

WINTER 2023

GLENHOLME NEWS

GLENHOLME'S NEW GEM
ACTIVITIES & DAYS OUT
STAFF UPDATES
CHRISTMAS CELEBRATIONS
ACHIEVING SUCCESS:
DAVID'S STORY

a Glenholme newsletter



WHAT'S IN THIS ISSUE

Looking Ahead: 2023	3
David: Achieving Success	4-5
Christmas Across Glenholme	6-7
Social Care Raises over £1,350	9
Staff Updates + Dane's Story	10-13
Activities at Finchley + Games	14-1
Glenholme 2022 gallery + Games	18-19



Have something to share?

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



Follow Us!



LOOKING AHEAD: 2023

I'd like to wish everyone the best in 2023 and say a big thank you for all your hard work and commitment during 2022.

While I anticipate this year will be as challenging as the last, I am cautiously optimistic that Glenholme is well-positioned to maintain and improve our reputation for providing high-quality care and support. Glenholme continues to look for opportunities to expand its network of existing services and management expertise. This year multiple new projects will begin to take shape, starting with the opening of a new home in Horncastle, Thimbleby Court, a new supported living service in Brighton, and the commencement of a sixty-bed property in Cambridgeshire. In addition, we've received planning permission in the city of Lincoln for supported living flats and we're in the final stages of agreeing on the terms of a care home in Lincoln. Once again, thank you so much for all your hard work and dedication to providing care and have a happy 2023. - **Kent Phippen, Managing Director.**



WINTER: GLENHOLME GEM

Being a Glenholme Gem is an honour and a celebratory moment for peers to publicly champion each other and acknowledge the impactful work of others. Over fifty people from across our facilities nominated an individual who has been outstanding in their duties. Congratulations to Lynn Christopher from Holdingham Grange on winning the GEM award. Lynn's work as a Domestic Supervisor is why she's so deserving of this role. Peers repeatedly described her as a dedicated team member who often goes above and beyond her responsibilities. A fellow staff member, Vita Samaliute, had this to say. *"She's a winner already! People like her should get an award as she works really, really hard."*



A fellow staff member, Vita Samaliute, had this to say. *"She's a winner already! People like her should get an award as she works really, really hard."*

ACHIEVING SUCCESS: DAVID'S STORY

One of the most active and multifaceted humans I've met in a while. David is truly an **energetic**, **explorative** and **focused** young man. He's been a resident at one of Glenholme's facilities since September 2022 and has been a cherished and helpful addition to the home. Even going as far as helping with administrative tasks for the facility. We had the pleasure of sitting down with him to talk about his growth, hobbies, and interests.

David is currently undergoing a two-year internship at a local college, volunteering at a local Italian café, a multi-instrumentalist and a diehard Harry Potter fan. He and the facility's Team Leader, Anne-Marie spoke openly with Glenholme News about the ways David has grown and developed despite living with autism and anxiety. In July, David and Anne-Marie took to the streets of their local town to find a placement, where David could work on a voluntary basis.



The search finally came to a close when they came across an Italian café.

David describes it as a relaxed environment, with lots of aromatic cheeses and ham on display as it's also got a deli section.

The establishment also has a large selection of red wines for customers to enjoy – Mamma Mia!



The décor isn't the only thing he likes about the place, the colleagues he spends time with every week are as he puts it, organised like himself, funny and entertaining. Anne-Marie commented about his placement saying:

“that café is absolutely amazing... they understand about autism and everything, they've been so good with him.”

The establishment is incredibly adaptable to David's needs and very inclusive in the ways they incorporate him as part of the team. His duties include greeting customers, setting tables, and ensuring bathrooms and touch points are cleaned and fully sanitised. David truly enjoys his time working there and interacting with the relaxed crowd. His work ethic and determination have allowed him to develop his patience and confidence. His interpersonal skills have also been sharpened and he's become more able to articulate himself too.



