

# CARING & SHARING

## Stories from Stow

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## Sharing with the Sector

Sharing best practice is one of the things that we feel we do well at Stow Healthcare. We think that there is nothing more important that finding things that work well in one care setting, and seeing what can be applied to another.

Director Ruth French has been working this year as an unpaid Non Executive Director of a non profit company called The Outstanding Society that celebrates best practice in social care.

You can find out more about the Outstanding Society by going to [www.theoutstandingsociety.co.uk](http://www.theoutstandingsociety.co.uk) they have a helpful app with lots of ideas and podcasts too – some of which feature Stow Healthcare staff!

Some ways in which we have been sharing ideas across the care sector this year include Ruth appearing on a webinar for 300 care providers hosted by Skills for Care helping them to understand what effective planning for Winter needs to look like for a care home setting.

Ruth and colleague Alex Ball have also shared ideas and innovations at the Care Show in Birmingham on subjects such as recruitment, retention, and leading in difficult times.

If you have a great innovation to share, please shout about it so we can continue to improve.



## Directors' Welcome

Dear Reader,

Welcome to our Winter edition of Caring and Sharing.

The autumn is always a jam-packed period in our homes, with staff from all of our homes attending the Great British Care Awards regional finals in Milton Keynes, where a very joyful night was had celebrating the success of so many people who have been recognised for their leadership, passion and drive to achieve the very best for their residents. A huge congratulations to all of our colleagues, and teams who have been recognised this autumn at different awards.

We also warmly welcome new colleagues to our family, with the acquisition of Horkesley Manor Care Home, Colchester. We have received such a friendly reception from everyone in the home, and are very excited about what we can do to help the home achieve success and showcase the excellent work being done by the team there.

We have been delighted to welcome inspectors from the Care Quality Commission into two of our homes in recent weeks. At Stow Healthcare, we work closely with our regulators to keep them updated on our homes, and inspection is an opportunity to show just how much we have achieved, and also to carry on learning and improving. A huge congratulations to Brandon Park for achieving their third consecutive 'Outstanding' rating – there can be very few homes in the country that have matched that feat!

Winter is also the time when we see residents, staff and families beavering away on festive creations such as our annual Stow in the Snow inter-home Christmas competition! Our independent judges are always geared up for a glittering judging day, which as ever focuses on the amazing activities that add such purpose to the lives of our residents.

Thank you for all you have done in 2022 to support us and everyone living and working in your home. We wish you a happy and healthy start to the New Year.

Best wishes,



*Ruth French*

Ruth French  
Operations Director



*Roger Catchpole*

Roger Catchpole  
Managing Director



# Brandon Park Outstanding Rating

The inspectors from the Care Quality Commission have truly bowled over staff, residents and families of Brandon Park by awarding the home its third consecutive Outstanding rating. The Outstanding rating is extremely coveted, with only 5% of care homes in the UK achieving this standard. For Brandon Park to have been given this accolade over three consecutive inspections is a truly remarkable feat, and is not one that we have seen matched elsewhere in the region.

Inspectors made two unannounced visits to the home during October, speaking to staff, relatives and residents, and an 'expert by experience' (lay person who supports the inspectors) contacted multiple relatives to have their views on the care provided by the home. Not only did the inspectors feel the home should maintain its Outstanding rating, but it was actually strengthened, with an additional area of inspection being rated Outstanding too (Caring, as well as Responsive and Well Led).

The inspectors highlighted the amazing person centred care offered by the team at the home, noting that residents truly felt they were able to live their lives as they wanted to. Inspectors said: "There was a strong and visible, person-centred culture at the service. We observed staff were highly motivated, offering care and support that was exceptionally compassionate and kind. This positive culture was because staff had built trusting and positive relationships with people they cared for."



