

SPRING 2023

GLENHOLME NEWS

GLENHOLME'S NEW GEM
ACTIVITIES & DAYS OUT
STAFF UPDATES
EASTER CELEBRATIONS
VERINA'S THE ULTIMATE
ROOM MAKEOVER



a Glenholme newsletter

WHAT'S IN THIS ISSUE

Spring: Glenholme Gems	3
Verina: Bedroom Makeover	4-5
Spring Festivals Across Glenholme	6-7
Haddon House's Triumph	9
Staff Updates + Jay's Story	10-11
Valentine's Day at Glenholme	16-17
Glenholme Gallery + Games	18-19



Have something to share?

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SPRING: GLENHOLME GEM

CROWN MEWS



HOLDINGHAM GRANGE



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 120 people from across our facilities nominated an individual who has been outstanding in their duties. Due to the standard of work, there were a number of runners-up this time and it was tough to make a decision. That is why we have chosen, not one but two Spring time GEMS. The two outstanding individuals have repeatedly been describes as self motivated, hardworking and perform their duties and with our residents in mind. Congratulations to **Dave Bancroft** (Holdingham Grange) and **Marcia Do Monte** (Crown Mews) on winning the GEM Award.

Dave, who works as a **Support Worker** for the past 10 months. During his time, he's made an impression, repeatedly being described as **"caring"** and **"an example for others"** with one of his colleagues stating **"All carers should follow his lead and work as hard as he does."**

Marcia Do Monte's role as a **Support Worker** over the past five months at Glenholme has seen her shine, as she assists whoever needs help, is hard-working and observant. **"Marcia has distinguished herself in recent times. She does her job with exceptional passion"**. One colleague of hers wrote and is described as a **"team player"**.

Our notable nominees include **Lyn Jefferson** (The Marlowes), **Cheryl Chadwick** (Holdingham Grange), and **Jasmine Cashmore** (Holdingham Lodge/House) well done to you all for your wonderful dedication to Glenholme.

THE ULTIMATE ROOM MAKEOVER



Now that spring has officially sprung, there are many people across the country doing some much-needed spring cleaning, decorating and making space for the new. No one has grasped that process more than this woman. Verina Rose has been living at our **North London, Finchley** specialist care home for the past two years. Since then, she has turned a simple bedroom into a vibrant, floral boudoir. She sat down with us to find out how she did and the story behind the transformation.



1

What inspired you to transform your bedroom into the beautiful oasis it is now?

“When I first moved into the bedroom it was cold and plain and had no personality, it did not feel like it was mine so slowly I started buying things I liked and now I love it, it feels very feminine”.

2

What part is your favourite and what did you enjoy doing most?

“I enjoyed doing it all, it was difficult adding the lace over the wardrobes but I managed somehow to do it. I even love the windows and I love the flowers it all works together and looks lovely.”



How long did it take you to make this vision come to life?

3

For a long time, I did it bit by bit, it feels like me now. I am glad everyone likes it. I was a bit worried about it and thought I would be asked to take it down.

4 What part is your favourite and what did you enjoy doing most?

“At the moment, I don’t have a favourite. The room still has a long way to go, for example, I’d like to collect more gemstones. There are things I’ve done in the room like taking out the TV from the room I was given when I had Covid as it did not go with the bedroom, and I am glad I was provided with pink bedding. I really enjoy spending time in my room, I find it very relaxing and would like to stay at Glenholme for a long time if I am able to.”



Verina was open about sharing her space with us and moreover, the reasons behind her wanting to redo the room. She went on to say that her creative exploration of interior design goes deeper than making an environment pretty. It was more than the rosemary and musk aroma; it was more of an emotional response to who she is and how she is received.

“I am a woman of very few words and I have so much more inside me. I choose to express myself by decorating my bedroom as I can be a little shy or unsure of myself. I love my butterflies, gems, flowers and loads of pretty things. I love living at Glenholme Finchley and I feel very safe. I can be very cheeky and have a good sense of humour, I feel well-loved here at Glenholme Finchley.”



EASTER AT GLENHOLME

THIMBLEBY COURT



Easter in the Christian calendar is a special time for many believers of the faith. After Lent (*a forty-day period commemorating the time that Jesus Christ spent fasting in the desert and endured temptation, according to the Gospels*). The week-long period that follows Lent is one where Christians worldwide observe Jesus' death, burial and subsequent resurrection. Nowadays the Easter holiday period represents many other things, a time for freshness and new beginnings.

