

CARING & SHARING

Stories from Stow



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Stow Healthcare

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Directors' Welcome

Dear Reader,

I write these words the day after another fabulous Spirit of Stow Awards night. Yet again, it was uplifting to see staff from every home attend and to hear the judges' words about the amazing staff they had met and why their worthy winners were selected. There was a special energy in the room (and not just on the dance floor), which comes from people with real passion for their roles. One comment on the night was 'everyone just oozes the same values' and that is truly what we are about at Stow Healthcare.

Seeing staff from across our homes chatting, sharing stories and ideas, and dancing together made us realise what a special bunch of people we are lucky enough to work alongside. It was a pleasure also to recognise the achievement of our first overseas nurse, Lilian Uchechukwu who has, with the support of her colleagues at Stowlangtoft Hall and her own hard work, been awarded her UK nursing registration. Well done Lilian, and congratulations to you!

Best wishes,



Ruth French

Ruth French
Operations Director



Roger Catchpole

Roger Catchpole
Managing Director

What's New?

It has been a busy quarter at Stow Healthcare. From showcasing our homes during Care Home Open Week, to celebrating our staff at our in-house awards, there have been lots of events that recognise how fantastic it is to live and work in the Social Care sector.



In May, Skills for Care, the workforce development body for adult social care offered a limited number of tickets to the Coronation Procession to Social Care Staff. Diane McCallum from Cedars Place, Rachel Stringer from Melford Court, Alex Ball and Helen Hill from our Head Office received ballot tickets for the Queen Victoria Memorial Grandstand on the Mall, with Military personnel and NHS and Social Care staff. Despite the rain, the team had an excellent viewpoint for the processions and live audio from the Coronation ceremony which was shared on the Mall.

The weekend was extra special for our Operations Manager, Alex Ball who received a nomination from Professor Deborah Sturdy, Chief Nurse for Adult Social Care to attend the Coronation Concert at Windsor Castle. Alex was joined by Director Ruth French for a memorable evening of sensational musical acts and of course the spectacular drone display.

This was truly unforgettable experience for our staff to be part of a special moment in history, and to represent our industry.

Outstanding Leadership

Stow Healthcare was shortlisted at The Prospers, the Essex Care Sector Awards for the first time in July. These awards are open to all providers who deliver a care service to Adults in Essex and celebrate the very best of care across the county.

This year's awards were focused on sustainability and minimising the impact on the environment with eco-friendly trophy design, reusable table centres and a new category for climate action was added to the line-up of categories, which recognised innovation, achievement and outstanding contribution. The awards are spread across twelve categories including Community, Partnership & Collaboration, Diversity & Inclusion and the Climate Action: Towards Net Zero new for 2023 to reflect the ethos of this year's celebration.

Heather Choat, Home Manager at Halstead Hall, was shortlisted and crowned the Winner of the Outstanding Leadership Award. Judges said *"Heather has demonstrated outstanding leadership qualities and with a deep understanding of what makes a great care home, her passion and energy have been the driving force that has seen Halstead Hall excel at pace."*

Heather received the award at the afternoon ceremony at Cressing Temple Barns in Braintree and celebrated with colleagues from Halstead and Head Office who were there to cheer her on. Please join us in congratulating Heather for her well-deserved win.



Care Home Open Week

Stow Healthcare Celebrates Care Home Open Week

"The most important things in life are the connections you make with others." Tom Ford.

As we start to put covid restrictions behind us, we want to support our residents to build connections with people and benefit from the offerings that local groups bring to our homes. We are delighted to be able to open our doors to welcome the community back with open arms and there is no better opportunity to do this than Care Home Open Week which took place from the 26th June- 3rd July 2023.

Care Home Open Week is a nationally recognised week in social care that provides care homes with the opportunity to show what they have to offer, their fantastic facilities, activities and services, reminding their neighbours that they are there if they need support. It also provides the perfect opportunity to show fantastic career opportunities that are available in the sector, which encourages the community to support and build connections with their local service, considering how they can support those living and working in care communities throughout the year. We know that our homes are fantastic community hubs, with outstanding facilities, filled with the incredible people that live and work within them and we couldn't wait to show that off!