A relative whose loved one lives at Brandon Park had said: *"This home is like a family in the way they look after (my relative), with the extra benefit of being friends too. It is often said that friends are family you choose for yourself, here at Brandon Park, they are friends who treat you like family, yet remaining professional, respectful and courteous at all times. I never wanted to put (my relative) in a home, but this is a home from home. It is a pleasure to go to the wonderful setting and meet the delightful staff. I have nothing but praise for them and the service provided. Thank you, is not enough."*



Feedback about the management of the home was noted as continuing *"to be outstanding with people at the heart of the service"* and staff were complimentary too, describing themselves to be *"motivated, proud to work at the service, and passionate about the delivery of high quality care"*. Governance of the service by the senior team at Stow Healthcare was viewed to be a real strength of the home, with a strong framework of systems for monitoring and managing service quality being evident to inspectors.

This is an amazing result for the home, all the staff who work at Brandon Park, the residents and families who experience the care, and of course, the wider Stow Healthcare family.

Professor Martin Green OBE, Chief Executive of Care England, which represents care providers across the UK said: *"Brandon Park is a truly outstanding service and this has been recognised by the Care Quality Commission for an almost unprecedented third time. The success of Brandon Park, and other services provided by Stow Healthcare, has its roots in a positive culture that puts the people who use services at the centre of everything they do. Stow Healthcare has also shown a commitment to supporting, nurturing, and developing the fantastic staff who deliver care and support, and the organisation is focused on delivering continuous improvement and enabling staff to have the resources to deliver outstanding care"*.

As we emerge from a long pandemic, where inspections were few and far between, this result from Brandon Park truly sets the standard for the fantastic care that Stow Healthcare has become known for across the region.

We have also welcomed inspectors to Cedars Place in Halstead for their first ratings inspection since we took ownership of the home.



This was an extremely positive day, with compliments from inspectors about the warmth and knowledge of our staff, and the excellent care plans the home has developed. We hope to be able to share the full report with you as soon as it is published.

Thank you to all of our staff, resident's and families for their continued support.





# Manson House make-over



Things have certainly been moving on apace at Manson House since Stow Healthcare took over ownership of the home in July 2022. Manson House had already benefited from a significant refurbishment that was completed around five years ago, but it has been extremely exciting to revisit a number of the very special bedrooms in the home, many of which have views over the beautiful garden or over the historic Northgate Street.

Working with our interior design partners Furncare, we have been sensitively refurbishing a number of areas of the home, including the beautiful library space. The library has been repainted in shades of navy blue and grey, and creates a really striking first impression as you walk into the home.



The full refurbishment of this space will include relaxing spaces for residents and their visitors to enjoy quiet time together over a coffee, or to partake in board games together at the table. The library is full of interesting books and is no doubt going to prove to be a really popular space at the home!

In addition to work on some of the communal spaces, it has also been wonderful to review a number of bedrooms at the home. Two of these bedroom suites, would comfortably accommodate two people, and benefit from multi aspect views from the first floor. With bespoke soft furnishings, new flooring and a lovely soft palette of muted colours on the wall, these bedrooms are sure to be extremely popular with residents looking for added luxury.



Manson House is proving to be the number one choice for residents who still like to maintain a good degree of independence, with shops and entertainment facilities easily accessible from the home. We are excited about the further development of the activities programme at Manson House during 2023, as we expand the activities team at the home further and look to build new links with the community, including encouraging volunteers to come into the home to support some of the clubs that residents are interested in starting up.

