

CARING & SHARING

Stories from Stow

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Stow
Healthcare



Directors Welcome

Dear Reader,

How lovely for us all to emerge from a tough winter, and begin to enjoy the longer days and sunshine of a warm spring.

At Stow Healthcare, we have focused on rewarding our staff for their hard work and dedication through the pandemic, and also considered how we can attract more people to our company. Some of whom may be considering a career in social care for the first time.

Care is a vocation, but it cannot be something that any of us undervalue. This is why we have given significant pay rises to all staff, brought those pay rises forward by two months, given staff their birthday off as an extra day each year, and also gained accreditation with the Living Wage Foundation. The 'Real Living Wage' is set considerably higher than the government's National Living Wage and represents what is needed to 'live', not just scrape by. We know that happy staff stay with us, and this equals consistent and high-quality care – something we can all celebrate!

Best wishes,



Ruth French

Ruth French
Operations Director



Roger Catchpole

Roger Catchpole
Managing Director

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What's new this Season?

As the nights are getting longer and the temperature is warming up, there is much to celebrate in this quarter's issue of Caring & Sharing, Stories from Stow.

It is a pleasure to see so many residents getting back outside enjoying walks around the grounds and outdoor visits in the warmer weather. This has certainly sparked extra ideas and creativity throughout our homes.

A Spring poem written by the residents at Stowlangtoft Hall for World Poetry Day in March.

"Daffodils blooming and dancing, It's Spring, let's plant the seeds.

Grass is growing, growing fast, waiting to be cut.

So colourful are the violets and yellow cowslips, dancing and waving back and forth in the breeze.

It's Spring in the meadow, everything comes to life.

Spring is here at last".

From staff development, award achievements and fun-filled resident activities, this issue is jam-packed full of great stories from the Stow Healthcare family.

In other news, we are delighted to announce that we have recently been granted planning permission at Halstead Hall to develop a new specialist Memory Centre. We will be covering this in more detail in the next issue of Caring & Sharing and across our social media platforms over the coming months. Don't miss it!

Also, don't forget to follow us on social media for all the latest Stow Healthcare news.



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Great British Care Awards Care Home Activity Organiser National Finalists

Following their win at the East of England Care Awards back in November, Karen Adams and Matthew Peace, from Ford Place attended the Great British Care Awards Finals in March this year.



Ford Place staff with TV Presenter Kate Garraway



The event, held at the ICC in Birmingham, brought together regional winners from all over the country for the National finals, and Karen and Matt were amongst nine finalists in the 'Care Home Activity Organiser' category. Although they were not crowned the winners this time, we are incredibly proud of them for reaching the top 10 at these awards.

The team enjoyed a wonderful night and even managed to snap a photo with TV presenter, Kate Garraway who hosted the awards ceremony. Karen and Matt's regional win is the first time an activities team at Stow Healthcare has been named winners in this category and for that, we are incredibly proud of them. Well done to the team!

A marvellous makeover at Ford Place



We have, as part of the development, completely reworked the garden space too. With some of the new rooms having patio doors with direct access to the courtyard, which will provide some very beneficial 'sunshine therapy' to residents in the warmer months!

Mature ornamental trees (Weeping Katsuras) with heart-shaped leaves, and raised planters complete the look, helping to make the garden beautiful throughout the year.

The extra large windows in the new bedrooms really make the most of the stunning views from both sides.



Ford Place in Thetford has recently opened its brand new River Wing – a fabulous ground floor extension of eight spacious en suite bedrooms with views of either the River Thet, or a beautiful enclosed new courtyard garden.

The rooms have very peaceful calming décor, minimising patterns, and with stylish contemporary fittings. Long-time partners Furncare, a Thetford based interiors company that specialises in furnishings for care homes, was commissioned early on to develop a really stunning new wing that would benefit the home.

The River Wing completes Ford Place in a really complimentary way, creating the third side of a triangle and making the existing Bridges Wing feel much more part of the home.