For Care Home Open Week, Halstead Hall raised money for the Care Workers' Charity by having a cake sale and dressing up. The team donned silly outfits including an inflatable flamingo, a camel and Cruella DeVil – all in order to make residents, relatives and colleagues laugh! Well done team!



In other homes, teams at Ford Place and Brandon Park organised an exchange day for residents and staff to share what life is like in their homes and enjoy the activity provision. The day started with a trip to Ford Place where the team laid on a wonderful spread with sandwiches and scones.

One resident from Ford Place then joined the team on their return journey to Brandon Park where they joined in with activities at the home including a tour. We hope to maintain this ongoing partnership moving forward with local sister homes who can provide partnership activities that benefit everyone!

Stowlangtoft Hall celebrated Care Home Open Week and National Cream Tea Day by hosting an Alice in Wonderland themed tea party.

The Activities team decorated the Hall with Alice in Wonderland themed bunting, balloons, cake stands, and they even had a 'Tweedle Dum & Tweedle Dee' cut out photo prop which brought a smile to everyone's faces! Residents and staff were joined by members of the public for this afternoon of fun!



Brandon Park Nursing Home



Premium, high-quality residential care

Located in the stunning grounds of Brandon Country Park, Brandon Park Nursing Home offers high-quality long-term, respite and convalescence care with beautifully landscaped gardens and idyllic scenery all around.

The care home offers a choice of newly refurbished bedroom suites, all of which include an en-suite wet room bathroom, a hair salon, comfortable communal spaces and an attractive dining room with a varied daily menu. In addition, the home also offers an excellent activities schedule for all to enjoy.

Brandon Park is also the home of the Maple Memory Centre that specialises in caring for people with memory challenges. The Maple Memory Centre is situated in a newly developed wing, adjacent to the original Grade II Listed mansion.

For more information or to book an appointment for Brandon Park, or any of our Suffolk, Norfolk and Essex homes, please contact our Admissions Team at 0333 2419707 or email: admissions@stowhealthcare.co.uk

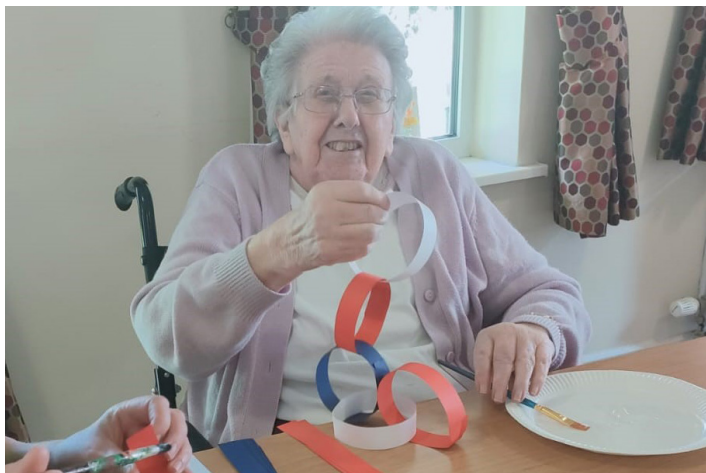
The King's Coronation

Celebrations fit for a King and Queen

In May, our homes marked the prestigious and much anticipated Coronation of King Charles and Queen Camilla with patriotic celebrations across the group. Our teams were extremely busy in the run up to the event with planning and preparations for the bank holiday weekend to mark this special occasion.



For many of our staff, this was the first coronation they had witnessed, whilst many residents have lived through the coronation of Charles mother, Queen Elizabeth II and have their own coronation memories that they have been able to share. Planning and preparation for the Coronation was a big part of the build-up to the event. The homes became a myriad of red, white and blue with union jacks around every corner.



Residents at Melford Court had an afternoon of making traditional paper chains in the patriotic colours that were hung throughout the home.



