

WINTER 2024

GLENHOLME NEWS

GLENHOLME'S NEW GEM
ACTIVITIES & DAYS OUT
STAFF UPDATES
CHRISTMAS CELEBRATIONS
LEVI'S COLLEGE TRIUMPH
CARE AWARDS CATEGORIES

a Glenholme newsletter



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Have something to share?

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



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LOOKING AHEAD TO 2024

KENT PHIPPEN

Group CEO & Managing Director



Welcome to the first newsletter of 2024. First of all, I would like to wish everyone a happy New Year and I would like to express my gratitude for your continued commitment to maintaining high standards and delivering our Values. Last year posed challenges for the health sector with significant staff vacancies and sickness due to the hangover of Covid. However, I am optimistic about 2024, for both Glenholme and every individual associated with Glenholme. As highlighted in this newsletter Glenholme is expanding, creating new opportunities for existing staff to excel and for new staff to join our team. I also anticipate continued improvement in the economy with reductions in interest rates and inflation, hopefully easing the pressure on households.

Every day I hear of the amazing things that are happening within Glenholme. In this edition we are announcing our 3rd Care Awards. May I please suggest that you take some time to nominate individuals who you feel go beyond the requirements. Please feel free to nominate yourself as well. There is nothing wrong with blowing your own horn; however, it is also important that we recognize that providing high quality care and support to vulnerable adults requires teamwork, with everyone working towards the ultimate objective of improving the lives of the individuals we serve. No matter what your role is in the company, I can assure you that it is a critical part in delivering our Values.

Again, happy New Year. One of my resolutions is to endeavor to visit all of our services more often to personally thank all of you. Lastly, if I may, I ask only one thing from you this year – strive to be happy and be at peace with yourself.

WINTER: GLENHOLME GEM

HADDON HOUSE



Being a Glenholme Gem is an honour, and a celebratory moment for peers to publicly champion one another and acknowledge the impactful work of others. Congratulations to **Pansy Ludford** from **Haddon House**, who is our Winter Glenholme Gem! Pansy is the recipient of this award due to her incredible dedication, professionalism, and commitment, which were consistently highlighted in her nominations. Pansy's colleagues commented on her exemplary leadership, and commended her as a *"beacon of hope"* for staff and residents. Pansy is described as a proactive team leader who ensures top-quality service. Congratulations Pansy!

OUR LATEST DEVELOPMENTS & NEW HOMES

Wendreth Court March, Cambridgeshire

Wendreth Court is a brand new 56-bed senior-living care home which is built on the site of the former CPL Felthams factory in March, Cambridgeshire. The home is due to open in Q1 2024.



Hillcrest Cottages Horncastle, Lincolnshire

Hillcrest Cottages comprises of six brand new, well-appointed one and two-bedroom supported living cottages in Horncastle, Lincolnshire. The cottages are due to open later this year.

Birchwood Birchwood, Lincolnshire

Birchwood will consist of two buildings on the site of the former Wildlife Public House. These will be called 'Birchwood House' and 'Birchwood Lodge.' The first building will have 13 self-contained apartments, and the second, a seven-unit care facility. The homes are due to be completed towards the end of this year.



Greenbanks Saltdean, Brighton

Greenbanks is a four-bedroom specialist supported living service located in Saltdean, Brighton. The bedrooms have been designed to meet the unique needs of the people we support. The home is due to open later this year.

Saltdean Villa

Saltdean, Brighton

The newly-refurbished Saltdean Villa is a specialist supported living service which comprises of five large bedrooms. After its refurbishment in 2023, the home is now open.



GLENHOLME ART SHOW



It's time to get creative ahead of the first ever Glenholme Art Show! Residents and people we support are invited and encouraged to unleash their artistic flair by creating a piece of artwork around the theme of 'Seasons,' which will then be displayed at the Glenholme Care Awards ceremony in March. Residents can use any medium they like, but please make sure not to use any materials that will degrade. We also kindly ask that if the art piece is larger than A0 (841 x 1189 mm) that a photograph of the artwork is sent instead. Please ensure all submissions are sent to the Eton office no later than 29th February to ensure they arrive in time. Let's make this art show an unforgettable celebration of Glenholme's creative spirit!