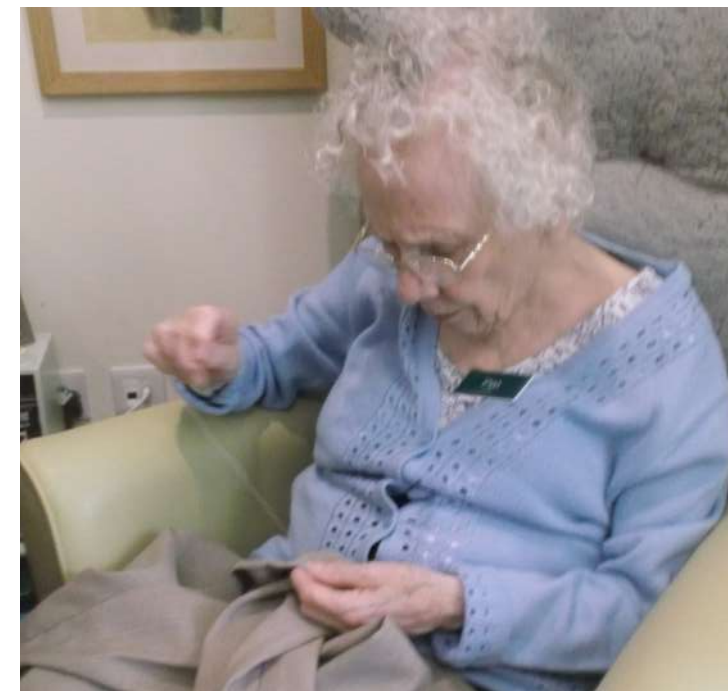
If you know of any volunteers in the Bury St Edmunds area who would be interested in supporting Manson House residents with Bridge, Rummikub or other card or board games, please do get in touch with us at [enquiries@stowhealthcare.co.uk](mailto:enquiries@stowhealthcare.co.uk) as we are looking forward to creating connections for our residents.

# Residents' Corner

The Maple Memory Centre has been continuing its excellent work throughout the year, which has been recognised most recently at national level, winning the Best Innovation in Care award at the Leaders in Care Awards in Birmingham this October.

One of the reasons the Memory Centre has been such a successful concept is because it seeks not just to retain the skills of the family members who live there, but also to regain those skills that may have been lost. These can be simple things that we take for granted – making a cup of tea, buttering a piece of toast or making the bed. Family member Pat has lived in the Memory Centre since it opened. Her daughter, Tina Plant visited with Pat when the Memory Centre was opening and realised it was the perfect match for what Pat needed.

Tina, who volunteers each week in the Memory Centre told us that Pat really missed being independent and doing things for herself. She has wanted to iron her clothes and do other things she did when living independently. When offered the chance to iron she kept refusing as she had lost confidence in herself. Through Tina working with her and setting up an ironing board and ironing a handkerchief, Pat then said she wanted to do it. She then proceeded to iron several items of clothing.



One pair of her trousers needed the hem sewn up so Tina offered to do it, but she said no she could do it. Pat proceeded to sew the hem AND taught Tina how to do the stitch she used. After she had finished the hemming she said "I am so proud of myself!" This is a perfect example of how the Memory Centre is so effective at giving purpose and value to each family member every day.



We would also like to take this opportunity to do a special shout out to Tina, who was recently a finalist in the Inspirational Volunteer category at the inaugural Women Achieving Greatness in Social Care Awards. Tina was one of only six amazing volunteers, recognised in particular for the work she does every single week in the Memory Centre to support all the family members by leading stimulating activities and being very much one of the team. Thank you so much Tina – your recognition at a national level is richly deserved!



## Staff Winter Well-being

Our previous 'Keeping You Safe This Winter' booklet has been refreshed in hope that the information provided will help you through the winter period. These booklets now feature less around keeping you safe from Covid and focus more around useful information and tips on tackling the cost-of-living crisis the UK is facing.

Topics in the pocket guide have been broken down into easy to navigate sections on looking after your health including, covid and flu jab advice, looking after your wallet; which includes information on the blue light card and other ways to help you tackle the cost-of-living crisis, as well as information on looking after your mind, with useful websites and resources for you to turn to should you need them.

Booklets should now be displayed around your homes – if you don't already have one, please make sure you ask for a copy from your management team. We hope everyone will be able to benefit from the advice featured in these pocket guides and hope you all manage to stay safe this winter. However, should you still find yourself needing help or advice, please do not hesitate to reach out to your management team for support.



