



Welcome to the Winter 2024 issue of Peninsula News.

As we enter this festive season, I want to take a moment to reflect on the incredible journey we've shared this year. As a family business, we deeply value the sense of community and connection that binds us all.

To our wonderful residents and their families, thank you for entrusting us with your care and support. It's a privilege to share in your daily lives. Our goal remains to provide exceptional care that feels like home.

To our dedicated staff, I extend my heartfelt gratitude. Your tireless efforts, compassion and commitment make all the difference, especially during this busy festive period. I know you are working hard to create a joyful and meaningful Christmas experience for everyone.

This year has brought significant change and I'm incredibly proud of how we've embraced this together. We've continued to invest heavily, both in terms of our homes and business operations. We've also strengthened our team with new members, including Ian as Chairman, Nicola as Director of Operations and Joanna as Operations Manager.

Thank you for your continued support. I'd like to wish you and your loved ones a very Merry Christmas and a happy, healthy New Year.

Louise Arnold

Managing Director, Peninsula Care Homes

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News from Bramble Down



Our fabulous foyer makeover

We're all just a little bit in love with our new-look foyer. Clara Lowther, Administrator at Bramble Down, has worked her magic to transform the area, adding beautiful wallpaper at one end, with purple chairs adding a pop of complementary colour. Lovely details, such as luscious plants and ornaments, provide a homely touch. It all combines to bring a sense of the outdoors to create a bright and welcoming space – and we couldn't be more delighted with the results.



Musical treats

We do love a good sing-a-long at Bramble Down... Singer Cliff treated us to a toe-tapping musical medley recently while we enjoyed a cream tea. A second microphone gave the audience a chance to join in, much to everyone's delight.



We were visited by cabaret singer Zoe for a spooky session on Halloween. More recently, we were treated to a selection of songs from a wonderful choir.



Our Christmas calendar

We've got an amazing month ahead of us, with plenty for everyone to enjoy - from Christmas crafts to panto prep and more. A few highlights include:

5 Dec - Elf Day.

10 Dec - Evening trip to see the Christmas lights.

17 Dec - Bramble Down Pantomime.

20 Dec - Christmas Party.

22 Dec - Visit from Father Christmas.

23 Dec - Pyjama Day.

25 Dec - Christmas lunch and party games.

In pictures



Movement and laughter with our colourful parachute.



Some pampering for Rosie... A new hair cut and vibrant colour, plus birthday celebrations with a foot spa and manicure.



Ernie took a trip down memory lane, with the arrival of this Morgan car prompting much chat and reminiscing.

Cuddles with kitties

Who could resist these gorgeous felines? Certainly not us. We've been thrilled to see Lucy's cat, Peanut, on several occasions recently, who is just purrrfectly gorgeous. We also met Sky, Kim's new kitten, who everyone agreed is equally as adorable.



News from Coppelia House



Fun with Flute Salad

We were tapping our feet and dancing the afternoon away, thanks to a session with Flute Salad. This fiddle, guitar and percussion band is based in Moretonhampstead and plays a wide range of musical genres, from classical tunes to jazz. They certainly put a smile on all our faces.

Animal therapy

There's something very soothing about petting an animal. In fact, interaction with animals has been shown to enhance emotional health by releasing hormones such as serotonin and oxytocin, which promote feelings of happiness. These little furry friends were beautifully behaved on their recent visit, enjoying some cuddles and carrots.



Christmas at Coppelia

We have lots lined up for this festive season, such as our special Christmas sing-a-longs every Thursday afternoon. Other highlights include:

11 Dec - Christmas jumper day.

12 Dec - Visit from singer John Drey.

19 Dec - Residents' Party 2pm, with singer Chris Moore, afternoon tea, prize draw and buffet supper.

24 Dec - Christmas PJs day.

25 Dec - Meet Mother Christmas and her glamorous sister for your Christmas presents, followed by a lovely lunch and games.

Halloween's a scream

Halloween is a perfect excuse for decorating and dressing up. We entered into the 'spirit' of things with some suitably spooky trees outside the front door, as well as DIY ghosts, bats and witches hats to go with our themed afternoon tea.

We also spotted this wonderful post-box topper on our travels in Moretonhampstead.



Winter warmers

A cosy afternoon spent decorating gingerbread men definitely got us in the mood for Christmas. We enjoyed the biscuits with some luxurious hot chocolates, complete with cream and marshmallows.



In pictures



Pop by to pick up one of our hand-made forget-me-not magnets. All proceeds go towards activities organised for our residents.



An impressive snowman on our recent snow day.



The illuminated Christmas parade was a first for Moretonhampstead. We loved watching this special procession.

