

June  
2021

# Glenholme

CELEBRATING 30 YEARS OF CARE

# NEWSLETTER



THE QUEEN'S 95TH BIRTHDAY



HANDMADE PAPER FLOWERS



GLENHOLME HEROES

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

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## Aaron's Success Story



In April 2018, we were blessed to welcome Aaron into Hightrees, our supported living facility in Enfield. He has come a long way and we wanted to share his success story, which he happily agreed to. Aaron sat down with Jonathan and Anca, who congratulated him on his success with living independently and answered some questions regarding his experience at Hightrees.

Aaron described his initial experience when moving into Hightrees as "positive, hopeful, and encouraging." Aaron expressed his excitement regarding the big support network surrounding him as this made him feel secure. The only daunting aspect was the thought of meeting new people, however, the staff soon reassured him and welcomed him into his new home.

Aaron was asked what he will take away from his experience at Hightrees. He claimed that it has helped him gain invaluable knowledge regarding mental health conditions, and he has learnt skills on how to efficiently manage his emotions, improving his quality of life. Aaron mentioned he has received useful advice on how to deal with addiction and the basis of addiction. Aaron added:

*"living here made me feel very productive about my recovery, and now I feel productive and prepared for my future. I believe I could be valuable to other people, who have for the first time experienced mental health."* Aaron believes there are no improvements that can be made to enhance the service at Hightrees.

The advice he would pass onto new potential clients would be to take it seriously. He advises anyone who is considering moving in to stay focused and try not to allow bad influences stop their progress.

Aaron was thanked by Jonathan and Anca for his time and effort and was congratulated on his great success so far. The Service Manager, Delroy, also expressed his best wishes to Aaron for all his future endeavors and kindly left him with a special housewarming gift.

## Holdingham Grange New Wing Now Open

Our new wing is now open and accepting residents! If you or your loved one is looking for a comfortable home and welcoming community to spend their retirement in then please contact us today! Viewings and brochures are available on request.



## Welcome to our new Regional Operations Manager

### Jennifer Hames



Jennifer joins us with over 20 years' leadership experience in the health and social care sector. Jennifer has extensive knowledge of developing high achieving specialist services, and is proud to have led her last supported living team to achieve an Outstanding overall CQC grading. She has a passion for driving quality and promoting real outcomes for service users. Jennifer has a masters degree in criminology, is an enthusiastic walker, and is interested in the Arts, especially dance, theatre, and sculpture.

## We Celebrate Pride

Pride month celebrates the LGBTQ+ communities all around the world. Pride month is about teaching tolerance, education in pride history, and continuing to move forward in equality.

Pride month is the promotion of the self-affirmation, dignity, equality, and increased visibility of lesbian, gay, bisexual, and transgender people as a social group. In support of this, the Glenholme logo has been temporarily revamped using the Pride rainbow flag colours.



## Vaccination Update

Have you had your Covid-19 vaccination yet? Currently, 88% of Glenholme staff have had their 1st vaccination and 84% of Glenholme residents have had their 1st, with 75% already having had their 2nd.

Almost 41 million people in the UK have received at least one dose of the coronavirus vaccine, with the aim to vaccinate the rest of the adult population in age order (another 21 million people) by the end of July.

Source: <https://www.england.nhs.uk/statistics/statistical-work-areas/covid-19-vaccinations/>

## Follow Us!



## Have something to share?

Please email your Glenholme news submissions to: [news@glenholme.org.uk](mailto:news@glenholme.org.uk)

## GEM Awards

This month's GEM Award has gone to two hardworking employees who went above and beyond.

Steph from Haddon House was awarded the GEM for her exceptional hard work and dedication to Glenholme. Amanda Chapman, Area Registered Manager expressed her gratitude for Steph's work ethic and commented:

*"She works very hard and never goes home until her work is done ensuring everyone is supported. Steph completed her Adult Education Level 3 training course at her own expense and in her own time so she can help out with training at Haddon house to take the pressure off Andreen because she is passionate about ensuring staff are well trained".*



Katy from Warwick Manor was also awarded the GEM for going above and beyond, and giving constant support to the Service Manager Jaine Hale over the past year. Jaine Hale commented not only for Katy but her whole team and said the support is something she has *"never experienced before in my 32 years of working in care."* Thank you for your ongoing support and dedication Katy! Pictured below from left to right is Katy, George Macalister the Director of Quality and Care, and Jaine Hale.



