

CARING & SHARING

Stories from Stow

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Stow
Healthcare



CEO's Welcome

Dear Reader,

It's a pleasure to introduce my second edition of Caring and Sharing as CEO of Stow Healthcare. In my first few months in this role, I've been inspired by the dedication of our colleagues and the warmth of our residents and families. It is clear to me that the heart of Stow lies in its people.

This edition is packed with stories that showcase the vibrancy of life across our homes. We celebrate the success of our 2025 Spirit of Stow Awards, a highlight in our calendar. We look ahead with excitement to the refurbishment work now underway, and I am also delighted to welcome back our Marketing Manager, Eve Fynn, whose creativity and energy will be a real asset to the group once again.

As always, my vision remains centred on keeping our residents at the heart of everything we do, while supporting our colleagues with the tools and encouragement they need to succeed. I look forward to visiting more of you in the weeks ahead, and I thank you for the warm welcome you have shown me so far.



Best wishes,

Kay Cox
Chief Executive Officer

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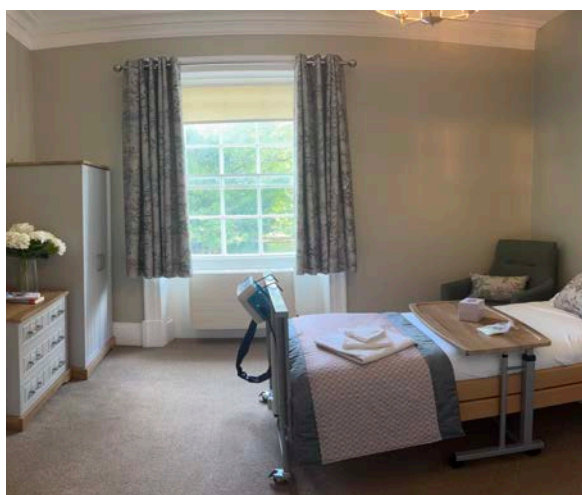
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Group News

It's been a busy time across our homes, with lots of improvements to share.

At Cedars Place, bathrooms and toilets have new flooring, and bedrooms are being refurbished with fresh décor and flooring. The cottage area has also benefited from new windows being installed. Halstead Hall looks brighter than ever, with a redecorated dining room and activities room, new fencing to the decking, plus a refreshed reception and office area. Horkesley Manor has received new guttering and external decoration, and work has started on exciting new designs for communal areas. At Stowlangtoft Hall and Ford Place, bedrooms are being redecorated with new flooring, while Brandon Park will boast a large new patio space and secure fencing for residents to enjoy.

These updates are helping us to create safe, fresh, and welcoming spaces for everyone.



Welcome Back Eve!

After nearly nine months away, I'm thrilled to have returned to Stow Healthcare, a place where purpose and passion truly align. During my time away, I've had the opportunity to learn, grow, and gain fresh marketing perspectives, but nothing compares to being back among such dedicated and compassionate colleagues and a team that truly cares.

There's been a lot of change while I've been away, and I'm genuinely excited about the future and all that lies ahead. I'm really looking forward to working with Charlie as we continue to promote our beautiful homes and celebrate the incredible work we do every day. It's a privilege to be part of a mission-driven organisation, and I'm especially excited to work with Kay and support her inspiring vision and leadership.

The future feels full of possibilities!



Eve Fynn
Marketing Manager

Spirit of Stow Awards



The 2025 Spirit of Stow Awards Winners

The Spirit of Stow Awards returned in July, celebrating the dedication, compassion, and care shown across Stow Healthcare. Planned and delivered in-house, the awards highlight the people who go above and beyond every day, across nine categories.

We saw over one hundred nominations, with twenty-four finalists shortlisted. Winners were revealed at a glittering ceremony at the Athenaeum in Bury St Edmunds on Thursday 10th July, hosted by Steve Walls, Presenter and Compere. Nearly one hundred guests attended – a record high – including finalists, guests and judges. The atmosphere was filled with pride, appreciation and celebration, as the evening once again showcased the outstanding talent and commitment within our homes.

