

SUMMER 2023

GLENHOLME NEWS

GLENHOLME'S NEWEST GEM
ACTIVITIES & DAYS OUT
STAFF UPDATES
CORONATION CELEBRATIONS
PRIDE PARTIES

CHARLES VISITS THE DOCKS

a Glenholme newsletter

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Have something to share?

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news@glenholme.org.uk



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SUMMER: GLENHOLME GEM

BRIGHTON



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. This time round we had a whopping 78 nominations from across our facilities and one individual's hardworking nature, won her the July **GEM award**. Sneha John is the recipient of this award due to her incredible work ethic and the ways she upholds the company's values. Sneha was repeatedly described as "**dedicated**" and "**knowledgeable**". Not only did she receive the most nominations, her peers showered her with compliments that made her stand out. One notable

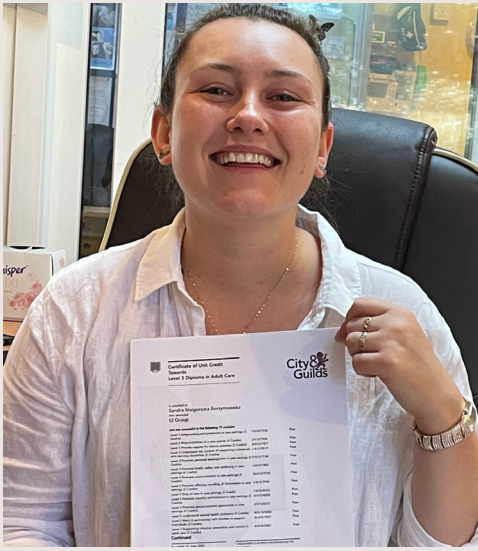
nomination said *"she pays utmost attention to the well-being of the service users. Goes out of her way to make sure everything is done correctly and the service users are comfortable at all times. She's very kind and compassionate and prioritises her work at the house."* Sneha demonstrates what it means to be a carer who cares about the work she does and above all the care she provides the residents with. This also marks **Saltdean, Brighton** service's first win. A massive congratulations to Sneha, her service manager, **Hannah Bailey** and the rest of the team.



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 submission and get it published in the next issue of Glenholme New. Contact us at news@glenholme.org.uk with your name and a pitch idea. We look forward to receiving your stories.

TRAININGS & NEWCOMERS



At Glenholme, we champion our staff to upskill themselves wherever possible and are always there to support their career development. Over the past couple of months, members of staff have qualified in various trainings. Honourable mentions go to **Sandra Lenkiewicz (Finchley)**, **Jay Stround (Haddon House)** & **Naima Begum (Warwick Manor)** for passing their NVQ Level 3 and **Charles Nze (Haddon House)** for achieving his Level 2. We are incredibly proud of their hard work. Secondly, a massive congratulations to the **Meadowbeck** staff team who completed their Level 1 Makaton. The training will allow them to provide an all-inclusive communicative environment within our service. We also want to spotlight **Mandy Chapman**, **Dane Tscherniawsky**, and **Sarah Acciaccarelli** for attending a conference about trauma-informed approaches, hoarding and resilience.



Caroline Manoghan



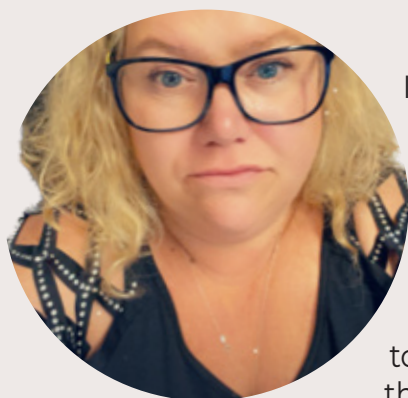
I've been at **Thimbleby Court** for the past six months and have recently been promoted to **Deputy Manager**. Over the years I've worked in various roles within care including senior management roles. I have always lived locally in **Horncastle** however my family's roots are based in **Ireland**. I am proud of my heritage and I often take trips in the summer to visit **Mayo, Ireland**. My time there is full of relaxation in the mystical surroundings and enjoying the local fayre. I'm also a big lover of a wide range of music, the great outdoors and all animals, especially my sister's dog.

