

CARING & SHARING

Stories from Stow



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Stow
Healthcare



Directors' Welcome

Dear Reader,

In our last newsletter we shared the story of our overseas nurses joining the Stow Healthcare family. We have now supported eight nurses to settle in, and they now support us across four of our homes.

At Stow Healthcare it is important to us to be on the front foot, to innovate, and to ensure at all times that we put outstanding care at the centre of everything that we do. Boosting our staff with committed and passionate qualified staff from overseas will continue to support us in achieving our goals. Thank you to our staff, residents and their relatives for the very warm welcome you show our overseas staff – it makes the world of difference.

Best wishes,



Ruth French

Ruth French
Operations Director



Roger Catchpole

Roger Catchpole
Managing Director

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Gold Award for our Director

Stow Healthcare Operations Director, Ruth French was awarded the Chief Nurse Gold Award at the Residential and Home Care show in April. Ruth was surprised by Professor Deborah Sturdy, England's Chief Nurse for Social Care, who presented the award as part of the 'Social Care Voices' session at the Outstanding Society Learning Lounge.

The Chief Nurse Awards launched in 2021, with the aim to recognise exceptional practice and care within the social care sector.

For Ruth, this prestigious award recognises the immense contribution she has made to the sector, not only through her work at Stow Healthcare, but her continued sector contribution as a non-executive director of the Outstanding Society.



Ruth commented on the award: *"The Gold Award from the Chief Nurse for Adult Social Care is a truly amazing honour to receive. Working in social care is rewarding, challenging and fascinating every single day, and I hope to continue to contribute to this sector that I love for a long time to come!"*

Local MP opens new Library

In March, we had the pleasure of inviting local MP Jo Churchill, to Manson House to formally open the newly refurbished Bucks Library. The transformation of the library has been completed in phase one of the renovation works at Manson House. We wanted to create a sophisticated space for residents to host their guests, read, or enjoy relaxed quiet time. The focal point of the room is the fabulous display of books acquired from resident donations over the years displayed on the stylish navy shelves which form the feature wall of the room.

For its official opening on Friday 24th March, residents were joined by their families to welcome Jo Churchill, MP for Bury St Edmunds, who declared the library open in an official ribbon cutting ceremony. She then enjoyed a tour of the home before enjoying morning coffee with residents, staff and families.



Jo Churchill said of the event, *"I was delighted to visit Manson House recently to open their newly refurbished Bucks Library. I had a wonderful time chatting to residents over coffee and cake and we shared a laugh. It was an honour to cut the ribbon and share in this special moment with everyone present."*

The Bucks Library is a fantastic addition to the home and has transformed a disused space into a resource our residents can truly benefit from. Even in the short time since its opening, we have noted a significant increase in social interactions amongst residents and are hoping this improves the lives of residents at Manson House.

Be sure to pop into the Bucks Library on your next visit to Manson House.



Nursing Associates - ‘The Big Interview’

We are delighted to share that Stow Healthcare will be introducing the ‘Nursing Associate’ role into our workforce following the successful completion of a two-year apprenticeship by two of our team members. Jenna Bowley from Ford Place and Nick Cook from Melford Court will receive their registered Nursing Associate PIN numbers this spring before a formal graduation ceremony in the Autumn.

The aim of the Nursing Associate role is to bridge the gap between Care Assistants and Registered Nurses to deliver hands-on, person-centred care as well as freeing up Registered Nurses to focus on more complex clinical care. It is a stand-alone role that also provides a progression route to becoming a fully qualified Registered Nurse.

The pair’s journey started in the summer of 2020 after a successful interview and selection process before their studies began at the University of Suffolk at the start of 2021; all whilst in the midst of a global pandemic!

Fast forward to 2023, we are immensely proud of Nick and Jenna for their hard work and dedication to become a handful of registered Nursing Associates in social care and the very first pair in the company.

We caught up with Jenna and Nick for ‘Nursing Associates- The Big Interview’ for a Q&A about their experience and what is next for them.