The event also carried a moment of reflection, as we bid a fond farewell to former Directors, Ruth French and Roger Catchpole, who have been instrumental in shaping Stow Healthcare. At the same time, the evening marked a new chapter as we welcomed our new Chief Executive Officer, Kay Cox, who now leads Stow Healthcare into its next era.

A special thank you goes to Andreea Sisestean, Operations Lead, Charlie Diamond, Marketing & Communications Lead, and Alicia Dolby, Operations Assistant, for delivering another outstanding event and ensuring the Spirit of Stow Awards remains a true highlight of our year.

2025

This Year's Category Winners

The Outstanding Care Award Lubica Sharpe - Melford Court



"She doesn't seek the spotlight—she shines it on her team. Her strength lies in empathy, her joy in others' happiness, and her legacy in every life she touches. She brings people together with compassion and purpose, creating a space where both residents and staff feel seen, safe, and valued."

The Community Involvement Award Ford Place Domestic Team



"Ford Place Domestic team exemplify dedication, compassion, and teamwork, going above and beyond in every aspect of their roles. From doing residents' hair and nails, to helping carers, covering during crises like norovirus, and ensuring residents feel seen and valued - this team puts in the invisible work that makes the biggest difference."

The True Commitment Award Halstead Hall Kitchen Team



"The judges knew how difficult this category was going to be, there were so many nominations initially, what they were looking for was that they were showing exceptional commitment to their home and residents going above the call of duty."

The Stow Healthcare Team Award Horkesley Manor Nurse & Care Team



"What was evident to the judges was how each home works as one large family. This year they had diverse nominations that showed that they are there for each other, the relatives and residents whenever they are needed, no matter what their role is! Each home will have their own dynamics, but what was evident to the judges is that bond of working together sometimes against the odds."

Spirit of Stow Awards

The Supporting Star Award Iain Barnes - Support Office



"Iain has been instrumental in helping reshape the operational backbone of Stow, making him a truly deserving winner of the Supporting Star Award. In just two years, Iain has helped transform essential systems ensuring the smooth and efficient running of services across the entire organisation."

The Star of the Night Award Linda Elmer - Stowlangtoft Hall



"With over twelve years of dedicated service, Linda has become a much-loved member of the team at Stow. Having transitioned from day shifts to nights, she found her true calling working through building a strong sense of teamwork. Residents describe her as caring and attentive, always knowing how to bring comfort or laughter when needed."

The Growth & Development Award Zoe Greenacre - Brandon Park



"Zoe clearly and passionately, understands the importance of developing her own knowledge and supporting other members of the team at the Maple Memory Centre to enrich the lives of those living with memory challenges. Zoe has applied new approaches such as the principles of Montessori for Dementia, to ensure that individuals have fulfilling lives, underpinned by her own development and leadership, and a team that in her own words she "is very proud of."

The Unsung Hero Award Rachel Stringer - Melford Court



"This year's Unsung Hero has demonstrated their kindness to staff, their presence uplifts spirits and fosters a sense of belonging. They make sure all the little things that mean so much to residents are done just the way they like them. They have a "can do" rather than a "can who" attitude to everything they do, inside and outside of work including raising money for a charity in memory of a hero of their own. They understand that kindness costs nothing but can mean everything to someone in need."

Continued

The Catherine Catchpole Outstanding Achievement Award Donna Burton - Manson House



“Donna represents the best of Stow Healthcare. Joining the team eight years ago as a domestic and gradually learning all the skills to be a senior carer, Donna has always been trusted and valued. Donna’s absolute passion for her role was identified by visiting paramedics who were blown away by her skills, but moreover her rapport with, and knowledge of, her resident who was frightened and vulnerable during a health emergency. They were so impressed they contacted the company to share their outstanding experience with Donna. The compassion she shows to all in her care is something we can all aspire to.”

