



Welcome to the Autumn 2024 issue of Peninsula News.

## 'New term', new beginnings

I hope you have all enjoyed the summer months. It has been wonderful seeing many of our residents making the most of the warmer weather on excursions, in our gardens and at our summer events. Thank you to all our team for supporting these activities and for your ongoing dedication in your roles.

I love the month of September and the feeling it brings of a fresh start. We have something of the 'new term' feeling here at Peninsula, as we've undergone so much change this year. This has included new systems and home refurbishments, as well as increased training and development. We've welcomed new team members along with a new Chairman, Ian Brokenshire; please see p.7 for an update from Ian. We've also said goodbye to valued members of staff, who we thank for all their hard work.

I am struck by how well everyone has adapted. These changes, and your commitment to them, put us in a great position to achieve our vision to always provide exceptional care to our staff and residents within our homes.

I wish you all the very best as we head into the autumn.

Louise Arnold

Managing Director, Peninsula Care Homes

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# News from Bramble Down



## Summer days

We've been enjoying the summer weather with a few afternoon visits to the local pub, where we've been able to sit outside for a drink and a chat.

Crystal and Joyce had a fun outing on the bus to Newton Abbot. They were eager to go shopping so Jo and Leia decided to use their day off to take them into town. They had time for lunch and coffee before exploring the market (and purchasing bundles of goodies!) They even bumped into some family and friends too.



## Denbury winners

We were thrilled to win a selection of prizes for our home grown produce at the Denbury Flower, Produce, Art & Craft Show.



## New jacuzzi bath

We're really happy with our new jacuzzi bath, which is proving a great addition to the home. This features a detachable seat and a simple-to-use transporter system, which enables the resident to be wheeled to the bath straight from their room.



## Howdy partner

Lucy and Izzy brought a flavour of the Wild West to Bramble Down with our themed Cowboy Day. There was some great fancy dress throughout the home, with cowboy hats galore! Games included practicing our throwing skills with cactus ring toss, as well as a giant pass the pigs game – which Rosie won with 114 points. Martin, Peter and Rosie also tested out our mini photo booth.



## Essential maintenance

Thank you for your patience while we carried out essential roof repairs, which included removing and then refitting a solar panel array in order to replace the timber on a portion of the roof. We're pleased to report the repairs have been made and the scaffolding is scheduled to be taken down shortly.

*Christmas is coming, which means auditions will soon be held for this year's pantomime, Snow White and the Seven Dwarfs.*



*We had a morning of kitty therapy with Peanut, Lucy's 9 week old kitten, who came in to meet everyone.*



*A glorious afternoon enjoying songs with Broadhempston Primary School choir from their summer production of 'Matilda'.*

# News from Coppelia House



## Coppelia carnival win!

We were absolutely thrilled to take home the trophy yet again for 'Best Local Static Entry' at the Moretonhampstead Carnival. The theme was Carry on Military and everybody worked incredibly hard creating the props, signs, hats and decorations – including a large tank.

A huge thank you and well done to all involved. We're already planning our entry for next year, which will celebrate the 100<sup>th</sup> carnival.



## Day trip to Dartmoor

The sun was out for our much-anticipated outing to Dartmoor.

We hired a minibus to take us for a drive over the moors and everyone loved seeing the beautiful and dramatic landscape, as well as some wonderful Dartmoor cows. It was such a lovely day and we even squeezed in a quick stop for ice cream.



## Transport to Axminster

John Emery, our Facilities Manager, stepped in to transport Pauline to her hospital appointment in Axminster, after the wheelchair adapted vehicle we had booked for her was cancelled the previous day, leaving her no way to get there. Luckily, John could take Pauline and her daughter Kim in our own wheelchair adapted vehicle to ensure the appointment was not lost.



## Thirsty Thursdays

We've been enjoying our regular Thirsty Thursdays over the summer. Despite the patchy weather, we've managed to take advantage of dry days to walk to the local pub for a half... or two!