Nick Cook - Nursing Associate - Melford Court

Nick Cook has been at Melford Court for 12 years and first expressed an interest in nursing prior to the Stow Healthcare takeover under previous owners BUPA. After completing Melford Court’s first Care Home Assistant Practitioner (CHAPs) course in 2018, he enhanced his clinical skills and has become a pillar of support to the nursing team.

Why did you want to complete the nursing associate programme?

The nursing associate program seemed like the natural progression from my role as a Care Home Assistant Practitioner. It has also opened up the route to the full nursing degree when I am ready and looking to make the next step in my career.

Where did you go on placement and what did you learn/ did you enjoy it?

My placements were mostly at Colchester hospital, where I worked on the cardiac unit, general surgery ward and surgical assessment unit.

What has been your biggest challenge throughout the course and how did you overcome it?

I loved all my placements, with each one providing different challenges and opportunities to learn new things I do not normally get to experience at Melford Court.

The biggest challenge for me was studying to degree level around my family life. I have three boys at home, and during the first part of the course we were in lockdown, so they were all home. Finding a quiet enough space to write my essays presented a real challenge, but we have got there in the end.

What has been your proudest moment?

For me the proudest moment is the qualification itself. I have been warned many times over the years to not expect too much, due to childhood illness, so to get this degree has made me so proud.

What is next for you?

My next step is to hopefully complete the degree nursing apprenticeship. I am aiming to start in January next year to continue my journey to become a Registered Nurse.

Jenna Bowley - Nursing Associate - Ford Place

2023 marks Jenna Bowley’s twenty-year anniversary at Ford Place Nursing Home having embarked on an incredible social care career at the home. In 2003 she joined the team as a care assistant, progressing to Senior Carer before becoming one of the group’s first ever Care Home Assistant Practitioners.

What did you enjoy most about the course?

Having the opportunity to meet a wide variety of different people from fellow students, MDT, and a variety of patients and environments. Also, the fact that you are unaware of the knowledge, skills and behaviours that you have gained throughout the two-year course, it all came naturally and fell into place at the end. It is not until you reflect in practice and think “wow! I have learnt a lot”.

Where did you go on placement and what did you learn/ did you enjoy it?

My first placement was at a sister home in Brandon Park due to the pandemic and reduced movement of staff between settings. It was a great insight into how a sister home runs and gave me the knowledge to take back to my home and implement a few things that could benefit our practice.

My following three placements were at West Suffolk Hospital on G4, F3 Trauma and Orthopaedics and Outpatients. I really enjoyed these placements; I learnt a lot of knowledge and skills not only for practice but learnt a lot about myself.

What has been your biggest challenge throughout the course and how did you overcome it?

My biggest challenge has been confidence and believing in myself. I struggled with communication particularly with other professional or presenting in front of the cohort. Recognising my weaknesses and finding strategies to overcome them was an important step for my professional development. Asking for, and receiving feedback massively built my confidence and I was able to reflect, accept and have confidence in myself and my practice.

What advice would you give to someone thinking of completing this apprenticeship?

- 1) **Time / Organisation skills** - Plan and organise a balance of home life, study and work also allowing ‘you’ time for a break otherwise everything can feel overwhelming.
- 2) **Resilience** – There will be times when you feel like you cannot continue as you feel exhausted, pressurised and guilty for not spending time with family or socialising. Being organised and having time management skills will reduce these feelings.
- 3) **Be Proactive** – wanting to learn and achieve goals. Do not wait for people to teach you. Think outside the box look up information, ask professional questions of interest, always think critically.

What is next for you?

I am hoping to gain more knowledge and skills while I practice as a Nursing Associate and apply for the top up nursing degree course to qualify as a Registered Nurse.

Qualification Success!

Congratulations to Roxy McNamara at Stowlangtoft Hall who has completed her Level 3 diploma in Health and Social Care in under twelve months. Roxy attended last year’s career café where she expressed interest in a formal care qualification. She completed this course alongside her CHAPs qualification and is enjoying supporting the nursing team in her new role.

