



## Welcome to the Summer 2023 issue of Peninsula News.

It's been a whirlwind few months since our last newsletter, with lots of different activities and events going on in all our homes – and across the country, of course, with the extra Bank Holiday in honour of the King's Coronation. We marked this with a number of celebrations at the homes, many of which involved delicious food and drink truly fit for a king! You can take a look at some pictures on page 9.

We're all loving the warmer weather, which brings with it the opportunity to get outdoors more often. Whether that's a trip to the beach, walks around our local areas, taking part in community events, getting active with gardening or simply enjoying the beautiful grounds at each home, you'll see many examples throughout this newsletter of everyone making the most of these early summer months.

We hope that you have a wonderful summer with your loved ones and look forward to welcoming you to our homes over the season.

Louise Arnold  
Managing Director, Peninsula Care Homes

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*Including a successful strategy day, upgrade updates, training news and more.*

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*Pictures of our various Coronation activities.*

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# News from Bramble Down



## A super Sports Day

We held our very own Bramble Down Sports Day, with both residents and staff taking part in a number of fun activities. These included an obstacle track with cones, which staff had to navigate while wearing special goggles. These are designed to give an idea of what it's like to live with sight loss, so carers can better understand what support people may require.



## Green fingers

The spring and summer are the perfect months for a spot of gardening. This is such a wonderful activity for everyone, with the chance to get stuck in doing some planting in the fresh air. Beryl in particular loves the sensory experience of the soil on her hands. And, of course, we get to appreciate the results of our work as we watch the flowers grow over the coming weeks.



## Our 4x4 Ramblers

With our location on the edge of Denbury, we have some lovely lanes to explore close to the home – perfect for our 4x4 ramblers! Getting out into the fresh air and admiring the nature on our doorstep is certainly a tonic for us all.



We had a joyous morning of music with a visit from a local choir, followed by some delicious treats at our cake sale.



We enjoyed getting creative making our brand new activities board. Not only does this look great but it also gives a visual reminder of our regular activities.



## In pictures



An active afternoon with some DIY 'bats' and balloons.



Celebrating Beryl's 90th birthday!



Now the warmer weather's here, we can get outside in our lovely garden more regularly.



These beautiful bottles look very effective with the fairy lights inside.

"A large thank you for the care and attention you give, and for the friendly approach I receive when I visit the home."

# News from Coppelia House



## Unveiling our lounge makeover

We're so pleased with our new-look lounge, which is nearly complete. The room has been painted and we've added wallpaper, a fire place and a larger TV, along with new seating, including a small sofa. The end result is looking beautiful; one person loved the wallpaper so much she had happy tears, which was a fabulous seal of approval. Thank you for everyone's patience whilst the facelift has been happening.



## Mooching in Moreton

We're lucky to have lots of great places to visit on our doorstep in Moretonhampstead. It's been particularly enjoyable to take a stroll in this lovely weather. We've had a few trips to local shops and cafés, such as the Co-op, Central Café and Baskervilles for quick treats, a chat and a cup of tea – plus you can't go out at this time of year without enjoying an ice cream or two!



## Join us for Tea and Natter

We're delighted to invite friends and family to join us on Tuesday 20th June at 2pm for our Tea and Natter event. This is an opportunity to meet Registered Manager Andrea, our day Care Leads Emma and Gemma, plus other team members on duty. Please let Wendy or Miriam know if you can come along.



*We enjoyed a visit from an entertainer, with the sunshine streaming in from outside.*

## Getting to know... Andrea Mortimore

**Job title:** Registered Manager

**My PCH journey:** I started at Coppelia House in 2015 as a care assistant. I had never been in care before but I instantly loved working at Coppelia and felt like part of the family. It was wonderful to care for the people in the home and make their day better, seeing the smiles on people's faces. I worked my way up to senior health care assistant and then in 2019, I was appointed manager of Coppelia House – it was such an honour to be offered this opportunity to run the home I love and care about so much.

**My accomplishments:** My career path from care assistant to manager and then completing my registration to become a registered manager with our regulator, the Care Quality Commission.

**What makes my working day a great day:** Spending time with the people in the home, seeing the smiles on their faces. Working with my amazing staffing team, who I respect and value, and who help me every day.



