# CARING& SHARING Stories from Stow







Dear Reader,

The end of Spring has heralded some picturesque sights at our homes as the gardens burst into bloom and residents are out enjoying our green spaces – we are so lucky at every home to have this space to enjoy! Summer is going to bring a General Election and we will be supporting any resident who wishes to cast their vote. It will also see our third Spirit of Stow awards and thank you everyone for the staggering 180 nominations we received for individuals and teams – what a tough job it was for the shortlisters to narrow that down to 24 finalists! We will celebrate together in July and share the results in our next newsletter. Celebrating results is a bit of a theme as those of you who have heard about The Decaf Project will have seen. You can read more about our groundbreaking project in this edition and the impact introducing decaf drinks has had on reducing falls for our residents. Enjoy another packed edition of our newsletter!

Best wishes,



Rulto Frence.

Ruth French Operations Director



Roger Catchpole

**Summer Events at Stow Healthcare Homes** 

Roger Catchpole Managing Director

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## What's New?

Stow Healthcare continues to pave the way for innovation and excellence in our sector. It has been a busy start to 2024 for the team who have been out on the road at industry events celebrating success and sharing great practice.

Our first external awards event of 2024 saw the team at Halstead Hall reach the Grand Final of the Great British Care Awards at the ICC in Birmingham as they were amongst finalists in the Dementia Carer Category.

Although a trophy wasn't brought home this time, it is a huge achievement to reach the National Finals and compete against so many fantastic regionals from up and down the country.



Halstead Hall team at the National Finals in Birmingham

We would also like to extend our congratulations to the team at Ford Place who have been shortlisted in the Nursing in Social Care Category at the Norfolk Care Awards

This award offers the opportunity to celebrate teams and individuals that provide exceptional support in nursing care and winners will be announced at a celebratory event at Sprowston Manor in Norfolk in June. Good Luck to the team at Ford Place.

Outside of awards, Stow Healthcare was front and centre at the Care Show in London, one of the sectors largest events which combines exhibits and conference style learning sessions on key topics in the sector. Operations Director, Ruth French led informative sessions at the Outstanding Society Learning lounge including the day 2 headline session with CQC on the new inspection framework, as well as the importance of data following the success of Stow Healthcare's decaffeination project. Alex Ball, Operations Manager was part of panels talking about transformative leadership and inspiring the next generation into Social Care.

We are really proud to be able to represent Stow Healthcare on such a huge platform and are very much looking forward to supporting the event in Birmingham this autumn.

## Northern Lights Spectacular

On Friday 11th May, whilst many of us were tucked up in bed, nature treated us to a rare and wonderful sight as the 'Aurora Borealis', more commonly known as the Northern Lights, lit up the sky across Norfolk, Suffolk and Essex.

The Northern Lights, normally only visible in northern parts of Britain and Scandinavia could be seen across parts of the UK as a result of the most powerful solar storm in almost twenty years. Whilst these lights were difficult to see with the naked eye, a simple phone camera enhanced the view and captured some spectacular images.

Thank you to staff and visitors who shared their photos with us on our social media platforms. To see the images please visit our Facebook page: @stowhealthcare

Here is one of our favourites taken from the night.



Northern Lights over Long Melford. Photo credit - Elaine King, staff member at Melford Court.

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## Spirit of Stow 2024-Finalists Announced

## The Spirit of Stow Awards 2024 Finalists Announced

### **Outstanding Care Award**

Aleksander Zivkovic, Horkesley Manor Corrinne Collis, Halstead Hall Mandy Sills, Brandon Park

### **Growth & Development Award**

Sarah Murray, Stowlangtoft Hall Sian Munson, Horkesley Manor Velu Sivakumar, Cedars Place

### **Star of the Night Award**

Donna Burton, Manson House Juliet Ndungu, Horkesley Manor Sarah Warren, Halstead Hall

## Stow Healthcare Family (Team) Award

Ford Place Domestic Team Halstead Hall Kitchen Team Stowlangtoft Hall Domestic Team

### **Community Involvement Award**

Brandon Park Activities Team Ford Place Activities Team Stowlangtoft Hall Activities Team

#### **True Commitment Award**

Leone Scott Simmonds, Horkesley Manor Lisa Grimshaw, Halstead Hall Martha Hamlin, Melford Court

### **Supporting Star Award**

Liz Burton, Ford Place Selina Sutton, Stowlangtoft Hall Shelly O'Farrell, Group Office

## Catherine Catchpole Outstanding Achievement Award

Kate Goldsmith, Manson House Kim Steed, Melford Court Michelle French, Cedars Place





### The Winners of the Spirit of Stow Awards 2023

The Spirit of Stow Awards are returning for their third year. Our in house awards were set up in line with Stow Healthcare's core values to recognise and celebrate the fantastic work that goes on across our homes.