Artwork produced by residents at Holdingham Grange



Glenholme CARE AWARDS

We are delighted to announce we are back with our third Glenholme Care Awards! The senior management team at Glenholme would like to take the opportunity to show their appreciation for our colleagues across the organisation and recognise their hardwork and dedication.

It is now down to you to nominate your team members who you believe have gone above and beyond. Submissions for nominations close on 31 January 2024.

Categories



Scan the QR code to vote now!

VOTING CLOSSES 31 JANUARY 2024!

BEHIND THE SCENES STAR

Honours an individual or team in non-frontline roles whose contributions significantly enhance service quality and operational efficiency. (Such as maintenance, housekeeping, administration etc.)

ABOVE & BEYOND AWARD

This award celebrates an individual whose exceptional dedication and effort transcend regular duties, markedly enhancing the wellbeing and joy of residents and/or staff by consistently delivering more than expected.

GLENHOLME'S VALUES AMBASSADORS

A person who exhibits multiple core values that the company holds closely. Safety, respect & dignity, hard work, independence, equality and diversity and individualised care.

EXCELLENCE IN CARE AWARD (INDIVIDUAL OR TEAM)

A person or team that has presented themselves as a cut above the rest and sets the gold standard in caregiving, demonstrating unwavering excellence and commitment to superior care delivery.

THE MOTIVATOR AWARD

Awarded to the person who motivates anyone around them - be this resident, colleagues or anyone else they meet. This person is highly motivated to do their best and support everyone else to achieve their goals too.

BEST DEBUT AWARD

Awarded to someone who started employment with no experience however has hit the floor running and made a fantastic impression.

HEALTH AND HAPPINESS HERO

A person or team that has presented themselves as a cut above the rest and sets the gold standard in caregiving, demonstrating unwavering excellence and commitment to superior care delivery.

PBS CHAMPION

Honours an individual who consistently embodies and promotes positive behaviour support in every aspect of the care they provide.

COLLABORATION SPIRIT AWARD

This award recognizes an individual who embodies the essence of teamwork, readily offering assistance across various business domains and contributing significantly to the success of projects beyond their usual scope.

EMPOWERMENT ENABLER

Celebrates a person or team that goes out of their way to empower service users, making them feel valued and heard.

DEDICATION & DEVOTION AWARD

Honours someone with long-term service and unwavering commitment to the organisation and its mission.

We will have two additional awards which will be awarded based on stats.

TRAINING EXCELLENCE AWARD

This award honors services with the best training attendance and e-learning compliance statistics from 1st August 2023 to 31st January 2024. Awarded to the top 3 services. This award will not be voted on.

STABILITY STAR AWARD

This award honors services with the highest employee retention rate over the past year, underscoring the value of fostering a supportive and stable workplace environment. Awarded to the top 3 services. This award will not be voted on.



GLENHOLME CHRISTMAS

HOLDINGHAM GRANGE

IT'S PANTO TIME: ALADDIN



Holdingham Grange staff hosted another fantastic Christmas pantomime this year. Staff performed an adaptation of **Aladdin** for their audience of 87 residents and members of their families, which included jokes, references and songs tailored to the residents. Staff had help with making the props, sets and costumes from the residents and their families. Activities Coordinator, Sanjay said, *“Our residents really loved it.”* Staff would like to thank everyone who helped make the event such a success.

SHAKESPEARE HOUSE

WINTER WONDERLAND



Shakespeare House went on a fantastic Christmassy day out in December. Levi, Chloe, Richard, Jamie and Kerry visited Winter Wonderland in Bedford Park. The day was filled with candy floss, crepes and watching the ice skating, and Jamie and Levi were even brave enough to go on the big wheel - a real achievement for them both! Everyone enjoyed the Christmas tree maze and had some lovely snacks and hot chocolate. It was the perfect way to get into the Christmas spirit!

