

# CARING & SHARING

## Stories from Stow



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## Directors' Welcome

Dear Reader,

Welcome to our quarterly newsletter, packed full of stories about the fantastic things happening across Stow Healthcare's homes, and our brilliant staff who make it happen.

The last few months have been particularly special for us as we have welcomed to our family the residents, staff and wider community connected to the beautiful Manson House in Bury St Edmunds. Manson House is a well-established residential care home situated in the heart of the historic town centre and its beautiful building and gardens make a lovely home to live and work in. We are very excited to get to know our new residents and team at the home!

We also celebrated our fantastic staff at our inaugural Spirit of Stow Awards, which you can read more about in this edition. The stories shared at these awards tell us everything we need to know about why care in Stow Healthcare's homes is special and we hope you enjoy reading all about it!

Best wishes,



*Ruth French*

Ruth French  
Operations Director



*Roger Catchpole*

Roger Catchpole  
Managing Director

## What's new?

It certainly has been a quarter of fun at Stow Healthcare and there has been lots going on to keep our residents busy.

It all began with a bumper bank holiday weekend back in May to mark Queen Elizabeth II's Platinum Jubilee with celebrations at every home, from fabulous street parties to royal garden games, it was a weekend full of fun.

As a wider company project to mark the celebrations, our residents and staff across the group recreated events throughout the Queen's life to build our very own royal timeline of the Queen's reign.

There were some truly creative ideas involving fancy dress which were very popular on our social media pages. Each home also designed their own Platinum Jubilee stamp which we have used to create one collaborative Stow Healthcare Platinum Jubilee stamp. The perfect group project to mark the celebrations.



### The Care Home Awards 2022 - Two amazing wins for Stow Healthcare Group

In July we attended the Care Home Awards lunch at the Royal London Garden Hotel London where Stow Healthcare were finalists in three categories.

This was the first time we had entered these awards and we were thrilled to come away with two award wins!

The first was 'Best Innovation in Care' for our two massive projects of 2021 - The Maple Memory Centre at Brandon Park and the COVID Designated Unit at our Cedars Place home in Essex - a huge achievement for these two homes.



Best for Innovation in Care Award



The second award was for 'Outstanding Smaller Group Care Provider (up to twenty-five homes).

This accolade marks a historic hat-trick of titles for the company at national level with Stow Healthcare currently holding the 'Care Group of the Year' title at the National Care Awards, Caring UK Awards and now Care Home Awards - all within the space of just eight months.

We understand this is the first time a single provider has won the top award at three different events within such a short period- a true testament to everyone in all of our homes who deliver the very best for our residents.

# Outstanding Care Examples

At Stow Healthcare we strive to deliver Outstanding Care, but what does outstanding look like?

As many of you know we are regulated by the Care Quality Commission who inspect and rate our homes against five key lines of enquiry: Safe, Effective, Caring, Responsive and Well-Led. Examples of the care delivered in each of these areas contributes to the final rating of the home.

As we head into awards season, it has been heart-warming to read so many examples of the fantastic care delivered by teams and individuals that have had such a huge impact on the lives of our residents. We want to share some of our fantastic stories with you.

## Outstandingly Responsive: Granting a Special Wish

A tender conversation, a quiet space, a 'blink and you might have missed it' moment. That was how it all started. Providing care whose impact reaches beyond that person, and touches their family, friends, and all those involved in their care is what the dedicated team at Stowlangtoft Hall have achieved.

Seeing the tattoo on the arm of long-term carer Sharon, sparked a conversation with terminally ill resident Sue that changed both their lives. Sue shared something completely unexpected and said that she had always wanted to get a tattoo, but 'had left it too late now'.

Sharon discussed with colleagues and, after confirming her wishes with Sue, the team set about trying to find a tattooist. Despite having a waiting list of seven months, a local tattooist immediately offered to help, and came to discuss with Sue what she would like, and to check if she felt she could manage the pain: *'Oh please, I've broken my femur before. I can handle a tattoo, especially if there's a Jack Daniels waiting for me at the end!'* said Sue!