David is incredibly active during the week. He enjoys watching football, with some of his favourite premier league teams being Crystal Palace, Arsenal and Brighton. He's also part of a local Sunday league team, playing in either wing position for the Special Olympics team. He's always ready to try something new with new interests, volunteering and college. The facility's Team Leader exclaimed that:

“He does so much”.

David can play the saxophone and electric guitar, he's also a member of an orchestra.

His determined spirit is what allows him to push past the obstacles he faces and carry on.



HOLDINGHAM GRANGE

CHRISTMAS LIGHT SWITCH



The beginning of December was both bright and beautiful as the residents, staff and family members came together to kick off the festive season with a fantastic Christmas light switch ceremony at Holdingham Grange. It was a special evening enjoyed by everyone who attended, and it wouldn't be Christmas time if there weren't any minced pies and mulled wine, which was in abundance. Since being turned on, the lights have certainly been lifting everyone's spirits. 2022 was the first Christmas, that we as a nation are not restricted to seeing loved ones, and the team at Holdingham was determined to make it the best Christmas possible for our residents.

CHRISTMAS JUMPER CELEBRATIONS



Everyone wore their best Christmas jumper for the occasion, and the festive day was enjoyed by all the residents, families and staff at Holdingham Grange. The event featured some festive music which got everyone singing and dancing along. Over at Vera James House, they held a Christmas Jumper Day quiz, rolling in the holiday season with some competitiveness from all who attended.

CHILDREN'S CAROLS



During the run-up to Christmas, the halls of Bispham Gardens and Vera James had children singing carols. The young pupils from Kingcraig and St. John's schools respectively sang some carols beautifully, and the children visiting Bispham even went on as far as getting involved with some crafts with the residents. The residents enjoyed the moment, and at the end, the children chose some personalised pencils that were prepared beforehand by our residents. What a way to end a day with the spirit of giving at the heart of it.

SANTA'S IN TOWN



The residents at Holdingham Lodge were taken on an evening that could be described as wonderful. The festivities were kicked off with a trip to Tattershall Farm Park, a firm favourite for Holdingham all year long.

This year they attended an SEN event to meet Santa surrounded by low-level music and Christmas lights. Santa & his elves used Makaton to communicate, ensuring presents were well-matched to each person's likes and gave time to hear everyone's Christmas list.

IT'S PANTO TIME: JACK & THE BEANSTALK



Holdingham Grange residents were treated to another Christmas Pantomime this year! **Jack and the Beanstalk** was performed by the Holdingham Grange staff. Our residents and their relatives sat back to enjoy the timeless tale full of magical twists, fun, laughter and adventure. The play underwent rehearsals before its premiere, with members of the team describing it as *"hilarious"* before the show was performed. Home Manager Rebecca adds, *"We are always looking*

for fun, new ways to entertain our residents at Holdingham Grange, I'm so proud of our entire team for coming together and putting on an amazing performance and would like to thank everyone". The show was dazzling and put everyone in such a pleasant mood in time for Christmas.

GLENHOLME WARM SPACES

Due to the gas and energy crisis, we are aware that winter is often a difficult and lonely time for a lot of elderly people, and the cost of heating their homes and buying and cooking meals is becoming more expensive.

That's why we have started a new initiative for the winter period we like to call Glenholme Warm Spaces. It's specifically for elderly people within the local areas of selected homes across the UK. These include Halmer Court, Holdingham Grange and Bispham Gardens where it's not only safe but warm and inviting.

Our homes are heated all the time and we are cooking nourishing meals. We have large bistros in our homes and would like to welcome older, independent people in for a warm meal and generally provide a space for them during the day. If you know someone to recommend, contact any of the homes or a member of staff who can point you in the right direction.

[#GlenholmeWarmSpaces](#)

Glenholme Warm Spaces

WE'RE OPENING OUR DOORS

This winter our residential homes will be available to the elderly who live locally. Join us for hot drinks and food with some great company. We'll be offering baths or showers to those who may need them, and there's a chance of a great game of scrabble.

