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# News from Bramble Down



## High days and holidays

We've been making the most of various celebrations so far this year, with lots of lovely activities to mark these occasions. There were themed crafts for the Chinese New Year, along with a take-away treat. Everyone had a chance to put their favourite item on the order to enjoy for supper.

We tucked into Welsh cakes on St David's Day, with home-grown daffodils providing beautiful table decorations.

For World Book Day, we decided to host a Mad Hatter's Tea Party. We had Alice and the Queen of Hearts attend, with our residents Peggy and Rosie dressing up as the Tiger Who Came To Tea and Puss In Boots.

Then we enjoyed some Irish craic on St Patrick's Day, with toe-tapping tunes from our singer. This was followed by a traditional Irish meal of homemade Irish stew, colcannon with bacon and egg, and Guinness cake. Delicious!



## Creative cuisine

We've been enjoying trying some new foods from South Africa, inspired by one of our carers and a resident, who both used to live there. We marked National Melktert Day in February with our own version of this milk tart and sampled malva pudding, a traditional toffee-like sponge dessert soaked in a sweet cream syrup. Both puddings went down very well...



## Out and about

We caught the bus to Newton Abbot for a weekend wander around the shops, with a refreshment stop for a hot drink and sweet treat, much to everyone's delight.

We'll be taking another bus trip to Newton Abbot on 9<sup>th</sup> April. If any friends and family are able to join us, please let the activities team know.

In the meantime, we're lucky to have our lovely village on our doorstep. We enjoy regular rambles around the surrounding lanes and sneak in a pub pitstop along the way when we can.



We said goodbye to Amelia following her 12 weeks' work placement with us. This was part of her health and social care diploma with Exeter College. During this time, she has learnt how to form excellent relationships with the residents, honed her bedside manner and clinical skills, and taken part in planning and performing with the activities team. She hopes to become a nurse and is moving on to a placement at the RD&E hospital next.



We wish Kim, the Registered Manager at Bramble Down, all the best as she leaves Peninsula. In the interim, James Glanville will be overseeing the home to ensure continuity and support for the team whilst we recruit to the role.



*Send a Card to a Friend Day is dedicated to rekindling connections with friends by sending cards to let them know you're thinking about them. Rosie was inspired to make this wonderful card for her friend Peggy.*

# News from Coppelia House



## Culinary delights at Coppelia

We were treated to a delicious South African themed meal by our chef, Nick. He prepared a spring BBQ – or ‘braai’ – of chicken, sausage and burgers served with coleslaw, apple and celery salad, potato salad. Bring on the warmer weather so we can enjoy dining alfresco!



Nick is now planning a fine dining evening, to be held in April. The menu is looking incredible and we’re looking forward to sharing it with everyone.

Following discussions with residents, we’ve made some changes to the menu. There was a request for a lunch time fry up, which was thoroughly enjoyed by all. Other favourites returning to the menu include fish pie, cheese tartlets, chicken parmesan, and creamy mushrooms on toast for supper.

## Special birthday milestone

Miriam celebrated her 100<sup>th</sup> birthday recently, surrounded by family, friends and fellow residents. She had a private party filled with laughter, fond memories and plenty of cake. Adding to the joy of the day, Miriam received a congratulatory card from His Majesty the King, a treasured tradition for those reaching this incredible milestone.



Miriam has been a resident at Coppelia for many years and has been an inspiration to us all with her warmth, wisdom and wonderful stories.

## A warm welcome

Welcome to our new activities coordinator, Leila Onar. Leila used to live in Moretonhampstead until her early teens and is enjoying being back in the community. She will be hosting our monthly community coffee mornings, dates to be confirmed shortly.

Welcome also to Becky, who has joined us as administrator. We’re thrilled to have both of you on board.



## On target

These target boards challenge our residents to throw soft balls to see where they can make them stick. This combines movement with hand-eye coordination, making a great indoor activity.

## Five-star food rating

We’re delighted to report that Coppelia has maintained our Level 5 hygiene rating following inspection by the Food Standards Agency.



## Skills refreshers for staff

Our training manager Gary has been working closely alongside our staff to refresh their practical skills and ensure they feel confident in their roles.

This proactive approach has also been invaluable in supporting new team members as they settle in, helping them build their knowledge and develop strong working relationships.

## Early Easter fun

With the recent sunshine, our thoughts have been turning to spring and our upcoming Easter celebrations. To get us into the mood, we cracked open some Easter crafts, decorating these wooden egg decorations with paint and felt tips. Everyone was *egg-cited* to see the colourful results.



# News from Cornerways



## An assortment of activities

Our activities team work hard to provide a great selection of clubs, games and events for everyone.