A date was set, although plans were thwarted when Sue had an unexpected seizure, and the date had to be rearranged. Sue was declining rapidly, but was still able to voice her decision to proceed.



The tattooist returned two days later, and together they chose Sue's tattoo, a beautiful delicate pink freesia on her hand to 'match her pink nails and t-shirt'.

Against all odds, the tattoo was completed in the presence of Sue's sister who had flown in from Australia to be with her.

Sue lived for only a matter of hours after her tattoo was completed. Her daughter and sister described it as 'perfect for her'.

Sue lived her life fully and passionately until the very moment it ended, and she was able to do this because our team truly cared.

## Outstandingly Effective: Healing the unhealable

Wound care delivered at Melford Court in the last 18 months is an exemplar for the whole social care sector.

The team has achieved outcomes for residents that even the specialist tissue viability nurse thought were impossible. A resident with a grade 4 (most complex) pressure ulcer dating back prior to our company acquiring the home, has had her ulcer completely healed after 7 years through the intervention of the nursing and caring team over an 18 month period. One nurse, with a love for wounds, researched and liaised with the Tissue Viability Nurse (TVN) and pressed for a new type of dressing to be trialled.

Slowly, but surely, with frequent re-dressings and regular visits by the TVN, the care team has healed her wound, and her skin is now completely intact, having had a wound that previously saw her bone exposed.

Another lady, who acquired a grade 4 after a two week stay in hospital in September 2021 saw her life restricted as she had to be nursed in bed, with no ability to sit in a chair due to pain.

Her wound has vastly improved and with continued treatment is close to being healed. From being in a position of being permanently nursed in bed, the holistic care provided to the resident has seen her quality of life improve dramatically. This brings great joy to her and her husband as she can now enjoy walks around the garden in her specially designed wheelchair.



## Have you got an outstanding example that you would like to share with us?

Has your team gone above and beyond to deliver outstanding care for a resident? We want to hear from you!

We are working with all homes to look at the new Quality Statements published by the Care Quality Commission to help our teams identify examples of Outstanding practice and how these fit under the Quality Statements. This might include how you have worked with external healthcare professionals to achieve an excellent outcome, or how a team has learned lessons to support best practice. If you as a resident or family member would like Outstanding practice captured, the home team will be delighted to support you too!

Please share your Outstanding examples with us by emailing: [enquiries@stowhealthcare.co.uk](mailto:enquiries@stowhealthcare.co.uk) or you can talk to your home management team for more information.

# The Manson House Acquisition



Manson House is the newest member of the Stow Healthcare family.

We are delighted to have completed the purchase of this beautiful home, set on the historic Northgate Street in Bury St Edmunds, the home boasts features dating back as far as the 16th century and has a fabulous mature garden.

The home was bought from the Royal Agricultural Benevolent Institution, which is a charity dedicated to supporting farming people. The charity had owned the home for many years, and whilst it has traditionally given support, both in the home and also in the associated apartments in its grounds, to farming people, in recent years people of all backgrounds have been welcomed.

Manson House has received a significant facelift in the last decade, with a significant new extension being built to provide modern en suite bedrooms, taking the home to a potential maximum occupancy of 33 residents.



The light, airy and spacious suites are complemented by generous communal living spaces including a beautifully appointed conservatory, gorgeous dining room, and various lounges.

The garden is the real jewel in the crown, with many patios, trees, shrubs and flowering plants for residents to enjoy, as well as a fantastic garden room which offers maximum views of the surroundings.

Director Roger Catchpole said:

*"We are delighted to announce the sale of Manson House from the RABI charity to Stow Healthcare has now completed.*

*Stow Healthcare strives to be the premier provider of residential and nursing care in the East of England and we are thrilled to carry on the good name of the home, and continue to invest in the building, the technology and our loyal staff to ensure every resident has a wonderful experience with us.*

*We are really excited to welcome Manson House to our Group at this key stage of our growth."*



The home is also receiving a technology upgrade which will support the electronic administration of medication, which has been so successful in other Stow Healthcare homes.