Rocking and rolling with our regular entertainer, Chris Moore. We laughed, danced and boogied the afternoon away to a selection of favourite songs.



We took a trip to Teignmouth for a seafront stroll in the sunshine. We enjoyed homemade cakes and a hot cup of tea.



Anne celebrated her birthday in style with balloons, banners, lots of flowers - and a delicious cake!

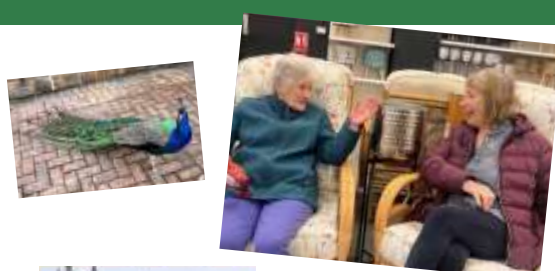
# News from Cornerways



## Trip to Trago and beautiful Buckfast Abbey

Our latest day trip combined culture with some retail therapy, as we headed for a look around Trago Mills, followed by a walk at the historical Buckfast Abbey. We had a lot of fun browsing at the garden centre at Trago and testing some of the sofas. But Buckfast Abbey was the real jaw dropper. We explored the beautiful grounds and admired the stunning architecture and interior of the Abbey, taking time to pause and soak it all in.

We're now looking forward to our next day trip in October. We'll be taking a lovely drive around the moors, stopping to appreciate the views and finishing with a delicious cream tea in Princetown.



## Tea, tales and time travel...

Our new history group on a Wednesday has had a fabulous start over the summer. We focus on a different topic in each session: so far, we've covered the history of fashion, as well as learning some interesting facts about significant figures from the past. After discussing the history of tea, one person recalled a song from the 1930s called 'Nice Cup of Tea', so we were able to find the lyrics for a group sing-along. We also learnt a lot about Paignton after our resident, Len, visited one of his favourite medieval sites in the town and kindly shared his knowledge with the group.

The sessions are proving a wonderful way to reminisce and discuss our favourite eras in history - they always lead to a good natter!



## Cornerways joins the ENRICH network

We have completed our registration with the Enabling Research in Care Homes (ENRICH) network. This offers a number of benefits, including access to the latest information and training related to dementia, as well as opportunities to be involved in research and share best practice. We will also receive a NIHR Research Ready Care Homes certificate.

## Summer at the seaside

We've been making the most of our beach hut over the summer, taking several trips to enjoy our fish 'n' chips al fresco. Something about the sea air makes the meal all the more tasty. We also love our regular seafront strolls. Watching the waves rolling in is always good for the soul and we feel very lucky to be in this part of the country, even on a cloudy day!



## A new autumn activity

We're excited to trial forest bathing this autumn. This sensory activity enhances wellbeing and we're looking forward to taking in the sights and sounds of the forest as the leaves change colour.

# News from Parkland House



## Welcome to our new Manager

We're delighted to welcome Ed Courtney as our new Manager here at Parkland. He is already building on the excellent care provided to our residents, bringing fresh energy and dedication to the team.



Ed has a collaborative approach and is working closely with staff to strengthen co-ordination and communication, particularly during daily handovers. He is also looking at embedding the use of tools that will make it easier to stay on top of people's health needs and respond swiftly when needed.

## 'Resident of the Day' coming soon!

We're working on a new 'Resident of the Day' programme, which will honour our residents by dedicating an entire day to each of them. This will focus on their favourite activities, meals, and cherished memories, aiming to provide a personalised experience so they feel more valued, happy and connected.

The initiative is being co-produced with our residents and their families to make sure the day is both meaningful and enjoyable. We're gathering people's preferences through conversations, as well as surveys covering activities, food and drink. Residents and their families are also sharing valuable information about their history, hobbies and memories so we can design days that celebrate their past and present. In addition, staff are contributing their ideas and knowledge of each resident's preferences and dislikes. We're excited to bring 'Resident of the Day' to life and will keep you updated on our progress.