Some Photos From the Night!



Spirit of Stow Awards



Photos



Ruby's Skydive for Alzheimers

Facing your fears is never easy, but our very own Ruby, Activities Coordinator at Brandon Park, proved that courage and determination can achieve something extraordinary.

Ruby said of the skydive, *"Taking on a skydive was one of the scariest things I've ever done, especially because it meant facing two of my biggest fears: heights and planes. Sitting at the edge of that plane door, my heart was racing and every part of me wanted to back out. But I took the leap (quite literally), and it's something I'll never forget. The fear was real, but so was the sense of pride when I landed. I did something I never thought I could do, and in doing so, I raised £1,300 for the Alzheimer's Society, a cause that means so much to me. I'm incredibly proud to have turned a fear into something powerful and positive."*

Nikki, a fellow Brandon Park Activities Coordinator, commented *"So after a couple of cancellations last year due to weather, Ruby finally took the leap for Alzheimer's! We are so super proud of our Activity Coordinator for braving her fear of heights for a charity so dear to all our hearts."*

Together, Ruby's bravery and determination not only raised an incredible amount for a cause close to many hearts, but it also inspired her colleagues and residents alike. A huge well done Ruby, you've truly soared to new heights!



Horkesley Manor Residential Home



An industry leading private nursing facility

Located just 10 minutes from Colchester in the village of Great Horkesley, Horkesley Manor provides expert residential, nursing and dementia care in a safe and supportive environment.

Our dedicated Aspen Memory Centre offers 24/7 care for those living with memory challenges, delivered by a specialist and compassionate team. Residents enjoy personalised suites with Wi-Fi and optional phone connections, alongside welcoming communal areas and peaceful garden spaces.

Get in touch today to find out more about life at Horkesley Manor.



For more information or to book an appointment please contact our Admissions Team on 0333 2419707, admissions@stowhealthcare.co.uk or visit www.stowhealthcare.co.uk

Suffolk Homes Rated

Recognition in our Suffolk homes reflects the hard work of teams and investment in our homes

We are proud to share the news that all four of our Suffolk homes have been rated 'Excellent' by Suffolk County Council following recent inspections.

This fantastic result was awarded to Brandon Park, Melford Court, Stowlangtoft Hall and Manson House, each of which has been visited by inspectors under Suffolk's new local authority framework. This inspection process looks closely at areas such as safe staffing, the quality of care, and the cleanliness of the home environment.



Brandon Park has been rated Excellent 2025

The recent visits took place at Brandon Park (April 2025) and Manson House (May 2025), both of which received glowing reports. Inspectors spoke with staff, residents and relatives, reviewed records, and observed daily life in the homes, ensuring a thorough assessment of the care provided.

Some of the key strengths highlighted included a focus on staff training, with inspectors noting Stow Healthcare *"actively supports staff members in their professional development, encouraging them to pursue further qualifications or attend relevant conferences and workshops."*

Commenting on the achievement, Kay Cox, CEO of Stow Healthcare said: *"To see all our Suffolk homes recognised by the local authority as being 'excellent' is wonderful. These truly are great homes and we were delighted to welcome our colleagues from Suffolk County Council to come and spend time in each home to really see the outstanding care being delivered each day. We couldn't be happier for our teams and our residents to have this well-deserved result."*

Kay added that these outcomes also provide a strong foundation as the homes prepare for upcoming Care Quality Commission inspections, giving residents and families added confidence in the high standard of care across Stow Healthcare.

This success is a true reflection of the hard work, dedication and compassion shown by our teams every day – a standard of excellence that we are proud to see recognised across Suffolk.



Manson House rated Excellent 2025

‘Excellent’

In addition, success has also been seen in Essex, where Horkesley Manor, near Colchester, was recently rated ‘Good’ in every category by Essex County Council inspectors. The result marks a remarkable turnaround for the home since joining Stow Healthcare in 2022, with inspectors praising both the new specialist dementia memory centre and the innovative Decaf Project, which is gaining national recognition for reducing falls.