The cookery group at Brandon Park rolled up their sleeves to make traditional scones as part of their Coronation Day afternoon tea. Elsewhere residents coloured union jacks to create their own home-made bunting, decorating our homes from top to bottom ahead of the big day.



Across all of our homes the teams gathered together to watch the broadcast of the ceremony from Westminster Abbey.

There was much excitement as we got the first glimpse of the newly crowned King and Queen in the Gold State Coach as part of The Coronation Procession before they appeared alongside members of the Royal Family on the famous Buckingham Palace balcony for a flypast which included the famous red arrows.

Coronation crafts were a big hit over the weekend with residents making their very own crowns for the event.



Residents at Cedars Place enjoyed a game of 'pin the ears on the king' and Brandon Park residents took photos in their very own decorated throne.



A fabulous weekend was had across the group. We would like to say a huge 'thank you' to all of the staff who worked so hard to mark this historic occasion and to make it so special for our residents.

Residents' Corner - A Royal Ride

If you watched the Coronation Procession you would not have been able to miss the Iconic Gold State Carriage which was used to transport the newly crowned King Charles and Queen Camilla back to Buckingham Palace. The Gold State Coach is a living part of British History and has been a splendid sight at royal coronations, jubilees, and events since it was built in 1762. The Coach can be seen on display at the Royal Mews, during royal processions and of course via television but one resident has been lucky enough to get an even closer look!

Stowlangtoft Hall resident, Maisie Tompkins was lucky enough to sit inside the Royal carriage and shared her story with Operations Manager, Alex Ball who also saw the carriage in person during the 2023 King's Coronation Procession.

During the Second World War many historic artefacts, including pieces from the National Portrait Gallery and the Gold State Coach were moved from London to Mentmore Towers to keep them safe. Mentmore Towers, part of the Rothschild Estate owned by Lord Rosebery, was around the corner from Model Farm where Maisie and her sister grew up.

Maisie was invited by Lord Rosebery, to go and see the carriage and was even allowed to sit inside it. Like the late Queen Elizabeth II, Maisie confirmed that whilst the Gold Coach glistened from the outside, the seat itself was not very comfortable!



Alex shared photos and videos of the carriage during the coronation. Maisie said she remembered watching it on the television during Queen Elizabeth's Coronation but back then it was in black and white, so it was nice to see it all in colour and remember her special encounter at Mentmore Towers.

Spirit of Stow Awards 2023



Introducing the 2023 Spirit of Stow Awards Winners

Following its success last year, the 'Spirit of Stow' Awards returned with a bang for 2023. The main aim of these awards is to celebrate our fantastic staff and the dedication and care they deliver to our residents day in and day out. These awards have been designed and delivered in-house incorporating the 'spirit' and ethos of Stow Healthcare which is carefully aligned to the eight award categories.

Two new award categories were added this year, the 'Star of the Night' category to shine a light on our fantastic night staff as well as the 'Inspirational Volunteer' award to give back to those who give so much for our homes. Twenty-four finalists were shortlisted across nine categories, following over 100 nominations this Spring.

A huge thank you to everyone who submitted nominations and to our external judges who gave up their time to virtually interview our finalists before the winners were decided in May.

Winners were announced at a glittering ceremony held at the Athenaeum in Bury St Edmunds on the 13th July.

The night, hosted by event host and compere Steve Walls, was attended by nearly ninety guests including finalists, their colleagues and our judges who all came together to enjoy a night of celebrations.

We had fantastic feedback from staff who attended the event. One said *"Absolutely fantastic night. Everybody was so friendly and welcoming. Thank you for showering us with your appreciation. It is a pleasure to work for such an outstanding company"*.

A special thank you to Operations Manager, Alex Ball and Eve Fynn our Marketing and Communications Lead, who organised the evening, another fantastic event.