Jordan Rudderham

I'm the new **Activity Coordinator** at **Vera James** and my role will involve planning trips for the residents and ensuring their minds and bodies stay active. I accepted this job because I love to meet new people and help people achieve their fullest potential. My background in customer service and hospitality helps me go the extra mile for our residents. In my spare time, I love going to the gym and taking any opportunity I can to spend time with my family on days out or do some gardening. I also enjoy a wide range of music anything from **Tom Jones** to **Slipknot**.



Victoria Randall



I have recently joined Glenholme as the **Registered Manager of Halmer Court** in Spalding. I have over 15 years of experience as a registered manager and my role will involve managing and supporting both the residents and staff who live and work at Halmer Court, ensuring that everyone is healthy, happy and feels enriched. In my spare time, I enjoy spending quality time with my family, especially my grandchild, Grayson. I'm also looking forward to the arrival of my second grandchild and a Cavapoo puppy. During the holidays, I spend my time sailing on the Norfolk Broads.

Emma Skinner

My name is Emma and I'm one of the new **Deputy Managers at Holdingham Grange** & I'm married with three kids. I completed my nurse training years ago when my children were younger and I worked in childcare. The last 3.5 years, I've worked as a registered nurse at Holdingham Grange but prior starting my new role. I enjoy DIY projects and recently completed a plastering course, and doing a whole property which was satisfying. I also have many pets, from dogs, cats, a turtle, tortoise, parrots and even a bearded dragon. My name is Emma and I'm one of the new Deputy Managers at Holdingham Grange & I'm married with three kids.



Lousie Bassett



I recently joined Glenholme as the **Regional Operations Manager for Senior Living**. My background as a qualified social worker allows me to support the service managers and ensure our homes provide a safe, responsive and well-led environment for our residents. For leisure, I enjoy yoga & running which keeps me fit enough to run after my three gorgeous granddaughters. I'm also a regular book club member and I'm currently reading books published in 1972 which coincides with my upcoming 50th birthday. My husband, the dogs and I also like taking trips in our motorhome.

Vanda Ursell

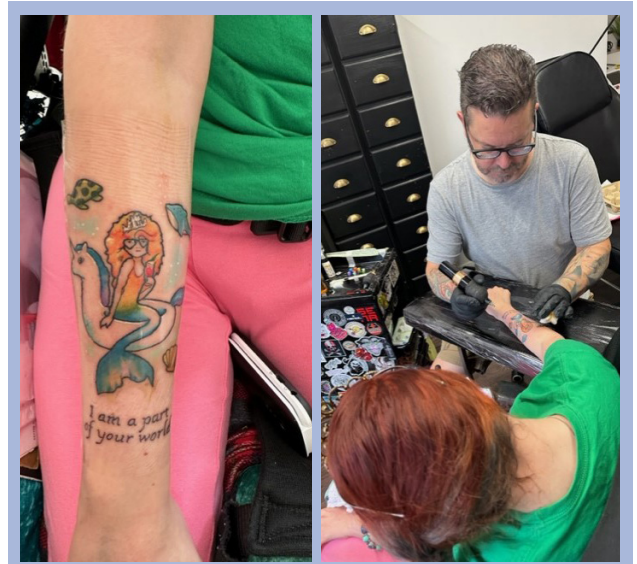
I recently started my role as the **Manager of Warwick Manor** in August. I have 32 years of experience in housing and championing senior management in domestic abuse services, where I've enjoyed great success. During my time, I was the recipient of 7 awards for my work in diverse communities and leading the way as well as being awarded at the National Housing/Women in Housing Awards. I'm also the proud owner of a bouncy Shar-pei, Hattie, and a chubby but shy mixed breed called Henry.



STORYBOOK MOMENTS FROM MEADOWBECK



This ability to communicate has come in handy when it comes to making friends with fellow housemates and asking to get a Disney-themed tattoo. She described her tattoo, an image of a mermaid with the quote *"I am part of your world"*, as something that was *"colourful and bright, like me"*. She went on to explain that the staff who accompanied her *"were helpful and made jokes to keep me laughing and gave me lots of compliments. They also got me a Costa drink to keep me going"*.