- ⇒ The Thursday social club brings everyone together, playing games and chatting.
- ⇒ Arts and crafts are always popular. Everyone enjoyed getting messy sculpting trinket bowls from clay, with our activities team on hand to clean everything up afterwards.
- ⇒ Patrick the singer is a firm favourite, entertaining us with a selection of well-known tunes plus a few requests from the audience.
- ⇒ Our history club is going strong, covering everything from chocolate to the alphabet and, most recently, the different ways we can use navigation in the past and present.
- ⇒ Our reigning skittles champion achieved an all-time Cornerways high score of 49 out of 60!



## Cuddly companions

We created a *bear-y* special Cornerways 'adoption centre'. This was filled with teddy bears and soft toys looking for lots of love and snuggles.



Our residents were then invited to come along and select a toy to care for.

This was a great success, with everyone choosing a cute new cuddle buddy. We're pleased to report all teddies found a new home.



## Puppy love

Our newest resident is proving very popular: a cute Maltipoo puppy called Molly. She is the perfect pup, offering companionship, connection and cuddles for all.



## Spring fresh

Our maintenance man, Liam, and his team have been updating our bedrooms with a lick of fresh paint, new carpet and beautiful bedding and curtains.

We're also reviewing our three communal areas, which we're planning to paint to spruce up for the spring and summer.



*Sage advice indeed from Thelma on Valentine's Day.*

## Mini outings for maximum joy

We've introduced a series of mini trips to our schedule. These involve sampling the cream teas at our local hotels and are a perfect way to enable more of our residents to get out and about.

We also wrapped up warmly for some 'vitamin sea' in the sunshine with a stroll to the beach. We'll be heading further afield shortly for our trip to the aquarium in Plymouth - we had so much fun there last year, we decided a repeat visit was in order.



# News from Parkland House



## Foodie favourites

Our monthly fine dining events continue to be popular. We had a truly magical and heart-warming evening for Valentine's Day, with the tables dressed beautifully and a delicious menu.

On Shrove Tuesday, our chef Millie loved joining our residents in their kitchen to make pancakes with them. The most popular pancake topping seemed to be chocolate sauce and whipped cream, followed closely by lemon and sugar.

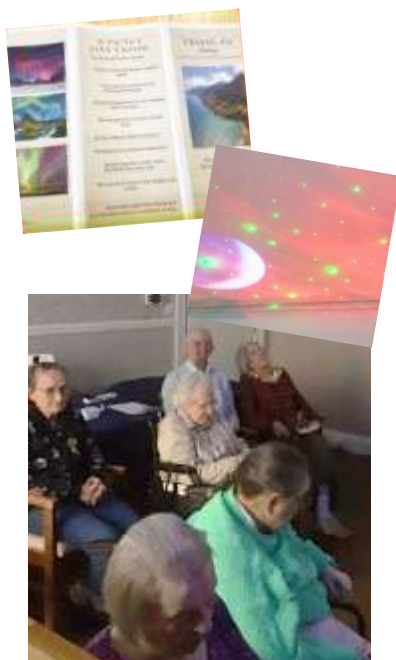
Our cooking club gives everyone a chance to get hands-on and we had a full house for a recent session making cheese and onion pasties. So many residents joined in, cutting the onions, grating cheese, chopping carrots and frying the mince before shaping the mixture into pasties. A fantastic team effort.



## Armchair travels

We ventured all the way to Norway recently - from the comfort of the Parkland lounge. Armed with passports and information leaflets, our residents flew to see the Northern Lights, sampling some Norwegian chocolate chip pancakes on the way. They were each given a certificate of travel on their return.

As well as Norway, our travels have also taken us to China and Spain in recent months.



## Life's a beach

It's not quite beach weather yet, so we decided to bring some seaside fun indoors while we wait for summer! Everyone had the chance to feel the sand beneath their feet, make sandcastles, play beach ball and enjoy an ice cream cone, with the soothing sounds of the sea in the background. This was such a lovely sensory session, orchestrated by our Lifestyle Lead, Lisa Cross.



## In pictures



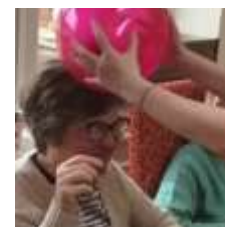
*Our autumn efforts are bringing us great pleasure, with the garden now filled with spring bulbs. We also love our colourful boat planter in the courtyard.*



*Enjoying shamrock crafts for St Patrick's Day.*

## Every day's a school day...

We tried a few science experiments with household objects. This included making magic milk, which combines drops of food colouring with washing up liquid to create an eruption of swirling colours, caused by the soap interacting with the fat molecules in the milk.