Don't forget to check Facebook to see photos of the night, and also photos taken from the fantastic photobooth. #SpiritofStow



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The Winners of the Spirit of Stow Awards 2023

The Outstanding Care Award Kerry Hay - Brandon Park



"Moving to social care after a decade in retail management, Kerry has embraced the change and has found her vocation. Kerry was incredibly proud to be a finalist but what she made clear was this award was for the team who have helped her through. This is what made her a standout star with the judges".

The Community Involvement Award Manson House



"Despite being new to the group, the team at Manson House have made fantastic efforts to bring community involvement to the home. This was demonstrated in so many different ways. Residents are now giving their own ideas for activities and community involvement which shows the great work this team has achieved".

The True Commitment Award Izzy Filby - Ford Place



"Izzy is breaking stereotypes and embracing her gardener role at Ford Place. She is truly committed to the home and her residents, making sure everyone can make the most of the outside space; even creating window displays for those who remain in bed, doing whatever she can to make it special. She is a shining star and a true asset to the team".

The Growth & Development Award Ellie Wyand - Halstead Hall



"Ellie's progression and growth is inspirational. She demonstrated the importance of ongoing training and learning and has a desire for more understanding and knowledge. Acknowledged for her leadership skills, Ellie has climbed the ladder at Halstead Hall in an incredibly short space of time".

Spirit of Stow Awards Continued...

The Star of the Night Award Sarah-Jayne Hennessy - Horkesley Manor



"Sarah-Jayne has a very positive attitude and is generally just good to be around. The judges were impressed by how she has embraced change, taking on the role as a super user for the digital system rollout and helping others to feel confident in using it. They also highlight how she supported new members of staff, sharing her passion for caring and always having a smile on her face!"

The Unsung Hero Award Kerry Lucas - Melford Court



"We all lead very busy lives and the idea of volunteering, giving your time and energy for no financial reward may seem impossible. Kerry has captured the real spirit of generosity of heart, giving her time, her enthusiasm for life and her passion for caring for others; that is why Kerry is thoroughly deserving of the unsung hero award."

The Inspirational Volunteer Award Tina Plant - Brandon Park



"Tina invests her time and her considerable skills to provide dedicated, person-centred activities in the true 'Spirit of Stow'. Tina demonstrated a clear passion and evidenced an understanding of the principles for empowering not only the family members living in the memory centre but also the whole staff team. She is a true inspiration".

The Stow Healthcare Team Award Brandon Park



"The team at Brandon Park have shown resilience, commitment and togetherness welcoming a new management team and embracing change to take the home forward on its journey. Last year's third 'Outstanding' rating is not the result of single individual, but a whole team effort and one that everyone should feel incredibly proud of."

The Catherine Catchpole Outstanding Achievement Award Marina Holder - Stowlangtoft Hall



"Marina is the member of staff everyone wants to be cared for by and work alongside. Being able to make deep connections with everyone in her workplace is what matters to Marina. From using just the right words with residents to ensure they always feel in control of their life, to supporting colleagues through difficult times, Marina is the person you want next to you. She maintains the highest standards and goes further than needed every time to make sure she can do her role to the best of her ability. She lights up the room with her warmth and positivity, and uses the power of a hug to make everyone feel special. Marina is this year's deserved winner of the Catherine Catchpole Outstanding Achievement Award."

Here are a selection of photos from the night!



Spirit of Stow Awards Photos of the Night



A grand opening at Horkesley Manor

We are thrilled to have recently celebrated the grand opening of both the Willow Nursing Unit and Aspen Memory Centre at Horkesley Manor, the newest member of the Stow Healthcare family.

Having only acquired Horkesley Manor in October 2022, the estates team have been working relentlessly to refurbish significant parts of the home, to create a home that is truly fit for the future.

Opening a new nursing unit at Horkesley Manor supports much needed nursing beds in the Colchester area, for people needing an enhanced level of care. Beautifully appointed suites in a variety of colour schemes, all with en suite bathrooms, and many with garden access have created a really special environment.

Willow Wing also hosts a gorgeous salon, perfect for having hair or nails done, and also has a variety of communal spaces including a spacious and relaxing lounge painted in soft greens.