News from Cornerways



Tinsel and Turkey

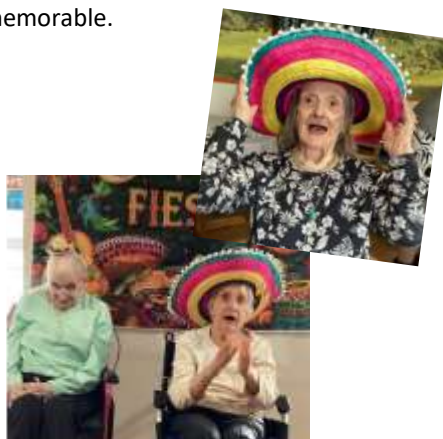
Peninsula Managing Director, Louise, and our Chairman, Ian, joined twenty other guests to celebrate a special 'Tinsel & Turkey' event with people living at Cornerways.

We were treated to a fabulously festive lunch with bubbly. The dining room was decorated beautifully and there were Christmas jumpers all round, leaving us feeling very much in the holiday spirit. A special thank you to all the staff who made the event so enjoyable and memorable.



A fabulous fiesta

We brought a splash of colour and fun to a grey autumn day with our Mexican themed event. We took part in a quiz and mini games, before enjoying some music and dancing. We finished with delicious Mexican food and beer.



Wise words

We asked our residents if they had any words of advice for the younger generation. We had a great range of responses, including having "patience and a kind attitude to people", "work hard and look after yourself", "be close to your family and take care of little animals" and "save your money". Wise words indeed.



A walk to the seafront for Jim's birthday, as this is his happy place.

It's beginning to smell a lot like Christmas! We used limes, oranges and lemons studded with spicy cloves to make fragrant pomanders. These will be dried out and finished with a bow and cinnamon sticks.



Christmas is coming

What's in store for the coming weeks?

4 Dec - Elf Day.

7 Dec - Walk to see Christmas lights.

12 Dec - Christmas jumper day.

18 Dec - Christmas market and Bay of Lights.

24 Dec - Christmas movies and hot chocolate station.

25 Dec - Christmas Day festivities.



Minibus to the moors

We headed to Fox Tor for a jolly day out, with lots of singing on the minibus. There were some gorgeous views of the moors on our journey, with a cream tea treat once we arrived at our destination.



News from Parkland House



National Dementia Care Awards finalist

Congratulations to Lisa Cross, Life Style Lead at Parkland, who was nominated for Best Activity Provider/Lifestyle Lead at the National Dementia Care Awards.



The award is open to people working within a care home or community setting with more than 50% of people living with dementia. It recognises those who have made an exceptional contribution to the quality of life, health and happiness of all the people they work with.

Lisa and Managing Director Louise had an amazing day in Sheffield for the ceremony. While Lisa was not the overall winner, we're so proud of her achievement.

Fine dining feast

We enjoyed a fantastic fine dining experience, thanks to our talented catering staff.

Chef Millie, who trained at the Michael Caines Academy, began with a starter of leek and potato soup, which consisted of many delicious elements and textures. This was followed by her take on 'Hen in the Wood', a wonderful chicken dish, with many types of mushrooms, butternut squash and mashed potatoes. A lovely lemon meringue tart completed the meal. The dishes were beautifully presented and the tables laid out specially. What a treat for everyone!



Creative crafts

Our activities have included thoughtful Remembrance Day pieces, papier mâché balloons, a gratitude tree and pimped walking frames and sticks.



Marking 25 years at Parkland

Thank you to Janet for all her amazing hard work and unwavering dedication to our residents during her 25 years at Parkland. She's seen lots of change in social care over her 38-year career but continues to enjoy helping residents look and feel their best. Our new manager, Ed Courtney, was delighted to give her a selection of gifts to mark the occasion.



What's on this Christmas?

A few of our festive plans...

7 Dec - Christmas Bazaar with singer Claire Williams.

15 Dec - Visit from Bellacapella choir.

17 Dec - Christmas Party!

18 Dec - Christmas carols with St Thomas Parish Church.

22 Dec - Christmas science afternoon.

23 Dec - Christmas present wrapping day.



Our Bonfire Night was not to be missed... We made chocolate apples and enjoyed sparklers and fireworks.

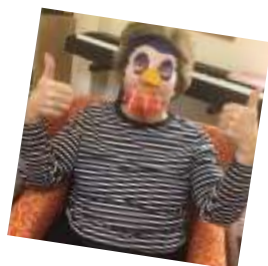
News from Plymbridge House



Super singing sessions

We love our regular visits from a variety of entertainers.

Recently, we've had a boogie with singer Patrick, who never fails to get everyone up on their feet or moving in their seats. We had the instruments out for our session with singer Zoe, followed by some lovely homemade scones with clotted cream - and a cheeky glass of prosecco or two.



Feeling festive

Our annual outing to Otter Nurseries left us in the mood for Christmas, with its sparkling decorations and lights. Everyone enjoyed their morning, finishing with coffee and cake.