## Career Progression

At Glenholme, we believe passionately in career development. We know how talented our staff are and we are thrilled when staff choose to undertake further qualifications and take on new responsibilities.

Daisy, the Deputy Manager at Manor Crescent; started at Glenholme in August 2018 on a part-time support worker contract alongside her university studies. She says that she found working at Manor Crescent *"so rewarding and enjoyable"* that she decided to take the job on full-time.

After a year, Daisy applied to be a team leader and enjoyed having more input into the service and supporting the team. In April 2020 she was encouraged to apply for the deputy manager role which she got. Despite the challenges of taking this on during a pandemic Daisy is still finding the time to work towards her Level 5 NVQ. Daisy added *"the team at Manor Crescent have been amazing, and it has been a real pleasure to work together. I have felt really supported by Glenholme"*.

Another big congratulations to the Crown Mews' Service Manager Nana on passing her Level 7 diploma in Health and Social Care. Amanda Chapman, the Area Registered Manager, wanted to congratulate Nana by adding: *"Nana has worked very hard on this for over 18 months and I know it is a very difficult course to pass, so it is a very impressive achievement. Nana's enthusiasm to develop her skills demonstrate her dedication to her career and to be the best manager she can be, which is shown by the great outcomes that Crown Mews achieves for the people they support and the strong staff team she has created there"* - Amanda



Pictured to the left is Nana and to the right is Daisy.

# Glenholme Care Awards 2021

After quite a challenging 15 months, the senior management team of Glenholme has decided to show their appreciation for our colleagues across the organisation by hosting an annual Glenholme Awards event to be held in October. Below you'll find a list of categories that you can nominate the Glenholme team members in.



Make your nominations at:  
[www.glenholme.org.uk/awards](http://www.glenholme.org.uk/awards)



### Our Categories

MANAGER OF THE YEAR

KEY WORKER OF THE YEAR

DEPUTY OF THE YEAR

SUPPORT OFFICE AWARD

TEAM LEADER OF THE YEAR

SERVICE WITH BEST ACTIVITIES

NURSE OF THE YEAR

OUTSTANDING DEMENTIA CARE  
(INDIVIDUAL OR TEAM)

CARE WORKER OF THE YEAR  
(RESIDENTIAL)

BEST TEAM

CARE WORKER OF THE YEAR  
(SUPPORTED LIVING)

OUTSTANDING POSITIVE  
BEHAVIOUR SUPPORT  
(INDIVIDUAL OR TEAM)

OUTSTANDING CONTRIBUTION TO  
GLENHOLME

## Celebrating Years of Service The Queen's 95th Birthday

We would like to show appreciation to our employees who have been working at Glenholme 5 years and over. We are proud of our employees' dedication to help maintain our company mission, "for our service users and staff to be happy, healthy and safe to achieve their full potential."

Thank you for all your hardwork over the years...

2011: Kelly Chamberlain (Deputy Manager Finchley) Martha Kitaka and Emilia Mucaj (Finchley Bank Staff)

2012: Sultana Hussain (Stevenage Bank Staff)

2013: Matthew Kirk (Deputy Manager Stevenage) Steven Street (Haddon House Maintenance)

2014: Barbara Smith (Support Worker Stevenage) Jessica Daily (Domestic Cleaner) Andrew Fiddies (Quality and Training Officer) Arnulfo Ylanan (Support Worker Haddon House)

2015: Claire Brent (Finchley Bank Staff) Adwoa Bonsu (Stevenage Bank Staff) Chimwemwe Chirkoti (Support Worker Byfleet) Stuart Mclaughlan (Finance Director) Andreen Butler (Manager Haddon House)

2016: Judith Bromfield (Support Worker Finchley) Gemma Henderson-Thyne and Sherrie Cimini (Support Worker Stevenage) Maria Kigera (Brighton Bank Staff) Sharon Hamane (HR Manager) Amina Whitehouse (Deputy Manager Brighton).

The Queen celebrated her 95th Birthday on Saturday 12th June, and so did our residents at Holdingham Grange and Bispham Gardens, with incredible live music which you can watch on our Glenholme Facebook page, and incredibly delicious cakes!



## Family Quality Time

Activities at Bispham Gardens

After the school pickup, some quality time was had in the garden for mum, aunt and son. Time was spent playing ball games, followed by a lovely meal made by our wonderful chef.



## Happy 102nd Birthday

Activities at Bispham Gardens

On the 20th May one of our lovely residents reached the grand age of 102! Happy Birthday Irene. We hope you had a wonderful day! She doesn't look a day over 70 to us... wouldn't you agree!?



