

March
2021

Glenholme NEWSLETTER

CELEBRATING 30 YEARS OF CARE



ST. PATRICK'S CELEBRATIONS



SILK FAN DANCE FOR
DEMENTIA UNIT RESIDENTS



MR. PEPPERS COMES TO VISIT

Join us as we take a look over the last 3 months at Glenholme Healthcare Group

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Have something to share?

Please email your Glenholme news submissions to: news@glenholme.org.uk

My COVID-19

Vaccine Experience

by 'Freddy' Sumnall, Bispham Gardens

"COVID! COVID! COVID! I have enough hearing it all the time! Seriously!"

Holiday! Holiday! Holiday! The inner me is screaming for this! Tough luck! You know what I really miss right now from the old normal? It's not grand or something that requires a large sum of money. It is the ability to go out, have a cup of decent coffee and listen to the buzz of a local coffee shop. For me, it is exhilarating! The simple things in life. *Sigh*

I can't believe COVID-19 has been wreaking havoc for over a year now. The whole world has come to a standstill. It feels surreal, nightmarish even. Countries from all over the globe have been scrambling to contain the spread of the virus. Measures after measures were and are still in place to curb the spread but it seems it's a lost cause until a glimmer of hope finally emerged - the advent of COVID 19 vaccine.

Late in October 2020, I contracted COVID. It was not a nice feeling at all! It took me at least 3 to 4 weeks to kind of like fully recover from it. I'll let you know all about my COVID-19 journey in a separate blog. But that humbling experience made me realise the significance of even simple things I used to take for granted. It opened my eyes to the fact that we're actually living a flimsy life. On this note, I was really sure of myself then I'd be having COVID-19 vaccine when it's ready and available.

A few days ago, I had my AstraZeneca COVID-19 vaccine. Before the nurse administered the COVID-19 vaccine, she asked me for some details and something she said really stuck in my head. She said I'd be feeling upscale side effects from the vaccine. I thought, "It couldn't be worse than the COVID-19 symptoms I had 3 months ago, surely!" I wish I didn't have that 'smirk' then.

As the day broke, I was already having really bad headache. It's the kind of bad headache where the back of my eyes and the top of my head were just about to explode. Plus, my left upper arm where I had the injection wasn't helping at all because it felt really sore, burning and lump-hard. Fever was raging on and off. I had no appetite at all but I stayed on top of it by drinking lots. Fatigue! Oh boy! I don't even know how to describe it. The whole day, I was just in bed feeling sick. At one point, I thought they've inoculated me with Corona virus! I know it's silly. On the second night, I felt my back, tummy and legs having rashes and that's on top of every side effects that I was already having. It's too itchy I had to apply anti-itch cream. I was thankful though that my cough didn't persist. But all these side effects even how bad were they, I was just glad to have because I know that it's all going to be worth it in the end.

Every cloud has a silver lining. Cliché as it seems but I personally think and hope fervently that the advent of COVID-19 vaccine is the answer to the pandemic we have worldwide right now. I miss having a normal life. I miss going out and feeling the air on my face. I miss getting and giving real hugs. I miss being with family and friends. I miss going on holidays. Most of all, I miss having a worry-free mind. COVID-19 has given most of us worries beyond measures and I firmly believe that giving the vaccine a go would be the answer to it. I believe that having the vaccine is my personal contribution to humanity. I have a strong feeling of responsibility towards myself, my family, my community and the people I work with and work for. I feel proud I did it.

Lastly, I want to make it clear that the side effects that I had due to the vaccine may be different from yours. You may not feel anything at all except for the sore arm which is understandably expected. I decided to share my story not to scare you and shy you away from getting it. I want it to be transparent to all of you who haven't made up your minds yet. I want my own experience to give ideas as to what COULD BE the side effects which the immunization could entail. If it helps, I want to share that I am from an Asian descent, Filipino to be exact. You know, if that makes sense at all. I am just grateful that I have a supportive manager who made the arrangements for us to get the vaccine. I really have high hopes that having the first dose of the COVID-19 vaccine brings forth a whole new positive dimension to the dark times we're experiencing at the moment."

"Have you had yours yet?"

COVID-19 vaccinations are now available for all healthcare and social care workings including Glenholme staff. If you are still yet to receive your first vaccination please contact your line manager for advice.

Maureen Crafts

Our wonderful Maureen in Finchley loves all things arty and crafty here she is making puppets she loves activities and could craft away all day.



GEM Awards

In January, Glenholme awarded not one but two GEM awards for fantastic contribution.