## In pictures...



*Trying a new recipe at cooking club: custard cream blondies. They will most certainly be on the menu again!*



*It proved very therapeutic sifting through old puzzle pieces to create striking letter art.*



*We celebrated a special 101<sup>st</sup> birthday with Vera with plenty of treats.*

## Summer fete success



We may not have had the glorious sunshine we ordered for our summer fete but the rain did not stop our fun. We moved everything indoors and it was lovely to see such a great turnout, with so many families coming along to join us. There was a wonderful atmosphere – it's just a shame we didn't get to use the stocks to 'splat the staff'! A huge thank you to our volunteers for helping us with the stalls, we couldn't have run the event without you.

Many congratulations to Lisa Cross, who is a finalist for the Best Activity Provider/Lifestyle Lead Award at the UK Dementia Care Awards 2024. Lisa will be attending the event in Sheffield with our Managing Director, Louise.

## A 'wheely' great time

We enjoyed a fabulous trip to Exmouth in the sunshine. Age should not define what you can do in life and some of our residents proved this by braving the big wheel on the seafront. We also visited the World of Country Life, where the vintage cars brought back many memories and we had a magical experience feeding the friendly deer on a special train ride.



# News from Plymbridge House



## Rhythm is going to get you

We've enjoyed a host of musical treats over the summer, with our regular visits from several fantastic singers and entertainers. There's always plenty of fun to be had singing along, as well as the chance to get up and dance or join in with our own selection of instruments and colourful scarves.



## Our recent reviews

Plymbridge House continues to receive great reviews on carehome.co.uk, with a current score of 9.8. This platform only has verified reviews from family members, so thank you to everyone who has taken the time to leave a comment.

- \* *"Excellent care and support. Nothing is too much trouble."*
- \* *"It has exceeded all my expectations. Everyone has been caring and patient. Home from home."*
- \* *"We have struck gold. Everything the staff do is centred around making the residents feel at home and nothing is too much trouble."*

## Summer fun

We've made good use of our garden this summer, taking activities such as our regular quizzes outdoors or just enjoying sitting and chatting with a drink or ice cream. There's also always plenty to keep everyone entertained indoors, from lively games or some mindful painting.



## Staff news

### ⇒ **Martyn to become Registered Manager**

Martyn has been supporting Plymbridge House as an interim manager and we're delighted he's started the process with CQC to become the home's Registered Manager.

His career spans 20 years in the prison service as Governor, and over 10 years in social care at Home Manager level and above. He also holds two level 5 Diplomas in 'Leadership and Management' and 'Leadership and Management in Health and Social Care'. Martyn is a black belt in mixed martial arts and also loves travel and adventure. He walked 250km of the Camino Frances with his teenage son, which he says was "a truly memorable and life-changing experience".

### ⇒ **Welcome to Peter, our chef**

We're delighted to welcome Peter Poznick as our new chef. Peter has a wealth of experience and has already completed a food survey and instigated new menus.

### ⇒ **Well done to Jemma**

One of our Senior Carers, Jemma Bowden, recently completed the Great North Run Half marathon, raising a magnificent £500 for Blood Cancer UK.

## Advanced Care Planning evening

The Senior Care team put on a cheese and wine evening for relatives in September. This focused on Advanced Care Planning to ensure we capture the needs and wishes of our residents during the crucial End of Life period. Plymbridge House is highly regarded for its End of Life care and this evening was designed to strengthen our advanced care plans.

## Five star food



We're delighted that Plymbridge has been awarded a 5\* rating for food hygiene following a visit by the Environmental Health Officer (EHO). Well done to the catering team! This is an important reflection of food safety standards within the home.

# News from Peninsula



## Hello from our Chairman

"I have been absolutely loving my first four months as Chairman of Peninsula. Soon I will have visited all the homes, meeting a significant number of lovely residents and such talented staff. Peninsula has a truly dedicated team providing exceptional care.



So much has been achieved this year already and there are exciting plans and investments being made for the future. There is, of course, always more work to be done to be the very best and I am delighted to be heavily involved supporting Louise, Nicola and all the teams with these new strategies.