For more information about Manson House or any of our homes, please contact our Admissions Manager, Liz Patrick, who will be happy to help you.

Tel: 0333 241 9701

Email: [liz.patrick@stowhealthcare.co.uk](mailto:liz.patrick@stowhealthcare.co.uk)

Web: [www.stowhealthcare.co.uk](http://www.stowhealthcare.co.uk)



The home benefits from long-term staff, several of whom have given many years of service to the home and its residents.

In terms of future plans for the home, Stow Healthcare is looking to support the home to increase its occupancy, with a number of beautiful rooms available overlooking the garden, or the striking Northgate restaurant.



# Spirit of Stow Awards 2022

Stow Healthcare is no stranger to an awards celebration! As the group has grown to a team of over 450 staff we wanted to look at new ways to celebrate our fabulous staff teams. After a challenging pandemic period, it felt like the right time to reflect on the amazing care that staff at every level in Stow Healthcare give, and the contributions they make to creating an outstanding life for our residents.

This year we launched our inaugural 'Spirit of Stow' Awards to recognise the fantastic work that goes on at all levels within our group. It was important that the 'spirit' and ethos of Stow Healthcare ran throughout these awards with categories aligned to Stow Healthcare's core values; Care, Community, Commitment and the importance of recognising the success of teams as well as individuals who have invested in their own growth and development with us.

We received over 100 nominations from across every home in the group with all homes receiving shortlisting places across the seven categories. A huge thank you to all of our external judges who gave up their time to virtually interview our finalists before the winners were decided.

Winners were announced by guest presenter Steve Walls at a glittering ceremony held at the Athenaeum in Bury St Edmunds on the 21st July. The night was attended by 80 people including finalists, their colleagues, our judges and wider stakeholders who all came together to enjoy a night of celebrations.

We had fantastic feedback from staff who attended the event. One said, *"we've loved these awards, it is just what we needed after COVID to bring our spirits together."* Another said, *"being with my colleagues and having a night with them has been wonderful, thank you!"*

A special thank you goes to Operations Manager, Alex Ball and Eve Fynn our Marketing and Communications Lead who organised the evening; from coordinating judging days to the design and branding of the event they made sure all of the finer details were in place to make the night a huge success.

We are pleased to announce that the Spirit of Stow Awards will be returning on the 13th July 2023; we look forward to seeing you there!

## Spirit of Stow 2022 Winners

### Outstanding Care Award - Kay Andrews



*"It was a pleasure interviewing Kay – the nomination was very special, and you could tell by the interview that Kay loves what she does and the residents are at the heart of everything. It is also clear she supports and respects the rest of her team too. The nomination stated 'if Stow Healthcare was a person they would be Kay – Kay is everything anyone would ever want in a carer.'"*

### True Commitment Award - Liam Walsh



*"Liam is a very deserving winner of the True Commitment award for truly going above and beyond his role as Home Administrator. He does not see his achievements and approach to his role as anything extraordinary, but it was clear for us to see he promotes dignity, compassion, empathy, kindness, and care in everything he does and is a highly valued member of the Stowlangtoft Hall team."*

## The Spirit of Stow Awards 2022 Winners



### The Unsung Hero Award - Sharon Keogh



*"Sharon was chosen as the winner of the unsung hero award 2022 because her humility, consistency and commitment shone through in her response towards a resident's unmet life wish. The skills Sharon demonstrated are not learnt through training, they come from a place deep in the soul of what makes an unsung hero!"*

### Growth & Development Award - Emma Lowe



*"Emma has made an enormously positive impression on all who work with her. She loves her role and works very hard to make a difference every day to those that she supports. Emma has the ability to make every day just that little bit better for all whom she meets, whilst demonstrating a clear ambition to now develop a career pathway for herself going forward."*