## A Seasonal Poem by our Residents

Some of the residents at Brandon Park meet every Thursday morning for Literature Club, where they share short stories, poetry, and sometimes write their own poems too.

Here is an acrostic poem the group wrote to celebrate Advent.



Resident at Brandon Park who helped create the poem



### An advent poem

A time of waiting for the  
 Divine son to be born from the  
 Virgin Mary, the Holy Mother.  
 Enter the stable where Jesus Christ was born,  
 Nemesis of the evil, Saviour of our souls.  
 The stars shine bright on the baby Messiah.

(Written by residents of Brandon Park Nursing Home.)

## Maple Memory Centre makes a Guinness World Record

A big shout out to the residents and staff at the Maple Memory Centre, Brandon Park, who contributed towards 'Brandon' being named in The Guinness Book of Records for the Longest Line of Yarn Pom Poms in the UK!

Earlier this year, the home was approached by the team at Brandon in Bloom about making as many pom poms as possible. These would then be added to a collection of pom poms that were being created by people within the Brandon community.



Loving a challenge, residents of course were more than happy to participate and immediately got to work on their creations. With sheer hardwork and determination the home submitted around 40 yarn pom poms and were delighted when they received a certificate of participation for their efforts by the Guinness Book of Records, commenting that they are "Officially Amazing".

Well done to staff and residents at the Maple Memory who took part, what an incredible achievement!

## Ford Place awarded 10/10 on carehome.co.uk

Congratulations to Ford Place who were recently awarded a 'Top 20 Care Home 2022 award' on behalf of carehome.co.uk. This is a wonderful achievement for the home who were delighted to receive the award.

Alison Charlesworth, Home Manager at Ford Place commented: *"The team at Ford Place Nursing Home are thrilled to be recognised as one of the top 20 care homes in the East of England. The award is testimony to all the outstanding support and care the team give on a daily basis to both our residents and their families".*



However, the good news doesn't end there!.....with a huge thanks to all residents, their families and friends for taking the time to review the home during the past twelve months, Ford Place has also received a high score of 10/10 on their carehome.co.uk profile!



Ford Place is the first home in our group to be awarded a 10 and we couldn't be more proud of them!

If you wish to review a Stow Healthcare care home, please visit: [www.carehome.co.uk](http://www.carehome.co.uk) or pick up a review card next time you visit one of our homes.



# Stow in the Snow Winter Competition 2022

Our annual winter competition, Stow in the Snow is now in it's fifth year and is still ever popular amongst residents and staff across the group. With the addition of Manson House and Horkesley Manor to our group this year the competition has grown at scale and has become much anticipated amongst the teams. The main aim of the competition is to support longer term therapeutic activities that encourage involvement from residents no matter what their ability. We have also seen a huge number of staff involved in this year's competition, whether this is supporting with resident activities, volunteering or submitting their own entries we are really proud of everyone's efforts.



Following their win at the summer competition 'Stow in Bloom', Melford Court were awarded the honour of hosting the judging day for 'Stow in the Snow.' Our external judges; Julie Martin, former Provider Support lead at Suffolk County Council, and Theresa Lawrence, Provider Quality Officer at Essex County Council, met with each of our teams via ZOOM video link to talk through their entries and hear about all of the work that went into them before announcing the 'Best in Stow' winners at the end of the day.



All our homes connected to cheer each other on and hear the winners announcement. This year's winner's were Ford Place who impressed the judges with their creations driven by residents choice and decision making. The residents at the home had a clear vision for their entries selecting a Victoriana theme recreating traditional Victorian decorations for their tree and table centre pieces. Their volunteer Aidian picked up the Volunteer involvement award for his consistent support to the home and residents throughout the competition and beyond. Not only has this helped him form new friendships, but he has grown in confidence which has been wonderful to see. This year's runners up were Stowlangtoft Hall whose resident team were also named Stow in the Snow Champions 2022 for their support and camaraderie shown towards one another throughout the competition.