Our elderly services didn't miss a beat in trying to celebrate. Across our services, there were Easter bonnet-making events, egg painting and even Easter egg hunts. Notably, Thimbleby Court hosted its first-ever community outreach event open to all the local families in Horncastle. With 70 children in attendance, there were lots of activities to get stuck into. From crafts, egg hunting trails, delicious treats, crazy mini golf and a special appearance from Spider-Man.

RAMADAN

HADDON HOUSE

Every year, Muslims across the world fast each day of Ramadan from dawn to dusk, for the duration of the month. This year fell between March 22nd-April 21st. You may be asking yourself, what is Ramadan? It's a sacred period in the Islamic calendar that observes the first revelation of the Holy Qur'an to the Prophet Muhammad. Fasting is one of the many acts of piety that Muslims undertake during Ramadan.



It allows many the opportunity to have a heightened commitment to prayer, recite the Qur'an daily, learn and deepen their faith, and give charity to those who are in need. One of the many things that we are proud of at Glenholme is the diversity of our employees. Part of that is making them feel safe and comfortable at work; Haddon House excelled in this department during Ramadan. The staff have leaned in by making a decision to really support their fellow colleagues who'd be fasting.



After an initial team meeting to discuss the ways staff who would be fasting can be supported, contingencies were made to make work flexible. Some staff members were given slightly different jobs to support them with their limited energy, for example, one member of staff carried out administrative work in the office. Haddon has also given annual leave to individuals requesting it to support them during this time. There have also been dedicated spaces for prayer and allowances for breaks to pray or when there is limited energy.

EXCITING EASTER

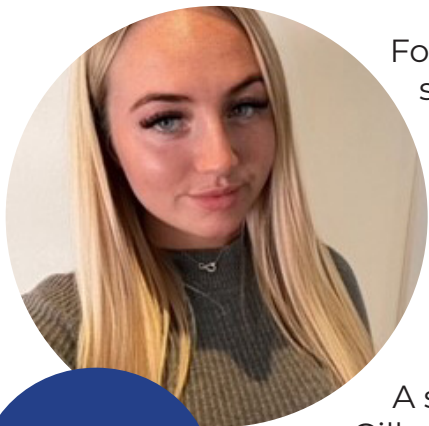
BISPHAM GARDENS



For Good Friday the staff and residents got into the swing of things for the bank holiday ahead. They were all smiles as they got crafty by making Easter bonnets.

The creative task was led by the wonderful **Angela Peake** who is the activities coordinator at the elderly service. A massive thank you to her and all those who helped make it a special time.

NATIONAL CAREER'S WEEK



For National Career Week, we wanted to spotlight the various roles and career paths that we have in the care sector. We had great stories featuring some of our best and brightest. They shared their career experiences, including previous jobs, their journey in the health and social care sector and the opportunities available in the care industry.



A special thanks to Melissa Gilbert (Eton, HR Administrator), Chris Smales (Vincent Place, Registered Manager), and Angela Peake (Bispham Gardens, Activities Coordinator). These three individuals' willingness to participate in the campaign allowed us to create useful and well-informed articles and video content that is available on our website and on the Glenholme YouTube channel.



WRITERS WANTED

We are looking for contributors 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@glenholme.org.uk with your name and a pitch idea. We look forward to reading your submissions.

CHILDREN'S CHOIR AT HALMER COURT



In February, the residents of **Halmer Court, Lincolnshire** were visited by some pint-sized musical guests. A children's choir from St Paul's Primary School of 23 pupils from key stage 2 regaled their audience with a musical treat. The children's choir sang three songs featuring 'Living on a Prayer by Bon Jovi, Abba's Mamma Mia and Count on Me by Bruno Mars. It was a great selection of some classics and some contemporary hits and overall, a jolly good time. Special thanks to the teachers who chaperoned and the staff at our home who facilitated an afternoon of music and youthful energy being brought into the home.

HADDON HOUSE AUDIT TRIUMPH



Haddon House was a rousing success in their latest audit. The hardworking team was inspected by the Peterborough Local Authority, earning **96.3%** as their final score and being granted an **'Outstanding'**. The triumph was a credit to the staff team which consists of **Andreen (Home manager), Emma (Admin) Jay Stroud and Joe (Deputy managers)** who ensured the paperwork needed was up to date along with **Steph (previous Deputy manager)**.