# News from Plymbridge House



## Sporting moments

We help our residents to stay as active as possible, encouraging movement with a variety of fun activities. Netball, darts and throwing beanbags into hoops are all popular. Not only do these test hand-eye coordination but they also bring a healthy dose of friendly competition!



## Farewell to Lilly the cat

We have said a sad goodbye to Lilly, who adopted Plymbridge as her home fifteen years ago. She brought much joy to everyone here and her love, warmth, cuddles and occasional touch of feistiness will be very much missed around the home.



## Birthday wishes

A very happy birthday to Sue, who been with us here at Plymbridge for 22 years. The team surprised her with a beautiful bouquet to celebrate her 60<sup>th</sup> and Belinda made an incredible chocolate cake.



## Kitchen plans in progress

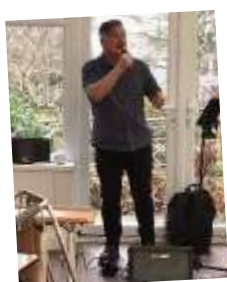
We are working towards refurbishing the kitchen at Plymbridge. The flooring needs to be replaced so we're taking the opportunity to update the layout and equipment at the same time. There are many aspects to planning a kitchen upgrade and we expect work to begin in the summer. Watch this space for more information once everything is confirmed.

## Musical favourites

There's nothing like a good singalong to put a smile on the face. It's always lovely to spend a pleasant afternoon remembering our favourite songs. And our professional entertainers soon have everybody joining in, including Plymbridge regular, Patrick Jervis.



We had a lovely visit from Liz, who retired last year as activity coordinator. She continues to crochet lap blankets for our residents and popped in to deliver Bill's new lucky Plymouth Argyle inspired blanket.



Many congratulations to Dina, who has recently passed her level 4 NVQ.



*Lots of lovely cuddles with Millie!*

# News from Peninsula



## Embracing change to make Radar a success



Change isn't always easy, but our Home Managers and their teams have truly risen to the challenge, adapting brilliantly to the introduction of our new compliance system, Radar, across our homes.

Their dedication and hard work in adopting the system have been exceptional, ensuring a smooth transition and unlocking the full potential of our investment.

By streamlining audits, scheduled tasks and compliance oversight, Radar is already making a real difference: improving efficiency, enhancing visibility and ultimately supporting even better care for our residents. This success is a testament to the commitment of our teams, and we couldn't be prouder of how they've embraced this positive change!

## Enhancing workforce planning with CoolCare



Our investment in CoolCare in 2024 is transforming the way we manage workforce planning, ensuring our teams are well-prepared, well-supported and always equipped to provide the best care.

The CoolCare app allows staff to view rotas in advance, check any training they have booked and stay up to date with their schedules. This makes planning easier for our teams. It also helps ensure continuity of care, with the right people in the right place at the right time.

By integrating workforce management and training, we can be confident our staff have the skills and support they need to excel in their roles, strengthening both our teams and the quality of care we provide.

## Louise Arnold featured in E2E Female 100 Track

Our Managing Director Louise was delighted to be included in the E2E Female 100 Track for 2025, published in association with The Independent. This recognises "the outstanding achievements of the 100 fastest-growing female-led or founded businesses in the United Kingdom, based on their remarkable success over the past few years" in leading a £5M+ business.

## Driving quality through Provider visits

Nic, our Director of Operations, has been making monthly Registered Provider visits to each of our care homes since April 2024. These announced visits are designed to monitor quality of service and gain insights into the experiences of those living and working in our homes.

They have had a significant impact, as Nic has been able to challenge and support improvements through her observations and questions. In particular, this has enhanced medication management, reduced incidents of pressure areas and ensured our residents receive the right medical attention at the right time.

This proactive approach gives our teams the necessary insight and guidance to enhance their care delivery. We remain focused on providing the highest standards of care and supporting our teams in their commitment to excellence. Thank you to everyone for engaging with this process and for your dedication to making a real difference.

## New face in facilities

A warm welcome to David Perry, who is helping to drive estate improvements across our five homes as part of our central facilities team. He has recently been working with our maintenance team to move all our maintenance compliance checks onto Radar, helping with our kitchen refurbishment plans and supporting Coppelia while their new maintenance person goes through onboarding.



# News from Peninsula



## Hands-on training for all

Our fire training has been updated following feedback from our teams. Staff will now be able to tackle real fire and use firefighting equipment during their training with the support of a specialist instructor. This supplements the regular fire drills carried out in our homes.