The Aspen Memory Centre is the second of Stow Healthcare's ground-breaking facilities to support expert memory care in East Anglia.

It uses Montessori principles based on procedural learning systems. This is the part of our learning that controls repetitive muscle memory such as riding a bike. Family members living in the memory centre are empowered to rediscover skills they haven't used for some time, or even to learn new skills.

The homely dining room hosts a welcoming kitchen area with oven, sink and dishwasher. Regular activities such as washing up, baking and even ironing can support those living in the memory centre to feel a real sense of purpose and reason to get out of bed each day.



Homemakers support those living in the Memory Centre. Different to traditional care home roles, the role combines all elements needed to support family members throughout the day, doing away with uniform and other more 'clinical' things to create a homely environment and giving people the opportunity to really make the most of each day.



The stunning lounge with secure garden access creates a beautiful space for people to enjoy their lives, and the memory boxes on our walls help each person locate their room through objects meaningful to their lives.



Opened by Chief Nurse for Adult Social Care Professor Deborah Sturdy, the new elements to Horkesley Manor are sure to put this Stow Healthcare newcomer on the map!



The official opening of the Willow Nursing Wing and the Aspen Memory Centre with Stow Healthcare Directors, the team at Horkesley Manor and Professor Deborah Sturdy, Chief Nurse for Adult Social Care.

Contact Us:

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

Tel: 0333 241 9707

Email: admissions@stowhealthcare.co.uk

Web: www.stowhealthcare.co.uk

Activities for 2023 so far!

Brandon Park and the Maple Memory Centre

This summer, some of the residents at Brandon Park had a lovely trip to Thetford Garden Centre. Residents had a great afternoon looking at plants and walking around the shop, one resident bought a few pots of flowers and spring bulbs. The trip came to an end in the garden centre's café where they enjoyed a cuppa. A lovely time was had by all and residents commented that they would definitely like to go again!



Cedars Place

Some of the residents at Cedars Place enjoyed a trip to Halstead high street to watch the 'Ride London' cycle race competitors as they travelled through Halstead. There was even time for a sneaky ice cream whilst enjoying the amazing sunshine.



Ford Place



At Ford Place residents took part in some flower arranging to create some beautiful vases for their rooms. All the flowers were picked from the gardens and residents chose how they wanted their finished vases to look.

Halstead Hall



Residents at Halstead Hall paid their respects to our NHS being 75 years old! Staff and residents at the home enjoyed an open discussion about how they hope it will reach 100 years! They also spoke about uniforms through the ages and how it has changed, and especially how nurses no longer wear caps.

Manson House

Residents from Manson House had a fabulous time when they visited the Classic Car Show in Bury St Edmunds. The visit brought back lots of memories with one resident remembering when they bought their first Mini for £500, and another who used to take cars apart and rebuild them!



Melford Court

Melford Court residents have been busy this season collaborating with the local community. Residents joined the 'Long Melford Litter Pickers' to help keep their lovely village tidy. The team at the home would like to say a massive thank you to the helpers...Millie, Josh, Elaine, and Bernie, and a huge well done to the amazing residents.



Horkesley Manor and the Aspen Memory Centre



Horkesley Manor residents have been loving their newly decorated lounge. Since the renovations completed, they have been benefitting from using the space to enjoy a variety of activities, in particular baking. Recently residents made some delicious cornflake cakes and were very proud of their creations.

Stowlangtoft Hall



A lovely start to 'Beach Week' was had by all at Stowlangtoft Hall! Residents thoroughly enjoyed building sandcastles and reminiscing about their childhood memories!

Learning and Development

At Stow Healthcare we believe that developing staff through professional qualifications and stimulating training is key. As we emerge from the pandemic, we have been pleased to reintroduce in-person training to our staff. Whilst there are a wide range of resources available online, feedback from our teams is that they want to be able to share and discuss the training with their colleagues.