Back at Plymbridge, we've been busy painting decorations. Our residents have also been enjoying our cosy winter corner - complete with handmade decorations upcycled from old books - plus some festive facemasks.



Staff news

- ⇒ We bid farewell to Liz Annis, who retires from her role as Activities Co-ordinator after 21 years' service. Liz is one of our Above & Beyond Award winners this month (see p.9) and, as the comments from her colleagues show, she will be greatly missed. We wish her all the very best for her next chapter.
- ⇒ Congratulations to Martyn, our Manager, who is now registered with the Care Quality Commission.
- ⇒ A huge well done to Jemma Bowden, our Care Lead, who ran a half marathon in Lucerne, Switzerland recently.



Seasonal fun

We're hosting our Christmas Fayre on 16 December. There will be a special visit from Father Christmas, a mega raffle, buffet and staff fancy dress competition, plus entertainment. Relatives are more than welcome to come along!

Other festive highlights include:

9 Dec - Carol singing.

12 Dec – Church Service with Rev Ian and friends.

13 Dec – Santa race and Festive Food tasting.

Making magical wishes

What would you do if you had magic powers? Our residents would like to travel the world or fly like a bird - and spread more love in the world, which would be a very worthwhile use of a superpower.



News from Peninsula



A Christmas message from our Chairman

“Christmas is such a special time of celebration. I particularly love the fact that it is time when families get together, which I know is so important for all our residents.

As Chairman, I want to wish all our wonderful residents and their families health, happiness and peace this Christmas, and best wishes for the coming New Year.



It's been another amazing year for Peninsula. I am so proud of our fantastic, dedicated staff and the exceptional care they provide to all our residents. Thank you and your families for your support throughout 2024. My two dogs Barney and Chester also send you love and licks this Christmas!”

Ian Brokenshire
Chairman



Our new Operations Manager

We're delighted to welcome Joanna Foulstone, who joins us as Operations Manager. She says, “I am thrilled to be part of the team. There's a lot of exciting work happening and I'm looking forward to contributing towards Peninsula's success. I worked for 10 years as an Operations Manager and Director for my own family's care home and am passionate about delivering exceptional care to those who live and work in our homes. Outside of work, I enjoy going for long walks with my husband and our dog, and spending time with family and friends.”

Compliance on the Radar

We're thrilled to announce the launch of the Radar Healthcare compliance system across all five of our care homes.

This innovative platform helps us focus on delivering exceptional care, providing enhanced efficiency, accountability and transparency. Benefits include real-time monitoring; proactive risk management with automated alerts, access to accurate, up-to-date information; and improved staff collaboration. Thank you to our dedicated teams and everyone involved in this successful rollout.

What does the Budget mean for Peninsula Care Homes?

“Much has been written about the recent Autumn Budget and how it will affect businesses. While we face continued pressure from rising operational costs and the evolving regulatory landscape, the government's commitment to social care funding provides stability for our industry.

Peninsula is in a strong position, thanks to our dedicated team, strong operational model and focus on quality care. Our occupancy rates remain healthy and our reputation for excellence continues to attract both residents and skilled staff.

Some of the steps we're taking include:

- ⇒ Optimising our operational efficiency without compromising care quality.
- ⇒ Continuing to invest in staff development and retention.
- ⇒ Strengthening our relationships with local authorities and healthcare partners.
- ⇒ Maintaining our focus on person-centred care while managing costs effectively.

I'm confident in our ability to adapt and thrive in this environment. Our residents' wellbeing remains our top priority, supported by our commitment to financial sustainability.

I'll continue to keep you updated as we implement our response to these changes. Thank you for your ongoing support.”

Stephen Arnold
Chief Operating Officer



News from Peninsula



Training in focus

We undertook a comprehensive review of the training requirements this year for each role across the organisation. This helped us clearly define mandatory training and identify opportunities for personal development, ensuring our staff are well-equipped to deliver exceptional care.

We also improved our training booking system, streamlining the process and making it easier for everyone to stay on top of their learning and development.

Moving & Handling is an area of ongoing learning. We now conduct workshops as part of our training that encourage staff to come to us with moving and handling predicaments. They are then taught the safest way to solve them in discussion with other staff members on the course.

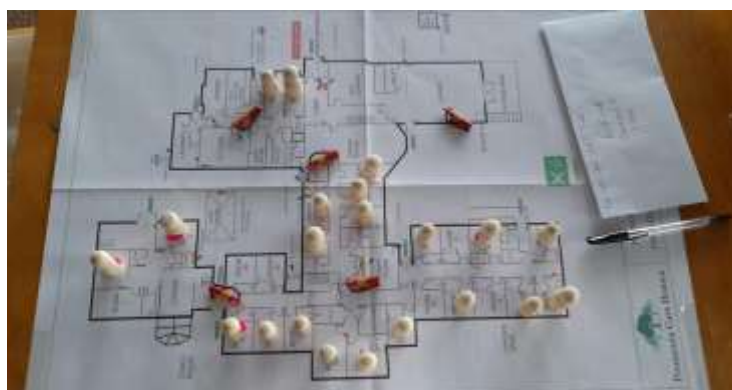
Our Fire & Evacuation training covers theory and practical instruction. This includes the use of Albac Mats and safe evacuation of residents. Staff are timed on evacuation from the room to a safe place, achieving times of under two minutes from bed to two fire doors.