This year we welcome a new category- The Supporting Star Award'. This category aims to recognise those staff that sit outside the usual categories but play an integral part in the running of our homes. This could be through maintenance, administration or support at a group level, we want to make sure everyone has the chance to be recognised.

We are delighted to announce this year's Spirit of Stow finalists who will go through to the next stage with our external judges who will decide who will be awarded our winners in each category.

All of our finalists, along with a colleague of their choice will be invited to the Spirit of Stow Gala Event which will be held at the Athenaeum in Bury St Edmunds on the 11th July. This is a wonderful night of music, dancing and celebration where the winners of each category will be announced and presented with their awards.

This year we received over 180 nominations for staff across the group, thank you to everyone who took the time to nominate. Many of these nominations will also be taken forward to external awards in the autumn. To acknowledge all those who received a nomination, special nominations cards have been sent out to staff by post so they know their hard work is recognised.

Good Luck to this year's finalists who will be attending their judging interviews throughout May and June. We can't wait to see you all on the 11th July. Keep an eye on our social media platforms for the latest updates.



The Spirit of Stow Awards returns to the Athenaeum

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## Manson House Residents 'Strike a Pose'

### "Come on, Stowgue!"...

This year, residents at Manson House in Bury St Edmunds took part in a new innovative project to prove you are never too old for the spotlight as they launched Stow Healthcare's first fashion project- Stowgue!

Inspired by the iconic actress Miriam Margolyes who appeared on the front cover of Vogue magazine in July 2023 aged 82 years, residents at Manson House embarked on a creative journey to become cover stars of their very own 'Stowgue' magazine. The aim of project 'Stowgue' was to celebrate the diverse personalities and life stories of residents living at the home whilst adding a touch of glamour and creativity to their lives.

The team at Manson House set up a photoshoot for residents at the home who donned their favourite outfits, complete with picture perfect hair and makeup to pose for the camera. The covers were completed with personalised headlines unique to each individual, capturing elements of their personalities, life histories and words of advice shared as part of the experience; an ultimate showcase of the timeless beauty and wisdom that comes with age.

At Stow Healthcare, we believe that every individual, regardless of age, deserves to feel celebrated and valued. After seeing Miriam's Vogue cover last year, we thought this is absolutely something our residents can replicate. We wanted to challenge preconceived notions about life in a care home and highlight the incredible stories and personalities that live with us.

One of the residents at Manson House who took part in the project said "It was a team effort from all of us, one of my friends here even let us borrow some of her accessories that matched our outfits. It was nice to see everyone dressed up." She added "We are not just all sitting back and waiting to die, we are doing things!"

Hearing about the project's success, the team at ITV News Anglia visited the Manson House to cover the project and surprised staff and residents with a video message from the woman herself! In a personalised message to the home Miriam Margolyes described her Vogue experience as a "thrill" and shared her motto for life which is "Live it now, don't put it off."

The culmination of the project took place at the 'Stowgue' Celebration event, where each resident was presented with a framed edition of their final front cover. Residents and staff gathered in a 'catwalk style' presentation, raising glasses of fizz to celebrate each other's finished covers. Prizes were awarded by Operations Director, Ruth French & Operations Manager, Alex Ball for the top three covers that most embodied the glamour, personality and fun inspired by Miriam's original cover image.

#### The winners were:

1st Place - Elspeth Dennis- Jones 2nd Place - Graham Thompson 3rd Place - Pat Cobb

Beyond being an opportunity for residents to look and feel special, 'Stowgue' fostered a profound sense of community, creativity, and empowerment. Through this project, the team at Manson House Care Home not only challenged stereotypes but also provided a platform for residents to shine, proving that you are never too old to look and feel special.