New rattan furniture has been purchased both for this courtyard, and for the south terrace of the home, so residents and visitors can enjoy the outdoor spaces.

The south terrace has also been complemented with a new glass safety balustrade at the top of the stone steps, so residents can enjoy the terrace whilst minimising falls risks. This was a suggestion made by the home management team, and we are delighted with the results.

Home manager Alison Charlesworth said:

"We are so happy with the developments at Ford Place. The team have been brilliant, working through the building works without complaints. The building team were excellent, and it was lovely for a number of our residents who enjoyed watching the whole process from start to finish!"



In addition to the new River Wing, the Lounge and Dining Room have also seen significant upgrades, and the Lounge in particular looks stunning. With smart new parquet-style flooring, and furnishings with a teal and navy theme, the Lounge has a bright and stylish feel to it.



Director Roger Catchpole, who oversaw the project couldn't be happier:

"Broadoak Construction, who undertook the project, are our regular contractors and we know they deliver stunning improvements to our homes.

The site was safely managed, and the project was delivered on time, creating spaces for Ford Place that support modern and effective care in comfortable surroundings.

This project forms a significant step in the life of Ford Place, and we are extremely proud of the end result!"

Contact Us:

For more information about Ford Place or any of our homes, please contact Liz Patrick our Admissions Coordinator:

Tel: 0333 241 9701

Email: liz.patrick@stowhealthcare.co.uk

Web: www.stowhealthcare.co.uk

The Spirit of Stow Awards 2022

Stow Healthcare Career Cafes



NOMINATIONS NOW OPEN!

We are delighted to officially launch our first ever in-house company awards to celebrate our amazing staff!

These awards are particularly special to us as a company as the categories encompass the true Spirit of Stow Healthcare. Whether it's for an individual or a team, nominations are now open and we want to hear from you!

Choose from six award categories:

The Outstanding Care Award

This award recognises a member of the team who goes above and beyond their job role to deliver quality care to our residents. This award is open to all staff in the company.

The Community Involvement Award

This title will be awarded to an individual who has created a true sense of community within their home and/or worked hard to maintain connections with the local community.

The True Commitment Award

For showing exceptional commitment to their home and residents whether through fundraising, volunteering or supporting above and beyond the call of duty.

The Growth and Development Award

For someone who has shown inspirational growth or progression in their role through ongoing training and learning. This could also be someone who has mentored others.

The Catherine Catchpole Outstanding Achievement Award

For someone that has made exceptional impact or contribution to life at Stow Healthcare acting as true advocate for everything 'Stow Healthcare'.

The Stow Healthcare Family of the Year (Team Award)

For the staff team who have pulled together despite the odds to not only support one another, but the residents and families that they look after.

Nominations closing date - 13th May.

Shortlisting will take place during May and the finalists will be notified ahead of judging. The awards ceremony will be a glittering bash at the spectacular Atheneum in Bury St Edmunds on the 21st July.



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Alex Ball, Operations Manager, and Teresa Cort, Care Assistant at Melford Court Care Home

Earlier this year we launched our Career Cafes for staff to come along and talk about their career progression with Stow Healthcare.

From our first meeting at the beginning of February to our final session in March, we held a total of twelve two-hour open house cafe sessions covering every home across the group to allow staff the opportunity to come along and discuss their career aspirations and training requirements. The idea being there is always room for learning and development no matter what stage of your career you are at, or what job you do.



Career Cafe Group discussion at Stowlangtoft Hall

Initially, we thought this may be of some use to a handful of staff but this quickly escalated with over sixty staff, representing almost 15% of the entire Stow Healthcare staff team, attending either in person or requesting a virtual appointment.

The results have been fantastic. Over twenty staff are now starting the process to complete a diploma in health and social care with us ranging from Level 2-5. We have sourced additional nutrition, hydration and care home specific dysphagia training for our kitchen staff, reviewed external courses for our maintenance staff, and our activities teams will be coming together to attend a bespoke 'Activities Coordinator Development Day' in May.