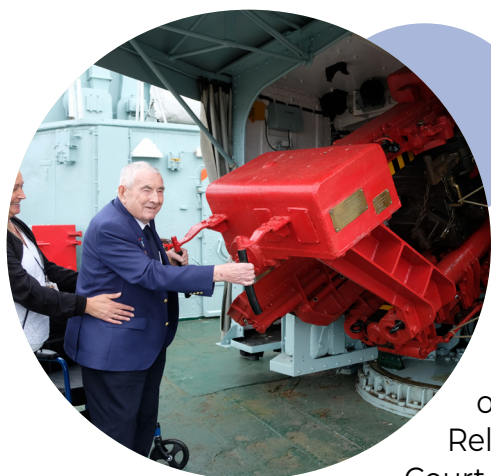


Ells, who was our first tenant in **Meadowbeck, Holdingham** has physical disabilities and also has very complex speech, which means she can often find it hard to express herself. However, since being with us, she has shown incredible improvements. Ells has worked extremely hard with her Meadowbeck core team and her Speech and Language team helping Ells utilise her communication iPad. Over the past eight months she's developed her ability to edit, upload and input exactly what she would like, which helps her convey her needs, wants and opinions.

Her life at Meadowbeck is all about the choices she gets to make and the team that supports her with those decisions. That's even down to resourcing her with a minibus that accommodates her wheelchair which facilitates Ells' days out. At Glenholme we aim to make everyone feel safe and protected and it filled us with pride to hear Ells describe her relationship with the staff saying *"They always talk to me and help me with my anxieties/upsets. I feel protected like someone in a Disney movie"*. It's a massive compliment to us but the credit goes to the team that works with her and for that we are grateful.

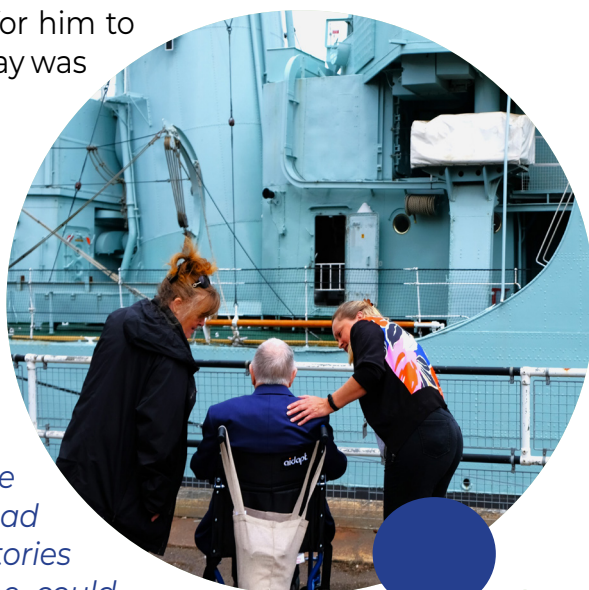
ALL ABOARD CHARLES' BIRTHDAY SURPRISE

Over the summer, we find ways to have fun all across our services and love nothing more than celebrating the lives of our residents. Most recently WW2 veteran, Charles Giles, who fought in the D-Day landings and the battle of Dieppe was taken on a field trip for his 101st birthday back in July. For the trip, the former soldier wore his naval badges including the Burma Star.



The Halmer Court resident, went to visit The Historic Chatham Dockyard in Kent, along with Viv Thompson one of our amazing care assistants and Oliver Parker our Customer Relations Manager. The surprise trip organised by the Halmer Court team was in celebration of a milestone birthday. He fittingly went aboard the HMS Cavalier, a destroyer naval ship which launched in 1944. The former serviceman first joined the Royal Navy at just 17 years old, 84 years later getting back on board a destroyer was a nostalgic moment. Normally Charles regales his fellow residents and staff with tales of his days as a seaman in the navigation room and has been doing so since he arrived at our Spalding-based care home in March. So, for him to commemorate his years of service for his birthday was a once-in-a-lifetime opportunity.