We would like to say a huge thank you to everyone who took part in the competition to help make it yet another resounding success. A special thank you to our judges; Julie and Theresa for dedicating their time to the judging day and to all of the activities teams across the group who have helped drive the competition forward in our homes, and helped gather evidence to capture all of the fantastic work our residents have been doing. We cannot wait to see what next year's competitions have in store!

## Stow in the Snow 2022 Winners and Runners Up

### Best in Stow Winners 2022

Best Decorated Christmas Tree - Melford Court  
 'Deck The Halls' - Brandon Park  
 Best Festive Dress - Horkesley Manor and Halstead Hall  
 A Jolly 'Handmade' Holiday - Ford Place and Stowlangtoft Hall  
 Best Festive Photograph - Brandon Park  
 Best Christmas Card - Manson House  
 Best Festive Food - Ford Place

### The Staff Involvement Award

The Staff Involvement Award 'Individual Award' - Christine Baker - Stowlangtoft Hall  
 The Staff Involvement Award 'Team Award' - Carla Toft and the team at Melford Court

### The Best Volunteer Involvement Award

Aidan at Ford Place

### The Resident Involvement Award

The Resident Involvement Award 'Individual Award' - Toni, Ford Place  
 The Resident Involvement Award 'Team' - Halstead Hall

### Stow in the Snow Champion Award 2022

Residents at Stowlangtoft Hall

### Stow in the Snow Colouring with the Community

Winner Age 5 years & under - Emerson G, Horkesley Manor  
 Winner Age 6 years & over- Alex L, Cedars Place  
 Staff Entry- Charlotte Rigby, Cedars Place  
 Resident Entry- Mary, Horkesley Manor

### Stow in the Snow Overall Runners Up

Stowlangtoft Hall

## Stow in the Snow Overall Winners 2022 - Ford Place





# Winter Activities in our Homes

## Brandon Park and the Maple Memory Centre

Residents at Brandon Park worked so hard this year to create their beautiful display of poppies for Remembrance. This involved using two different techniques - painting paper plates, folding tissue paper, and then attaching buttons to the centre. One of the residents helped to measure wool strips which enabled them to be able to attach the poppies to the bannister. We think you'll agree that the display looked absolutely stunning.



## Cedars Place

As we entered December, residents at Cedars Place enjoyed getting in to the festive spirit by making some gingerbread to accompany their afternoon tea.



## Ford Place



During one of their regular knit and natter sessions, the group at Ford Place also welcomed a young student who is currently doing her Duke of Edinburgh award and came along to join in and learn from the residents how to knit.

## Halstead Hall



Halstead Hall staff and residents recently had a wonderful experience when they enjoyed a visit from some feathered friends, a gorgeous Barn Owl called Lu Lu, and a lovely Harris Hawk named Mable. This was an unusual visit to the home and residents really engaged with the birds and gained a great deal from their time with them.

## Manson House

Look at this stunning artwork created by Norman Smith, a resident at Manson House. Norman loves to paint birds and wildlife on a regular basis and his beautiful drawings have created some lovely displays around the home for everyone to enjoy!



## Melford Court

For Halloween this year, Melford Court residents scooped out their some pumpkins and made their own flower arrangements to put inside them. Once finished, they then put them in a wheelbarrow in the courtyard for everyone to see. They did such a fantastic job and the pumpkins looked amazing!



## Horkesley Manor



Football time at Horkesley Manor! For England's first match during the World Cup, residents enjoyed watching the game with nibbles and drinks in their temporary football lounge.

## Stowlangtoft Hall



Stowlangtoft Hall residents recently enjoyed their first visit from a PAT (Pets As Therapy) dog called Arthur. Arthur, who is two years old, and Becca (Arthur's owner) are new to the PAT dog world. This was Arthur's first-ever visit to a nursing home and he was so placid and enjoyed his cuddles. Becca and Arthur will be visiting the home every Thursday afternoon to get to know the residents and spend some quality time with those who benefit from some four-legged furry company!