ITV Anglia News broadcast the Stowgue event







JANUARY 2024



INTO THE

IN LOOK

## Manson House Residents 'Strike a Pose'

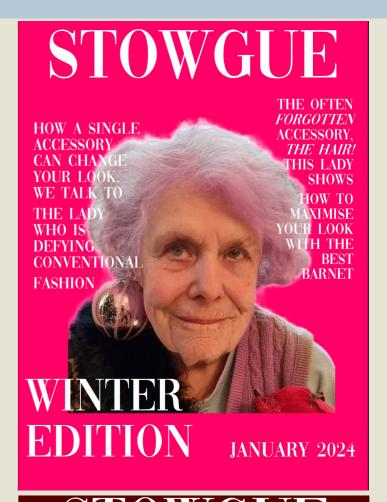


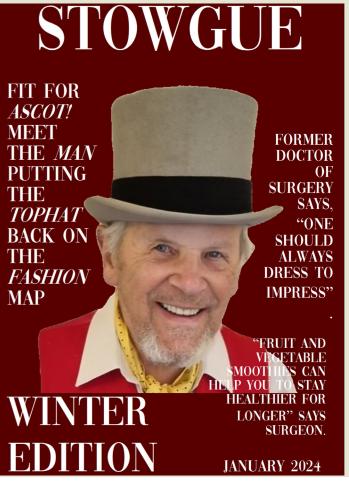












## Staff News and Celebrations

## **Qualification Success**

At Stow Healthcare, we are passionate about workforce development and supporting our staff to achieve professional qualifications to support them in the role with us. We a proud to congratulate the below staff who have completed their qualifications in 2024

#### **Georgina Decarteret**

Level 3 Apprenticeship: Lead Adult Care Worker

#### **Kayleigh Munford**

Level 3 Apprenticeship: Lead Adult Care Worker

#### **Paige Piesse**

Level 3 Apprenticeship: Lead Adult Care Worker

#### **Przemyslaw Liwak**

Level 3 Diploma in Adult Care

#### **Mandy Short**

Level 3 Diploma in Adult Care

#### **Anzhela Velsh**

Level 2 Diploma in Adult Care

#### Jozefina Joseph-

Level 5 Diploma in Leadership and Management for Adult Care

We are proud to be working with Sara Hobbs at Essex Care Consortium who is now our partner for Health and Social Care Diploma qualifications. Sara is based in East Anglia and will be supporting staff across the group to embark on qualifications. We are currently working with the next cohort of learners to get their mandatory training completed and to enrol them onto their qualifications to support them in their next steps in their career. If you are interested in hearing more about training and qualifications at Stow Healthcare please email: training@stowhealthcare.co.uk



Georgina Decarteret and Paige Piesse receiving their certificates at Stowlangtoft Hall

### **Retirement Celebrations**

The housekeeping team at Stowlangtoft Hall gathered together to bid a fond farewell to Diane Morley who retired from her role in March. Diane had dedicated 17 years' of service to residents at Stowlangtoft Hall receiving her milestone Long Service Award in 2022.

Diane has been a much-loved member of the housekeeping team amongst staff and residents and will be missed by the team. To celebrate her last day, the team organised a surprise tea break with colleagues, old and new, who had come to wish her a happy retirement.

From all at Stowlangtoft Hall, we would like to thank Diane for the contribution she has made to the home and wish her a very happy retirement.



## Chief Nurse Recognition for Stowlangtoft Hall

It has been celebrations all round for the team at Stowlangtoft Hall who received a surprise from the Chief Nurse for Adult Social Care Professor Deborah Sturdy. The team were given a Chief Nurse Award Team Award in recognition of the work they have done to support student nurses on placement during their studies.

The award was made following a nomination by the NHS Suffolk and North East Essex Integrated Care Board who have worked closely with the home to support access for student nurses into social care as part of their training.

Over the past year, the team has welcomed both student nurses and student nursing associates, totalling close to 800 practice hours. Their commitment to nurturing the next generation of healthcare professionals is truly commendable.

To mark this huge achievement, Professor Deborah Sturdy and Lisa Nobes, Chief Nurse for the area joined the team at Stowlangtoft Hall for their surprise presentation, which was completed virtually.