Roxy said *“I am really proud of myself for completing the level 3 qualification which I will now have with me forever. Doing it alongside the CHAPs course has been hard work but really rewarding.”*



A Proposal with Care

Some people may think that the 'old fashioned' traditions no longer matter, whilst others believe they are still the best! Even in her 90's, Sybil is still a head figure in this loving families' lives, and on Friday 17th February, Sybil's daughter, Hayley visited her mother at Stowlangtoft Hall, along with her partner Colin and her daughter (pictured right). Colin had a big secret and a very important question that he wanted to ask Sybil, so he took the opportunity to ask if he could have her permission to marry her Daughter...Sybil was delighted! Colin then proceeded to pop the question and propose to Hayley, who of course, said "YES"! We wish Sybil's daughter, her new fiancé and the whole family all the best of luck for the future.



Residents' Corner

A resident at Brandon Park, who is now named the 'Knitting Fairy', is very talented at knitting and crocheting, and always tries to come up with projects to surprise and treat her fellow residents. In November she gifted hand-crocheted poppies to all residents and staff for Remembrance Day.



Earlier this year, the 'Knitting Fairy' approached staff to say, that she would like to knit an Easter chick for each resident. The activities team then suggested that they could hide a Crème Egg inside each chick. Everyone agreed this sounded like a great idea and the team worked with other residents on creating some Easter baskets for the chicks to sit in.

The 'Knitting Fairy' then worked for a couple of months creating fifty chicks, her strategy being to complete one a day. The residents were amazed upon receiving the chicks at Easter and they were in awe of the fantastic talent and perseverance of their fellow resident.



Nutrition and Hydration

In March, many of our homes took part in national Nutrition and Hydration awareness week to promote the impacts of good nutrition and hydration across our homes.



Across the week we saw some fantastic examples of good practice from our teams, from hydration stations, tasting sessions and even a fortified 'shots' trolley. Other innovations have led to a permanent roll out of a 'self-service breakfast buffet' where residents are able to input into their own food and drink choices. We want to continue to embed this great work with our teams and share ideas as to how each individual can play their part in supporting our residents with good nutrition and hydration. This will form the topic for this quarter's supervisions as well as continuing to play a large part in our activities programs over the coming months.



Friends of the Elderly has partnered with the British Dietetic Association to highlight the importance of good nutrition and hydration in older age. Five ways we can promote good nutrition and hydration amongst those that we care for.

Eat enough

Malnutrition increases the risk of disease, and delays recovery from illness. Try to eat three small meals and three small snacks each day, which include: protein and plenty of fruit and vegetables.

Keep hydrated

Older people can be more vulnerable to dehydration. Avoid this by aiming for around six to eight glasses of fluid per day. This includes milky drinks, pure fruit juice, cordials, water, and also tea and coffee up to the recommended daily amount.

Take vitamin D

Vitamin D helps your body absorb calcium for healthy bones and teeth. Foods that provide vitamin D include: oily fish, cod liver oil, egg yolk, meat, offal and milk.

Make sure you're getting enough calcium

We lose bone mass as we age, so it is important to consume plenty of calcium. Good sources of calcium include: dairy products like milk, cheese, yogurt and fortified milk alternatives.

Dose up on B vitamins (folic acid, B6, B12)

B vitamins have a range of important functions in the body. Good sources of B vitamins include: green vegetables, fortified cereals, peanuts, pork, poultry, fish, milk, and other fortified foods, such as fortified milk alternatives (soya, rice milk).

If you would like to get involved in promoting nutrition and hydration amongst our teams, please contact: enquiries@stowhealthcare.co.uk

The Spirit of Stow Awards is back!

We are pleased to announce this year's finalists for our second 'Spirit of Stow' in house awards.

After its success last year, the Spirit of Stow Awards will be returning in 2023 with a glittering winner's ceremony at the Athenaeum in Bury St Edmunds on the 13th July.

The aim of these awards is to celebrate our fantastic teams across all of our homes who work tirelessly every day to care for our residents.