To join a warm spaces contact your nearest Glenholme facility from Monday - Friday.
Opening Times: 10am-3pm

- Halmer Court, Spalding
01775 662222

- Holdingham Grange
01529 406000

- Bispham Gardens, Blackpool
01253 589030



WRITERS WANTED

We are looking for writers to contribute to our quarterly newsletter, Glenholme News. Part of our goal is to encourage diverse storytelling, bringing fresh perspectives, and having your own voice. Want to report on an amazing event that was held at your home, or share how much you've grown since working at a Glenholme facility? Then we'd love to read about it. We'll help refine your piece and get your work published for a Glenholme News issue. Contact us via email at news@glenholm.org.uk with your name and a pitch idea. We look forward to reading your pitches.

SOCIAL CHANGE RAISES OVER £1,350



Here at Glenholme we love getting stuck in when it comes to our wider community. We know that providing care is a team effort and we find any chance to support others too. This includes being one of the sponsors of a Memory Walk at Boultham Park in Lincoln. Social Change, a Lincoln-based behaviour change agency organised for people of all ages and abilities to walk a 1.6 km route across the park. In total £1,351 was raised on the day with all the donations going to charity.

Penny Howard who's our Operations, Dementia Strategy and Commissioning Manager said this about the charity; *"We gain so much advice from the Alzheimer's Society in support of the delivery of our activities within our communities. The Memory Walk has been a great opportunity to give something back to help their work continue. The day was well attended and we're really pleased to hear how much has been raised."*

Another way we showed our support for the charity was by celebrating Elf Day in a few of our elderly home services. Elf Day is all about dressing up to raise money for people affected by Alzheimer's disease. We love holding events that bring our residents closer to the wider community. All the fun and games took place at multiple Glenholme locations. The community building does not stop there as next year we'll be continuing with the **Dementia Café** in the new year! A safe space created by our fantastic team members, Ashley Warner & Kerry Hobday at **Halmer Court**, Lincolnshire.

Over at **Vera James**, they hold a similar space called **Memory Café** for residents and relatives to come together regularly for some tea and cake and connect with others with similar experiences.



WORTH THE INVESTMENT

Dane Tscherniawsky is a trainer, athlete, father and compassionate carer. We sat down with Holdingham Lodge's recipient of the **Deputy Manager** of the year award winner at the Glenholme Care Awards 2022 talked about his recent accomplishment of achieving his Level 3 Adult in Education and Training. He is officially qualified to teach in further education colleges, workplace training and other training providers. Tscherniawsky balanced working full-time in his role at the Sleaford-based Glenholme facility and working on his qualification; he credits his co-worker Shaun Tuohy, Service Manager for being **"so supportive throughout the process"**. He recalls Tuohy covering the front-facing part of his role whilst he did the course.



In our conversation with him, we got to know Dane a little more and how he ended up at Glenholme. He started playing wheelchair basketball at the age of fifteen in an effort to encourage his brother, who was beginning to find able-body sports difficult due to the fact that he was living with cerebral palsy.

Dane's efforts paid off and it spurred on his brother, so much so that he became a double Paralympian and represented Great Britain in the London and Rio games. When asked about the incredible feat, Dane who was in attendance described it as a **"surreal moment"**. Dane and his brother continue to play together on the Newark Jaguars wheelchair basketball team.

Dane has worked in the social care industry for most of his life and it was not until he started working for Glenholme he was made to feel as if he was worth the investment. Mandy Chapman and Stuart championed him and he excelled and began upskilling himself and going on his personal development journey. He described the process to us saying:

"Glenholme is the only company that has ever invested in me and I've been in the health and social care sector for most of my life."

He went on to talk about his desire in the training department for everyone to be able to deliver high-quality care for the residents. Being able to be the one training carers properly, ensuring it has a positive impact on the service users' lives.