Michelle from **Eton** was awarded the GEM in recognition of her diligence and work ethic. Stuart Mclaughlan, Finance Director commented: *“Michelle has an impressive level of dedication to the Glenholme group. Most recently, the work she put into the Vera James integration was far above what was expected. Thank you Michelle”.*



Stelios from **Hightrees** was awarded the GEM in recognition of the exceptional support he provided to his service and manager. This was a particularly challenging time for the service as not only was Delroy himself quite new to the service but it coincided with the holiday period and with the ongoing challenges of Covid-19. Stelios' willingness to go above and beyond what was expected of him meant that Hightrees was able to continue to support its service users effectively. Thank you Stelios.

Nourish Care Rollout

At the beginning of the year, Glenholme began to migrate to a new care system to more effectively provide support for its service users. The roll out of our new care software Nourish is going well, with teams commenting on its functionality and ease of accessibility. Vera James House, Finchley, Lustrells and Warwick Manor are already using the platform, with Bispham Gardens and Holdingham specialist services coming on board over the next month. We anticipate that all services should have migrated to it by the early Autumn.

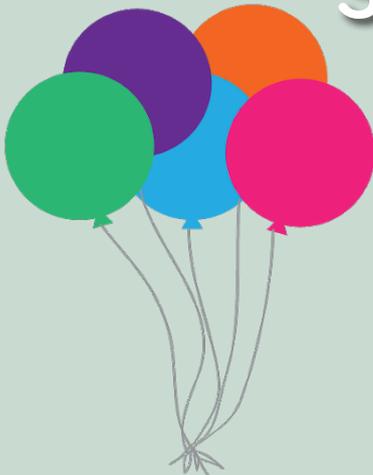


Bonus Holiday Days for Staff

As announced in our December townhall event, as a thank you for all of the hard work and commitment of our staff over the past year starting 1st April 2021, all staff members will begin to gain bonus holiday days depending on your length of service with Glenholme. For each year of service, you will gain an extra day of holiday in the following holiday year (up to a maximum of 25 days plus bank holidays).

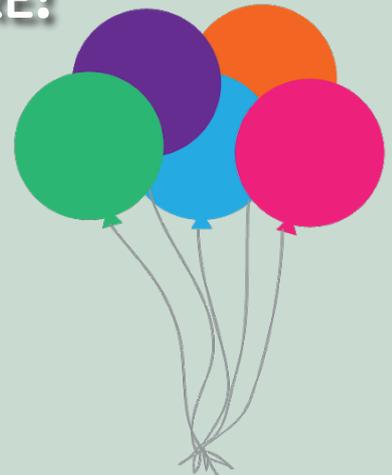
If you have already been with us for over 5 years, you will gain 2 days in the holiday year ending 31 March 2022. If you have been with us for over 2 years, you will gain an extra day in this holiday year. Please note: This applies to those on Glenholme contracts only.

Glenholme's 30TH ANNIVERSARY IS HERE!



This month marks 30 years of excellence in care so please join us for Glenholme's 30th-anniversary celebration! We will be hosting a digital event with George, Kent and Don on Wednesday 14th April at 2:15pm.

This will be screened in each home and we will attempt to get all homes connected for a group-wide celebration. Both staff and service users are invited and refreshments will be provided in each service location!



We hope to see you there!

Simon's Story

The Marlowes, Hemel Hempstead



The story of Simon Brooks has a somber beginning and a happy ending. Simon narrated his recent experience of being admitted to hospital due to swollen legs. He was also diagnosed with suffering from Sepsis. Sadly, Simon could not walk. As a result, his independence was heavily limited and Simon required assistance from nurses to perform actions such as going to the toilet, personal care, and turning sides in bed. Simon had two drips occupying each arm in hospital. He was motionless for five weeks.

Simon expressed that the most challenging moment during this time was when hospital staff acted negatively by urging his family to prepare for his funeral, and they stated that he was not going to make it. To add further complications, Simon then contracted Covid-19 whilst in hospital. He was admitted to a ward alongside three infected patients.

On one particular night, a priest from the Salvation Army visited the ward to pray for the patients. Three of the patients declined the priest's offer but Simon accepted stating "what have I go to lose, you know?" Simon awoke the following day to discover that the other patients in his room had died during the night. Miraculously, Simon survived his ordeal.

Simon also agreed to take part in the Covid-19 vaccine trials whilst in rehabilitation in preparation for his transition to the Glenholme Healthcare Group's support services. He personally contributed research information on Covid-19, as the aforementioned story transpired during the first peak of the pandemic.