Oliver had this to say about the trip *"Taking Charles to Chatham was such an amazing experience. The smile on his face, when he realised where we were, was so heartwarming, only to be topped by when he saw the Destroyer. Throughout the day he was treated like a celebrity by everyone involved. All the staff from the dockyard came to say hello and were honoured to meet him. He even had members of the public asking for photos with him. The stories he could tell us and the detail about the ship that he could remember was incredible. Truly an honour to be able to do this for such an amazing man!"* Thank you to the incredibly thoughtful team at Halmer Court who helped plan the trip for Charles's milestone birthday.



THE 5TH ANNIVERSARY OF HOLDINGHAM GRANGE



The month of June had a monumental celebration for us as a care provider. Glenholme had the pleasure of holding a celebratory 5th-anniversary event for Holdingham Grange. The remarkable 64-bed home based on Sleaford was filled with residents, loved ones, local government officials and [Glenholme Healthcare's Managing Director, Kent Phippen](#).

Over 200 guests attended the anniversary party which included a live jazz band, outstanding fruit sculptures, gorgeous bouquets, a roaring BBQ and fun for adults and children alike. Everyone was in high spirits and enjoyed all that the celebrations had to offer.

We were also glad to share our gratitude to the amazing men and women who've been working at [Holdingham Grange](#) for the past five years with tokens of our appreciation. It was a great way to celebrate their significant role in Holdingham Grange's history thus far.

A special thanks to the incredible team at Holdingham Grange, in particular the kitchen staff whose creations were equally amazing as they were delicious. Notable mentions go to our fantastic activity coordinator, home manager and the team at Eton Head Office for their efforts to make the event so special. Your hard work did not go unnoticed.

RED WHITE AND BLUE: CORONATION CELEBRATIONS ACROSS GLENHOLME



Saturday 6th May 2023 went down as a historic moment for Britain. It was the official coronation of the United Kingdom's King and Queen Consort, Charles III and Camilla at Westminster Abbey, London. Across the country, people celebrated in their various communities from viewings to garden parties and in our homes it was no different. The long bank holiday weekend was filled with barbecues and guests all across our homes.

HORNCASTLE SCRUBS



Over at [Thimbleby Court](#), the ladies of 'Horncastle Scrubs', who during the pandemic made scrubs for the NHS and care homes kindly made some coronation bookmarks and back support cushions ahead of the weekend celebrations.

HIP HIP HOORAY

[HADDON HOUSE](#)



Our employees got into the spirit with face painting, paper crowns and of course bright smiles.

CRAFTS FUN

[HOLDINGHAM GRANGE](#)

The residents had a head start to get in the spirit of things by taking part in some craft activities. During the run up to the weekend there were union jack flags coloured in around the home.



THE SPALDING FLOWER PARADE



Spalding was in full bloom back in May when the annual Spalding Flower Parade returned after a decade. Our care home had the delightful pleasure to help celebrate the parade's long-awaited return. Since the 1920s the parade has been an annual highlight that draws crowds from across the UK and beyond. Its origins were in aid to commemorate the tulip industry and it coincided with the 1935 Jubilee of King George V.

Halmer Court had the honour of opening its doors and becoming an extension of the Spalding Flower Parade. The organisers of the event graciously asked for our home to be used as the second hub for all the entertainment.



The day was filled with fun for all ages. We had flower-arranging booths, tombola prizes to be won, live bagpipers who were part of the procession, sweet treats, games and much more. The day was full of joy and it couldn't have been done without the fantastic team based at Halmer Court. A special thanks to **Kerry Hobday**, **Oliver Parker** and the staff at **Eton Head Office**.



HORNCastle'S FRIENDSHIP GROUP



Since the beginning of summer, **Thimbleby Court** has been hosting Horncastle's monthly Friendship Group for the elderly. Since June, the home has partnered with Age UK: Lindsey, a subdivision of the charity 'Age UK' which focuses on the well-being and social impacts of the elderly across the country. The Friendship Group is open to all care home residents and the wider Horncastle area. It's been a great opportunity to participate in fun activities – plus there's never a shortage of delicious cakes and drinks for everyone who attends this free event.

HOW TO WHISTLEBLOW AT WORK?



We pride ourselves on having a safe, inclusive and welcoming culture that trickles down from our staff to our residents. This commitment to upholding people's respect and dignity is in line with Glenholme's Statement of Values. Therefore, any instances of poor practice and abuse **WILL NOT** be tolerated and must be reported to the relevant manager.

