



## Welcome to the Spring 2024 issue of Peninsula News.

A new season is upon us - although that hasn't quite been reflected in the weather so far! But across our five care homes, thoughts are turning to the spring and summer as we plan for the coming months.

As the world around us wakes up after the winter, it's traditionally a time for us to look ahead with hope, as well as with gratitude for all we have to be thankful for.

Here at Peninsula, that includes celebrating our wonderful staff with our Above & Beyond Awards. These honour the dedication of our teams, in particular those individuals who consistently go the extra mile, as nominated by colleagues across each of our homes. We're thrilled to announce the winners on page 9.

We're also absolutely delighted that Cornerways has been recognised as one of the Top 20 Care Homes in the South West by carehomes.co.uk. Find out more on p. 7 - and a heartfelt thank you to the team for their hard work to make it happen.

Wishing you all the best for the spring.



Louise Arnold

Managing Director, Peninsula Care Homes

## In this issue

### Page 2: News from Bramble Down

*Including new dining décor, festive fundraising results and our 20<sup>th</sup> anniversary.*

### Page 3: News from Coppelia House

*Including a return to Friendly Fridays, a special birthday and full marks for food hygiene.*

### Page 4: News from Cornerways

*Including an aquatic adventure, celebrating achievement and activities for all.*

### Page 5: News from Parkland House

*Including the magic of animals, creative joy and strengthening our skills.*

### Page 6: News from Plymbridge House

*Including great games for everyone, Plymbridge projects and social sessions.*

### Pages 7 & 8: News from Peninsula

*Including our Top 20 care home result, an insightful away day and a survey snapshot.*

### Page 9: Above & Beyond Awards

*Congratulations to the winners of our awards.*

### Page 10: Reflecting on our 20<sup>th</sup> anniversary



Out and about at Bramble Down  
- on page 2



Playing the drums at Coppelia  
- on page 3



Seaside walk at Cornerways  
- on page 4



Daffodils at Parkland  
- on page 5

# News from Bramble Down



## Busy at Bramble Down

From getting out and about in the village for some fresh air to staying tucked up indoors with arts and crafts, we've been keeping busy at Bramble Down with a whole host of activities as always.

We invited family members to join us on Mother's Day for a delicious cream tea. While we were hoping the weather would be mild enough for a picnic, we had plenty of blankets on hand as we were quite sure they would be needed.

And we were thrilled to celebrate Eric's 90<sup>th</sup> birthday with a fantastic spread - including not one but three birthday cakes!



## News from the team

⇒ Farewell to Justine and Colin, who have been with us at Bramble Down for 17 and 16 years respectively. Colin, who was a care assistant, retired in January but pops in when he can! We bid an emotional goodbye to Justine, who was a senior care assistant but is pursuing a change of career as a teaching assistant. We're sad to see her go but also excited for this next chapter for her.



⇒ We have two new faces on the team, Georgie and Alister. Georgie joins us as a night nurse and Alister as a health care assistant. We wish them both every success in their roles and are delighted to have them on board.

⇒ The team have been enjoying their practical fire safety training with Training Manager, Gary. He's spent several days with us to complete the training with everyone and we've found the sessions to be both informative and great fun.

⇒ Bramble Down chefs, Anna and Jacqui, had a wonderful long weekend in India recently, celebrating the wedding of Sree, who is a care assistant at the home. They were treated like royalty by all his family and the guests. Many congratulations to Sree and his wife Triveny!



## Festive fundraising for Age UK

We were delighted to sponsor the Denbury village Christmas card, which raised £1235 in total for Age UK (Devon) and local projects. This is organised by Sally, who is a former administrator at Bramble Down. Our Managing Director, Louise, and Sally met with a representative from Age UK to present our sponsorship cheque of £602.50.



## Twenty years of Bramble Down

February marked Bramble Down's 20<sup>th</sup> anniversary, as the final home to join the Peninsula group during 2003-2004.

We're celebrating this month with a party with family and friends. There will be a buffet and sing-along – and, of course, cake! We're looking forward to welcoming everyone to join the fun.

## New dining décor

We've had some lovely comments on our dining room refurbishment, saying how modern, light and bright it looks. The room has been painted and wallpapered, with finishing touches including new pictures, colourful tablecloths and napkins, and chandelier light fittings.