Stowlangtoft Hall received Chief Nurse Award

When presenting the award Professor Sturdy said: "It was an honour to recognise the outstanding achievements of the team at Stowlangtoft Hall, who have not only supported their nursing students exceptionally well but have also made significant contributions to the community. I was delighted to present them with the Chief Nurse for Adult Social Care Team Award."



Stowlangtoft Hall residents celebrate with the team

The team were incredibly taken aback to receive this award from Professor Sturdy. As part of the presentation, it was particularly special to have a graduate nurse who joined the team having completed her placement here, as well as a student nurse who the home were supporting in her final year placement. These nurses are the future of Social Care and we are proud to champion them.

Alex Ball, who oversees workforce development for Stow Healthcare Group, was also presented with a Gold Award from the Chief Nurse for her own contribution to workforce development added: "I am so proud of this recognition, both personally, and for the team at Stowlangtoft Hall. We work hard to dispel the myths and promote rewarding careers in nursing and social care. To be nominated externally by our colleagues at the integrated care board is what makes this recognition all the more special."

The Chief Nurse Awards were launched by the Department of Health and Social Care in 2021 to celebrate the range, experience, and diversity of the Social Care workforce. Would you like to nominate a team or an individual for a chief nurse award? For more information please contact us at: enquiries@stowhealthcare.co.uk

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## Industry News

## Cuppa Today? Decaf's the Way!

Following its launch in June 2023, we are proud to announce that the results of Stow Healthcare's Decaffeination Project have been published!

Stow Healthcare's decaffeination project saw residents across our eight homes offered decaffeinated hot drinks as standard in a bid to reduce falls experienced rushing to the toilet.

The trial conducted in partnership with Care England followed a similar initiative by University Hospitals of Leicester NHS Trust (UHL) in 2021. Noticing that many hospital patients were falling on the way to the toilet, Continence Nurse Specialist Sarah Coombes suggested switching to decaffeinated drinks to reduce bladder and bowel urgency in those with an overactive bladder or incontinence. Within three months, toileting-related falls in the hospital were down by 30%.

Falls are the most common cause of injury-related deaths in people over the age of 75. People living in care homes are three times more likely to fall than those living at home; they are generally more frail, less mobile and have a higher prevalence of incontinence than the general population. Recognising this, we sought to trial the initiative in a residential care home setting. Roughly 300 residents across our eight care homes were given the chance to blind taste-test caffeinated and decaffeinated drinks. Over 90% of residents chose to take part in the trial after being told about the potential health benefits of making the switch, with the choice of caffeine always available on request.

Over six months between June – November 2023, falls associated with residents going to the toilet dropped by 35%.







University Hospitals of Leicester With fragility fractures in social care estimated to cost the NHS £1.1bn per year, replicating these results across the sector could save £85m per year in prevented falls and hospital admissions. That's not to mention the thousands of lives which would be positively impacted. Residents, staff and families at Stow Healthcare's facilities have described the "huge difference" made by switching to decaf and pride in being a part of the trailblazing trial.



Cedars Place resident Bob Leese and Michelle French

Bob Leese, Resident at Cedars Place Care Home in Essex, said: "It was noticeable that after the trial started, falls got less and less. I'm not saying that I never fall over but it's certainly not as frequent. I didn't always get a full night's sleep, but my sleep has got better."

Michelle French, Deputy Manager at Cedars Place Care Home in Essex, commented "It has been great to see the difference that decaf appears to have made to some of our residents. I know that some of them feel proud to be part of this research. I think decaf has helped people's urinary continence – one person just has a pad for reassurance now as they know they can get to the loo in time. I never drank coffee as it made me shake. However, I didn't' realise how much caffeine tea has in it, and since changing to decaf as part of this project, I have found that I sleep better, and my concentration levels seem better as I do not have highs and lows following a caffeinated drink."

Jo Churchill, former MP for Bury St Edmunds said: "Stow Healthcare told me about taking part in this amazing trial when I visited them earlier this year. The trial has been shown to reduce falls amongst older people by simply switching to decaffeinated drinks.



With an impressive 90% of residents taking part voluntarily and such positive results, this really could be a game changer. If the trial was rolled out on a wider scale over £1 billion could be saved, but mostly all the pain and suffering of an individual having the fall could be avoided. I hope the other healthcare settings will follow this simple idea to reduce falls. Once again well done to the whole team at Stow Healthcare."