# Introducing Horkesley Manor

Stow Healthcare's acquisition of Horkesley Manor, on the outskirts of Colchester, completed a busy year for us, and was the first time we have ever expanded twice in one year. Horkesley Manor is a beautiful site, with over 70 bedrooms and a huge number of communal spaces, with the home divided into three wings to support its residents.



Horkesley is located in what is known as 'Horkesley Heath', which is a combination of two villages: Great Horkesley and, to the north, Little Horkesley. Horkesley is a modern name for the original Saxon name of "Horkaslay" which means "farm land for herds" (mainly sheep) though now it has many fields growing a variety of crops. A few years ago, an archaeological dig was made in the woods on Coach Road, where a Bronze Age bronze smelting pit was found.



Horkesley Manor itself is a late 19th century building, which was converted to a residential care home in 1990. It benefits from rooms that are largely on the ground floor, making them easily accessible.



Some refurbishment of the home was completed by its last owner, with some communal spaces providing beautiful space for residents to enjoy and entertain guests.



Stow Healthcare has already been working to establish a plan for the refurbishment of the rest of the home, a project that will be completed in phases, starting in early 2023.

With some staff having given decades of service to the home, the commitment to residents is clear. We have been delighted to see the tremendous focus on activities in the home, with passionate staff keen to deliver the best for residents. We have felt warmly welcomed by staff, residents and their families, having spent time with them setting out our plans for the long term development of the service to help it become the 'go to' home in the Colchester area.

We warmly welcome everyone living in and working at Horkesley Manor to the Stow Healthcare family.

# Hello Smiles!



We were delighted to be able to share with our staff, residents, families and friends recently the recent government guidance on the changes to wearing masks in our homes.

Following a careful risk assessment, masks are no longer compulsory in care homes that are free from Covid-19. However, there will still be occasions when mask wearing will be required so we have created a little guide to help you.

## Masks should still be worn in the following situations:

- The home is in outbreak - This means there are two or more confirmed positive cases of COVID 19 amongst staff and residents in the home.
- Resident's preference - If a resident's preference is that masks are to be worn by those providing care or anyone visiting them then we are to respect the wishes of those individuals. Signs will be placed outside the rooms of residents who request this to help make it clear.
- Staff/Visitor Choice - We appreciate this is a big step at a busy time of year and staff and visitors should feel they can continue to wear a face covering in the home should they wish to do so.

- Caring for or visiting someone with confirmed/suspected COVID- this applies to visitors and staff.
- If you are a household contact of someone who has tested positive for COVID
- If staff or visitors have a respiratory illness and are within 2m of residents
- If there is a risk of splashing blood or body fluids

There are still cases of COVID in the community so please remember to remain vigilant with your hand washing.

This change is a big step forward as we enter a new stage of the pandemic and look ahead to the new year.

This change will have such a positive impact on our residents who are able to see the lovely smiling faces of staff and loved ones who visit for the first time in two and a half years.

The latest version of our visitor guidance can be found on our website should you require any additional information. Please visit: [www.stowhealthcare.co.uk/visitor-protocol-during-covid-19-pandemic/](http://www.stowhealthcare.co.uk/visitor-protocol-during-covid-19-pandemic/)



# Long Service Awards

**Congratulations to the following staff who received long service awards in 2022**

## Brandon Park

Sue Chapman, Care Assistant - Twenty-five Years

## Cedars Place

Lani Cerico, Care Assistant - Ten Years  
Wioletta Kusy, Care Assistant - Ten Years

## Ford Place

Jane Flaherty, CHAP - Twenty Years

## Halstead Hall

Carole Daniel, Kitchen Assistant - Ten Years

## Horkesley Manor

Diane Clasper, Senior Care Assistant - Ten Years  
George Godbold, Maintenance Manager - Twenty-five Years  
Leone Scot Simmonds, Hostess - Twenty-five Years  
Sheila Barnes, - Twenty-five Years