Simon has had his first vaccination and is awaiting the second one. He has integrated well into Glenholme's supported living services in Hemel Hempstead. Simon has significantly regained his independence and now happily lives in a personal one-bedroom flat.

Spa Day in Finchley

Our lovely ladies Joanne and Christine were in their glory enjoying a foot pampering day. First, they relaxed their feet in a soothing hot bubbly foot spa then they had their feet exfoliated with a foot scrub and their toenails clipped. Their feet were put into a foot moisturising sock for 15 minutes, then their feet were massaged and cream was applied. Glenholme Finchley pride ourselves on teaching and encouraging our residents the importance of self-care.



Testing Positive and managing Isolation

Shakespeare House, Bedford

Kerry tested positive for Covid on 22nd January 2021, meaning a 10 day isolation period was required.

Luckily, Kerry had no symptoms and was in good spirits – but Kerry is used to going out in her car, going for walks and seeing her parents, so being isolated was a big change to routine for Kerry.

Staff spoke to Kerry’s parents then sent some ideas for sensory toys for Kerry to use during this period. Along with buying some sensory toys, staff made toys with Kerry – a sensory water bottle shaker filled with coloured water and small baubles, edible play dough and edible jewellery. Kerry is also really into her music, so staff again had the idea to buy Kerry some headphones – giving her music time but making it personal to her.

Kerry coped with the isolation period extremely well – enjoying her sensory toys, doing some baking and listening to music on her headphones. The staff at Shakespeare have been fantastic. Isolation is tough for anyone, but forward thinking and planning activities on a daily basis that Kerry enjoyed doing meant the time passed quickly and Kerry was able to remain happy and active.



Activities in Brighton

A quick look at some activities in our Lustrells services

The residents helped make Christmas cards for people who were unfortunate last Christmas.



Baking and Keeping Fit



A Merry Christmas

52 Vale had an amazing Christmas, even though it was in lockdown. Our residents were very excited to see Father Christmas. The residents together with staff made Christmas cards and donated them to a charity in Brighton who is helping homeless people.



Cooking, Music and Bubble Science

52 Vale residents attend different activities, some of them are with a group called Extratime. They had a bubble science session, they made edible sand from cooking ingredients and had a music session. One resident helps with recruiting.

Redecorating

Staff and the residents redecorated the lounge and painted Disney and Marvel characters on the wall. The residents were very excited and thankful for the staff's hard work.



Recent Events at Bispham Gardens

Reunited at Last!

Visiting is once again permitted and another successful face-to-face visit for Alvah and his wife Pam who haven't seen each other in over a year.



Pet Therapy with Mr. Peppers

Our residents are very lucky this past week to finally have visitors here at Bispham Gardens - but they had an extra special guest! Our residents met a beautiful bunny named Mr. Peppers for some pet therapy, and I would definitely say it left them relaxed and with a big smile on their faces



Mother's Day

Our staff had a lovely time with our residents for Mother's Day here at Bispham Gardens. We had visits from family members; lots of cards and presents; and a full pampering with nails, make up, and of course very posh hats! Then we finished it all off with a lovely afternoon tea and a Mother's Day concert by Bel Canto!



St. Patrick's Day Celebrations

Bispham Gardens celebrated St. Patrick's day with a Zoom show from Rachel Mercer, with silly hats and glasses. and musical instruments. Great fun had by all!



Staff Dedication

A brief report of Glenholme staff experiences and showing outstanding dedication during Covid outbreaks in Peterborough & Holdingham services by Amanda Chapman, Area Manager

“In January, Haddon House had a Covid outbreak, it started with 1 service user who was isolated upstairs but unfortunately despite great infection control measures, it spread throughout the staff team and 9 more of the service users, resulting in 2 service users having to be admitted to hospital and 2 staff in hospital, thankfully all recovered now.

All staff at Haddon continued to support people during their isolation, but to ensure that there was consistent support and minimum disruption to the service users, 12 staff volunteered to stay at Haddon House for the next few weeks. Temporary sleeping arrangements had been planned at the start of lockdown, but we had hoped not to need them, we had some airbeds and purchased more, and the staff team had socially distanced sleeping arrangements in the training room, sharing a bathroom and shower. The staff stayed in Haddon House for the next 2-3 weeks, working long days to minimise the use of agency as far as possible, and being on call day and night if someone needed extra support if they were unwell.