HOLDINGHAM GRANGE

CHRISTMAS CAROLS



Residents at **Holdingham Grange** were treated to a beautiful performance of Christmas songs by local school students. Ruskington Chestnut C E Primary School pupils did a wonderful job of spreading Christmas cheer. Home Manager, Rebecca Nisbet, said: *“Our residents and staff loved welcoming the children in to sing and dance, and get us in the festive mood. Christmas is always a special time for our residents and everyone at Holdingham Grange. We would like to thank everyone at the school for joining us.”*

HADDON HOUSE

VISIT FROM SANTA



Santa Claus paid a surprise Christmas Day visit to the residents at **Haddon House**. Santa gave out lots of lovely presents to the residents, before their families arrived to enjoy a wonderful Christmas dinner. Everyone had a fantastic day!

WARWICK MANOR

CHRISTMAS BAKING



The people we support at **Warwick Manor** got involved in the festive tradition of baking this December. Sheila and John baked festive desserts throughout the month in preparation for Christmas Day. They made a Yule Log and Christmas Pudding, and they looked absolutely delicious!

FESTIVE CRAFTS



Thimbleby Court residents were busy crafting throughout December in preparation for their Christmas Fayre. They worked on a range of homemade gifts, which proved to be very popular!

CHRISTMAS JUMPER DAY 2023



Glenholme took part in Christmas Jumper Day on 7 December. Residents from **Haddon House (top left)**, **Holdingham Grange (top right)** and **Bispham Gardens (bottom right)** got fully into the Christmas spirit by wearing their best Christmas jumpers.



PROMOTIONS & NEWCOMERS

We at Glenholme are always pleased when there is a new addition to the team. Part of that is recognising our talented new employees and those who have been promoted. Congratulations to you on your achievement and thank you on behalf of all the residents you passionately care for.



Fran Winney

I recently joined Glenholme as the **Operations Director Specialist Services in North**, and I am absolutely delighted to be a part of the Specialist Team. I have been so warmly welcomed by everyone, and have been truly inspired by the shared vision that you all hold to ensure that good quality, person-centred care is at the heart of the organisation. This is what brought me to Glenholme. I have 34 years' experience working in the Health and Social Care sector providing services for people with learning disabilities, at local, national and strategic levels, and have had many opportunities to shape and inform how care and support is delivered.

However, my passion for making a difference really started when I was a teenage girl. We had family friends who had children with complex needs, and it was evident that families needed support with their young children, to play, enjoy quality time with other siblings and also have a break. Therefore, I set up a support group for parents who had young children with a learning disability, so parents had respite and family time. I am still in touch with many of the family members today and it is always wonderful to hear what they are all doing as adults!

I am a working parent, to a 24 year old (yes he is still at home) and twins who will be turning 13 this year. I love my garden, and like to grow my own vegetables and fruit. As we live near the sea, we love the water, and much of the summer is spent on paddle boards and by the sea, in particular fossil hunting. I enjoy spending quality time with my family, love being active and walking and last year the family climbed Snowdon, and hopefully this year Ben Nevis.

I firmly believe that we can all make a difference to the people we support, and that every moment has an opportunity to support someone to reach their potential.

Joshua Hoddy

I started working for Glenholme – **Holdingham** in October as a **Registered Manager**. I have worked in residential and supported living services since I was 18, starting as a support worker and moving to a Registered Manager role at the age of 25, giving me over 18yrs of experience. I have always enjoyed supporting adults with Autism and LD and especially enjoy seeing how our support has a positive impact on our individuals' lives and their development. I also like to ensure every member of staff feels safe and supported in their role and love seeing staff develop and progress in their careers.



Joe Pinnock

I am the **Service Manager** at **Crown Mews**, after being promoted from Deputy Manager at Haddon House in June 2023, and am in the process of becoming CQC registered in 2024. I first started working with Glenholme in roughly 2013/14 at the Lustrells in Brighton and transferred to Haddon House in 2018 when I got married. I have worked as a Senior Team Leader, Deputy Manager, and now Service Manager. I am really enjoying my new role and am looking forward to seeing how my career with Glenholme develops in the future!



Robert Hart

I am the **Service Manager** at **Vera James House**. I started in care as a night carer in 2013, and found I enjoyed it massively. A former manager acknowledged that I may make a good team leader, and shared my vision in providing good care. From there, I became Deputy Manager, allowing me to make positive changes in ensuring outstanding care. I have now worked with Glenholme for over three years. I work with the residents being at the heart of everything I do, making meaningful and positive contributions through my work in leading the fantastic team at Vera James House.