The award categories encompass the true Spirit of Stow Healthcare and what is important to us. We have two new categories for this year, the 'Inspirational Volunteer' award will recognise those that give up their own time and dedicate it to our home and residents. The 'Stars of the Night' category will highlight the amazing work that goes on when the sun goes down and the moon comes up on the night shift.

Thank you to everyone who submitted nominations for this year's Spirit of Stow Awards. We have had a fantastic response with over 100 nominations across the group which included some great examples of staff going above and beyond for our residents. Following the shortlisting process, each category has three finalists who have been shortlisted as this year's finalist and will progress to the judging. This will take place throughout May and June with independent judges including members of local commissioning groups, our training partners and other social care professionals.

A huge congratulations to all of this year's finalists. All of the finalists will receive details of their judging days and how to attend them, and we look forward to welcoming them all to the presentation ceremony in July.

Photos of the awards will be available in the next edition of Caring & Sharing.

The Winners of the Spirit of Stow Awards 2022



SAVE THE DATE - The Spirit of Stow Awards 2023
Thursday 13th July - Athenaeum, Bury St Edmunds

The Spirit of Stow Awards 2023 Finalists Announced

Outstanding Care Award

Gemma Silver, Cedars Place
Kerry Hay, Brandon Park
Nicola Hansen, Horkesley Manor

Community Involvement Award

Manson House Team
Rachael Stringer, Melford Court
Brandon Park Team

Growth & Development Award

Niamh Jackson, Stowlangtoft Hall
Ellie Wyand, Halstead Hall
Lucia Adamson, Cedars Place

True Commitment Award

Izzy Filby, Ford Place
Steve Webb, Melford Court
Diane McCallum, Cedars Place

Star of the Night Award

Sarah Jayne Hennessy, Horkesley Manor
Kerry Porter, Halstead Hall
Mel Cook, Melford Court

Inspirational Volunteer Award

Aidan Griffin, Ford Place
Sally & Paul Wood, Melford Court
Tina Plant, Brandon Park

Stow Healthcare Family (Team) Award

Ford Place Team
Brandon Park Team
Halstead Hall Team

Catherine Catchpole Outstanding Achievement Award

Marina Holder, Stowlangtoft Hall
Jenna Bowley, Ford Place
Sarah Monk, Stowlangtoft Hall



Outstanding Care at Cedars Place



A huge congratulations to the team at Cedars Place who achieved the coveted 'Outstanding' rating following their inspection by our regulators, the Care Quality Commission (CQC) in December last year.

Two years after Stow Healthcare purchased Cedars Place Care Home, staff and residents are ecstatic to have received an Outstanding rating from the CQC following the home's first inspection under new ownership.

Inspectors rated the home, as 'outstanding' overall and also outstanding in two of five categories reviewed.

Previously rated 'Requires Improvement' under previous owners, the home had suffered from a troubled history, under investment and lack of leadership.

In the report inspectors noted *"Stow Healthcare the new provider, took over the management of the service approximately two years ago at a time where the service had struggled to provide a good rated service. Since taking over the management of the service, the provider has provided strong effective leadership which has transformed the service and the care provided."*

The Cedars Place staff team were praised by the inspectors who were impressed with staff observations during their visit.

"Staff were kind and caring, our observations showed positive interactions and support. People's care was exceptionally personalised. Staff understood people's needs and preferences and supported them to have as much control as possible over how their care was given."

The report goes on to state *"This was an outstanding service. People and relatives spoke highly of the culture and leadership of the service and the care people received from staff. The leadership team and staff consistently looked for new opportunities support people to maximise their quality of life and independence in an exceptionally person-centred way."*

Home manager Judith Morgan Worrall said of her staff: *"Having joined team Cedars Place at the beginning of 2022, it has been amazing to see the commitment and dedication of everyone at home to drive forward change and improve the lives of our residents. I am incredibly proud of the team and everyone's contribution to this fantastic rating."*

Feedback about the management captured by the report states: "Staff told us they felt valued by the management team. One member of staff said, "The registered manager is amazing, I have learned so much from all of the management team. They are always there if I need them." Another member of staff said, "The management is there for you, I can ask them anything they are so supportive."