We at Glenholme, we are always pleased whenever there's a new addition to the team. Part of that is recognising our talented new employees and those who've been promoted. Congratulations to you on your achievement and thank you on behalf of all those residents you passionately care for. Some honourable mentions go to **Jaine Hale** (pictured on the top) who was recently promoted to Area Manager for Bedfordshire and North London & **Mandy Chapman** (pictured on the bottom) was promoted to Positive Behaviour Support (PBS) Lead / New Services Development Manager.



Jasmine Triggs

"A huge congratulations to Jasmine Triggs the New Team Leader at Shakespeare House. Jasmine had been working at Warwick Manor as a support worker since April 2019 and was successful after a wonderful interview in September 2022 Jasmine started her new post on 1st October 2022. She is a hard-working individual who always strives to give 100% to the people we support and her colleagues. Jasmine's confidence has grown during her time as a support worker and we are so proud of her achievement – Well done Jasmine and we look forward to watching your growth in your new role". - Jaine Hale, Area Manager



Jade Sellars

Jade was recently promoted to a **Team Leader** position, having started as a support worker at Glenholme in July 2021. Jade was relatively new to this line of work but was brilliant from the get-go. All the knowledge and skills she obtained made her a perfect fit to progress in this role. That's why she is now in a Team Leader position at Holdingham Lodge and doing great in this role already.

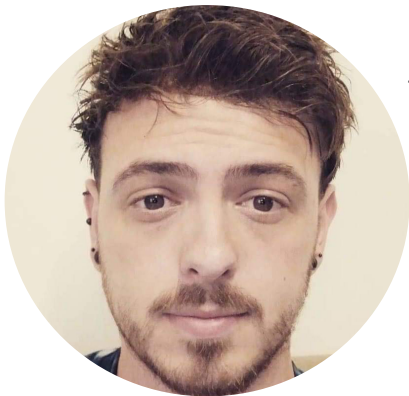


Sarah Acciaccarelli

Sarah has recently been promoted to deputy manager at Holdingham Lodge. Sarah started at Glenholme in May 2021, she's worked with us as a team leader and excelled in the role, supporting all our residents and going above and beyond for them every day as well as supporting all her staff. With our new service, Meadowbeck opening, Sarah has been promoted to the **Deputy position** to help open this service as we think she will be amazing in this role.



STAFF UPDATES



Tom Bullimore

Tom started with us in March 2022 as a support worker at Holdingham Lodge and this was his first care role. He took everything in his stride from day one and absolutely excelled. Tom was then eager to progress within his role with all the knowledge he gained as a support worker. Following a great interview Tom was promoted to a Team Leader position, and shone above the other candidates and he is already excelling in his new role.

Faye Christopher

Faye joined Holdingham Grange in 2019 as a Senior Carer and was keen to improve herself. When she achieved level 3 NVQ in Leadership in 2020, she was promoted to Care Manager. Faye is currently completing a Level 5 Diploma in Management and a local authority course focused on KLOEs. Most recently she's been promoted to **Deputy Manager**. Faye said, *"I joined Glenholme and it was the best decision I ever made; I have been lucky enough to progress my career. Thank you to all of Glenholme for the help and support to get me this far"*.



Emma Rodrigues

I started at Glenholme in November, at Haddon house as the HR & Recruitment Administrator. I've been working in care since my early twenties, but after having my daughter I retrained as a receptionist and worked at a day service for adults with learning disabilities. I stayed there for a while then decided to spread my wings and eventually returned to the sector and feel exceptionally grateful to be in. My hobbies include gaming and fitness. My husband is Portuguese and I'm Swedish so we try to go visit family once a year.