During the two-day auditing process, the team were questioned vigorously, and the home was looked at under a microscope, after months of preparation taking place. It all paid off once their result came back and they saw how well they had excelled.

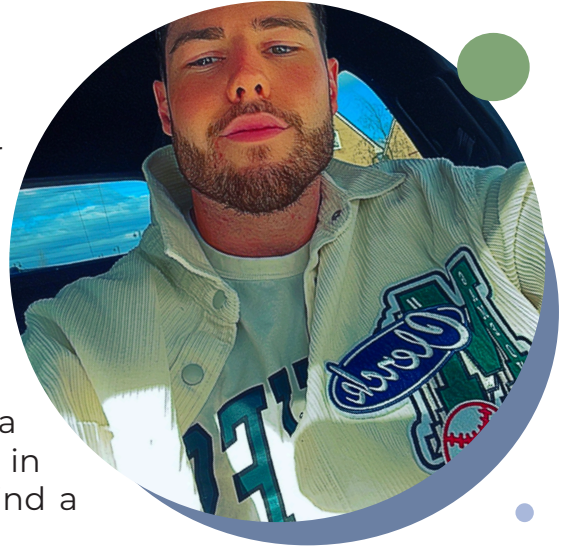


"The team scored 96.3%, which is a wonderful reflection of the hard work, commitment and resilience the whole team has shown. The inspection explored all aspects of service delivery, including the views of staff and the families of people that live at the service. The team were able to share all of the amazing work that has contributed to each of the residents living their best lives possible. The end result is a credit to the management team at Haddon House, and Andreen Butler deserves a special mention as the Registered Manager at the service". - Jennifer Hammes



WORTH THE INVESTMENT

At Glenholme, we love sharing stories about career progression. A prime example of that is Jay Stroud, the deputy manager at **Haddon House, Peterborough**. Jay is a gamer, dog owner to German Shepard, Akela and an avid gym goer. His story didn't start in a care setting, but rather on a hairdresser shop floor in the Midlands. The Nuneaton native worked as a professional hairdresser for 14 years before making a big lifestyle change. He moved to Peterborough in 2019 and began pounding the pavement to find a new job.



He was looking for a new challenge and was unsure of what he wanted to do he'd applied to a variety of roles and Glenholme was the one that was successful. It was a shot in the dark , *"I never would have positioned myself in a care setting, I never thought that would have been a route that I would have gotten into at all."* Reflecting on his journey, it's clear that the care sector embraced him with open arms.



Jay had some hesitation and the normal anxieties around starting a new position. Leaving his comfort zone was an alien experience. He admits to having lacked confidence due to the little he knew about care in comparison to his position as a hairdresser. Jay spoke about his experience when he first started. His willingness to learn proved advantageous. *"I've really enjoyed learning so much, in contrast to my previous role. Coming into care, I could see the progression of other staff moving up the ranks and I could see that process happening in the service. Seeing that gave me the drive to apply myself to achieve the same"*.

Haddon House was set to be inspected by the Peterborough Local Authority, for a period of two days where they had to prepare a number of different tasks in an extremely limited amount of time. This caused an understandable amount of pressure on the specialist service staff. They did however rise to the occasion after a gruelling process. It was an encouraging moment for everyone involved. Having only stepped into the role as deputy in September, it was still all very new to him. With just days to prepare before having everything looked through with a fine-tooth comb was something he described as *"quite a lot of pressure"*. Jay occasionally goes back to his roots, so to speak, visits home and finds time to cut his loved one's hair. He is a kind-natured, sociable person with a great work ethic and it shows in his journey from where he began with us.



We at Glenholme, are always pleased whenever there's a new addition to the team. Part of that is recognising our talented employees and those who've been promoted. Some honourable mentions go to **Andreen Butler**: (pictured at the bottom) on achieving registration with CQC and becoming the **Registered Manager** of Haddon House. She's done a phenomenal job over the past seven years. **Emma Rodrigues**: (pictured on the top) Most recently, took on the role of **HR and Recruitment Administrator** at Haddon House. She's settled in very well and is already a valued member of the team.