# Spirit of Stow Awards 2022

## Community Involvement Award - Melford Court Activities team



*"The team at Melford Court spoke with passion about what they do to engage residents within the home and the local community. From Jubilee parties on Long Melford high street and bringing community groups into the home, to welcoming relatives into life at Melford Court, including a family who have helped to transform the garden; community involvement is key to resident wellbeing."*

## The Stow Healthcare Team Award - Stowlangtoft Hall



*"Care at Stowlangtoft Hall is a whole team effort and everyone has a part to play, no matter what their role. The example of extraordinary end of life care shared on the judging day demonstrates how the team go above and beyond to make the impossible possible. The team at Stowlangtoft Hall are thoroughly deserving winners. Congratulations!"*

## The Catherine Catchpole Outstanding Achievement Award - Lesley Anderson



*"Lesley Anderson has given 17 years of truly committed care to the residents of Stowlangtoft Hall. She describes herself as privileged to be given the opportunity to look after her residents and feels a family can show no greater trust than placing their loved one in our care. Her calm leadership, positive attitude and team spirit make every shift run smoothly. It's the simple things that make a difference to Lesley – supporting a new resident to have a bath for the first time in 6 months making her feel as if she'd "won the lottery"! After 30 years in care, Lesley says she never has a day she doesn't want to get up and come to work. Lesley – you are a deserved winner of this award."*

### Watch this Space!

Professional photos from the evening will be soon be available to download from our website: [www.stowhealthcare.co.uk](http://www.stowhealthcare.co.uk)

Photos from the night and also photos taken from the fantastic photobooth are available on Facebook!



## Here are a selection of photos from the night!



# Spirit of Stow Awards 2022



# Coming Soon!



## Introducing the new Langham Wing at Stowlangtoft Hall

Stowlangtoft Hall has received a makeover!

Not only has the home recently acquired a state-of-the-art lift, work has been in full swing over the past few months renovating the existing Langham Wing.

The team have worked incredibly hard refurbishing six bedrooms in the wing and installing the home's first ever suites to come complete with wet-room en-suite bathrooms.


The transformation has been exceptional and the completed bedrooms look stunning, all finished to a very high standard with calming, neutral colours and furniture to match.

It has been wonderful to watch the project take shape and we are delighted with the end result.

For more information or to book an appointment at Stowlangtoft Hall, or any of our Suffolk, Norfolk and Essex homes, please contact our Admissions Manager, Liz Patrick.

Tel: 0333 2419707 Email: [enquiries@stowhealthcare.co.uk](mailto:enquiries@stowhealthcare.co.uk) Web: [www.stowhealthcare.co.uk](http://www.stowhealthcare.co.uk)

Stowlangtoft Hall, Kiln Lane, Stowlangtoft, Bury St Edmunds, Suffolk, IP33 3JY



0333 241 9707  
01284 753 106  
[enquiries@stowhealthcare.co.uk](mailto:enquiries@stowhealthcare.co.uk)  
[www.stowhealthcare.co.uk](http://www.stowhealthcare.co.uk)

# Home Managers' Corner

Celebrations have been taking place at Stowlangtoft Hall as its Manager Sally Chilvers has been given a coveted national Gold Award from Professor Deborah Sturdy, England's Chief Nurse for Social Care.

The Chief Nurse Awards, launched in 2021 to mirror for social care the awards for nursing in the NHS, recognise exceptional practice and care within the sector. For Sally, forty years after beginning her training as a State Enrolled Nurse, this award feels particularly special.