The decaf project has been eye-opening for all of us at Stow Healthcare. Our residents and staff have been fully engaged in this project from the moment we launched.

To achieve a falls reduction of 35% connected to going to the loo is a significant finding for us all in social care. The impact of a serious fall can have devastating consequences, and finding simple ways such as decaf drinks that might reduce this risk is ground-breaking.

We are proud to be paving the way for research in social care. This simple, low-cost initiative has had a large-scale impact and proves that you don't have to wear a white coat to be a scientist!

For more information about The Decaf Project and to download some useful resources please scan the QR Code or visit: www.stowhealthcare.co.uk/ the-decaf-project



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## Cedars Place Nursing Home









## Premium, high-quality residential nursing care

Situated on 2 acres of beautifully landscaped gardens close to the market town of Halstead, Cedars Place Care Home provides high-quality nursing and residential care for adults.

Acquired by Stow Healthcare in 2020, the home has seen extensive refurbishment, including newly decorated bedrooms, comfortable communal spaces, a dining room and a welcoming coffee lounge. There is a variety of bedroom suites available, all with nursing provision and some featuring en-suite wet-room bathrooms. The home also includes a hair salon and beautiful landscaped gardens with a vegetable patch. Additionally, the home provides an excellent activities schedule for residents to enjoy.

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



## Fundraising News

## Cedars Place hosts 'Brew for the Crew

Cedars Place care home recently hosted a heartwarming event, 'Brew for the Crew', in support of the Essex & Herts Air Ambulance (EHAAT) charity. The event in March, brought together residents, families, and members of the local community for a delightful morning of camaraderie over cups of tea and cakes. The Air Ambulance charity based in Earls Colne, urges local residents and businesses to join the initiative by hosting their own 'Brew for the Crew', every sip counts towards supporting the invaluable services provided by the air ambulance.





During the event, EHAAT volunteer, Peter Hennessey, took the opportunity to thank the team at Cedars Place for their support and kindness which the vital emergency service relies on to operate 24/7, ensuring help is always available when it's needed most.

The morning raised just over £50 and the home is continuing to fundraise for the service through events and donations planned for the future. We hope we can welcome the team back to the home in the future and continue this fantastic friendship between the Air Ambulance service and residents at Cedars Place.

## Ruby's leap of faith for the Alzheimer's Society

Ruby Sayer, a member of the activities team at Brandon Park in Suffolk is facing her fears this summer by taking part in a charity skydive to fundraise for the Alzheimer's Society.

Ruby wanted to take up the challenge and raise money for a charity close to her heart and will be taking the leap and completing the challenge on Friday 9th August.

You can use the QR code to find out more about Ruby's fundraising efforts, and also read about the incredible work that is achieved by the Alzheimer's Society.

We are really proud of Ruby's efforts and wish her every success in her challenge.



To support Ruby, please scan here.



Activities Coordinator Ruby with residents at Brandon Park

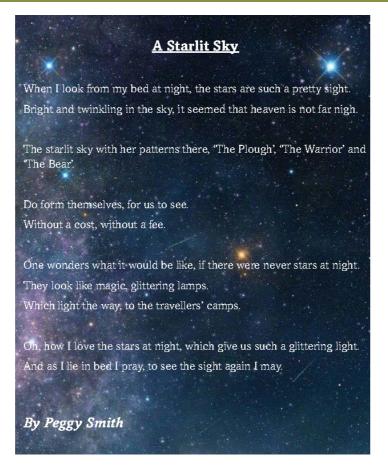
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## Residents' Poetry Corner

## 'A Starlit Sky' - By Peggy Smith at Melford Court

Melford Court resident Peggy Smith has recently recited a poem to residents and staff. The poem is her own work, it's called 'A Starlit Sky' and Peggy would like to share it with you. Peggy can remember back to her teens when her love of poetry began. This was during her time spent working on the land pea picking. Peggy would have to fill a large sack for which she earned 1 shilling! Although hard work, Peggy has fond memories of this time. She enjoyed the farmland and working outside in the big open skies, maybe this was the inspiration for her beautiful poem. These days Peggy still loves the outdoors and whenever possible, she enjoys spending time in the garden at Melford Court.





## A poem by residents at Brandon Park

At Brandon Park residents have been busy testing their poetry skills and decided to write a poem about their beautiful home.

