

# Glenholme

MAY 2020



## Thank You for Everything

To: All Support Workers, Residents, Relatives and Friends

First of all, I want to give my sincere thanks to all of our front-line support workers for their continuing and exceptional work ethic in this difficult environment. Also, my thanks to the residents, their families and friends for their contribution in assisting our support workers during this difficult time. Our goal is to maintain as much normalcy as is possible. Your continued support and understanding are crucial for all of us to navigate through this changing, and at times challenging, situation.

Looking forward we understand that there will be a gradual relaxation of the isolation and social distancing guidance over the weeks and months ahead. Our intention is to follow this guidance as close as possible as it relates to our situation. To this end, we will work closely with all parties in order to maintain consistency and safety for our residents. As this could change on a daily basis, we ask everyone; residents, support workers, family and friends to be flexible and understanding.

This newsletter features some of the amazing activities which have taken place across the group since the country went into lockdown six weeks ago. From video streaming in Brighton to producing story books in Finchley; all our services have demonstrated the incredible creativity and resilience that makes Glenholme so special. Thanks to the efforts of our staff, those we work for continue to receive the care and support they deserve. This must always remain our priority.

While much of our attention is rightly focused on defeating

the virus, we are also continuing to invest for the future. I am proud to report that Glenholme is in the process of commissioning three new services in the coming weeks. One in Brighton, near the existing unit on Nutley Avenue. Another around the corner from Warwick Manor in Bedford as well as 8 new flats with a large communal area at the Marlowes in Hemel Hempstead. In addition, we are in the process of registering a 16-bed unit in Sleaford on the same site of the existing 64 bed care home. The site will also include 12 supported living flats due for completion this summer. Our construction of a 62-bed care home in Spalding is continuing on schedule. Our ability to continue to invest during these challenging times will ensure that we emerge from this period stronger than we were before.

Once again, thank you all for the extraordinary work you are doing and will continue to do.

**Kent Phippen**  
Group CEO and  
Managing Director



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Holdingham Grange team were recently seen lifting industry spirits on BBC Look North on 24 April dancing their hearts out to Tony Christie - Amarillo.

### Keeping Families Connected Activities at Sleaford

"During this difficult separation period where relatives cannot visit, we have been doing video calls through FaceTime, Skype etc. so they can still keep in contact. Whilst I have been sending update emails to families I thought it would be a nice personal touch to record a video answering what I considered would be questions they may have and do like a 'Queens speech' approach. This has then been sent via WhatsApp to families as a virtual relatives meeting."  
- Hazel Whittaker, Home Manager

Holdingham Grange has also setup a special mail box to accept mail for residents.



A neighbour from Sleaford decorated their window to show support

## New Services Update

Development of Holdingham Lodge, our apartments building in Sleaford is continuing on as scheduled. The new service is expected to reach completion in Summer 2020. Sat on the Holdingham site, it will neighbour Holdingham House and Holdingham Grange, and will be the final part of the care village complex in Sleaford. The building includes 12x 1/2 bed apartments.



### Shakespeare House Now Open

We are happy to announce Shakespeare House, Bedford is now completed. It consists of five spacious rooms. It also has a warm communal lounge, extended kitchen, ensuite bathrooms and generous gardens, as well as sensory and "chill out" activity rooms. Virtual viewings are now available, and they plan on having an open day once it is safe to do so.



## Brighton Starts Streaming

Sara our Team Leader from Nutley has been working really hard to create a live streaming service via Microsoft Teams for all houses to access. On here she is uploading quizzes, videos, training sessions, dance sessions and asking residents to post videos of things that interest them. This has proved to be very popular and nearly everyone is getting involved.



### More Activities

Brighton has been having regular BBQs, daily exercise classes courtesy of Joe Wickes via YouTube, Arts & Crafts sessions, cooking & baking sessions.



*"Myself and Aziz would like to thank all of our wonderful and dedicated team. Not only have they been making sure that everyone is kept safe, they have also been keeping them entertained. We have had many messages of thanks from families, saying how they really appreciate how much effort and support has been shown to their loved ones at this difficult time."*

- Jim West, Service Manager

## Easter Activities



## Morning Cooking Show

Saltdean Drive starts their own cooking show!