Emma Cox

I recently joined Glenholme in February as an **Account Assistant**, my position involves processing bank statements and reconciling cash book balances. I've travelled across Germany, Denmark, Sweden and Finland with my brother. The next destination I'd love to visit in Spain! In my free time, I enjoy going to festivals and rock concerts. I also love anything relating to fashion, nature photography and growing flowers. I've recently become obsessed with jigsaws - they're so satisfying to do! I've always been fascinated by snakes and hope to one day own one.



Oliver Parker

I recently started my role as the **Customer Relations Manager** at Glenholme in April. My main responsibilities will be to make sure that the homes are kept at full capacity and to create links within the community for each home. I will be largely based between Halmer Court & Thimbleby Court. My hobbies include playing and creating music as well as classic car restoration. I love to travel but we often just do trips around the UK so that Larry, my dog, can come with us!

Dawn Bennett

I started at Glenholme in April as a **Resourcing Manager** with the responsibility to resource over 20+ Locations throughout the UK. My role will involve working with frontline and management teams to resource needs and respond efficiently to ensure Glenholme recruits the best colleagues to care for our residents. Spending time with family and my dog, Bentley is important to me and I enjoy travelling which has led to friends from across the globe. I've also achieved my lifelong dream of being a qualified interior designer.



THE POLICE VISIT HOLDINGHAM HOUSE



The experience was incredible for both the residents and staff. It left a lasting impression on each one of them. One of the residents, Courtney, said she was interested in becoming a police officer. During the PCSO visit, she was so enthusiastic and was asking them lots of questions. Chris particularly liked pushing the siren button, which made everyone jump and made him chuckle at everyone's expense. Stanley, much like his co-resident was also very inquisitive about the uniform that the PCSOs wear, particularly their stab-proof vest and other equipment they carry with them on a day-to-day basis from first aid kits to walkie-talkies.

Sound the alarm - we have a visitor! On a clear Friday afternoon in late February, the residents at Holdingham House had some guests knocking on their door that they may not have been expecting. The Lincolnshire Police Community Support Officers (PCSO) paid a visit to the home, based in Sleaford, providing an exciting day of fun and entertainment for the entire home. The residents - Courtney, Chris, Stanley, Eleanor, Sarah and Peter enjoyed looking around the police cars, being given an opportunity to sit in the passenger seat and chatting with the PCSOs. Amidst the fun, the residents even got the chance able to sound the police car sirens and look at the police equipment.



Overall, the day was very special and the PCSOs plan to return again in the summer and bring another police vehicle for the residents to look around, they have also offered to do road safety talks and internet safety talks with residents and staff.

HOLDINGHAM CHARITY BALL

Holdingham Grange reached for the skies, literally, when thinking about how they could donate to the air ambulance. The wonderful activities coordinator at the home, Sanjay Vidanapathairana, spearheaded the plans for Holdingham Grange's Dinner and Dance evening at the residential care home based in Sleaford.



The cheque was presented by Kathy Carter (left to right) and Rebecca Cragg to Jo and Steph from the Air Ambulance service. It was a fantastic afternoon enjoyed by all.



The event, which took place on Friday 17th February saw residents and guests dressed impeccably for the occasion. Part of the goal besides raising money for the air ambulance was also to provide the residents and their families and the staff a bit of light during the winter months. The attendees were treated to a 4-course meal prepared by the fantastic chef, and a musical setlist from The Moonshiners jazz band to dance the night away. The atmosphere throughout the evening was euphoric. Overall, it was a successful night for all. The auction itself made a total of **£4,500** for the air ambulance!



A TASTE OF SOUTH ASIAN CUISINE

VINCENT PLACE



What's better than a cosy night in and some good home-cooked food? The answer is nothing. The staff and residents at Stevenage had a lovely activity night cooking and enjoying some authentic Bengali cuisine to introduce different food and culture. There was delicious chicken curry, papadums and pakora served thanks to Sultana Hussain who spearheaded the evening. All in all, the crowd went wild.

COURTNEY'S PIERCING SUCCESS

Ever wondered what it's like to pierce your tongue? Well, look no further because one of our residents at [Holdingham House](#) did just that. Courtney who's been at Holdingham for just over a year. She'd been wanting to get it done as a way of expressing herself. The supportive team at Holdingham House joined her on a visit to the local piercing and tattoo studio in Sleaford. Needless to say, when the time came for the dreaded needle, Courtney was ready. She was said to have been extremely brave and calm throughout the entire process. Courtney is already making plans for her return.