CEO Kay Cox described the outcome as *“a fantastic result that shows the amazing work the team have been doing since we acquired the home,”* further noting the investment made in nursing provision, dementia care and the building itself has transformed Horkesley Manor into *“a truly lovely place to live, work or visit.”*



Horkesley Manor has shown a vast improvement since being acquired in 2022

Visit our Memory Centres



Exceptional Memory Care at the Maple & Aspen Memory Centres

The Maple Memory Centre at Brandon Park and the Aspen Memory Centre at Horkesley Manor provide industry-leading memory care in beautifully designed, tranquil settings. We are committed to delivering exceptional care, comfort, and dignity for those with memory challenges.

Our centres offer premium accommodation with high-quality furnishings, spacious suites that can be personalised to feel like home with access to communal facilities and stunning gardens. Residents benefit from expert, compassionate support in a safe and welcoming environment, ensuring the highest quality of life.

For more information or to arrange a visit, call **0333 241 9707** or email **admissions@stowhealthcare.co.uk**.

Summer Fetes!

Brandon Park and the Maple Memory Centre



Brandon Park's Summer Fete and Dog Show were both huge successes and raised £2,500 for their activity fund! The community turned out to participate in both garden events winning prizes generously donated.

Ford Place



Ford Place embraced the summer spirit with a Beach Day. The day featured fish and chips, arcade games, mocktails, sandcastles and a classic 99 ice cream from the van, creating a joyful experience for everyone to enjoy.

Cedars Place



While Cedars Place Summer Fete was sadly a washout, the residents still enjoyed the sun on their trip to Boydells farm. This was one of the best trips out for our animal lovers where they got to feed all the animals and listen to talks about the care they need. The alpaca and kittens stole the show for most of them!

Halstead Hall



Halstead Hall enjoyed a vibrant Beach Day, complete with traditional fish and chips and ice cream. Paddling pools filled with water and sand provided a wonderful sensory experience, bringing the seaside atmosphere to life for everyone to enjoy.

Manson House



Manson House beach day featured a sandpit, paddling pool, fish and chips and of course ice creams! The atmosphere was complete with seagull and ocean sounds on the speaker and garlands. A beautiful day!

Horkesley Manor and the Aspen Memory Centre



Horkesley Manor's Summer Fete, raised an impressive £1,200 for the residents' fund. Su Pollard attended as a host, adding a special touch. Thanks to all who supported the event, the funds will go towards future activities for our residents.

Melford Court



Melford Court celebrated summer a little differently with a Country & Western Day! Residents made decorations and cowboy hats, enjoyed a themed menu and took part in chair-based line dancing too!

Stowlangtoft Hall



Stowlangtoft Hall welcomed families and friends to its recent Open Day. Guests enjoyed musical performances from the Air Cadets and Champagne Trio, with cream teas and refreshments. Children made the most of the sunshine with games and activities, rounding off a memorable day for all.



Introducing the Brandon Park DEMENTIA CAFE

Launching Wednesday 24 September, 2:00–4:00 PM and continuing on the last Wednesday of each month

Join Us for a Day of Connection, Comfort & Community.

Our monthly Dementia Café takes place on the last Wednesday of every month, providing a warm and welcoming space for individuals living with dementia and their caregivers. Enjoy a relaxed atmosphere with engaging activities designed for everyone. We'd love to welcome you along, come and be part of our community. Please note: Spaces are limited to 8 people with dementia and their carers.

To register your interest, please email: enquiries@brandonpark.co.uk

Schedule of Events - Weds 24 September

- ◆ Tea, Coffee & Homemade Cakes
- ◆ A Visit from a Dementia Barber and an Informative Talk
- ◆ Dementia-Friendly Activities
- ◆ Talk to Experts & Discover Useful Information

Dementia Barber



Brandon Park



All donations go to the residents' activities fund.

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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