Our key topic for our staff supervisions for the next quarter is around fire safety and awareness. We have developed specific fire safety scenarios that are delivered in person help our staff to prepare for emergency situations that could happen at our homes.

These have been well received by the team and we have also seen visitors taking part in the exercise to help them feel more comfortable on what would happen in the event of a fire if they were in the home. If you would like to take part in one of our scenario exercises, please speak to a member of our management team.



The team at Stowlangtoft Hall taking part in an interactive fire drill scenerio alongside visitors to the home

We love to inspire young people to consider a career in social care! Across the group we work closely with local schools, colleges and universities to support students with their studies and open doors for them for the future. At the beginning of July we hosted Megan, a year 10 student from Stowupland High School who joined the team for a week of work experience with us. Megan has shared her experience of the week with us.

"From July 3rd to the 7th July, I was fortunate to be warmly welcomed by Stow Healthcare in their home Stowlangtoft Hall for my week of work experience. During my time, I can confidently say that I have learned more than I thought I would. That varies from data protection, safeguarding, social care, nursing, and general life skills. On my first day, I arrived with some nerves but settled in quite quickly; I completed and passed my data protection course in the offices and then visited the residents with the entertaining activity of building sandcastles during their 'Beach Themed' week. Just from day one, all I had was good things to say".



"Throughout the week, I visited their other home Manson House to sit in for an interview which was really interesting process to be part of. I continued to learn more, help with jobs for my employers, and build friendships with the residents and the people I was working with. I have thoroughly enjoyed my experience with Stow Healthcare and understood what it's like to be in a working environment".

Activities Development Day

The return of in-person learning has allowed us to relaunch our department development days. In May, our activities teams from across the group gathered at Stowlangtoft Hall for our second annual Activities Development Day.



Activities Coordinators from across our homes attending the 2023 Activities Development Day

This was delivered by our external training partner, who put together a bespoke day based on the delivery of purposeful and meaningful activities for residents.

The team explored the approach to care, delivered at our memory centres where residents are empowered to support themselves in everyday tasks such as washing, ironing, cooking and cleaning, and how this can be adapted for their own activities programme. Feedback from the day has been fantastic.

One of the main outcomes of the day was the chance for the teams to come together and share ideas and successes and look at common issues and how they can be resolved. Collectively the teams have formed a support network and work together as one large team rather than teams in eight separate homes.

Since the session we have seen resident exchanges happening with residents from Halstead Hall joining the team at Melford Court for a bingo afternoon, Afternoon tea for Ford Place residents at Brandon Park and an art session delivered at Stowlangtoft Hall by Matthew Peace from Manson House.

Career Cafes

Last year, we created the concept of 'Career Cafes' hosting multiple face-to-face sessions at every home which committed to the development of staff at every level. These are open-house informal meetings over coffee and cake to discuss career progression and training opportunities.

In June, we hosted a second round of Career Cafes including sessions at our newest homes Manson House and Horkesley Manor to review workforce development at these homes. We offer a wide range training and development opportunities to our teams from formal diploma qualifications to shorter courses on specific subjects such as falls, nutrition and End of Life Care.

Our teams also have access to sessions to enhance clinical skills including diabetes management, skin integrity and wound care and clinical care interventions available through our partners at the Integrated Care Board, local hospitals, and the hospice.

The aim of our Career Cafes is to support staff to understand what is available to them and how best to access these resources.



Since their launch in 2022 we have held almost 100 Career Cafe meetings with staff, culminating in 31 staff starting their diploma qualifications, two cohorts of Care Home Assistant Practitioner training and 34 other staff attending specialist training sessions as a result of these meetings.

Are you looking for to take the next step in your journey, do you want to learn something new and gain additional skills to support you in your role? Please email us at: training@stowhealthcare.co.uk to arrange a meeting to look at the opportunities available to you.



A Sizzling Summer Word Search

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

It's Puzzle Time!

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

Summer
Holiday
Lolly
Sand
Pool

Sunshine
Picnic
Ocean
Beach
Swim

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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