A VERY THIMBLEBY WELCOME



Our newest home in Horncastle, **Thimbleby Court**, has welcomed its very first few residents. Noreen and Daphne have been experiencing the bliss of the new home. From celebrating a pamper day for International Women's Day in our on-site beauty salon, baking treats for Mothering Sunday and enjoying the fantastic meal prepared by the chef.

COFFEE MORNING

VERA JAMES



Vera James residents and staff gave into their sweet tooth at their Macmillan coffee morning in support of fighting against cancer. In total, they raised £54 on the day. The home manager thanked those who attended and made baked goods for the event.

PANCAKE DAY FUN

FINCHLEY & THE MARLOWES



We had a couple of specialist homes, tuck into some pancakes. Mitch (left) from The Marlowes was snapped whisking away to create a light and fluffy dish. Whilst the ladies at Finchley enjoyed a girl's night in, complete with pancake flips.

CAN YOU FEEL THE LOVE TONIGHT?

BISPHAM GARDENS



Bispham Gardens were raring to go the week of Valentine's Day. The wonderful staff organised some celebratory fun for the elderly residents. The home was decked out with a massive red and white balloon garland. The show-stopping piece was only the beginning, there were heart-shaped cards with notes and chocolates attached, cupcakes and Rachel (the singer) who frequently performs and entertains our residents in Blackpool.

ISN'T LOVE SWEET?

FINCHLEY



Sugar and Spice and All Things Nice were on the menu at our specialist service in Finchley. For cupid's holiday, the residents got busy crafting and being creative, after all, it's the thought that counts. On the list of activities, detailed chocolate-making was available and the designs that came from it were stunning, the ladies opted for some flower arrangements. Even though there was a lot of concentration needed, they had lots of fun creating their beautiful bouquets. What better way to celebrate a day centred around love?

SHARING THE LOVE



HOLDINGHAM HOUSE

One of our fantastic deputy managers Hayley organised a fundraiser where the staff at Holdingham House & Lodge could nominate their colleagues to receive a chocolate Rolo on Valentine's Day. For each nomination, it cost them just £1 to donate. It was a huge success as 52 members of our staff received a Rolo, being thanked for the little things they do every day to help the service. The money raised went towards a Valentine's buffet for staff and residents.

JENNY & GEORGE'S LOVE STORY

HALMER COURT

We found a pair of love birds whose story puts a new meaning to the marriage vows *'for better or for worse, in sickness and in health'*. Their story was shared through the lens of Jenny, the wife of one of our first-ever residents at Halmer Court. Speaking on the initial struggles of having her husband, George, in residential care and how she's found a way to use her creativity to spend time with him.

Jenny and George met at a party in London, and after their courtship, they tied the knot in December 1987. As their marriage went on, George developed dementia and started to need more care. Jenny recalls the conversations she had with both of their doctors, recommending her husband



receive full-time residential care, as she couldn't continue to be the sole carer for George.