Local MP and Foreign Secretary James Cleverly said of the report: *"I was delighted to hear that Cedars Place Care Home has been rated 'outstanding' overall by the Care Quality Commission (CQC), following an inspection in December last year. I pay tribute to the fantastic, dedicated staff of Cedars Place and Stow Healthcare who have worked tirelessly to make this happen."*



Martin Green, Chief Executive of Care England, which represents care providers across the UK said: *"The award of an 'outstanding' rating to Cedars Place is a fantastic achievement and represents the hard work and commitment of all the staff and the partnership that Stow Healthcare has developed with residents, families and the local community."*

We have an excellent team at the home, who have worked so hard to create a warm, loving and vibrant home that the town can be proud of. We are thrilled that the inspectors have recognised the outstanding care we provide at Cedars Place. Four out of Stow Healthcare's eight homes are now rated as 'Outstanding' bucking the industry trend with only 5% of care homes in England receiving this highly prized rating.



Contact Us:

For more information about Cedars Place or any of our care homes, please contact our Admissions Team.

Tel: 0333 241 9701

Email: admissions@stowhealthcare.co.uk

Web: www.stowhealthcare.co.uk

Join our friendly team today!



Do you know someone who is looking for a rewarding career in social care and wants to join a family-run, national award-winning company?

At Stow Healthcare we are always on the look out for new talent and welcome conversations with anyone who is interested in care. Job roles that may be available can range from ancillary staff, to care assistants, senior carers and nurses and we promote training and support for our staff with competitive rates of pay.

Here are just a few reasons to join the national award-winning Stow Healthcare family!

- Top care employer
- Real living wage
- £600 - £2000 joining bonus
- 28 days annual leave, plus your birthday off!
- Refer a friend bonus scheme
- Pay increases with qualifications (related to specific roles)
- Nest Pension
- Free uniform
- Free wifi
- Free parking

To find out more about our current vacancies, please contact our Recruitment Manager, Sally-Ann Randall at recruitment@stowhealthcare.co.uk

Spread the word - Sharing is Caring!

Carehome.co.uk Awards 2023

We are overjoyed to share the wonderful news that two of our homes have recently been awarded a Top 20 Care Home Award in the carehome.co.uk awards 2023.

Congratulations to both Ford Place and Stowlangtoft Hall who have been recognised as a top 20 care home for their region. This is the second time that Ford Place has received this award and the team were delighted to receive it for a second year running. Home Manager, Silvia Nunes commented *"I'm incredibly proud of the team at Ford Place for being awarded this recognition. It expresses their caring, heartfelt, and shining attitude towards residents, families, and friends"*.



The team at Stowlangtoft Hall have enjoyed a double celebration! Earlier this year, the home received a high score of 10 for their carehome.co.uk profile and in February, they were announced a winner of the Top 20 Care Home Award.

Sally Chilvers, Home Manager at Stowlangtoft Hall said of the award *"I am pleased for the team, it's been a tough three years living through covid, and all the staff at Stowlangtoft Hall have really pulled together to provide a high standard of care and emotional support to our residents, their families, and friends. I am so proud to be part of such a great team"*.

Deputy Manager, Sarah Monk said *"I'm so proud of the whole team, what a great achievement! It definitely shows what a great team we have at Stowlangtoft Hall, and it's lovely to have their hard work recognised"*.



The team at Ford Place Nursing Home

A resident from the home also commented *"Even in the middle of the night when it's at its blackest and you need someone to hold your hand, there is always someone there to talk to and reassure me. I am so pleased that the Home is top rated as they definitely deserve it"*.

As a company we pride ourselves on delivering a high standard of care to our residents and we value and appreciate every review that is sent to us. We are thrilled to receive so many great comments from our residents, service users, their families and friends each year, and we appreciate the continued support.