I really look forward to meeting more residents and staff in the next few months."

**Ian Brokenshire**

**Chairman, Peninsula Care Homes**



## Improving quality and compliance with Radar

We're excited to introduce Radar, a healthcare software system that supports the improvement of our quality and compliance, ensuring we meet CQC and other regulatory standards. This offers automated workflows, processes and robust reporting, helping us to be more effective and allowing us to concentrate on delivering service excellence.

Cornerways will pilot our first move onto Radar in the coming weeks and we're aiming for the first section to go live across our homes in November.

Our Manager Away Days have become a significant fixture in the company diary. It's really important to us that our managers are able to develop as individuals and as a team. Some sessions have also involved care leads and deputies.

Since our last newsletter, we've held two away days focusing on quality and some of our new system changes. We will be discussing business continuity and emergency evacuation of a home at our next away day in October.

## Back to school for Stephen

"I'm really excited to share that I've begun my Master of Business Administration (MBA) at The University of Warwick. I'm feeling a touch apprehensive about the assignments and exams within my 'return to school' but am undertaking an MBA as I want to continue my personal and professional development. I hope I will learn many things that could benefit how we operate as a business at Peninsula Care Homes, bringing new ideas and initiatives to support our aspirations.

The course started on Friday 6<sup>th</sup> September, which would have also been my late father's 77<sup>th</sup> birthday. It felt special to be starting on that day as he was always so supportive of my education and personal growth.

The University of Warwick specialises in healthcare. This led to me successfully applying for their 'society change maker' scholarship, where my application centred on the challenges and opportunities within the UK's healthcare sector.

Wish me luck!"

**Stephen Arnold**

**Chief Operating Officer, Peninsula Care Homes**

## Positive feedback for new CoolCare system

We continue to invest in modernising our company, including our systems. The purchase of a new system, CoolCare, has been a major success for us, with lots of positive feedback from both managers and team members.

CoolCare lets us share any shifts that become available due to ill health and we'd like to thank staff who have picked up these shifts. Staff have also told us they appreciate being able to access their wages early through the FlexEarn system.



# Staff News from Peninsula



## Celebrating our colleagues



### Nominations for our Above & Beyond Awards opening soon...

Launched last year, our Above & Beyond Awards give staff members a chance to nominate colleagues who they feel exemplify our CARE values of 'Committed' and 'Embracing'. They are a fantastic way to recognise those who consistently go the extra mile in their dedication and inclusivity.

Nominations will soon be open for the second round of our 2024 awards. Staff will be sent a form to vote and are invited to nominate individuals from their home. Winners will be celebrated in November with a certificate and voucher.

## Training in focus

Our central office is now the location for regular face-to-face training sessions. This is delivered by our in-house trainer and focuses on moving and handling, Emergency First Aid at Work and Inductions. With our CoolCare system, we're able to schedule our training more efficiently and our new booking system is proving beneficial.



The office is also the base for Louise, our Managing Director, Ruth (PA to Directors) and Luke (Administrator). We've seen staff being timed to evacuate our trainer using an AlbacMat and heard CPR being performed on our training mannequins. It's been interesting to see the sessions in full swing and we've all enjoyed meeting new and existing team members from across our homes as they attend the training.

## Staff survey open

Our latest staff survey was launched in September. We will be using the same survey as 2023 and will share feedback in due course.



## Chef get together

We recently brought the chefs from our homes together online, as part of our ambitions to enable staff across our homes to share ideas and learn from others in the same role.

They took part in an online refresher training course on Safer Food Better Business. Their next meeting will be in person in October, when we welcome Liz Fleming, NHS Specialist Medicine Optimisation Dietitian, to discuss a food-based approach to malnutrition management in care homes.

## Stay in touch

*Peninsula Care Homes is a family-owned and run company delivering exceptional nursing, residential and dementia care in Devon. We share regular updates about daily life within our homes at:*



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## Peninsula Care Homes

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



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