# News from Coppelia House



## Friendly Fridays are back and buzzing!

We always receive such a warm welcome at the community club in Moretonhampstead. Many people come along each week to have a chat over a cuppa, catching up with friends old and new. As a bonus, they make some delicious cakes. It's a vital service for the town and we're grateful to have such wonderful volunteers and wellbeing support.



## Fabulous florals

We gathered a selection of spring flowers to make beautiful arrangements to dot around the home. They really do bring a smile to people's faces and smell wonderful. We also used the flowers as inspiration for some art work, which will be framed and placed in each person's bedroom so they can enjoy the colours.



## Come along to our Coffee Morning

Our famous coffee mornings are always a treat. The next one takes place on 21<sup>st</sup> March and there will be tea, coffee and a selection of home baked goods for sale. We'll also have a raffle, with some great prizes kindly donated by businesses in the town. Everyone is very welcome, so we hope you can join us on the day.

*An afternoon of painting, creating some lovely colourful pictures with just the dab of a sponge.*



*What a talent! Malcolm has been very musical the last few weeks, not only drumming us a beat but also playing on the piano.*



*We were all very excited to receive our brand new giant snakes and ladders game and, WOW, it fills the whole room! Everybody loved throwing the huge die and we used Sally as the counter, ensuring she didn't come across a snake.*

## Staff promotions

Well done to Reanne Salter and Beth Shears, who have successfully completed assessments across 17 competencies over the last six months as part of their promotion to Senior Carer. Reanne joined us in February 2021 as a carer and was promoted in November last year, while Beth joined us as a carer in October 2022 and was promoted in February. Congratulations to them both.

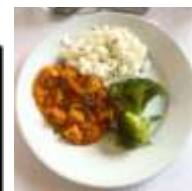
## Happy 100<sup>th</sup> for Hazel Pearl



We celebrated a very special birthday with Hazel Pearl, who had over twenty members of her family attend her 100<sup>th</sup> birthday party. She thoroughly enjoyed the day, as well as an amazing slice of the biggest cake we've ever seen. A huge thank you to all who made it happen. Hazel Pearl also received her telegram from the King, which is now proudly displayed in her bedroom.

## 5/5 for food hygiene

The Food Standards Agency visited us in February and we're pleased to report we received top marks, with a Food Hygiene Rating 5. The score is proudly on display in the front entrance.



# News from Cornerways



## Activities for all

Our activities programme is designed to provide plenty of variety and enjoyment for all who live and work here at Cornerways.

- ⇒ We've been making the most of the late winter and early spring celebration days. We marked Valentine's Day with homemade treats, a glorious buffet and entertainment from singer Chris Moore. We made delicious Welsh cakes to honour St David's Day and invited loved ones to join us for a cream tea on Mother's Day.
- ⇒ Our animal visitors are always a delight. The 'animal man' from Animal HQ, as he is fondly known, comes monthly with his menagerie of small fluffy animals (but spiders are banned!).
- ⇒ Seafront walks are wonderful whatever the season. The waves provide an ever-changing landscape and there's nothing quite like a lungful of sea air to invigorate the senses.

That's not to mention visits from our weekly singers and other activities such as baking, games and chair-based exercises. We even have a bowling team, who go out every six weeks or so to practice together and have fun.



## An aquatic adventure

Our latest outing took us to Plymouth Aquarium, where we had a fabulous time getting up close to the various sea creatures – from large sharks and rays to colourful fish. We're busy planning our next trip for the beginning of April, when we'll be heading to Devon Bird of Prey Centre and Otters & Butterflies in Buckfastleigh in the hopefully spring-like weather.



*Our maintenance team is transforming the dining room with a train theme. The 'windows' have been put in and there's more to come. The snug has also been converted into a library, where residents can be found enjoying a quiet moment.*



## Spring is coming

Our gardening club, with the help of our activities team, has started preparing for spring. We now have 2 mini green houses to grow tomatoes and seedlings as soon as the weather warms up. This was so successful last year that the kitchen was able to make good use of the produce, so we're hoping for another good growing season.

## What's coming up?

We're excited to celebrate the Hindu Holi Festival in March, also known as the Festival of Colours, Spring and Love. We have a host of colourful activities planned, including Indian dancing with one of our staff members, and our chef is putting together an Indian buffet. We've also organised t-shirts for a tie-dye activity – and we think these will be perfect for our Silent Disco in the summer!

## Celebrating achievement

Our Achievement Wall marks various skills and successes at Cornerways. This currently features certificates for baking and gardening – and with so much planned over the coming months, we'll no doubt be adding to these soon. And on that note, we were very impressed with our two residents who completed their 1000-piece jigsaw in just a few weeks!