Our moving and handling courses have been running weekly for teams across our care homes. These cover core learning objectives but also have the flexibility to reflect home-specific questions on how to safely move an individual whose needs are new for the team.



## New lift for Parkland Coach House

We're pleased to announce that work has begun on the refurbishment of Parkland Coach House. This will see a new lift installed to the upper level to support the changing needs of individuals at the home. We had several months of discussion with engineers while planning the project, carrying out risk assessments and meeting new lift regulations. Our Facilities Manager, John, will be overseeing the project over the coming months and we'll keep you updated on progress.



We're delighted to report that Zoe (Coppelia) and Ed (Parkland) became the CQC Registered Manager for their homes in January. Both had to have interviews with industry regulator CQC, as well as confirming their career history and knowledge of regulations.

## National finals for our volunteer

We wish Charlie and his fellow performers all the best as they head to the National Finals of the Federation of Young Farmers Clubs Performing Arts Competition.

Charlie, who volunteers at Parkland for his Duke of Edinburgh Bronze Award, is part of the Haldon Group of Young Farmers. They are competing in this year's Pantomime category with 'Once Upon a Time in Pantoland'. We're all behind you - break a leg!



## In brief

- ⇒ Members of the leadership team attended the Devon Care Home Collaborative conference. This featured an array of excellent speakers, who covered topics such as employment law changes and CQC updates. It also provided training updates, including new digital and cyber security initiatives for social care.
- ⇒ We've had a number of staff members across all our homes head off on maternity leave as they welcome new additions to their families. Many congratulations to you all, we wish you every happiness.
- ⇒ With a change in waste regulation, businesses need to update their waste collection policies. This is increasing our commitment here at Peninsula to reduce our impact on the environment. We're introducing more recycling points and separating our waste, which was previously done by our waste company, Devon Contract Waste.

The COVID-19 Day of Reflection took place on 9<sup>th</sup> March. Peninsula Managing Director Louise Arnold says, "The pandemic was an incredibly tough time to navigate for us all. However, the teams we have in our five care homes demonstrated an incredible amount of resilience, dedication and compassion. I'm so grateful for the way everyone pulled together - the pandemic taught us the value of connection, freedom and the importance we place on our health."



# Peninsula In Pictures



**Life at Peninsula Care Homes is vibrant and fulfilling, with carefully planned activities to suit everyone's tastes and moods.**

In fact, there is so much happening each week that we can't fit it all into our newsletters. Here are just a few of the additional pictures that we post on our social media pages - follow us for regular updates on Facebook and Instagram.



*Dancing and music at Cornerways*



*Planting at Plymbridge*



*Fresh air at Bramble Down*



*Animal visits at Parkland*



*Making silly hats at Parkland*



*Crafts and chat at Coppelia*



*Enjoying a seaside stroll at Cornerways*



*Getting creative with mask making at Bramble Down*



*Keeping active at Plymbridge*



*Baking fun at Parkland*

# News from Peninsula



## Relatives' reviews

We're very proud of the incredible reviews we receive. The team love reading every single one and the feedback is really important to us as we strive to meet our standards of exceptional care. It's also useful for people looking for the right home for their loved ones.

Our current scores:

- ⇒ Bramble Down - 9.9
- ⇒ Coppelia - 9.5
- ⇒ Cornerways - 9.9
- ⇒ Parkland House - 9.6
- ⇒ Plymbridge - 9.9

You can pick up a card from our homes to submit your own review via the post or you can do this online at [www.carehome.co.uk/submitreview](http://www.carehome.co.uk/submitreview)



## About Peninsula Care Homes

*We are a family-owned and family-run company delivering exceptional nursing, residential and dementia care in Devon. Peninsula Care Homes is able to offer choice, flexibility and quality of life. 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



[www.facebook.com/PeninsulaCareHomesLtd](http://www.facebook.com/PeninsulaCareHomesLtd)



[www.instagram.com/peninsulacarehomes](http://www.instagram.com/peninsulacarehomes)

“

Mum has been a resident in Plymbridge House for about six weeks and has settled in very well. The staff have gone to great lengths to bring her out of her shell and encourage her to join in the activities which she seems to enjoy. The cleanliness and standard of food are both first class. The staff care is exemplary and nothing is too much trouble. When visiting they are more than happy to stop for a chat and keep me well informed on Mum's progress. I'm glad my Mum is in such good hands and would recommend Plymbridge House to anyone looking for a friendly caring home.”

— — —  
Daughter of resident, Plymbridge House

Peninsula Care Homes

[www.peninsulacarehomes.co.uk](http://www.peninsulacarehomes.co.uk) Peninsula Care Homes

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Residential Home**  
Paignton  
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**Parkland House  
Residential Home**  
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