The purpose of the poem was for the residents to express the way they view Brandon Park and how they feel about it as their permanent home. They wrote the poem together with very little help from the activities team and it took them a whole day to complete it. The poem is titled 'How majestic is this place?'.

Once finished, resident, Rona, had the honour of reading the poem to the local 'Poem Society'. They were very impressed by their creation and even asked if they could have a copy to use for their own purposes.

Both the team and residents at Brandon Park all feel very proud of their poem, and the meaning it has behind it.

The poem is currently displayed for all to see in one of the hallways at the home.



## Join our Nursing team today!



## **REGISTERED NURSES TO JOIN OUR TEAM**

If you are a qualified Registered Nurse who strives to deliver quality care to the elderly at 'Good' and 'Outstanding' rated services, why not join our national award-winning team?

- Industry leading rates of pay
- £2000 joining bonus\*
- NMC PIN Registration and revalidation fully funded
- Career development opportunities Clinical Lead, Management, Nursing Specialisms
- 28 days annual leave, plus your birthday off!
- Refer a friend bonus scheme
- Nest Pension

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!** 

## Resident Activities

### Brandon Park and the Maple Memory Centre

STOW HEALTHCARE GROUP NEWSLETTER - VOLUME 3 - ISSUE 1

The Brandon Park residents' knitting club has not only been creating beautiful blankets but also making a meaningful contribution to their local hospital. Their fabulous efforts will surely bring comfort and warmth to many babies and children in need. What a wonderful way to suport the local community.



#### Cedars Place

In March, residents at Cedars Place supported National Nutrition and Hydration Week by promoting a healthy diet and exercise routine. They engaged in a variety of enjoyable and healthy activities, including making mocktails, fruit salads, and smoothies, as well as peeling and chopping fruit. Additionally, some lovely refreshing garden walks were a perfect way for residents to stay active and enjoy the outdoors.



#### Ford Place



At Ford Place, residents had a lovely afternoon reminiscing and sharing memories using Google Earth on the big touch screen. This activity allowed them to virtually visit places from their past and sparked conversations as they recalled cherished moments and shared stories with each other.

#### Halstead Hall



Halstead Hall celebrated National Bumblebee Day with enthusiasm, focusing on raising awareness for the preservation of the species. Residents particularly enjoyed the wonderful activities ladies dressing up as 'busy bees' for the day. This helped to make the event memorable, fun and engaging for everyone involved.

#### Manson House

At Manson House, residents have been busy and creative decorating upcycled CDs to make beautiful sun catchers for the garden. The garden group also enjoyed getting their hands dirty by potting up small plants in preparation for creating lovely baskets later in the season.



#### **Melford Court**

What better way for residents to spend a Sunday afternoon at Melford Court than enjoying the beautiful sunny weather! Residents loved sitting in their pretty garden, reminiscing about their travels and past holidays. This delightful activity brought back many happy memories and provided lots of laughs. It was a perfect way to relax and enjoy the outdoors.



#### Horkesley Manor and the Aspen Memory Centre



At the Aspen Memory Centre, residents have been enjoying a sense of independence through various housework activities. They have been participating in tasks such as loading and unloading the dishwasher, ironing, and making cups of tea. Additionally, they have been engaging in dexterity games, which not only provide fun but also help in maintaining motor skills.

### Stowlangtoft Hall



At Stowlangtoft Hall, residents enjoyed a lovely afternoon creating beautiful works of art. Everyone was very proud of their work, however the activity was particularly special for a 99-year-old lady who had recently expressed a desire to paint again. A promise was made to her by the team that they would make it happen, and when it did, she said it made her day!

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## Stow Healthcare Homes - Summer Events

Melford Court - Family Fun Afternoon - Saturday 6th July at 2pm Stowlangtoft Hall - Family Fun Day - Saturday 6th July at 2pm Ford Place - Summer Fete - Saturday 13th July - 2-5pm Manson House - Big Summer Fayre - Saturday 13th July - 2-4pm Halstead Hall - Summer Fete - Saturday 27th July - 2-4pm Horkesley Manor - Summer Fete - Saturday 3rd August at 2pm Brandon Park - Summer Fete - Sunday 4th August - 11am-4pm Cedars Place - Summer Fete - Saturday 17th August - 3-5pm

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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