*Lots of patience and concentration required to make wool chicks.*



*Birthdays are always celebrated with an afternoon of dancing, cake, a glass of wine and a smile from all.*

*"Thank you for doing a challenging job with care and compassion."*

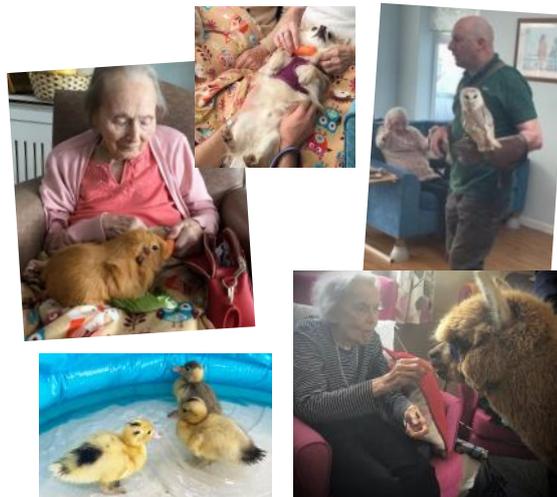
# News from Cornerways



## An array of animals

We love to welcome animal visitors here at Cornerways and have been treated to a whole host of creatures great and small over the spring and summer.

- ⇒ We enjoyed lots of cuddles and stroking with some fluffy guinea pigs and a rather soppy dog.
- ⇒ A birds of prey visit proved absolutely fascinating as we admired a selection of raptors up close.
- ⇒ We loved watching five adorable ducklings grow during their week with us in May: Duckie, Quackers, Olive, James Pond and Quackie Chan!
- ⇒ A visit from Lake Moor gave us the opportunity to feed and pet a couple of curious alpacas.



## Out and about

We've been having some lovely outings in the sunshine. The English Riviera Airshow offered some magnificent entertainment, which a number of people watched from outside our beach hut. Len, who is a RAF veteran, was able to speak to the parachutists and had a great conversation all about his time in the air force as a flight engineer during the war.

We've also snuck in a couple of drinks at local pubs and are lucky to be close to Oldway Gardens, which is a good spot to find wildflowers at this time of year. And is there anywhere better to be on a gloriously sunny day than Paignton seafront? We think not!



*Our gardening club has done a great job preparing for the summer. We're incredibly grateful to have received a selection of flowers from a kind relative, which included fuchsia, geraniums and begonias.*

*We're sad to say goodbye to Jane Dennant, who has been with us for over ten years in roles including activities co-ordinator, domestic and care assistant. We wish her all the very best on her retirement.*



## Our new hair salon

We're excited with our upgrade work to create a dedicated treatment room at Cornerways. Visits from the hairdressers are always a real highlight, so it's fantastic to have a dedicated space for hair appointments. We'll also be able to use this for visits from podiatrists, opticians and nurses, so they can meet with residents privately, as well as offering an area for pampering nail treatments.



*Our bowling team look very snazzy in their brand new shirts, kindly given to us by the Torquay United Indoor Bowls Club. We're the first home in a new initiative, 'Bowls against Dementia', where people from care homes come along to play and receive basic skills lessons from volunteers.*

*"Well done to the team for their hard work and their kindness to the residents."*

# News from Parkland House



## Meetings with residents and relatives

Our recent resident meeting at Parkland with Louise Arnold, Managing Director, and Nick Chatfield, Quality Assurance Manager, covered a host of topics, including talking about Registered Manager Ann's upcoming retirement and the menus (with some top tips for making the perfect cottage pie and a question of more cakes). We settled on a trip to the beach followed by option of drive in the countryside or visit to a local garden centre for the next minibuss outing.

We also welcomed family members to Parkland for a relatives' meeting. Thank you to those who could come along. This was really useful, with feedback on improving communication regarding access to visiting professional services (such as dentists and opticians), and the chance for people to explore the home properly. It was lovely to be able to show off the home and share our next refurbishment projects, which include repainting the dining room now we have added the residents' kitchen to one end, and then turning our attention to the upstairs areas.

## Getting in the summer spirit

The beautiful weather has been getting us in the mood for the summer. We were inspired to create a vibrant collage in celebration of the season, featuring lots of colourful flowers. We've also been taking some of our activities outside and enjoyed potting sunflowers, which we're looking forward to watching grow over the coming weeks.