We cannot thank them enough for leaving their families to support the service users, several of the staff contracted Covid and had to isolate, but many of them stayed until everyone was well again, leaving family members for 3 weeks to stay at Haddon, including one member of staff that had a 9-month-old child.

Andreen and Steph supported everyone during this period, working very hard to fill the shifts, keep in touch with families and staff, and arranged the house into isolation areas - the amazing work they did to keep everyone safe was confirmed with a positive CQC Infection control visit in the middle of the outbreak.

We also had outbreaks in Crown Mews with 2 service users and a third of the staff team testing positive, 2 staff were very ill, the rest of the staff team volunteered for extra hours and slept in when needed, they supported the service users without hesitation, making sure they were safe and well. Nana herself worked several night shifts to make sure they were fully supported and due to the hard work of staff, impressively did not use any agency during the time people were isolated. Nana has also supported all the staff to book their Covid vaccines and every member of staff has agreed to have a vaccine and have appointments booked before the end of the month.

At Holdingham Lodge several staff caught covid whilst supporting a service user in hospital, which meant that half of the staff team were off, the rest of the staff team managed to cover all the shifts with minimal agency use. The staff bravely continued to support the person in hospital despite him being moved to the Covid ward, one member of staff that was very ill with Covid, once he recovered, he went back to the hospital to continue supporting there despite the risk. Another member of staff who had a family member die from Covid recently, still put themselves at risk to provide support to the person in hospital. The whole staff team did extra shifts, supporting another service user who tested positive and had to isolate in their flat. They picked up extra shifts and slept in, several worked for more than ten days without a break to make sure that everyone at the Lodge were also supported, Shaun did 10-night shifts in a row - not that he mentioned it to anyone!

I have always known we have fantastic staff teams at Haddon House, Crown Mews and Holdingham Lodge, that make supporting very complex people look easy, but the dedication the staff have shown during the recent Covid outbreaks has amazed and humbled me beyond measure.

I cannot put into words how grateful I am to each and every member of staff that has shown their dedication to the people we support, Thank you to each and every one of our staff!”

Activities at Holdingham Grange

Red Nose Day

Our residents and staff members joined in for Red Nose Day events at Holdingham Grange. Rock 'n' roll music and fantastic cakes were order of the day. Thank you to Sarah Crooks and all of the staff for helping out, making the day more enjoyable.



Mindful Mandalas Exhibition

Holdingham Grange is proud to announce the display of the residents artworks at Milton Keynes University Hospital. It is part of the Mindful Mandalas exhibition, displayed near the Neonatal Unit. The three largescale mandalas were created in Arts & Crafts classes at Holdingham Grange (2019).



More info at: <https://artsforhealthmk.org.uk/Mindful-Mandalas-Mandala-Art-Project-With-Seniors>

Hand Pan Instrumental & Silk Fan Dance Performance

Dave and Orinta from Holdingham Grange performed for the residents. Throughout the therapeutic music and movement collaboration, the other colleagues (Sue, Diane, and Diana) also got involved with the fun, and joined in by performing with the fabric and engaging with the residents.



Keeping Fit

Exercise is crucial for leading an active, healthy, happy life. Here we can see residents taking part in the regular exercise programs at Holdingham.



Christmas Pantomime

All of the staff at Holdingham Grange have been working very hard to ensure the needs of the residents are met throughout the pandemic. Even though 2020 was not a year of celebrations, the Christmas festivities have been greeted with joy. Christmas is most magical time of the year and was celebrated with Holdingham Grange's first staff Cinderella pantomime.



Promotions in Holdingham Grange

Fantastic news, celebrations and success! Faye Christopher has been working in care for over 12 years as a Care Assistant as well as a Senior Carer. She has worked in a Senior care position at Holdingham Grange since 2019. Recently she has completed the Care Home Assistant Practitioner Training. Her dedication and hard work hasn't gone unnoticed, Faye has been promoted to the position of a Care Manager. We would like to say huge congratulations to Faye.



Home Manager , Hazel Whittaker on the left of the photograph presenting flowers to Faye Christopher. (Socially distanced, of course)

St. Patrick's Day Celebration

Residents of Manor Crescent in Byfleet celebrate St. Patrick's Day with some fun and games.





New Service Opening in Spalding, Lincolnshire

Development progress continues on at Halmer Court in Spalding. Our new 54-bed senior living care facility is expected to be open by late Spring/Summer 2021. *Photo taken in Feb-2021*

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Have some Glenholme news to share?

We are always looking for regular news items for our newsletters and social media. If you have stories, photos or videos to share then please email them to: news@glenholme.org.uk