Julie Kulezich

I will be working as the **Care Home Administrator** at Thimbleby Court and I have worked as one for the past 18 years. I enjoy being part of a team and am really looking forward to seeing how the team grows at Thimbleby. I own and run Cherry Blossom Cake Designs and make bespoke celebration and wedding cakes. Some of my clients include Warrick Davis and his son, and recently I made 'The Cheeky Girls' 40th birthday cake. I have two Cavaller King Charles Spaniels named Stanley and Toby. As my son and daughter are now grown up, they are my new babies.



Tatenda Munzara

I joined Glenholme in November as the **Marketing Coordinator**, I've worked in the digital media space for the past few years and have a background in journalism. I love a good story and part of my role here is to share them. So feel free to contact me if there's something you'd want to be highlighted.

Other aspects of my job include content creating and managing our social media accounts. In my spare time, I enjoy binging period dramas on Netflix, painting and not practising my saxophone – which I swear I'll make time for but never do.



Deon Metcalfe



I recently joined Glenholme as a **Credit Controller** to bring down the debt and ensure that payments are received on time allocating cash and invoice/statement handling. I have been doing Credit Control for over 30 years and studied Law enforcement, tourism and social services, but found Credit Control was more rewarding. I started studying business law then covid happened and have since lost interest. My hobby is travelling. I enjoy the warm weather and ocean breeze and try to visit the Caribbean every year. I've visited Barbados & Dubai three times, Antigua twice and St Lucia.

Jordan Garefoot

New Maintenance person for the site. Jordan started at Glenholme on 5th December 2022, he is going to be working closely with Martyn the other maintenance person, and Jordan is going to support Holdingham Lodge and House with all of their maintenance needs, we think he is a great fit for the team! Jordan has spent years doing DIY and fixing things to help people out and decided it was time to put his experience and skills into a new job for himself where he can help others out.



Beth Fide



I recently started working as a **Purchase Ledger** for Glenholme in November. It's been a pleasure getting to know everyone and I look forward to meeting others whom I'm yet to meet. I am trained in Beauty Therapy which I enjoyed learning but have realised I want to pursue a career in accounts. I love animals and I have a dog named Lulu and hope to one day own an axolotl. I love tattoos and currently have 12 and counting. I enjoy travelling, my favourite place I have visited is Santorini, Greece and number one on my list to visit would have to be Bali.

BISPHAM GARDENS: FLOWER ARRANGEMENT

Part of the joy of conducting various activities in our homes is that we get to see so many of our residents create and complete some remarkable projects. Flower arranging was no exception, during late November when skies are turning dull and grey, the home was freshened up with a little bit of colour and undeniable beauty. What made the final floral arrangements so special is the smile on the resident's faces after the activity.



2023: NEW YEAR CELEBRATIONS



Our residents at Finchley ushered in the New Year in a very special way. In the run-up to midnight, there was lots of fun to be had, including some colouring which got everyone in a cheery mood. Games were also on the menu for the night – our staff team even prepared a special surprise for the winner of the night. Nicky was thrilled to receive the exciting prize.

THE MAD HATTER'S TEA PARTY



Holdingham Grange residents were treated to a nostalgic trip down the rabbit hole with a special Mad Hatter tea party. Staff at the home dressed up in character for the event, with appearances from Queen of Hearts, Cheshire Cat, and the Mad Hatter himself, while the residents and families wore headbands and enjoyed the afternoon dancing to fantastic music.



FINCHLEY

DO YOU WANNA BUILD A SNOW MAN?



At our specialist residential service in Oakdene a couple of our residents Ashley, Nicky (in the hat) and the Deputy Manager, Sandra, took advantage of the winter chill. A snow day for them meant only one thing, building a snowman. This particular creation was decked out with the finest Arsenal scarf they could find and some twig antlers for their snowman with a bear's face.

CHEF FRANCA'S SWEET TREAT



A warm and delicious crumble was on the menu when Franca stepped into the kitchen. She created sweet pastries for the entire house to dig in and enjoy. Franca who normally doesn't take part in cooking stepped up to the plate and the results paid off. The residents who tucked into the crumble loved it.