Staff also offered constructive feedback on the current training offering, requesting a move back to more in-person training post-COVID. Plus further developments to our induction offering for new starters and in-house training. The sessions also saw staff stepping forward with an area of interest they would like to develop, and in turn, share knowledge with their colleagues through workshop exercises. Feedback from these sessions has been enlightening. One staff member said, *"The drop in session was brilliant and I wouldn't be starting my qualification if it wasn't for that."* Whilst another added, *"It has been a form of 'reflection' and I am glad I booked to chat as I was able to explore some areas of training that I would like to do not only for myself but also how we can grow as a group of nurses to lead the team."*

A huge thank you to everyone who attended these sessions. If you are a member of staff and would like to discuss your own opportunities further please email us at enquiries@stowhealthcare.co.uk.

Inside our Homes this Quarter

Brandon Park and the Maple Memory Centre



In celebration of 'National Nutrition and Hydration week', residents at Brandon Park teamed up with the Maple Memory Centre and enjoyed indulging in a fabulously tasty cheese and wine event.

Residents tasted seven kinds of different cheeses, and were asked to choose a winner. These included: Wensleydale Cheese with Apricots, Double Gloucester with Onion and Chives, Boursin with Garlic and Herbs, Mature Cheddar (hard and spreadable), Camembert, Mozzarella and Halloumi.

Residents chose Wensleydale cheese, and Double Gloucester, these two were definitely their favourites.

Cedars Place



Cedars Place recently joined the local community of Earls Colne village in Essex to help support the people in Ukraine.

A local cafe called 'We are Table' which is situated in the village, were selling yellow tulips and daffodils, and the donations were all going to the Ukraine charity.

In support, the home bought some of their beautiful flowers and placed them in glass jars, and popped them on their dining tables with Ukraine flags as placemats.

The team also decorated a box and asked staff and residents' families for donations to help give to the people in Ukraine.

In addition to this residents also wrote their own personal messages of support that they added to some homemade heart wreaths.

Ford Place



Residents at Ford Place have been enjoying a trip down memory lane this season with a collection of memorabilia dating back as early as 1930!

It was a great success and brought back so many fond memories for them all.

Dominoes club was also a huge hit, with one resident taking the game very seriously, determined to win.



Halstead Hall

Residents at Halstead Hall had a sweepstake for the Grand National this year. Each resident picked a horse at random which was then recorded on a sheet. All residents joined in and the first, second and third-place winners all received a medal!

Residents who watched the races celebrated with some chocolate. They all thought it was very exciting as they cheered on their chosen horses.

Melford Court

In March, Melford Court residents acknowledged 'National day of Reflection'. As the daffodil is the flower associated with the event, residents enjoyed a flower arranging session and made some beautiful oasis arrangements.

Everyone at the home also enjoyed hearing the famous poem 'Daffodils' by William Wordsworth, read to them by one resident.

A big thank you to Kentwell Hall, Long Melford who very kindly donated some beautiful Daffodils and greenery.



Stowlangtoft Hall

Stowlangtoft Hall residents participated in wildlife-themed activities in celebration of World Wildlife Day, which was celebrated on Thursday 3rd March.

Residents enjoyed taking part in a craft afternoon, they made endangered animal pictures from torn tissue paper and black silhouettes of animals and trees.

Everyone was really pleased with their efforts and surprised by how much they could achieve with torn tissue paper. Residents also loved decorating some animal-themed fairy cakes.



A Message of Thanks!



Brandon Park in Suffolk, and Cedars Place in Essex, would like to say a sincere thank you to everyone who sent donations in to support Ukrainian refugees. Both homes were overwhelmed by the generosity and really appreciated your help.

Capture The Moment Competition

Earlier this year, we were excited to launch our first ever photography competition 'Capture the Moment', which encouraged people to get creative with their cameras and capture a beautiful winter moment to share with us.