### Philip's TV Debut

Philip from Saltdean Drive 69 recently featured on Series 11 Episode 5 of The Undateables. Unfortunately, he did not find love this time but he will keep on looking! You can watch it on All 4.



# Finchley's Storybook

As Covid-19 cases continued to rise, we began to lockdown at Glenholme Finchley

Produced by Evie Jones and thanks to our colleagues and residents at Finchley, they together have created a wonderful Covid-19 Storybook to help explain what is happening to residents.

Now available to read online at: <https://www.glenholme.org.uk/covidstory>

## Mudiwa's Worry

Mudiwa in Crown Mew's found himself a little worried recently. He thought it might be no longer safe to take the bins out.

Then Mudiwa had a bit of reassurance. Mudiwa started a new way to stay clean and healthy.

First Mudiwa must wear gloves before touching the bins and going outside.

Then Mudiwa must wash his hands after he has taken off the gloves.

Now Mudiwa can stay happy and healthy every time he does his chores.



# Haddon House Keeps Active

Cherie had a haircut. The first one in a long time. She did very well and really enjoys her new hair style.



Paul turned 40 this week. So we threw him a birthday party, all the residents came over to Hampton to join in. Even Paul's parents joined in via Skype. Paul had a brilliant day and was telling everyone that he was 40.



We had a day where one member of staff put on PPE to de-sensitize service users to what staff might be wearing in the event of someone becoming infected. We had a mixture of reactions and a successful outcome.



Staff held a session with service users on effective hand-washing and hand hygiene. Service users were really involved, and now use hand sanitizer and hand washing with little prompting from staff.



All the staff at Haddon house is doing a fantastic job in planning activities for service users during the lock-down, they have had BBQs and Easter egg hunts.



## Diesel's Self-Defence Practice

Diesel moved into the Marlowes when he was 18 years old he had to make a new life for himself and the area was completely new to him. Diesel absolutely loves to learn and teach self-defence techniques, and he also believes in helping others. As a result he teaches his staff every new technique he learns and he says it is a way of keeping his staff safe from the outside world. Diesel has a dream of opening his own martial arts school one day.



**"I am not trying to hurt or harm anyone but it's just to protect myself and it makes me a lot more confident and that's why it's called self-defence."**



## Hightrees Keeps Fit

Difficult times and social distancing didn't stop DJ from continuing to exercise and building up his muscles. He is training in the back garden using his equipment and the space available for



other non-equipment exercise. Staff joined to stretch and to keep up their fitness levels too. Bad weather and Covid-19 doesn't stop DJ and Hightrees staff from staying fit and having fun.



## Stevenage Competes



Stevenage has been doing weekly competitions since lockdown. Week 1, we had two winners. John is one of them, he loves chocolate and unfortunately had eaten the egg before there was a chance to take the picture, bless him, a very happy man.

Matty, another winner of the weekly competition, was very excited to win and skyped his parents to show them. He had to make words out of the word PNEUMONULTRAMICROSCOPICSILICOVOLCANOCONIOSIS.

**How many can you make?**

## A Poem from Jaine

*Uncertain times upon us  
But we want to carry on*

*The people we support have been brilliant  
Adapting as we've gone along*

*Staff finding new ways to do things  
Always right from the heart*

*All this has been done  
At least 2 meters apart!!!!*

*by Jaine Hale*



Although we are staying in, baking and gardening is still going on in Warwick Manor.

## Bispham Gardens Rainbow Making

The residents enjoyed making a stay safe rainbow and have displayed it in the window of Bispham Gardens.



## Keeping Spirits High

The team and residents at Bispham recently created a beautiful video. It was recently shared by Care England too!. You can watch it on our Facebook page.