YEARLY ROUND UP QUIZ

How well do you remember the year? Here's the ultimate quiz to test your knowledge about events that happened all throughout last year. (Answers on page 19)

- 1 How many prime ministers has the UK had in 2022?
- 2 Which British company fired 800 of its employees over a video call in March?
- 3 Who was announced as the new doctor in Doctor Who?
- 4 Who won the World Cup in December this year?
- 5 How many gold medals did Great Britain win at the 2022 Winter Olympics in Beijing?
- 6 The UK was given an additional bank holiday in June 2022. What was the reason?

RECRUITMENT: REFLECTING ON OUR YEAR

Resourcing Manager; Simone joined Glenholme in March 2022. As her anniversary looms, she has been reflecting on the ongoing recruitment challenges experienced by the care sector, in one of the toughest employment markets there has been in years.



Fortunately, we've achieved some fantastic results!

1) Glenholme grew by nearly 50% from Jan 22 to Jan 23. During the course of the year our employees when from 438 to 781 people, and we'd like to take this chance to welcome all our new employees.

2) A number of employees across our services, took the next step in their careers with us and were promoted too.

3) We implemented a new recruitment ATS "*Breezy HR*" that has improved our candidate experience. 97% of candidates would recommend Glenholme to a friend based on their experience.

4) A record number of employees took the time to respond to our employee survey. From this information, the business has worked on what we need to do to improve things for you. I encourage everyone to respond to staff surveys, the business is listening and change will be made based on your feedback.

Our Focus in 2023

Our hope is to expand our company with new services across the UK and continue investment in our people, with new training courses and development opportunities. We also plan to review and invest in our benefits and perks for employees. Watch this space for news on one such benefit coming soon.



"In 2023, we are committed to the recruitment and retention of talented and compassionate staff, promoting inclusion, diversity and equality across our services. To achieve an engaged and happy workforce providing the most excellent care and support to our service users, families, friends and each other. Thank you Glenholme for my first year!"

- Simone Delahunty

2022 GLENHOLME GALLERY



GEMSTONE WORD SEARCH

Find as many precious stones within the word search. How many words can you see?



TOPAZ

SAPPHIRE

DIAMOND

AMETHYST

EMERALD

ONXY

GARNET

PEARL

AMBER

RUBY

TOURMALINE

LUNAR NEW YEAR 2023:

THE YEAR OF THE RABBIT

Lunar New Year began on Sunday, January 22, 2023. The Lunar New Year, also known as Chinese New Year, is a major holiday celebrated by people of Chinese descent around the world. The holiday is traditionally celebrated with feasts, parades, and the exchange of red envelopes filled with money. The Year of the Rabbit is considered to be a lucky year, associated with prosperity and good luck. People born in the Year of the Rabbit are said to be gentle, kind, and well-mannered. They are also believed to be creative, sensitive, and skilled in arts and literature.



Answers: 1. Three 2. P&O Ferries 3. Ncuti Gatwa 4. Argentina 5. Two 6. Platinum Jubilee of Elizabeth II

JOIN THE GLENHOLME FAMILY



Holdingham House helping out with our recruitment campaign

Glenholme Healthcare is always looking for passionate, kind, and caring individuals who are willing to support our wonderful clients. You will be promoting independence, choice, and inclusivity. With care ranging from normal day-to-day activities to full physical and psychological care for persons nearing the end of their lives. Don't miss this fantastic opportunity and apply to Glenholme today.

- ★ Company discounts platform
- ★ Company Pension & Life Insurance cover
- ★ 28 Days holiday + extra for years worked
- ★ Birthday off every year
- ★ Cycle to work scheme
- ★ First-Week Pay Advance + training bonus
- ★ Employee Assistance Programme
- ★ 24/7 Telephone GP



Follow Us!



Have something 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

a Glenholme newsletter