If you wish to leave a review for a Stow Healthcare care home, please visit www.carehome.co.uk or pick up a postal review card next time you visit a home.



The team at Stowlangtoft Hall Nursing Home

Activities for 2023 so far!

Brandon Park and the Maple Memory Centre

At Brandon Park, residents thoroughly enjoyed their Lego day. In fact, they were so creative, they just couldn't stop building things! Residents were able to reminisce during this pastime from their childhood, alongside testing their brains and dexterity.



Cedars Place

Residents at Cedars Place certainly had lots of fun recently when they rang their bells in time with lots of well known songs. Some of the favourites were "The Alphabet song", "Twinkle, Twinkle Little Star", and of course, "Do, Re, Mi, Fa, So".



Ford Place



Our animal lovers at Ford Place have recently been busy making birdseed cakes for their feathered friends. They had lots of fun mixing the seeds with fruit and peanuts, and are already enjoying sitting in the garden and watching the local wildlife enjoy their creations.

Halstead Hall



Halstead Hall residents enjoyed a visit from a special calming dog named Charlie. Residents get so much joy from visits like these and seeing their faces light up is absolutely priceless. Animals, dogs in particular, offer the best kind of therapy for residents.

Manson House

Residents at Manson House enjoyed a trip to the local museum where they got to try on some medieval armor, view beautiful paintings, and even see WWII uniforms which one resident recognised and used to wear himself!



Melford Court

In March, Melford Court residents took part in 'Wear a Hat Day' in support of Brain Tumour Awareness. Relatives and staff joined residents for a chat, a quiz and some delicious cake and together they raised in the region of £180 which has already been donated to Brain Tumour Research. Thank you to everyone who supported the event.



Horkesley Manor



An afternoon of singing, dancing, fun and frolicking took place at Horkesley Manor. They had a great time with Tess, a local performer who sang a selection of songs for them. Residents joined Tess in singing along, as well as having a bit of a boogie too!

Stowlangtoft Hall



Residents at Stowlangtoft Hall enjoyed an afternoon of flower arranging and decorating vases to celebrate St David's Day. At the residents request, the flower arrangements have been displayed on the dining room tables for all to enjoy.

Coming Soon!



The Aspen Memory Centre at Horkesley Manor

Following the huge success of Stow Healthcare’s first memory centre, the Maple Memory Centre at Brandon Park, which opened almost two years ago, we are delighted to launch our second memory centre, the Aspen Memory Centre at Horkesley Manor.

Our memory centres use the Montessori principles based on the procedural learning system. This is the part of our learning that controls repetitive muscle memory such as riding a bike, singing a song, playing an instrument, or baking a cake. The body and mind remember how to do these things, even if we might be a bit rusty at first.

The aim is to maximise independence and provide choice and purpose for those living there. The specially designed centres allow us to offer care and support without the ‘clinical’ feel of a care home, that can cause anxiety in those living with memory loss.

The twenty-two bedded unit which was formally known as the Chestnut Wing is being transformed into the Aspen Memory Centre and will be led by a specially trained team of ‘Homemakers’ who will support the ‘family members’ living there.

If you would like to hear more about how the Aspen Memory Centre can support you or your loved one, please contact our **Admissions Team at 0333 2419707 or email: admissions@stowhealthcare.co.uk**



Interested in becoming a Homemaker in one of our Memory Centres. Please email our Recruitment Manager - recruitment@stowhealthcare.co.uk

A warm welcome to the team

A familiar face returns to Ford Place as Home Manager

We are delighted that Silvia Nunes, who was previously our Deputy Manager at Ford Place between 2016 and 2020, and who has more recently been a brilliant Deputy at sister home Brandon Park, has returned to Ford Place as our permanent Home Manager.

Silvia worked as a quality improvement nurse for the Norfolk and Waveney Integrated Care Board and Norfolk County Council before re-joining the Stow Healthcare family at Brandon Park last year.

Silvia is passionate about the delivery of the highest quality of care, and she loves to support the team in helping to care for residents. She believes that the strength of a team is each individuals strengths combined with one mutual aim – enhance life by excelling in care.