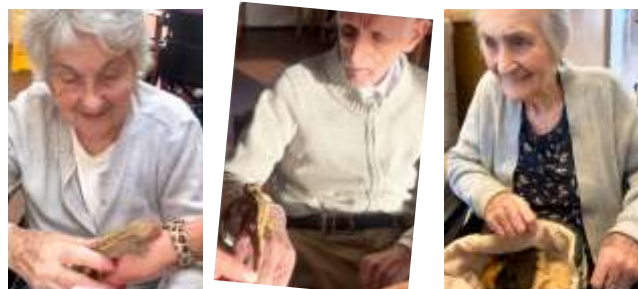


# News from Parkland House



## The magic of animals

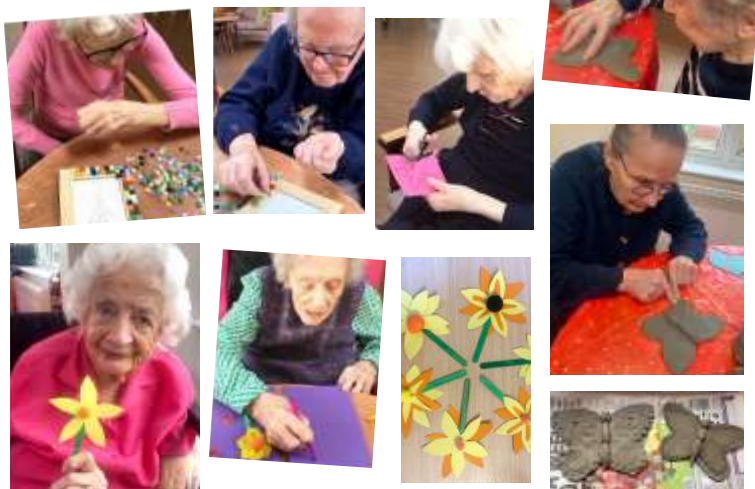
We love animals at Parkland and very much enjoyed a recent visit from Animals 2U Southwest. There are so many benefits from contact with animals of all shapes and sizes. It can be both calming and mood-boosting to cuddle or stroke a furry friend, and this can also bring back happy memories of our own pets. We're also lucky enough to have our own therapy dog here every fortnight. Rosie is absolutely gorgeous and gets lots of attention from our residents.



## The joy of creativity

There have been more than a few marvellous art and craft projects at Parkland over the last couple of months. It's always great to see the joy these creative activities bring, as well as the end results.

- ⇒ Mosaic picture frames needed some skill and attention to get right. They look fabulous, with many different pops of colour. The frames made lovely gifts from our residents to family and friends in honour of Mother's Day.
- ⇒ What else but a daffodil theme for St David's Day? People made cheerful yellow daffodils from a variety of materials, including pom poms and card. This was followed by arranging fresh daffodils in vases to remind us spring is on the way.
- ⇒ Clay is so wonderfully tactile to work with. Fingers, along with a selection of tools, proved very effective for decorating these butterflies, which turned out beautifully.



## What's coming up?

We're marking Red Nose Day in March, wearing traditional silly noses and fundraising with cake! With Easter on the horizon, we're also planning our Easter Bonnet competition, which will be judged by the team at our head office in Exeter.

## Exciting refurbishment projects at Parkland

We're thrilled to be working with Diana Ceella, who owns Drawing Room Interiors, to modernise and refurbish our dining room and upstairs lounge. She has extensive experience of helping care homes, gaining a reputation as a well-recognised and knowledgeable healthcare designer. She's passionate about using design to ease the lives of those living with dementia and other age-related conditions and we're really looking forward to seeing her suggestions for these rooms.

## Strengthening our skills

Senior and care assistant team members have enjoyed taking part in refresher training sessions on a number of topics. This has included RESTORE 2, which helps monitor the wellbeing of residents. The training, delivered by Eastern Services, has been funded by Devon County Council as part of an initiative to support care homes with online and face-to-face training across specific areas. This aims to provide positive outcomes for residents by strengthening the skills of staff.

*We're relishing spotting signs of spring on our strolls. It's lovely to see the trees starting to blossom and colourful flowers making an appearance.*



# News from Plymbridge House



## Great games for everyone

We've been enjoying some supersized games here at Plymbridge. Large-scale versions of old favourites provide an interesting twist on the classics that we know so well. These help increase activity levels while we're playing: rolling the huge die for Snakes and Ladders or stretching to add the counters for Connect4 both stimulate upper body movement. And, of course, we have the fun of some friendly competition.