## Watching the Euros

Activities at Holdingham Grange

A brilliant way to start the Euros, enjoying a nice cool beer and wine. It was a great match and England ended up winning 1-0, congratulations England!



## Meaningful Gifts

Activities at Bispham Gardens

This new garden furniture has been kindly gifted to us from our thoughtful resident Doreen and her family. This gift is very special as it is in honour of her late husband Bill.



## Halmer Court Spalding Opening Day

The new service in Spalding will be holding an Open Day on Thursday 8th July, 10am till 4pm. All are welcome, so make sure to come and say hello, we will be serving refreshments in the courtyard and we will show you around the glorious new facility that is Halmer Court.

# Glenholme Heroes

At the beginning of March, Glenholme's Senior Management Team wanted to acknowledge and show appreciation for the exceptional teamwork seen in services throughout the pandemic. In each service, nominations were requested for individuals that went above and beyond over the past year.

Firstly, a big congratulations to our Glenholme heroes from our service in Finchley, Karen Young, Charmaine Smith, and Robert Hart, as pictured below. They all worked tirelessly on a one-to-one basis with residents who had contracted Covid-19, including organising activities in each of their bedrooms. The staff had to close the communal areas to stop the spread, and as a result of this, the staff moved all the lounge chairs into each resident's bedrooms so they could move around and sit up.



Holdingham Grange's Manager, Hazel Whittaker pictured below, was nominated for how she proactively managed the home, and her efforts in protecting the staff and residents since the first lockdown. Hazel's actions ensured that the service remained Covid free for much of the past 12 months. There were no outbreaks affecting residents or members of staff despite there being positive Covid test results. Hazel has also made sure that communication between relatives and friends of the home is clear, in order to remain transparent and open during this difficult time.



Another big congratulations to the Glenholme heroes at the Haddon House service in Peterborough. The award goes to Harry Gibbard, Taylum Townsend, Carol Betanzos Senise-Rosales, Ryan Newson, Ayorinde Adeyemi, Skye Bishop, Jay Stroud, Pansy Ludford, Michael Davis, Olumide Adeniyi, Olanrewaju Babatola, Steph Wagstaff, Andreen Butler, Osei Asante, and Telmo Ferreira. Well done for all your hard work and dedication.



Another member of staff nominated for her exceptional work was Lynn Christopher, Infection Control Lead. Lynn has gone above and beyond to ensure she carries out her duties in an exemplary manner, despite working additional hours including working as a carer. Lynn manages a team of staff who have tirelessly worked to keep the home exceptionally clean. Lynn has overseen and executed deep cleans, where necessary, and has ensured there is sufficient PPE available for everyone.



In the photographs Penny Howard Operations, Dementia Strategy and Commissioning Manager presenting awards to Hazel Whittaker Home Manager and Lynn Christopher Domestic Supervisor.



At Bispham Gardens, home manager Fiona Nicholls and housekeeping manager Sharon Hutchinson, were awarded Glenholme Heroes by Kent, the Group CEO Managing Director of Glenholme. Both Fiona and Sharon did anything and everything that was needed for the service without a seconds thought.

## Teamwork Makes the Dream Work

### Activites at Warwick Manor

Through these challenging times we have faced over the past year, it is a wonderful feeling to have your whole team come together and support one another. The service manager at Warwick Manor, Jaine Hale, wanted to show her appreciation for her team and their hard work and dedication over the past year.

*"Each and every one of my staff has supported me and the people we support over the last year through some very difficult times due to Covid. Not only have team members gone above and beyond with swapping shifts and covering shifts at short notice, but this team has also supported the people we support to a level I have never experienced before in my 32 years of working in care.*

*This support has enabled the people we support to come through this pandemic informed, unfazed, confident, and looking forward to a future that is still very confusing.*

*The staff has cared not only for the people we support but cared for each other and looked out for each other. My team, when asked what words they would use to describe our team, said: "supportive, valued, wonderful, family orientated, and amazing". This is a true reflection of how staff feel about each other and how I feel about them all. One team member has often said Warwick Manor is a "house of healing, there is something here at Warwick Manor where people flourish and that is us, it's the culture here and how we work".*

*We have our issues from time to time as all teams do, but here at Warwick Manor, I am 100% reassured that this team always tries to work through issues, always putting the people we support at the heart of what we do. If I could bottle the atmosphere and laughter that comes from this service, I would share this with you all!" - Jaine*

A very well done to all of you at Warwick Manor!