We have been overwhelmed by the response, as we received over one hundred entries from staff, relatives and members of the public.

Entries closed on Friday 25th March and have since been whittled down to the final fifteen and presented to a panel of residents who decided the overall winner.

Congratulations to **Richard Leeming** who was chosen as this year's winner for his incredible photograph of **'falling leaves'**. Richard will receive a £50 amazon voucher!

Thank you to everyone who entered the competition. Keep reading to see more of this year's wonderful entries.

Watch out for more 'Capture the Moment' competitions in future issues of Caring & Sharing, next time it could be you!

Second Place, Highly Commended



Photographed by Ellie Spurgeon, member of the general public

Third Place, Runner Up



Photographed by Liam Walsh, Home Administrator at Stowlangtoft Hall

The Winner of 'Capture the Moment' - Winter 2022



Photographed by Richard Leeming, Care Assistant at Melford Court

Capturing the essence of the winter season, residents told us that they selected this photograph due to loving the colours. They commented: *"We like how the bench, tree and fence all relate to each other and think it is a perfect composition for the photo"*. - (Unknown to us at the time we later discovered that one of the resident judges, used to be a professional photographer!)

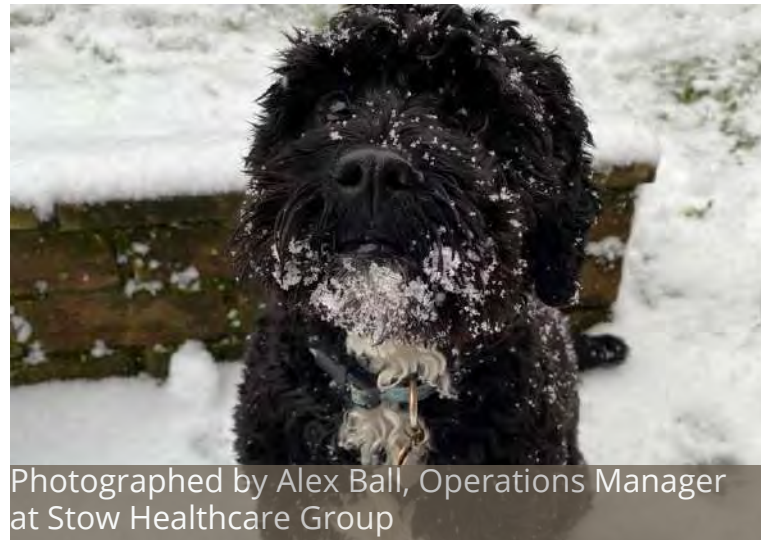
In second place and highly commended, residents said: *"This photograph stood out from the rest as it was artistic and unusual with the out of focus sun"*.

And in third place, residents commented *"We love the vibrant colours in the photo and the silhouette landscape"*.

A huge and well-deserved well done to our top three entries!

Capture The Moment Competition

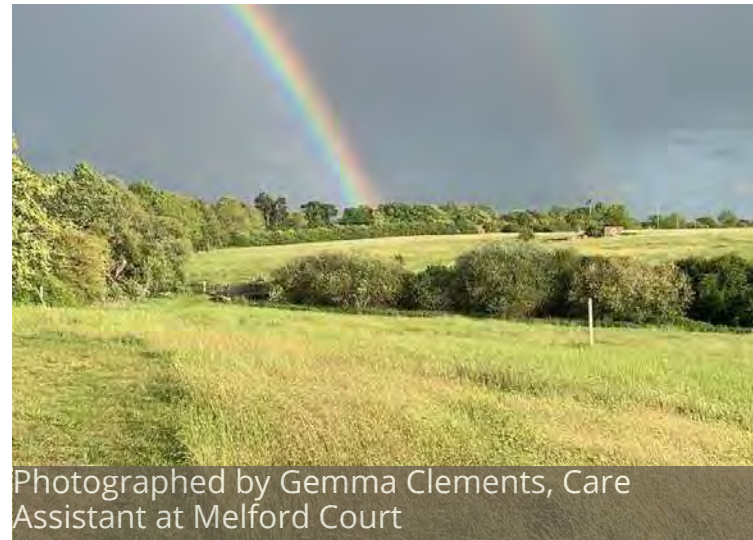
Here are some more fabulous photos that were sent in to us. Thank you to everyone who took part.