Claire Howell

I started volunteering in a school for children with learning disabilities when I was 16, to avoid doing PE at school! Now, nearly 40 years later I am still supporting people with learning disabilities. I saw an advert online for Glenholme, and wanted to be part of their commitment to providing high quality support to people with learning disabilities. One week and three interviews later, I was offered the role of **Registered Manager** in **Brighton**. It has been a privilege to get to know the people in the services I manage and to ensure they can live happy and healthy lives as included members of the community.



We would also like to welcome the 115 new members of staff who have joined Glenholme since 1 October 2023. This includes:

- **95** Care Workers
- **2** Team Leaders
- **2** Deputy Managers
- **12** Support Workers

TONY'S MAJOR MILESTONE



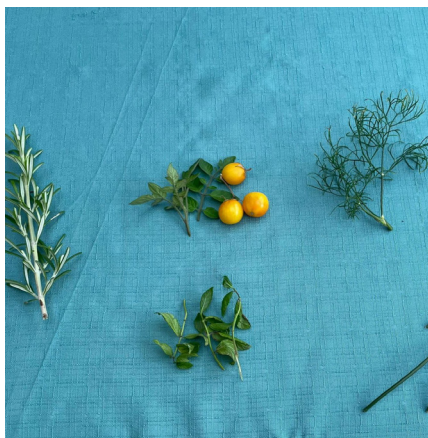
Tony from **Holdingham Lodge** recently achieved a major walking milestone. Tony, who usually gets driven, walked to the local farm shop to get something sweet from the cafe, and he was gifted a potted plant for challenging himself. Tony managed to complete the mile-long walk, alongside members of staff, and it really made his day.

OLUMIDE'S HAIRCUT SUCCESS

We are so incredibly proud of Olumide from **Hightrees** who got a new haircut in October. Olumide had found his hair difficult to maintain for a while and agreed to have it cut. He helped staff to carry a chair out in to the garden and sat perfectly still, playing and singing along to Christmas songs on his iPad whilst it was being cut. Once it was done, he looked at his new haircut and smiled, before proudly showing it off to members of staff.



WORLD MENTAL HEALTH DAY 2023



Residents at **Bispham Gardens** had a peaceful morning focussing on their mental wellbeing on World Mental Health Day in October. They opened up the conservatory doors to let in the fresh air, and enjoyed a meditation session soundtracked by the chirping and tweeting of the birds. They also awakened their senses using some of the freshly-picked and home-grown herbs, spices, fruits and vegetables from their garden.

LEVI'S TRANSITION TO SENSE COLLEGE

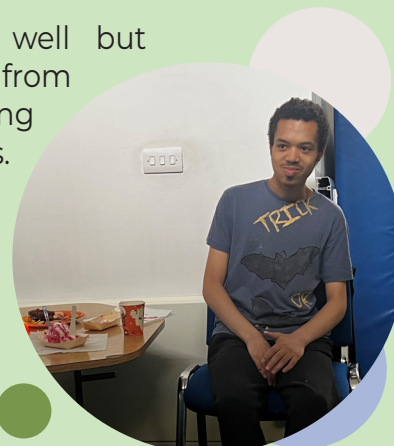
Levi at **Shakespeare House** has made remarkable progress since embarking on a major new adventure in September. Levi started at specialist further education college, 'Sense' which fellow residents, Kerry and Jamie also attend. Levi's parents along with his social worker and Sense College staff worked with the Shakespeare House team to come up with a plan that would slowly phase Levi into college.

Initially, Shakespeare House staff provided support for Levi's attendance, assisting him at the college for two hours a day, three times a week. As Levi demonstrated exceptional coping skills during this transition, Shakespeare House staff gradually withdrew, allowing him to settle and seek support from the dedicated Sense staff.

Levi not only adapted well but extended his attendance from 9:30 am to 1:30 pm, staying for lunch on his three days.