Away Day sessions strengthen practices



We recently held two productive away days with our managers and a member of their care teams.

Day one focused on reviewing our home evacuation plans, with a particular emphasis on fire scenarios. On day two, we began a thorough review of our competencies - assessing what we have, how well they're working, and exploring opportunities for improvement. These sessions are vital in strengthening our practices.



2024 training highlights

74 staff members have taken our Emergency First Aid at Work course during 2024 (213 over the three years we have been running the courses).

This means we have over 100 current staff fully trained on Emergency First Aid at Work (valid for three years), enabling all homes to be fully compliant. The staff are now registered first aiders with the First Aid Awards (FAA), receiving an Ofqual level 3 qualification.

We've conducted numerous induction and refresher courses throughout the year, focusing in particular on vital areas such as Moving & Handling, Fire & Evacuation, oral health and pressure care. These sessions are essential to maintaining the highest standards of safety and care.

We've carried out multiple inductions, helping those new to Peninsula to begin with the knowledge, understanding and skill to do the job safely, increasing our staff retention and standards across all homes.

Thank you to all our staff for your engagement and dedication to professional growth.

Staff survey sees 70% response rate

Thank you to everyone who completed our recent staff survey. This had a fantastic response rate of 70% across the company, with Plymbridge returning the most surveys (at 83%). Our surveys are an important way to gather feedback from each of our homes. We'll be analysing the results and sharing further updates in due course.

Thank you to Gary, our Training Manager, for supporting our local 17th Exeter Scout Group, helping them complete their First Aid badge, using the Mini Medics syllabus from Nuco.

mini MEDICS

Above & Beyond Awards



Above & Beyond is our internal award scheme, focusing on the exceptional care and efforts delivered by our staff.

The awards are a fantastic way to recognise those who consistently go the extra mile in their dedication and inclusivity. We asked staff from each home to vote for the colleague who they thought should receive the award and we're delighted to introduce our second set of winners for 2024. Many congratulations to you all!



**Clara Lowther, Administrator
Bramble Down**

"She helps me with everything I need."

"Truly professional and has time for everyone."

"It's like she's always been here and is a true team player."



**Leonord Amalraj,
Care Assistant, Coppelia**

"Leo is always looking out for the residents and the staff. He is really kind and respectful and loves to have a chat."

"Every home needs a Leo! His kindness and friendliness shines through."



Megan Willmott, Senior Care Assistant, Cornerways

"Always thinking about everyone, runs a group for residents' families and is so caring with staff."

"Megan cares deeply about every single one of our residents and her main priority is delivering the best care for them."



Michaela Sanders, Senior Care Assistant, Parkland

"She has so much empathy towards everyone and deserves to win this award so much. Always puts everyone before herself."

"Her smile and happiness radiates in the home."



Liz Annis, Activities Co-ordinator, Plymbridge

"Liz is one of a kind! Numerous times she goes that extra mile with residents and staff. She's warm, kind and shows so much passion for what she does."

"She gives her heart and soul. She is a shining star and we are so lucky to have her."

Above & Beyond celebrates individuals who embody our CARE values of 'Committed' and 'Embracing'.

Committed:

- ◇ Love what we do and why we do it.
- ◇ Be full of energy and your positive self.
- ◇ Celebrate success and make life enjoyable and fun for all.

Embracing:

- ◇ Treat all people with respect and kindness.
- ◇ Work together to provide a home from home environment filled with warmth, laughter and love.
- ◇ Recognise each individual's wishes, preferences and ensure their life is still their choice.

News from Peninsula



Relatives' reviews

We're so grateful for the wonderful reviews we receive. These highlight the kindness and dedication of the teams at each of our homes, reflecting our commitment to providing exceptional care and support for our residents and their families.



Our online ratings

Thank you for your comments on carehome.co.uk, these mean so much to all the team. Our current ratings are below. You can help us with these by adding your comments. These are really useful for people looking for the right home for their loved ones and it also gives an opportunity to provide feedback on your experiences.

- ⇒ Parkland House – 9.6
- ⇒ Plymbridge House – 9.9
- ⇒ Bramble Down – 9.9
- ⇒ Coppelia – 9.7
- ⇒ Cornerways – 9.9

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



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Peninsula Care Homes

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