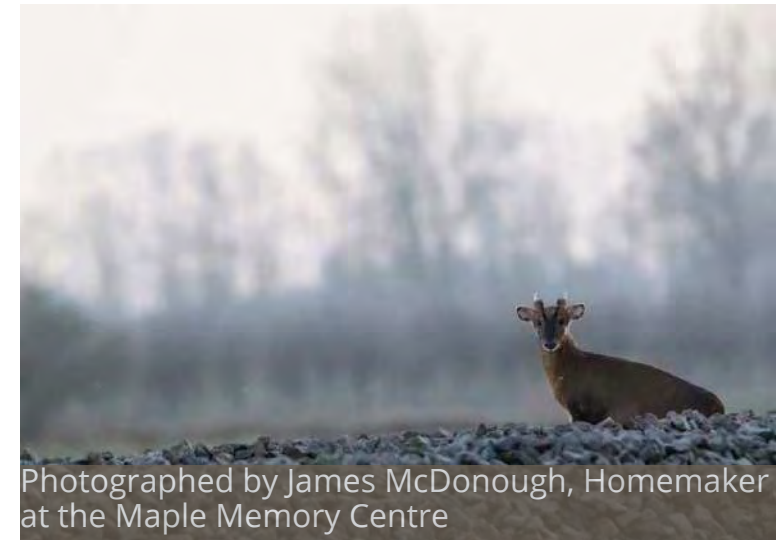
Photographed by Alex Ball, Operations Manager at Stow Healthcare Group



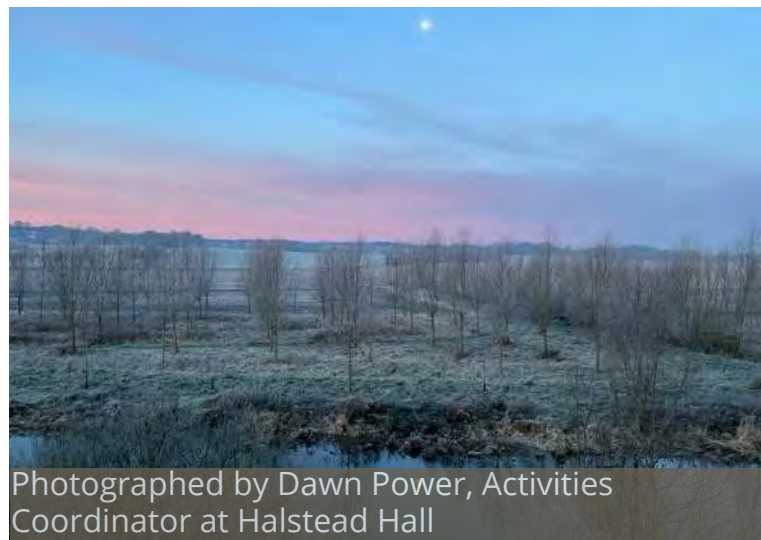
Photographed by Ellen Wallace, Care Assistant at Ford Place