We've also been getting sporty with bowling and netball, while our mock horse racing game has been getting us in the mood for the Cheltenham Gold Cup races this month, which many people like to watch.



## What's cooking?

Food-related activities are always popular and we like to see people's creativity unleashed in the kitchen.

Pizza is particularly fun, as it's so easy to customise the toppings to whatever you prefer. We also tried our hand at making coconut ice, which is a timeless treat that proved as delicious as ever.



## Social sessions

The table in our conservatory is a lovely spot, with the big windows behind letting in lots of natural light. This is where we set up many of our arts and crafts activities, such as painting or colouring, as well as games, including cards. There's space for a few people around the table and we've enjoyed many a creative and sociable afternoon there - including a recent session making some brightly coloured eggs in preparation for Easter.



## Plymbridge projects

We have an ongoing programme of upgrades at Plymbridge. Some may not be visible but are important, such as work on our boiler rooms. There are also some improvements that you can spot around the home: we have beautiful new bedding in many of the rooms and several items of soft furnishings. Another half dozen dining room chairs are on order to add to the dining room.

Our new notice boards have created conversations as we showcase artwork completed in-house. They also celebrate people we are grateful for and provide details of upcoming events.

## Busy making plans...

We're looking forward to a visit from Carol Counter for our Shopaholic Afternoon in March. Carol will be bringing a selection of clothes and gifts to purchase and we know a few people are already thinking of some gaps in their wardrobe they hope to fill.

Following on from the success of the Cornerways trip to Plymouth Aquarium, staff and residents have decided we should arrange a trip of our own there. We'll share further information once the details are finalised.





# News from Peninsula



## Cornerways: a Top 20 Care Home in the South West

We're absolutely delighted that Cornerways, our Paignton home, has been recognised by carehome.co.uk as one of the Top 20 Care Homes in the South West.

The team at Cornerways is led by experienced Registered Manager Joanne Broderick and overseen by Managing Director Louise Arnold. They provide exceptional care around the clock, showing devotion, great listening, love and empathy. With sociable communal areas and cosy spaces, Cornerways has a warm and homely feel.

We're incredibly grateful for everything the Cornerways team does and are so proud to see this reflected with the 10/10 score for the home. A huge thank you to everyone who contributed to this fantastic achievement. This includes those who have taken the time to review us on carehome.co.uk. These online reviews are so useful for people who are looking for the right care home, giving them a good insight so they can make informed decisions with their loved ones.



## A very warm welcome

We're delighted to have welcomed a number of new employees in various roles across Peninsula recently, including care, activities and kitchen assistance. They attended an Induction Day at our central office in Exeter in February, led by Training Manager, Gary. This covered important details on core areas such as infection prevention, fire safety, safeguarding and recording of information.

We wish Paris, Amelia, Lauren, Rhona, Alistair, Abeebe, Inebi, Frankie and Ez all the best in their future careers with us.

## Following up on staff feedback

Our annual staff survey in October achieved our highest response ever, with 80% of our people taking time to provide feedback on their work, care home and Peninsula.

Since then, registered and central team managers have been discussing the results with the teams in each home, and deciding how they want to follow through on the feedback gathered. This is an ongoing activity and progress will be reviewed regularly before the next survey, due in the autumn.



## Review results coming soon

We recently commissioned independent consultant, Sharon McNamara, to review all our homes as part of our governance programme.

Sharon has conducted two-day reviews in four of our homes to date, with a visit to Parkland House scheduled soon. Thank you to everyone for making her feel so welcome. We believe her findings will show the strengths of our exceptional care and, as with any business, will help identify areas for improvement, so we can continue to meet our high standards.

We'll be working with each home to ensure we respond as a team to any recommendations.

Members from our team are attending



the Devon Care Home Collaborative Conference in March. A varied line up of speakers and topics include the CQC single assessment framework, international recruitment, sustainable services, training and development.



## How good is your care?

Thank you to everyone who took part in our recent 'How good is your care?' survey and 'How good is the care?' Family & Friends survey. We're analysing the results and will be compiling a report for each home shortly.