If the concern or suspicion you want to raise is regarding the manager, please call our confidential phone line: **0800 0929 160** (Mon- Fri 9-5 pm) or email whistleblowing@glenholme.org.uk to report any misconduct. For more information about reporting concerns about senior management **scan the QR** to find out more.

When you submit a report please submit as much detail as possible; noting the date, location, nature of the incident, additional concerns and whether you'd like to remain anonymous or would like contact.



CELEBRATION: LENGTH OF SERVICE BADGES



Over the months of June and July, there was cause for celebration as we honoured employees who'd been with us for the past few years. Our CEO, Don Serratt, who's the head of our specialist division handed out length of service badges to staff members who've been with us for 1, 2, 3, 5 and 10 years. During his visit to **Crown Mews**, Jay, a resident at the home helped him present to the staff that looks after him which made the celebration that much more special.

A number of employees in our specialist care homes were presented with badges to commemorate their time with us. We want to thank each member of staff who has shown dedication to our residents across all our specialist services. It's because of you we are able to provide a high standard of care for our residents.



SHOWING OFF OUR PRIDE AT GLENHOLME



Pride Day and Month is a time to celebrate everyone who identifies as being part of the LGBTQ+ community, love and above all respect. Our specialist services at [The Marlowes](#), [Warwick Manor](#) and [Finchley](#) certainly showed up and represented well. At each respective service, there was lots of fun and celebrations to be had. From the jollof rice enjoyed in Bedford to the rainbow-tastic décor and tie dye-making activities. When asked what Pride means to them, a Finchley resident eloquently stated that Pride is *“a feeling that you respect yourself and deserve to be respected by others”*. A fitting sentiment of how we should all treat one another during pride month and any other month.

TAKEN BY STORM

BISPHAM GARDENS



There's nothing like the quintessentially British summer showers to bring a party indoors. Even with the last minute changes, the long-awaited garden party went down a storm. The big day was filled with treats, games, children's crafts and inflatables. The home managed to raise £651 for the residents' funds.

RAY LENDS A HAND

FINCHLEY



Who knows what our residents need in a support worker, better than the residents themselves? Well, at Finchley we took that into consideration. Ray, one of our fantastic residents joined our managers, Jaine and Karen, for an interview. At the end, Ray had the pleasure of offering the interviewee a position at the home - thanks Ray.

VISITING A LONDON ICE CREAM FARM

FINCHLEY



What better way to spend an afternoon than visiting an ice cream farm? Yes, that's right, an ice cream farm. Well, some of our [Finchley](#) residents did just that. An afternoon strolling in the fields, looking for cows, sitting on bundles of hay, and of course tasting some delicious freshly made ice creams was part of the experience. The gang visited the Lewis of London Ice Cream Farm back in June and had an incredible time visiting the farmland and they even had a picnic. This trip was so special that a couple of residents revisited the farm a couple of months later and had some fun in the sun.

**Glenholme
VARIETY SHOW**

The Glenholme Variety Show is coming soon! We've asked some of our talented residents to share their skills or elements of personal development to be part of the upcoming digital showcase premiering later this year. We're so excited to see all the incredible acts that have been submitted.

STEPH STEPS IT UP

VINCENT PLACE

Steph Allen has proved that you can achieve anything you set your mind to with her most recent milestone. Over the past year, Steph has become increasingly independent with an active social life and her ability to administer her own medication. She's worked in collaboration with practitioners to also reduce her medication, staff give her a helping hand with ordering the medication but she's in full control of the majority of the process. Steph set herself a challenge to live a healthier lifestyle by eating well and joined a Slimming World Program. Since joining the program she's lost 3.5 stone, earning her the 'Woman of the Year' award. Everyone at **Vincent Place** is so proud of the way she's stepped up over the past few months.



FOOTBALL TRIP

HADDON HOUSE



When we can provide an opportunity for our residents to smile, we take it. One of our wonderful residents, Bradley, from **Haddon House**, visited King Power Leicester Stadium. The football fan was all smiles throughout the special day trip.