## Melford Court

Gemma Clements, Care Assistant - Ten Years

## Stowlangtoft Hall

Hayley Fudge, Registered Nurse - Ten Years  
Lesley Anderson, CHAP - Fifteen Years  
Linda Elmer, Care Assistant - Ten Years  
Mo Mayes, Care Assistant - Ten Years  
Sarah Monk, Deputy Manager - Ten Years  
Teresa Marshall, Domestic Assistant - Ten Years

## Stow Healthcare Group Office

Alex Ball, Operations Manager - Ten Years



Sue Chapman - Care Assistant at Brandon Park



Carole Daniel - Kitchen Assistant at Halstead Hall



Leone Scot Simmonds - Hostess at Horkesley Manor



Lesley Anderson - CHAP, Sarah Monk - Deputy Manager and Mo Mayes - Care Assistant at Stowlangtoft Hall

# International Nurses

**Stow Healthcare becomes sponsor for overseas staff**

With the UK seeing a continuous decline in the number of filled nursing posts, both in the NHS and social care (36% decline since 2012/13), many EU nurses having already returned home since Brexit, and more nurses in the UK approaching retirement age than approaching the age of 30, Stow Healthcare has decided to take a different approach to nursing recruitment in the last 12 months.

The journey to bring overseas staff to the UK is not just physically long, but is also a very long one administratively, and attaches significant costs to it. However, we have been determined to do it properly, and ensure that we have retained full control of the process to ensure that our overseas staff are given the appropriate time and attention to ensure the step of moving overseas is one they are equipped and ready for.



In December 2022, we have seen the culmination of our efforts, with our first cohort of overseas nurses arriving from Ghana, India and Nigeria. These are nurses who are fully qualified in their own country, but have to pass rigorous tests before that gain their PIN registration to nurse in the UK. Most candidates applying to Stow Healthcare have already done a considerable amount of work before they even approach us – completing their initial paperwork with the UK's Nursing and Midwifery Council, passing English language exams and computer based nursing tests, getting health and police clearances.

When they arrive in the UK, there is more work to be done before they qualify – they have to pass a large practical nursing exam which they have to spend several months preparing for. However, there is much to be done before the point of that exam, as our nurses spend this time getting to know our UK social care system, how we work with GPs and other health care professionals, how we plan and deliver care for our residents and so on. We also have enhanced training in leadership to support our new nurses in addition to mandatory and clinically based training.



Recruiting overseas staff is a huge undertaking, not just from senior management in ensuring that all steps through the Home Office's Visas and Immigration department are correctly completed, but also of course from host homes and staff who buddy the new recruits. At Stow Healthcare we have put a big focus on pastoral care in the first week after arrival, delegating a member of staff from Head Office to support the staff to complete the significant amount of administration on arrival, teaching them about the new area, where to shop, how to find the GP and even providing guidance on slang such as being asked to get a resident 'a cuppa'!

In 2023, we have our second cohort of three nurses arriving, with further cohorts planned if these prove successful. Our first homes to host overseas staff are Horkesley Manor near Colchester, followed by Stowlangtoft Hall, both of which have accommodation in or near to the home for staff. This is proving critical just due to local rental housing shortages.

International recruitment is a long term plan for Stow Healthcare and we hope that all of our homes can benefit from overseas nurses, and later carers who have been recruited ethically, properly, and who can support our residents now in the future with safe and kind care, with the support of our existing staff.



# Industry Awards Success for 2022

2022 was another bumper year for award success at Stow Healthcare, not only were our fantastic staff recognised at our inaugural Spirit of Stow Awards this summer, this autumn saw 47 shortlistings for teams and individuals across industry awards at both regional and national level.