It was presented in a virtual ceremony, which came as a complete surprise to Sally who thought she was part of a briefing meeting with the Chief Nurse! "I had absolutely no idea," said Sally. *"I was busily taking notes when Professor Sturdy suddenly started talking about me and I had to do a double take! To receive the Gold Award is something I am beyond proud of, and I am so proud of my team and residents at Stowlangtoft Hall who make coming to work such a pleasure each day."*

Director of Stowlangtoft Hall Ruth French, who oversees the Stow Healthcare Group and who nominated Sally for her award said, *"I wanted Sally's warmth and humanity to be recognized nationally. The passion she puts into making Stowlangtoft Hall a special place for everyone who lives and works there is a joy to see, and her commitment to social care over 40 years is to be applauded."*



Sally has already enjoyed one special event as a result of her nomination – a visit to No 10 Downing Street as part of the celebration of 74 years of the NHS where she met the Prime Minister and many key movers in health and social care.

## A fond farewell at Brandon Park



We would like to wish a fond farewell to Home Manager Sam Gallagher who has given over seven years to Brandon Park, supporting her residents and her team with passion and commitment every step of the way. Under Sam's leadership, the home achieved its second Outstanding rating from CQC, and managed the challenges of the pandemic, with everything that brought with it.

Sam has decided that having steered the home through the pandemic, now is the right time for her to undertake a new path, and we fully support her in this.

Sam will always remain a valued colleague and friend to everyone at Stow Healthcare, and we very much hope we have the opportunity to work with her again in the future.



# The 2022 Stow in Bloom Competition

Stow in Bloom was back for its fifth consecutive year to encourage residents and staff from all across the group to get outside in the garden. This year's competition saw the return of many popular categories such as Best Decorated Vegetable Display and Best Miniature Garden as well as Best Floral Jubilee Crown and Best Garden to mark the Queen's Platinum Jubilee.

The judges were pleased to visit Stowlangtoft Hall who hosted the judges lunch for this year's event. They hooked into our other homes virtually to hear all about this year's entries from residents and staff at each home.



The winning entries from each home were taken forward to be judged against the other homes in the group to determine the 'Best in Stow'. Our fantastic day concluded with the winner's ceremony where Melford Court were crowned this year's winners. Melford Court won the Jubilee Garden, Garden Artwork and Wildlife Attraction categories as well as being praised for their community partnerships including a family who had even joined the judging call. The judges also awarded Melford Court the 'Stow in Bloom Growth Award' in recognition of the progress of the activities and the positive impact this has had on the residents at the home over the last five years.

This year's Stow in Bloom runners-up trophy was awarded to Ford Place who were once again recognised for all of their community partnership work, connecting the home with local groups who all made such a huge contribution to this year's competition.



Stow in Bloom replicates a real flower and produce show, with beautiful rosettes, a winner's trophy and expert judges. With categories ranging from Tallest Sunflower, to Best Hanging Basket, there has been something for everyone to take part in. For those who find getting outside more difficult, residents have been busy crafting handmade floral displays and vegetable characters.



As always, Stow in Bloom has been a wonderful way for staff, residents and families to enjoy all things green and the great outdoors.

## Stow in Bloom Judging Day - Judges visited the team at Stowlangtoft Hall



### Best in Stow Winners 2022

- Best Hanging Basket** - Halstead Hall
- Best in Stow Scarecrow** - Halstead Hall
- Best Miniature Garden** - Brandon Park
- Best Decorated Vegetable Display** - Stowlangtoft Hall
- Best Hanging Basket** - Cedars Place
- Best Garden Artwork** - Melford Court & Stowlangtoft Hall
- Best Community Partnership Garden** - Ford Place & Melford Court
- Best Floral Arrangement** - Cedars Place
- Best Jubilee Garden** - Melford Court
- We Grow Together** - Ford Place
- Best Floral Jubilee Crown** - Brandon Park
- Tallest Sunflower** - Halstead Hall
- Best Wildlife Attraction** - Melford Court

### Staff Entries

Winner- Claire Garstin- Ford Place

### Judges Special Recognition Award

Cedars Place

### Stow in Bloom Runners Up 2022

Ford Place

### Stow in Bloom 2022 Overall Winners - Melford Court



Keep an eye out on social media as we launch our winter competition 'Stow in the Snow'.