SERATA PIZZA

HOLDINGHAM HOUSE



A taste of Italy was on the menu for the residents of Holdingham House, who had lots of fun making homemade pizzas. The serata pizza ('pizza night' in Italiano) was made possible thanks to Holdingham Grange's kitchen staff for dropping off fresh pizza dough for the residents to become Ottimo ('great' in Italiano) chefs.

THE INVISIBLE ROLES AT GLENHOLME



Glenholme News got the pleasure to sit down with *Zoe Hunter, the Head of Clinical and Quality Delivery* at Glenholme Healthcare. We interviewed her about her role and her journey in the healthcare industry. Often times there are people in the organisation who are rarely seen and thus, their roles and responsibilities are not known or fully understood.

A role like hers can often feel invisible. This is due to a number of reasons but as she explains, the maintenance of quality is in absolutely everything we do at Glenholme. So, at times it can feel like the unsung song because it's always there – you'd only notice it if there wasn't anyone implementing processes to maintain standards and the quality needed to provide the best care we can. For us to know what Zoe does, it's only right that we get to know who she is. Here's Zoe Hunter's quick-fire round of questions.

1 WHAT WAS THE LAST EMOJI YOU USED?

"OMG, I don't use them."

2 IF YOU COULD HAVE ANY VIEW FROM YOUR DESK, WHAT WOULD IT BE?

"I would say, the beach at Watergate Bay in Cornwall."

3 WHAT CAN YOU NEVER LEAVE THE HOUSE WITHOUT?

"Glasses, my reading glasses."

4 WHAT IS YOUR FAVOURITE PART ABOUT YOUR MORNING ROUTINE?

"My porridge."

Born on the border of Wales and the daughter of military parents, Zoe spent her life moving across Europe, having lived in Germany and travelled to visit France, Switzerland and Italy. She later returned to Devon where her parents settled for some time. An extraordinary upbringing like hers was challenging but also fulfilling and joyous, it's the nomadic lifestyle in her earlier years that exposed her to different cultures and people. This provided an ability to become perceptive and understand various points of view. Zoe has been a qualified nurse for 26 years and worked in healthcare for a total of 28 years. Her illustrious career in healthcare began on a whim as she initially dreamt of becoming an archaeologist, even going as far as to be accepted to study the course at Exeter University.

She made a decision that altered the trajectory of her career and life plan, which in hindsight chalked it up to being young and impulsive. Zoe went on to volunteer in a school for children with learning disabilities for two months and loved it. This was the moment the lightbulb went on and decided to pursue a degree in nursing at the University of Leeds.

For 12 years at the Royal Papworth Hospital, Zoe worked in an intense medical environment working in the surgical department and was able to qualify as an anaesthetic nurse. Her ambition led her to set her sights on becoming a district nurse, which she did for a few years and made the brave decision to leave the NHS. Zoe described this transition as a *“massive thing”* and *“a huge thing to leave that institution because it’s a protective blanket.”*



When asked what advice she’d give other nurses and support workers, she began to open up about the sector and where she felt change was needed. Her zeal for caring was on full display. As she shared her thoughts about the healthcare sector, Zoe began sharing her desire for the nursing profession to be injected with passion again.

“Nursing is hard, it’s really hard, but I’m so passionate about nursing.” She went on to say *“caring for someone is a privilege, especially in times of vulnerability.”* Zoe acknowledged the work that hundreds of support workers at Glenholme do every day to look after the residents as a skill.

Zoe’s responsibility at Glenholme is upholding the clinical and quality excellence of the company. This means she has oversight over a number of departments that involve the standard of care we provide and the overall employee experience. Zoe acts as a signpost and resource for the organisation and conducts site visits to ensure the processes created are being implemented.