Sense staff noted Levi's positive interactions with their team, and his enjoyment of sensory activities and walks around the college. The advances he made in such a short space of time meant the initial plan to keep him on a phased routine until Christmas were altered, and Levi now attends college on a full-time basis three days a week.

Levi is really enjoying his new educational setting and is always extremely happy on his walk home from college. Levi is very proud of himself, as are all of the staff at Shakespeare House.



ITALIAN NIGHT

HADDON HOUSE



Haddon House hosted an Italian Night, which gave their residents the opportunity to make their own mini pizzas. They were given a variety of delicious toppings, and everyone, including staff had a brilliant evening.

ST ANDREW'S DAY

BISPHAM GARDENS



Residents at **Bispham Gardens** celebrated St Andrew's Day in style on 30 November. They were treated to a beautiful performance of Scottish songs by Rachel, whilst dressed up in tartan hats and waving the flag for Scotland!

CREATIVE CUPCAKE DECORATING

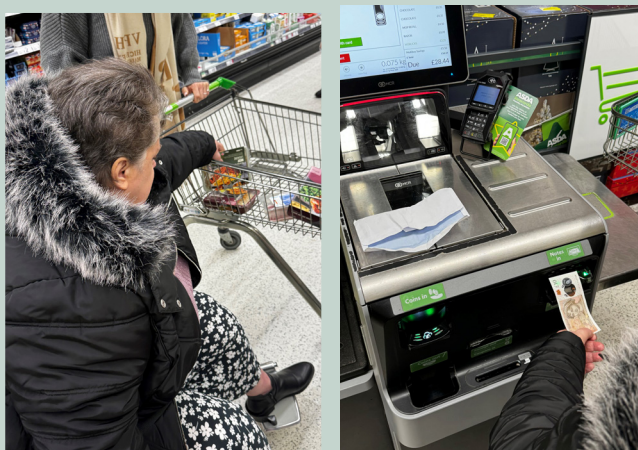
MEADOWBECK, HOLDINGHAM LODGE & HOLDINGHAM HOUSE



Meadowbeck, Holdingham Lodge & Holdingham House had a creative afternoon decorating cupcakes. PJ and the kitchen staff at Holdingham Grange provided the homes with lots of delicious cupcakes, along with icing and sweets to decorate with. All the staff and residents thoroughly enjoyed the surprise activity and are especially thankful to the Holdingham Grange kitchen team for thinking of them.

FIRST FOOD SHOP

THE MARLOWES



After living at **The Marlowes** for almost two years, Jeanette completed her own food shop for the very first time! This was a huge milestone for Jeanette and she was very happy to be at Asda, even using the self-service machine so that she could complete the whole shopping trip with minimal support. Well done Jeanette!

WILDLIFE PARK VISIT

THIMBLEBY COURT



Thimbleby Court residents took a trip to Wolds Wildlife Park in Horncastle. From the moment they arrived, the residents and staff were completely captivated by the incredible wildlife and the stunning surroundings. The excitement didn't stop there though as they stopped off at lovely Archers Chippy on the way home, and had a fish and chips that was *"out of this world!"*

REMEMBRANCE DAY

HOLDINGHAM GRANGE



Prior to Remembrance Day, staff and residents at **Holdingham Grange**, plus their family members joined in an arts & crafts session to make poppies. They used egg boxes to cut out the poppies and coloured them with paint to make the red effect. The poppies made up a part of their Remembrance Day display.

SPONSORED WALK

BISPHAM GARDENS



Bispham Gardens residents braved the cold on a chilly November day, to take on their sponsored walk and wheelchair push. Residents and staff walked over five and a half miles, and stopped off to enjoy a lovely lunch break along the way. They were raising money for a mini bus for the home.