## Love From The Community

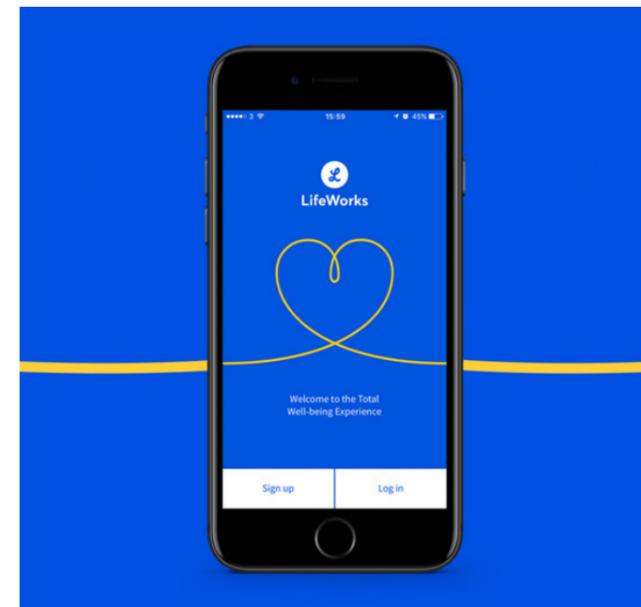
Bispham Gardens had 2 lovely good will gestures and thank you from an anonymous member of the public and on another evening they had some lovely cupcakes delivered saying 'thank you, you are appreciated'.



## Your Benefit: LifeWorks

As a Glenholme Group colleague you get access to the LifeWorks Employee Assistance Programme (EAP), which provides you with emotional and practical support if and when you need it on a wide range of issues to ensure you stay healthy at work and at home.

If you or anyone in your immediate family is struggling, we encourage you to utilise this excellent resource which provides access to online and telephone counselling for yourself, your spouse, and up to 3 children.



### What's included?

- Confidential 24/7 support via freephone, SMS, online and secure email
- COVID-19 (Coronavirus) Toolkit including helpful information and how to cope
- Up to 6 counselling sessions (where appropriate) per issue, telephone or video/online
- LifeWorks health & wellbeing App & portal
- Legal helpline
- Money management covering financial issues and debt management
- Childcare/eldercare/disabled care support & education services
- Trauma and critical incidents consultancy services

Go to <https://glenholmegroup.lifeworks.com/> to get started.

If you are having trouble logging in, please contact: [shamane@glenholme.org.uk](mailto:shamane@glenholme.org.uk)

## Staff Referral Boost to £350

Throughout the month of May, we are temporarily increasing the 'Staff Referral Scheme' to £350! So if you know someone who'd be interested in becoming a care professional, now is the perfect time to bring them in.

We are always on the lookout for talented and dedicated individuals to come and join our team. In recognition of this we offer a bonus scheme to existing employees. There is no limit on the amount of people you can recommend. If an existing employee recommends a friend or family member who is recruited, then successfully completes their screening and

probation period, you will be paid a £350 (normally £250) bonus in the month following the new employee's probation end date.

To recommend a friend or family member, please ensure that the person applying for a job states on their application that they were introduced by you.

*Boosted referral bonus ends 31/05/2020. So make sure they get their CVs submitted by then. After that time it will return to the normal £250 bonus.*

# Glenholme joins Care England

Care England, the largest representative body for independent providers of adult social care wants to ensure the wellbeing of adult social care staff as they are our biggest resource.

Care England is committed to supporting a united, quality conscious, independent sector that offers real choice and value for money. Their aim is to create an environment in which care providers can continue to deliver and develop the high quality care that communities require and deserve.



## Glenholme Social Media

We now have official Glenholme Healthcare Group social media pages for Facebook and Twitter! Over the coming months we will be developing this more and more. So, we need your video content!

If you have something you would like to be shared or posted then please email your submissions to: [smgrath@glenholme.org.uk](mailto:smgrath@glenholme.org.uk)

If your video file is too large, please use a file transfer service such as OneDrive, Dropbox, Google Drive.

### Follow Us:



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## A Message From The Editor



*"I was lucky to be able to join the group a mere 9 days before the Glenholme offices closed and we went into lockdown. Since then, it has been amazing to see an organisation of this size adapt so quickly to this new way working. From video recruitment and virtual training to home activities and live streaming, everyone has been outstanding and not only adapting themselves but also helping service users adapt. It has been a pleasure to witness and be a part of as a new colleague. A sincere well done from me, and I would also like to thank everyone for their submissions. Stay Safe."*

*-Shane McGrath, Marketing Coordinator*