At regional level we saw over 15 shortlistings at the 2022 East of England Care Awards where we had shortlistings from seven of our homes in categories including the Outstanding Contribution Award, Care Registered Manager Award, the Care Home Worker and Care Team Awards. What made all of the celebrations so fantastic this autumn was the support and celebration for one another shown no matter which home they were from. We are so proud of our Stow Healthcare family and all of their achievements and wanted to share some of these in this newsletter

## Care Group of the Year

Stow Healthcare has once again been recognised as the best care provider in the country receiving the title 'Care Group of the Year' at not just one, but two national ceremonies, scooping the title at both awards for the third time in four years.

This year, Caring UK judges said of Stow Healthcare: *"Our winning group is the industry 'disrupter' that turns around the most difficult homes to create vibrant elderly care settings, usually with outstanding ratings. In a crisis like the pandemic, you can choose to ask 'Why me?' or you can say 'Watch me!' – our winning group did the latter. Its first Memory Centre was a concept created from scratch during the pandemic, researching innovative memory care, and creating a new concept of living."*

As a sector, we have faced an incredibly challenging few years and this recognition is more important than ever for our teams. It is such a morale boost for our staff, the fabulous residents we support, and the communities in which we live. We cannot wait to continue this fantastic work in 2023.



## LaingBuisson Awards



Stow Healthcare has once again been recognised for its innovative approach to staff training and professional development at the prestigious LaingBuisson Awards.

The LaingBuisson Awards recognise and celebrate industry excellence and innovative services in the public, private and third sectors. Leaders from across the Health and Social sector come together to hear and celebrate each other's successes. The gala event held at the Park Plaza Hotel in Central London in October was hosted by comedienne Sally Phillips and Ronni Ancona, who presented Stow Healthcare with their trophy for our 'Excellence in Training' win.

The LaingBuisson Judging panel said *"Stow Healthcare has an innovative approach to training and development that has successfully attracted and retained high-quality staff."*

## Norfolk Care Awards

This year the Norfolk Care Awards Gala celebration returned in person for the first time since the pandemic and the team at Ford Place in Thetford were shortlisted in three categories.

They received two highly commended awards for their leadership and End of Life Care and were named Winners in the Delivering Excellence through Learning and Development category for their work on staff training throughout 2022. A huge congratulations to the team.



## WAGS Awards

Stow Healthcare were proud sponsors of Care Talk Magazines first 'Woman Achieving Greatness in Social Care Awards'. Known as the WAGS, these awards aim to recognise all the wonderful women across the social care sector. We received two highly commended placings for Ruth French, Operations Director in the 'Business Woman of the Year' category and Operations Manager Alex Ball in the 'Talent Development' Category. Eve Fynn from Head Office was shortlisted in the 'Communications Guru' category and we would like to give a special shout out to Tina Plant at Brandon Park who was recognised in the 'Inspirational Volunteer Category' for all of the continuous support she gives to residents by volunteering at the Maple Memory Centre each week.

## Social Care Leadership Awards

We are incredibly proud of Helen Hill, Head of Care and Compliance who received the Clinical Nurse Manager Award at the Social Care Leadership Awards in October, beating off stiff competition to claim the trophy!

The judges said *"This year marks 35 years since Helen qualified as a registered nurse. From hands on clinical roles, to progression into care home management and director level support, Helen strives to ensure excellence in service provision. Her experience, drive, and passion for person centred care are what makes her a true leader in the sector."*

Well done to Helen - such a wonderful achievement and a well-deserved award!







# Winter Wordsearch

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

## It's Puzzle Time!

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

WINTER  
FROST  
SNOWMEN  
GLOVES  
HAT

COLD  
ICYCLE  
FROZEN  
SCARF  
JUMPER

Good Luck!

If you have an interesting story, news or an announcement that you would like to share in the next edition of Caring & Sharing, please email us at [enquiries@stowhealthcare.co.uk](mailto:enquiries@stowhealthcare.co.uk)



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