A TREK TO NEPAL - CHRIS SMALES



Later this year, **Registered Manager** at **Vincent Place**, **Chris Smales** will be taking on the ultimate challenge in aid of charity. Chris will be embarking on a gruelling trek to Everest Base Camp to raise vital funds for **Cancer Research UK**. Like many of us, Chris and his family have been affected by cancer, and he has therefore set himself the challenge of raising £5,000 for Cancer Research UK, and *“helping make the prospect of cancer not such a scary one.”* Chris will fly out to Nepal on 24 November, before starting the 12–14-day trek to base camp. As well as hosting some raffles and bake sales to raise money, Chris has a fundraising page, and would appreciate as much support as possible for this fantastic cause. Read the interview with Chris below to learn more about the challenge. Please visit the link or scan the QR code to donate:

<https://fundraise.cancerresearchuk.org/page/chris-smales-everestbasecamp24>



CANCER
RESEARCH
UK

1 WHY DID YOU CHOOSE THIS PARTICULAR EXCURSION?

“I have always been fascinated by the natural world, and the vast majority of people know that Everest is the highest mountain in the world. It holds a certain romantic grandeur to me! I love the history of exploration and man’s triumph over adversity and I think Mount Everest is a really good example of that. It has almost instant ‘brand recognition’ as a really special, almost mythical place – certainly to me. I thought that if I was going to attempt this sort of challenge then it’s a case of ‘go big or go home!’”

2 HOW FAR WILL YOU BE WALKING?

“The trek is about 80 miles, from the bottom of the valley up to the very top where Mount Everest lies, passing many huge mountains along the way, and will take around 12 days.”

3 WHAT ARE THE WEATHER CONDITIONS LIKELY TO BE?

“At the beginning of the trek it will be quite mild but as we gain altitude it gets colder and colder – probably around 0 to -5 at the bottom of the mountain during the day and around -10 to -15 overnight. The conditions will be typically dry and bright, but as we gain altitude and the temperature drops it may become icy and a bit windy! Especially when we are traversing the huge Khumbu glacier under Everest.”

4 HOW WILL YOU PREPARE FOR THE TREK?

“To prepare I need to mainly focus on cardio vascular exercise, so strengthening my heart and lungs to deal with the exertion and the decrease in available oxygen at higher altitudes. At base camp (over 5000 metres above sea level) due to a drop in air pressure, there is about 50% less oxygen available than we experience every day here. This is undoubtedly the hardest part of the trek, and several days are spent acclimatising (getting your body used to producing more red blood cells in order to provide more oxygen to the lungs). I’ll be taking a medication called Diamox which is designed to help with this, as well as iron supplements.”

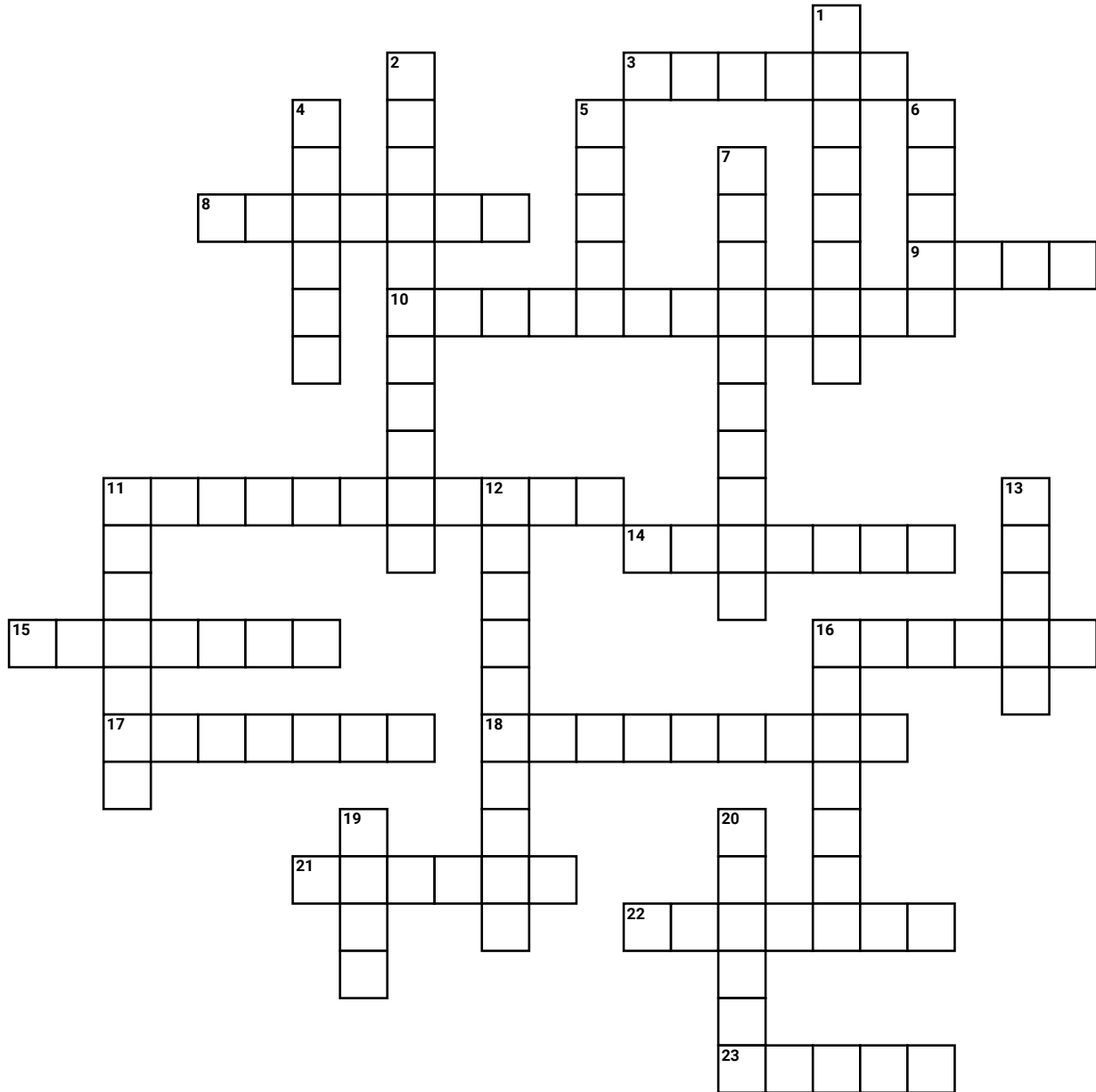
5 WHERE WILL YOU SLEEP?