# Activities in our Homes - Quarterly Fun!

## Brandon Park and the Maple Memory Centre

Brandon Park residents have really embraced playing some sports games during this summer, but one that was a real hit with residents was the parachute.

All of the residents really enjoyed this exercise and were supporting each other and cheering one another on. One resident commented: *"It's so lovely for us all to get together like this and cheer and laugh and support each other, we should do it more often"*.



## Cedars Place

Cedars Place residents enjoyed working on a new and very important project this summer 'Save our Oceans'.

Residents took part in a group discussion about all the rubbish that is constantly being left on our beaches and swept into the sea. This rubbish is then sadly affecting whales and our marine life.

Residents decided to make a collage using various items that are being found on our beaches. All residents involved commented that they found this to be a very interesting topic and worked well together on the whole project.



## Ford Place

Residents at Ford Place thoroughly enjoyed watching the Wind in the Willows immersive theatre at Brandon Country Park recently. Residents loved the production which they sat and watched whilst eating a picnic. A great time was had by all and we can't thank staff enough for supporting the trip!

## Halstead Hall

A resident at Halstead Hall has been using play dough to help the movement in his hands.

Playing with the dough provides some therapy and in time will help to build up strength and mobility in his fingers. This will help to aid his independence for when he is discharged home.



## Manson House

Since recently joining the Stow Healthcare family, Manson House residents have been busy producing some fabulous artwork which has been based on the themes 'Art and Nature'.

For one of their projects, residents made some fabulous drink coasters by pressing leaves, which they had previously collected from the garden, into air-dry clay and then painting on top to create a stencil.

Once dry the coasters were varnished and backed with felt ready for the residents to use in their rooms.



## Melford Court

Following a request from residents, Melford Court has recently introduced some chair-based exercises in to their activities programme and using a DVD they held their first session which was a huge success.

Residents showed lots of enthusiasm and staff encouraged residents by joining in too.

Chair-based exercises offer excellent benefits to help residents with a range of movements, and also have a positive effect both physically (on the lymphatic system) and emotionally.

Residents thoroughly enjoyed the activities and provided some fantastic feedback to the team.

One resident said *"I'm so happy that we have this activity as it makes me feel relaxed and strong"*.

And another commented *"If you don't use it, you'll lose it"*.



## Stowlangtoft Hall

Lots of fun and laughter had by all at Stowlangtoft Hall during the hot summer months!

Residents had a wonderful time shooting water pistols at some targets and even firing water at their activities team, who despite how much they tried, couldn't escape them.

A very enjoyable and funny activity and a great way to cool down during the heat wave too!





# Carehome.co.uk Review Score



## Your feedback is important to us!

At Stow Healthcare we pride ourselves on delivering a high standard of care throughout each of our homes and are very proud of our professional staff who have a genuine affection for our residents.

However, as a company we recognise that there is always room for improvement and welcome residents, service users, and their families and friends to submit reviews based on the services that we offer.

We are delighted to receive so many wonderful reviews with many of our homes currently scoring a fantastic 9.9 and we welcome the opportunity to receive many more. This will not only help each home to achieve a well-deserved high score, but it provides overall recognition for the great work that Stow Healthcare Group achieves each year, and more importantly, reviews help to assist any potential care-seekers who are looking for the right home for their loved one.

Leaving a review takes just a few minutes. Please visit [www.carehome.co.uk](http://www.carehome.co.uk) to find out more. You can search by group name, for your chosen home, or if you prefer, pick up a review card next time you visit.

Thank you for helping our homes to receive the recognition they deserve.

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 30th September 2022 [enquiries@stowhealthcare.co.uk](mailto:enquiries@stowhealthcare.co.uk)



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### STOW HEALTHCARE GROUP

The Brew House, Stowlangtoft,  
Bury St Edmunds, Suffolk, IP31 3JY

Tel: 0333 2419707

Email: [enquiries@stowhealthcare.co.uk](mailto:enquiries@stowhealthcare.co.uk)