We're delighted to share a snapshot of the comments from people living in the homes in response to the question: **'What do you most like about living here?'**

### Bramble Down

- *"Staff have a caring attitude."*
- *"The home is friendly and has a warm, homely feel to it. Visitors are welcome. The food is traditional home cooked where preferences are accommodated. Everyone is helpful and I feel safe at Bramble Down."*
- *"There is a good supply of chocolate for me!"*
- *"The staff are charismatic."*
- *"It's lovely here."*

### Coppelia

- *"My wife can visit every day and can stay all day. Accommodate extra family members too which is lovely."*
- *"The fact that I'm looked after 24/7."*
- *"Activities, pleasant surroundings, to know I am cared for around the clock."*
- *"Being warm, I like the company and the drum set. I like the fact I am cared for all of the time."*
- *"Time goes fast and I like having the leisure time and many visitors which are always welcomed."*

### Cornerways

- *"The knowledge that someone is always around if I need help."*
- *"Knowing the other people here."*
- *"After living on my own for many years everything is trouble free. No shopping, no cleaning, no bills to pay. Always help at hand if I should fall and a great worry off the shoulders of my family."*
- *"Everything."*

## An insightful away day

Managers from our homes gathered with representatives from our senior management team and our directors for an insightful away day at Exeter Racecourse. This focused on the CQC's Single Assessment Framework and how this may impact the future inspection and assessment of homes.

The framework is a new method for assessing health and social care services, using 'quality statements' to focus on individuals' care experiences and care providers' responsibilities. We delved into the intricacies of this, familiarising ourselves with the terminology and discussing each section. The team agreed it was a valuable insight into the requirements, helping them navigate the evolving landscape of CQC's inspections and assessments with confidence.



### Parkland

- *"Peace and quiet"*
- *"They are very nice and always ready to be of help. I like everything about it."*
- *"I like watching the people. I like the way people do things."*
- *"I would like to be able to stay here for a long time. It seems nice and comfortable."*
- *"Everything is so nice and gentle, not rushed or hurried."*

### Plymbridge

- *"I can get what I want when I want."*
- *"Company of other people."*
- *"I feel safe and no worries and everyone cares for you."*
- *"The atmosphere here is very kind."*
- *"I look forward to my meals and enjoy the food."*



# Above & Beyond Awards



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

Launched last year, our Above & Beyond 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 the first of our 2024 winners.



**Jacqueline Fells, Chef,  
Bramble Down**

*"Cooks all the meals with love and a smile on her face. Very approachable. Heart of gold."*

*"She makes everyone laugh and her smile spreads to everyone. We all go to her with our troubles and always have a shoulder to cry on."*



**Miriam Youngson,  
Administrator, Coppelia**

*"Kind, caring, always happy to help, always a smile on her face and very welcoming to visitors."*

*"Shows interest in all aspects of people's lives and has a good way of putting people at ease."*



**Jen Fleming, Floor Lead &  
Care Champion, Cornerways**

*"Does her job so well and genuinely cares. A good rapport with residents and staff."*

*"Always attentive, goes out of her way to make people comfortable. A truly wonderful person and a pleasure to work with."*



**Ginini Eni (Kelvin),  
Emerging Senior, Parkland**

*"Professional, patient, kind, caring, reliable. Never is anything too much."*

*"Kelvin's demonstrated a real passion for his role and has an exceptional manner with the residents. He's a pleasure to work with."*



**Laura Goodall, Carer,  
Plymbridge**

*"Always very kind and caring towards residents."*

*"Always goes out of her way, great member of staff."*

*"Laura is very hardworking."*

**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



## Reflecting on our 20<sup>th</sup> anniversary year

**We've been celebrating 20 years of Peninsula Care Homes over the last twelve months.**

Our first home, Coppelgia, opened in February 2003 and Bramble Down was the final home to join the group in February 2004.

As a family-owned business, it's been very special to reflect on where Peninsula Care Homes began and where we are today. We've enjoyed parties, with dancing and cake, and shared memories of our homes over the years.

We're so grateful to everyone who has been part of our journey over the last two decades: our staff, residents, families and friends. A huge thank you for all your support, in particular to our incredible team, who work so hard to make a real difference to the people who live in our homes.

Our anniversary celebrations draw to a close this month with a party at Bramble Down. We'll also be adding a new bench to the garden of each home to mark our 20-year milestone.

As we end our anniversary year, we're looking ahead to the next 20 years, as we continue to provide opportunities for people to enjoy positive, fulfilling experiences with our commitment to delivering exceptional care.

## 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

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



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



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

## Peninsula Care Homes

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



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



**Coppelgia 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