# Recent Events at Bispham Gardens

## VE Day Celebrations

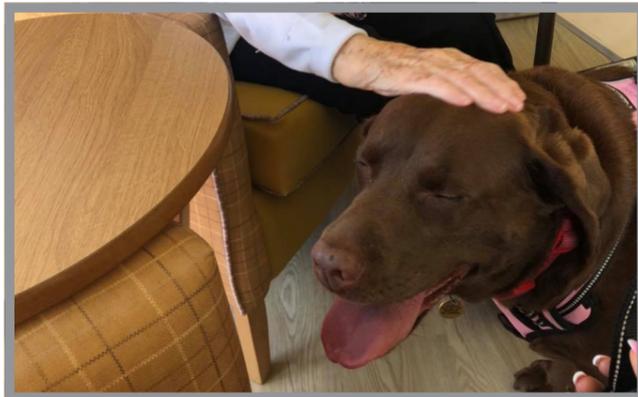
The residents and staff had a joyous time celebrating V.E day. The first call to action was decorating some delicious cupcakes ready for devouring in the afternoon. Followed by a wonderful party which included decorations galore, lovely company, and delicious food. There was also a special treat lined up for residents, Phoebe Marie Appleby, who sang over a live Zoom call.

The residents had an enjoyable day, and the VE Day celebrations have left everyone with happy, smiley faces.



## Special Guest Daisy

A lovely chocolate labrador named Daisy came and paid the residents a visit. The residents were overjoyed to have a furry friend to cuddle, and Daisy definitely enjoyed the attention... oh, and the treats of course!



## Good Friday

Good Friday Celebrations started off by making chocolate crispy cakes in the morning. Followed by an afternoon of fun watching a live Zoom performance from Rachel Mercer. Our residents were blown away and loved it so much that they had to get up and dance!



## National Cheese Day

Happy National Cheese Day! Bispham Gardens certainly celebrated in style today with a mini cheese and wine tasting. With 14 different types of cheese and 6 different types of crackers to choose from - our residents were spoilt for choice!



## St. George's Day

A wonderfully busy day for both our residents and staff on St. George's Day. In the morning everyone sat down to do some Arts and Crafts, followed by a surprise party in the afternoon with singer Teresa Harper Anderton - her first performance at Bispham Gardens! England flags were also decorated and displayed on the walls, and red and white themed treats were also brought for us by our very own Megan.



## Sing-Along with Nikki

This afternoon the residents enjoyed a sing-along with Nikki, who is our brilliant housekeeper by day and a great singer by night. The residents loved this special surprise and it was a great way to end a wonderful day.

Nikki sang 'Believe' by Cher and 'Crazy' by Patsy Cline. You can watch this performance over on our Glenholme Facebook page!



## Green Fingers

The morning was spent soaking up the sunshine and clear skies. To make the most out of the glorious weather and beautiful outdoor area, the residents were planting colourful flowers and various different kinds of herbs. With a sprinkle of water, a dash of hard work and a little love, by summertime Bispham Gardens should have some fully grown greenery to admire!



## Magical Moments

One of our residents at Bispham Gardens has heartbreakingly been unable to see her son for the past 12 months due to the pandemic. The day finally came around where she could go and pick her son up from school and spend that deeply missed quality time together. It was such a special moment to witness on top of it being a glorious sunny day.



# Recent Activities at Holdingham Grange

## Parachute Games

The residents were enjoying a morning full of games, laughs, and music. The residents and staff were playing Parachutes which is a cherished childhood classic game that guarantees a lot of laughs. The residents also listened to instrumental music by "Gypsy Kings" which everyone really seemed to enjoy!



## Maintaining Our Vegetable Patch

Since April, Orinta and Ciara have organised enjoyable gardening activities for the residents. The first activity involved placing cucumber, lettuce, and tomato seeds, as well as other plants and flowers, into flower pots indoors. Once they grew, Orinta invited gardening enthusiasts to help transfer them to the outdoor vegetable patch.

Philip and Ernest have been very keen to be involved with maintaining the vegetable patch by digging, weeding, replanting, and watering the plants. Recently, they added two new additions to the vegetable patch - sunflower and tomato plants. Philip shared his memories of when he used to be a farmer, and how much he enjoys being outdoors and physically active. Ernest was born in Ghana and he has spoken to the staff about his memories from home and his passion for gardening.