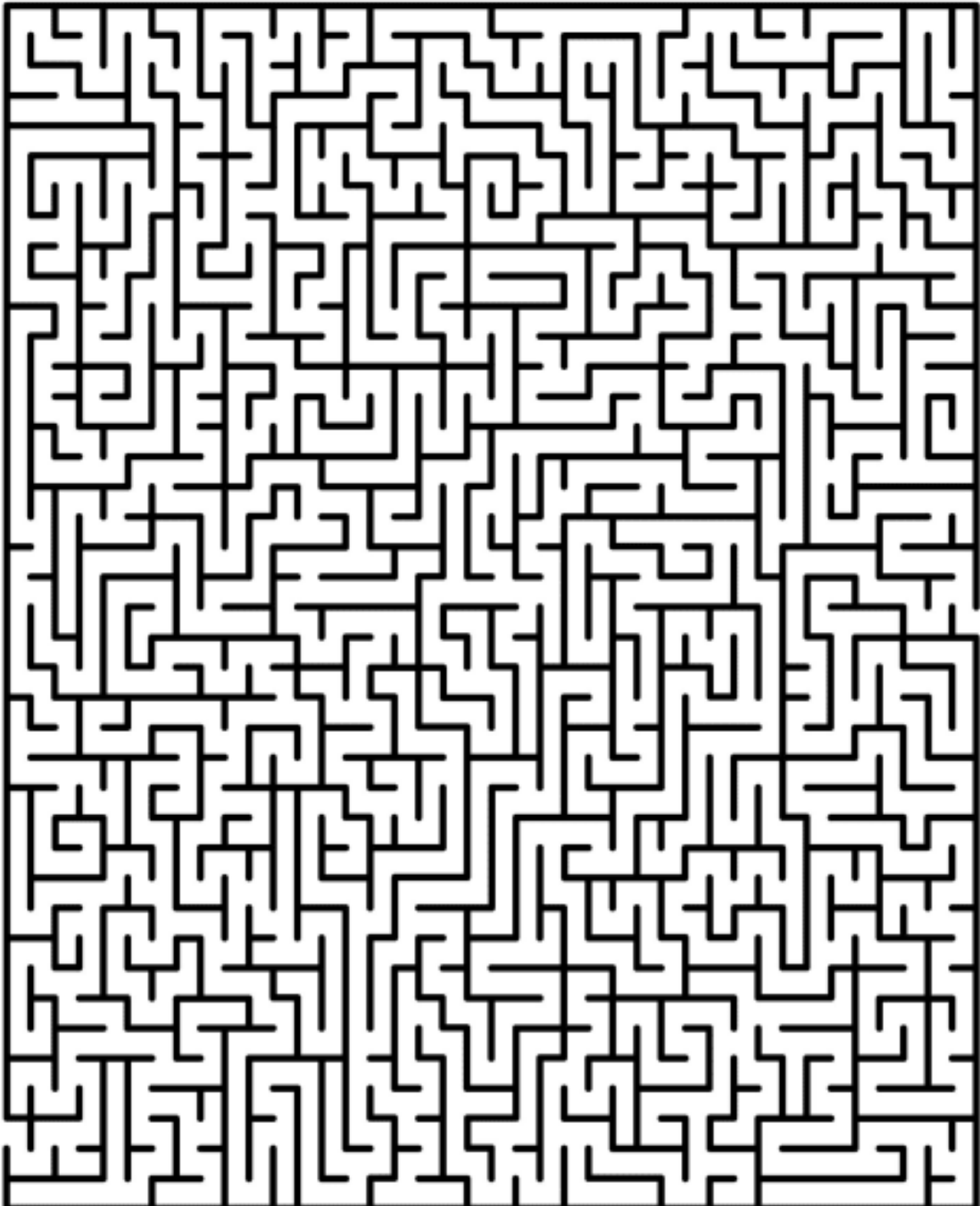
When asked about the secret to achieving positive results in her role, Zoe shared how her decision to manage expectations and set clear objectives goes a long way. She further explains how *“ego doesn’t serve any purpose”* and how humility plays a key part in working as part of a team. The self-proclaimed *“strong”* and *“kind”* manager, has also won her favour amongst her colleagues due to her managerial style. *Kristine Lachica (Training Coordinator)* shared how *“approachable and straightforward. She gives clear instructions, and not only tells you what needs to be done but also the ‘why’ behind it. She is generous with feedback and is supportive of career goals and aspirations.”* It’s clear that Zoe



maintains a great standard when dealing with issues and people alike, she’s made this role her own and has set the bar, not just for herself but for us too.

MONTY THE MONKEY PUZZLE

Help Monty the monkey find the banana



GLENHOLME'S SUMMER GALLERY



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.



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