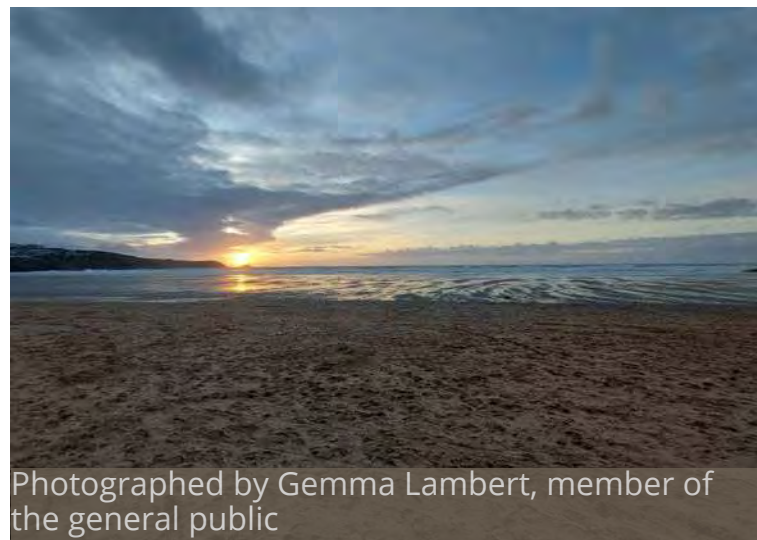
Photographed by Gemma Clements, Care Assistant at Melford Court



Photographed by James McDonough, Homemaker at the Maple Memory Centre



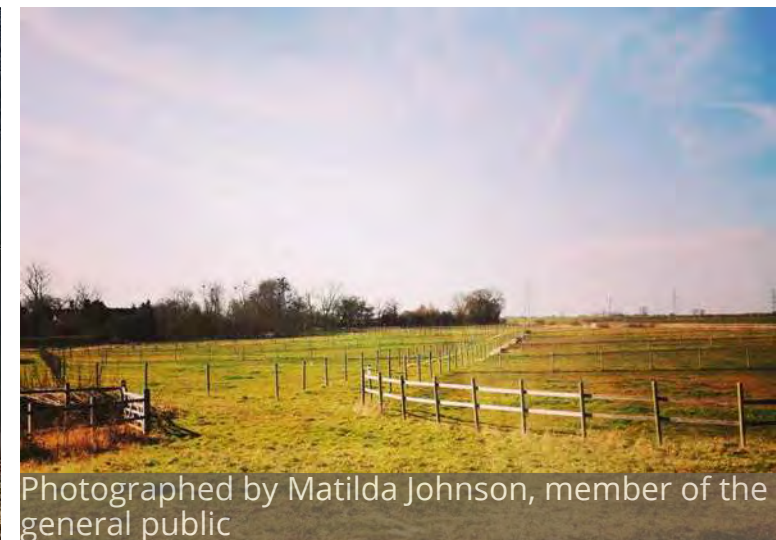
Photographed by Dawn Power, Activities Coordinator at Halstead Hall



Photographed by Gemma Lambert, member of the general public



Photographed by Karen Parrin, Care Assistant at Brandon Park



Photographed by Matilda Johnson, member of the general public



Photographed by Tracy Dark, Care Assistant at Melford Court



Photographed by Tammy Mouatt, Kitchen Assistant at Halstead Hall



Photographed by Vanessa Suttle, Activities Assistant at Melford Court



Photographed by Yvette Crossman, member of the general public

Nursing with Stow Healthcare



Start your Nursing Career with Stow Healthcare

- A family run, national award-winning, company with six homes local to you in Suffolk, Norfolk and Essex
- Care Group of the Year 2021 (National Care Awards and Caring UK Awards)
- Specialists in complex care and palliative care of the elderly
- Start with us while you wait for your PIN – you will be paid as a nurse from day 1
- Industry leading pay of £19ph (days) and £21ph (nights) – compare to NHS £12.80ph for newly qualified nurses
- Paid NMC annual registration (worth £120 per year)
- Clear preceptorship support with a mentor and ongoing clinical training
- Career development opportunities – clinical lead, management, nursing specialisms
- Face to face clinical training from specialist nurse trainers
- All our homes are rated Good or Outstanding by the Care Quality Commission

Recruiting now! Please contact us for more details: 01359 300 470



01359 300 470
enquiries@stowhealthcare.co.uk
people@stowhealthcare.co.uk
www.stowhealthcare.co.uk

Celebration & Success

Fond Farewells at Melford Court

We would like to wish Penny Ranson, Care Home Assistant Practitioner at Melford Court a very happy and well-earned retirement.