Silvia is excited to return to Ford Place after two years away and is already working with the team to take the home forward, drive quality care and prepare the home for its next inspection.



Announcement of new Home Manager at Cedars Place

A warm welcome to Kylie Greatorex who has succeeded Judith Morgan Worrall as Home Manager of Cedars Place.

Kylie began her healthcare career in Australia before moving to the UK in 1995 and becoming a registered Care Manager with Grove Care Partnership in 2008. Since that time, Kylie has worked for a number of high-profile healthcare organisations including The Royal Mencap Society and Sanctuary Care. She joins us from Anchor where she was the Registered Manager at Blackbrook House in Dedham.

Kylie is highly motivated and has a clear vision of providing high quality care whilst enabling residents to live their best lives. She is overjoyed at joining Stow Healthcare and Cedars Place, and bringing her experience and knowledge to enhance the lives of both the residents and staff. Kylie will be working closely with Judith to support a smooth transition for the team. Judith has not gone too far, and has now taken up her full time Home Manager role at sister home, Horkesley Manor.



Halstead Hall Care Home



Premium, high-quality residential care

Situated on 15 acres of beautifully landscaped gardens and close to the market town of Halstead in Essex, Halstead Hall Care Home offers high-quality long-term, respite and convalescence care.

Halstead Hall offers a choice of newly refurbished bedroom suites, all of which include an en-suite wet room bathroom, an attractive dining room with a varied daily menu and an excellent activities schedule for all to enjoy.

The dedicated team at Halstead Hall 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 Halstead Hall, or any of our Suffolk, Norfolk and Essex homes, please contact our Admissions Team:

0333 2419707 / admissions@stowhealthcare.co.uk / www.stowhealthcare.co.uk

Halstead Hall Care Home, Halstead, Essex, CO9 1SL



Industry News

At Stow Healthcare we are passionate about the promotion of the fantastic work that goes on at our homes each day. Our team have a regular presence within industry publications and feature in podcasts, blogs and in person events to share great practice within the sector.



Director Ruth French and Operations Manager Alex Ball attended the Residential and Home Care Show April 2023 at Excel London to support multiple sessions in the Outstanding Society (OS) Learning Lounge. The OS is a community interest company valued by the CQC and trade organisations such as Care England, and has a membership of over 2000. It is committed to supporting improvement at all levels in social care by the sharing of innovation and best practice.

The Learning Lounge was an informal space where anywhere between thirty and sixty people joined at any one time to listen to interactive best practice discussions around topics relevant to care home and home care settings.



Ruth and Alex contributed to sessions on re-imagining activities, 'Falls-The Only Way is Up' and 'Prove it or lose it - time to shine during your CQC Inspection'. Ruth also participated in the Care Keynote Theatre session, 'Moving on Up - How to improve your CQC rating'.

These sessions focused on positive and practical real-life examples of how providers could change practice, innovate, and engage the people they care for, their staff, and all those connected to the service to improve the lived experience of their service.

Feedback from participants across the two days was excellent. One of the show's organising team said *"The outstanding society delivered two days of high quality content, it has been utterly delightful walking past and seeing it so busy."* A senior customer relationship manager who attended the 'Prove it or lose it' CQC session said *"The final seminar today was the most informative, motivating seminar I've ever attended. Thank you so much for the information delivered today."*



Overall, this was an inspiring event both for the Stow Healthcare team as presenters, and, based on the feedback, for all those who attended the talks. Hundreds of people joined the sessions over the two days, and the final talk, on evidencing your outstanding practice to CQC, which Alex contributed to, had over sixty people listen, most standing due to seats having run out! This was astonishing for the final session of the event, at a time where most people have packed up and gone home!



A Word Search fit for a King

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

It's Puzzle Time!

Test your knowledge!
Can you find all of the words relating to coronation?

Coronation	Carriage
King	Celebration
Charles	Throne
Crown	Palace
Procession	Windsor

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



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