## Dancing Our Way to a Healthy Wellbeing

During Dementia Action Week, healthcare staff Sue and Diane visited our Holdingham Grange Dementia Unit to lead an engaging activity for the residents. This week the residents watched a fun party CD on the smart TV in Eslaforde's lounge. They watched the dance actions and then repeated them to the residents. It was wonderful to see the residents engaging with the activity by dancing with the staff and using the hand-held musical instruments!



## Baking Shortbread Treats

Orinta led a therapeutic baking activity with the residents in Greylees and Eslaforde Unit. Everyone who joined, made shortbread biscuits with strawberry jam inside. The residents and staff appeared to really enjoy the sweet smells of home baking in Greylees dining room, and the warm taste of the shortbread biscuits!



## Crystal Therapy Workshop

Diana who works in the Domestic department at Holdingham Grange practices Crystal Therapy and Reiki at home as a form of Holistic Healing. She has six years of experience, combined with further studies in the subject area. In her spare time, she shared her knowledge with the residents and staff in a workshop activity. The crystal therapy workshop introduced the residents and staff to a video presentation that talked about the health benefits, and further explained about the various minerals, crystals, and stones.



It was an educational experience, where everyone gained an insight into spiritual healing. Diana displayed her impressive collection of small to large scale crystals, and an array of colours and shapes surrounded the table, which the residents could touch and feel. Conversations formed naturally and the residents were intrigued about the crystal therapy practice, asking questions and listening to Diana's explanations.

The residents held the crystals (minerals and stones) in their hands, and were encouraged to sit with the crystal and to feel its energy. They contain a positive energy field, which then is transferred to the person holding it. Towards the end, the activities team asked the residents if they enjoyed the crystal therapy workshop and Angela responded by saying "I feel wonderful!", whilst the other residents noticed that they felt very calm and relaxed. Due to the success of the workshop, Diana will be bringing her crystals to Holdingham Grange on the 7th of June and focusing in the dementia unit.

## Hand-Made Paper Flowers

The residents received this extraordinary bouquet of hand-made paper flowers from *Our Lady of Good Counsel Primary School* in Sleaford.

They lightly sprayed the yellow paper flowers with mist to replicate the smell of real flowers and to evoke memories, feelings, and conversations in a reminiscent group activity. Everyone held the bouquet in their hands, explored the texture, materials, and aromatic fragrance of the mist. The use of scents can be very beneficial for triggering memories, as it has the power to transport someone back to a time they were fond of.



# Recent Events

## First Tenant Alert

### Activities at Holdingham House

A big warm welcome to Glenholme, Aden! Pictured on the left is Aden, our first tenant at Holdingham House. This obviously called for a celebration and although Matt (the team leader at Holdingham House) had to work, Matt asked Aden if he would like a party. They had flags, party food, hats, and watched the Eurovision song contest which Matt is a huge fan of. Aden also ended up watching the song contest all evening - despite England getting nil points.



## Home is Where the Art is

### Activities at Haddon House

Our very talented member of staff Ryan has painted an aeroplane on the wall in Stephen's room. Stephen is very proud and loves showing people the artwork on his bedroom wall. Ryan is not stopping there, he has painted a rainbow in a young lady's room, and is always looking for new inspiration to brighten up the rooms!



## Italian Day

### Activities at Bispham Gardens

On Wednesday 2nd June, the residents at Bispham Gardens celebrated Italian Day, Festa della Repubblica. Starting off with the Italian national anthem, followed by a virtual tour and a quiz. The residents then enjoyed popular Italian dishes for lunch including minestrone soup, pizza, and Viennetta ice cream. In the afternoon there was Italian bingo and lots of Italian treats. Then the residents enjoyed a lovely evening meal of lasagne and tiramisu, and even had a visit from Pasha the sausage dog.



## Birthday Celebrations

### Activities at Vincents Place

On the 21st May we celebrated a very special day. Our wonderful resident Christopher celebrated his 58th Birthday. We had a party and sat down to eat his magnificent Cinderella Birthday cake, which went down a treat.



# Sunny Days Out and About

## Activities at Shakespeare House

The people we support at Shakespeare House have been soaking up the lovely sunshine recently. We have enjoyed trips out to the local park, a trip to a ruined house, had fun exploring Wicksteed Park, and relaxing in our wonderfully green garden. We have had lots of excitement in the house too with cooking delicious food, and receiving helping hands with the recycling. The sun always makes things more fun!





## Celebrating the Queen's 95th Birthday

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