Penny has been a long serving member of the team, respected by staff and residents alike.

Staff and residents at Melford Court gave Penny a lovely send off with a day full of celebrations, including a bouquet of beautiful flowers. It is now time for Penny to take a well-deserved rest and enjoy her retirement.

Thank you Penny and all the best, we can't wait to see you back for a visit soon!



Retirement wishes at Melford Court

Industry Awards Season 2022

We are pleased to announce that the 2022 awards season is well underway and Stow Healthcare is already shortlisted at two national awards this season.

The company has been named a finalist in the Small residential provider category at the 2022 'Health Investor Awards'.

**HealthInvestor
Awards 2022**
Finalist

And it doesn't stop there! The success continues at the 'Care Home Awards' where we are finalists in three categories:

'Best Smaller Care Company'

'Best Innovation in Care' - Maple Memory Centre

'Best Training and Development'



This the first time Stow Healthcare has been named finalists at either awards and we are extremely proud to be shortlisted amongst some of the industries finest professionals.

The finals of these awards take place over the summer.

Make sure you keep an eye on our social media platforms for news and updates!

Don't forget to send in your nominations for our first ever in-house awards 'The Spirit of Stow Awards 2022'! See page 6 for more details.

NOMINATE NOW!

Stow in Bloom Summer 2022

Stow in Bloom 2022

CATEGORIES ANNOUNCED!!!

Thank you for all your suggestions for this year's competition
This year's categories are:

- **Best Hanging Basket**
- **Best Decorated Vegetable**
- **Tallest Sunflower**
- **Best Floral Arrangement**
- **Best Garden Artwork**
- **Best Wildlife Attraction**
- **Best Plate/Minature Garden**
- **Best Community Partnership Garden**

New for 2022 to mark the Queen's Platinum Jubilee!

- **Best Jubilee Garden**
- **Best Floral Jubilee Crown**

Stow in Bloom 'Colouring with the Community' will also return

This year the public Facebook vote will be for
'Stow in Bloom Scarecrow'

There will also be an award at each home for best staff entry in any of the above categories

Residents' Corner

Derek Neal, (pictured on our front cover), is a resident at Halstead Hall who loves the outdoors and fresh air.

He goes to the garden almost every day, rain or shine. The garden is very important to Derek and his well-being, he feels down if he can't get outside.

Whilst the home was in lockdown, Derek suffered greatly from not being able to go outside regularly. He loved and cherished his garden when he lived at home and would tend to it and his lawn with his daughters.

Thankfully, Derek is happy to do all the gardening at Halstead Hall except the lawn due to its size. Although the ride-on mower is very inviting he is just not that confident and prefers to leave it to the experts!



Derek winning the tallest sunflower category in 2021

Derek was very busy during the winter months in his green house. He planted sunflower seeds ready for the Stow in Bloom competition later this year.

He has previously won the tallest sunflower category for several years running and is very proud of his achievement. It gives him job satisfaction and brings kudos to Halstead Hall!

He is also growing Geraniums ready to re-pot in planters at the front of the home.



Derek continuously prides himself in growing flowers and vegetables from seed. During the summer months, he helps to supply the home with salad, onions, runner beans and carrots. He is also very generous to the staff with the surplus amounts of home grown produce that he supplies them.

Derek keeps the garden very tidy and is often seen weeding the flower beds. He recently decorated the borders with stones which the residents decorated.

He is a familiar sight in the garden and also enjoys chatting to lots of relatives who visit the home. Derek loves the interaction and is always open to take a little advice from a relative or two on pruning or germination.

Thank you Derek for everything that you do!