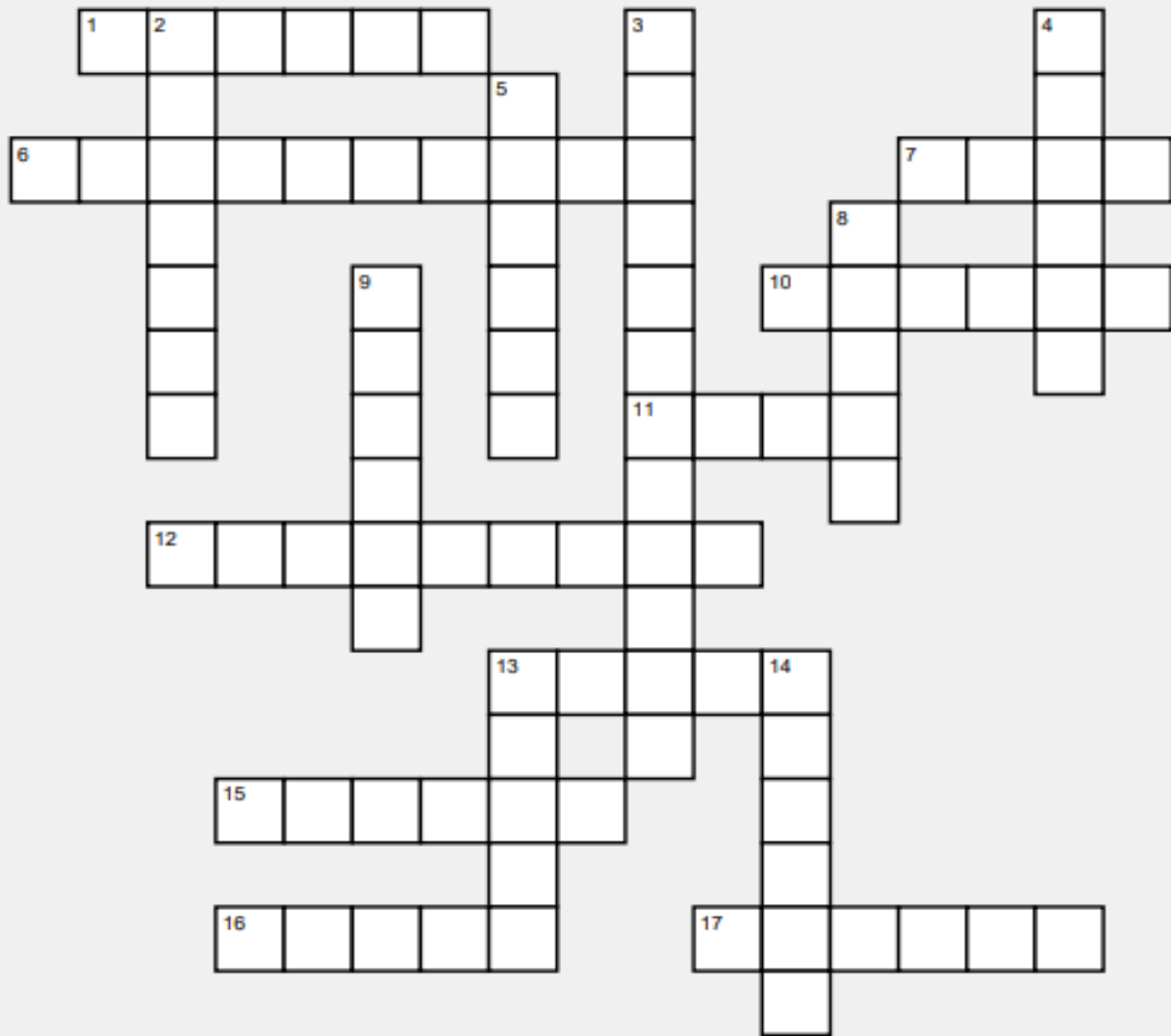
She began to search for care homes but didn't see any that were the perfect match.

Until they found Glenholme, George was the first resident to stay at the home. Jenny found the transition tough and was very sad at the beginning. Although she had no worries about him being at the home and says *"he's very well looked after and his dementia is understood"*.

She started volunteering her time at the home and has now become such a fundamental part of Halmer's fixture of activities for the residents. She uses many creative expressions to engage the residents; these include wheelchair arm exercises, festive card-making and flower arrangement demonstrations.

Her desire to stay connected and close to George whilst giving back to the community of residents is truly something special. Last year they celebrated their thirty-fifth wedding anniversary at Halmer Court. Jenny pointed out how all the visitors were *"impressed with the home"* as it is a *"lovely building"*. They supplied some bottles of red and enjoyed gathering with all the residents, close family & friends.

CROSSWORD PUZZLES



ACROSS

- 1) JESUS _____
- 6) OVAL CANDIES
- 7) PRE-EASTER PERIOD
- 10) ANGEL'S HOME
- 11) CO-OP GROUP
- 12) MILKY WAY, FOR ONE
- 13) CRUCIFIX

DOWN

- 2) FESTIVE TIME
- 3) CHRIST'S RISING
- 4) EASTER HAT
- 5) EASTER CONTAINER
- 8) SUMPTUOUS MEAL
- 9) PLACE OF WORSHIP
- 13) KIND OF BAR

SPRING TIME GALLERY



DOWN: Holiday, Ressurrection, Bonnet, Basket, Feast, Church, Sunday.
 ACROSS: Christ, Jellybeans, Lent, Heaven, Eggs, Chocolate, Cross, Spring, Bunny, Parade

THIMBLEBY COURT TOUR VIDEO



Pictured Here is Thimbleby Court Rear Garden.

With the recent opening of our new care home in Horncastle, we thought it would be a great idea to share with you a house tour of the space. Use your phone's QR code scanner to watch the tour.



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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:

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