“I’ll be sleeping in basic lodges, called ‘teahouses.’ They are simple structures with limited facilities (not many hot showers and certainly no central heating and electricity is limited as its provided by solar panels) so I’ll be tucked up in a big ‘mummy’ style down sleeping bag and wearing my thermals to bed!”

6 WHAT WILL YOU EAT?

“I’ll mainly be eating traditional Nepali cuisine, typically a dish called dhal bhat (curried lentils and rice which is full of the carbohydrates necessary for the energy of the trek) with mo mo’s (vegetable dumplings) as well as lots and lots of snickers bars to keep me going during the day!”

2023 Round-Up Crossword



Across

- [3] Country which won the Eurovision Song Contest
- [8] Fastest-growing app in history
- [9] Oxford dictionary Word of the Year
- [10] Rock singer who announced his retirement from touring
- [11] Winner of The Open Championship
- [14] Most streamed song of the year
- [15] Item dropped into orbit by NASA astronauts on 1 November
- [16] 2023 was the year of which animal, according to the Chinese Zodiac
- [17] First name of the lead actor in Oppenheimer
- [18] Music legend that headlined Glastonbury
- [21] Country which hosted the 2023 UEFA Champions League final
- [22] Country King Charles III travelled to for his first state visit
- [23] BBC Sports Personality of the Year, Mary ...

Down

- [1] Month Nicola Sturgeon resigned as Scottish First Minister
- [2] Name of the tree which was felled next to Hadrian's Wall
- [4] First name of Men's Singles Wimbledon Champion
- [5] Popular retailer which made a comeback
- [6] Memoir of a prince
- [7] Major event on 6 May 2023
- [11] Artist who achieved most Grammy wins ever, this year
- [12] First UK city to launch a tourist tax
- [13] England's opposition in the FIFA Women's World Cup final
- [16] Super Bowl Halftime Headliner
- [19] Month of Twitter rebrand
- [20] Highest-grossing film of the year, starring Margot Robbie

GLENHOLME'S WINTER GALLERY



JOIN THE GLENHOLME FAMILY



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.

- ☆ Blue Light Card reimbursement
- ☆ 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



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a Glenholme newsletter