Derek from Halstead Hall Nursing Home potting plants

School Connections



Stow Healthcare continues to be an advocate for helping young people start their careers in the industry.

We are delighted to have been invited back to Thurston Sixth Form to work with Health and Social Care students to support them with their infection control unit of their course work. The students were treated to a live Q&A session via Zoom with the management team at Halstead Hall as well as a practical session on hand washing and donning and doffing of PPE.

A huge thank you to the students for being so receptive, and for praising the work our teams have done throughout the pandemic.

At Stowlangtoft Hall, we have been delighted to welcome four Year 10 students who have been completing outdoor voluntary work as part of their Duke of Edinburgh Bronze Award. The students have been focussing their attentions on the Orangery, giving it a real tidy up ready for the summer.

Showing off their creativity, the team have also been working hard to create new living quarters for the home's guinea pigs, Caramel and Cookie, by making them a new raised and roomy hutch, which will enable the residents to easily see and enjoy the guinea pigs from a seated position. Thanks to our Thurston Community College team for all their hard work!



Queen's Platinum Jubilee

At Stow Healthcare our homes are all busy preparing for the Queen's Jubilee. Each home will be planning and celebrating their own individual events and we look forward to sharing those with you on social media and in the next issue of Caring & Sharing.

In addition to this, Stow Healthcare is running activities across the group to honor the Queen's Jubilee celebrations, including our very own timeline of the Queen's reign put together by each home in the group marking key events in Queen Elizabeth's 70 year reign.

Homes are also designing their very own Jubilee stamp which will form part of the Stow Healthcare Jubilee collection.

Finally, we are putting together a legacy recipe book celebrating 70 years of food. This will include some of our residents and staff favourite recipes which will be printed into our Jubilee recipe book and available to purchase. If you have a favourite recipe that you would like to share, please get in touch with us at: enquiries@stowhealthcare.co.uk.



Melford Court preparation for their Jubilee Tea Party

Melford Court Care Home



High-Quality Care, delivered by a passionate team!

Situated in the beautiful, historic town of Long Melford, Sudbury, Melford Court Care Home offers high-quality nursing and residential care in premium accommodation, delivered by a passionate team who care.

In addition to offering three levels of bedroom suites to choose from, Melford Court provides superb communal facilities, a cafe, a salon, a beautifully maintained garden, and activities for all to enjoy.

The dedicated team at Melford Court have a genuine passion for care and pride themselves on delivering a personal service to all of our residents.

For more information or to book an appointment for Melford Court, or any of our Suffolk, Norfolk and Essex homes, please contact our Admissions Coordinator, Liz Patrick.

Tel: 0333 2419707 Email: enquiries@stowhealthcare.co.uk Web: www.stowhealthcare.co.uk

Melford Court Care Home, Long Melford, Sudbury, Suffolk, CO10 9JA



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Jubilee Jumble - Word Search

C	R	P	M	U	N	Q	B	M	R	G
G	E	E	L	I	B	U	J	O	D	Y
H	L	L	I	A	V	E	B	N	T	T
L	I	W	E	G	T	N	Z	R	A	N
Q	Z	N	I	B	N	I	A	E	Q	E
U	A	O	U	N	R	P	N	V	C	V
F	B	V	R	E	T	A	P	U	I	E
J	E	Q	U	E	E	N	T	B	M	S
S	T	Y	E	J	R	Q	U	I	E	X
Y	H	R	O	Y	A	L	F	U	O	H
N	T	H	C	R	A	N	O	M	D	N
S	T	O	W	J	U	B	L	O	S	W

It's Puzzle Time!

Test your knowledge!
Can you find all of the
celebration related words?

Elizabeth
Street Party
Royal
Seventy
Reign

Jubilee
Platinum
Celebration
Monarch
Queen

If you have an interesting story, news or an announcement that you would like to share in the next edition of Caring & Sharing, please send any content to us by Friday 1st July 2022 enquiries@stowhealthcare.co.uk



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