## A gift for our garden

We've recently received a wonderful companion seat for the garden from John Sparks, which he kindly donated in loving memory of his wife, Anne, who enjoyed being in the garden. It's a very welcome addition and we're sure many people will appreciate making use of it.

## Taking the sea air at Exmouth

We had the perfect day for a visit to Exmouth recently, made possible with Freedom Wheels. The beach looked gorgeous in the sunshine and everyone thoroughly enjoyed the outing, which included fish and chips at the pavilion and ice creams on the bus!



## A musical afternoon

We had a lovely time with classical musician, George, who played the keyboard for us. He was a real hit with everyone and we finished the afternoon with a treat of ice cream sodas all round.



*Beautiful keepsake tealight holders, created as gifts for family members for Mother's Day.*

*"Thank you for making mum feel welcomed at Parkland and always being available to answer any questions I've had."*

# News from Plymbridge House



## Fundraising fun

Liz has been doing a fab job fundraising for our activities fund in the last few months, organising raffles and a hugely successful bring and buy sale.

This was one of our first opportunities to welcome a large number of people into the home since the Covid pandemic and family and friends of people living in the home were very supportive, helping us raise an impressive £300. We're looking forward to an afternoon tea at the end of June next.

## Staff news

- ⇒ Well done to Plymbridge manager Carolyn, who recently completed a Care Quality Commission (CQC) Direct Monitoring call. This is part of CQC's current monitoring of services, which includes an arranged phone call with request to send lots of data or an in-person inspection. The inspector commented on how many glowing reviews they received from families in such a short space of time, so a big thank you to everyone who took part.
- ⇒ Thank you and farewell to Julie Ward, who did a great job as part of our activities team – we wish her all the best for the future.
- ⇒ We're thrilled to have Sahina, Amelia and Danielle join our Care Team and Sam join the Kitchen and Domestic Team. Welcome aboard everyone!

## Sunny afternoons

It's been lovely to have the company of our new residents Pamela, Sid, Frank, Gordon and Barbara over the last few months. Pamela and Sid are pictured to the right enjoying the sunshine.

Indeed, we've all been making the most of the glorious weather recently, taking ourselves into our beautiful garden for refreshments.



*Afternoon tea at Plymbridge*



Saturday 24<sup>th</sup> June from 2.30pm

*We do love a good sing-a-long at Plymbridge! Entertainer Patrick Jarvis had everyone clapping along to a selection of old favourites.*



*Brushing up on our ball skills, with the help of the Argyle Community Trust, the official charity for the Plymouth Argyle Football Club.*

*A trip to the Golf Club where everyone enjoyed coffee and carrot cake, followed by refreshing beer and lager shandies before heading home.*



*"Mum has lived at Plymbridge for nearly five years. In all that time she has been extremely well cared for by kind, compassionate and hard working staff."*

# News from Peninsula



## An upgrade update across our homes

We're making good progress with our ongoing programme of upgrade work across our homes, which includes installing new fire doors. Fire prevention is obviously an important priority and we were really pleased to receive positive feedback during recent Devon & Somerset Fire Service inspections at Bramble Down and Parkland House.

Alongside this, we're changing the corridors and flooring in Cornerways, giving these a fresh look and making them easier to navigate. This is a time-consuming job, so we thank everyone for their patience. Many people have already commented on the difference the work has made.

Our new-look lounge is proving popular at Coppelia (*see page 3 for pictures*) and we're focusing on the upstairs at Parkland next.

We're also delighted that the online maintenance system designed by Andy, Maintenance Manager at Cornerways, has been introduced at Parkland House after a successful trial at Cornerways. Our new maintenance person at Parkland House, Neil, is now able to use this to log all his maintenance checks without the need for paper records.



Our Training Manager, Gary, continues to be busy across all five homes, supporting new staff with their induction training as well as offering refresher training in safeguarding, moving and handling, and fire safety. He will be providing further Emergency First Aid training across the homes from July.

We're looking forward to our senior staff development days in June: our Quality Assurance Manager, Jude, will be facilitating the sessions, bringing together staff including Nurses, Care Leads, Senior Carers and those working towards senior roles. They will discuss the importance of communication and record keeping, and take part in 'good practice' exercises.

We're also very excited to continue our collaborative training with RNIB. Having taken part in interactive webinars, we're looking forward to face to face training in July. The RNIB team will travel from Scotland to deliver practical workshops, with staff getting the opportunity to experience first-hand the challenges people face when they live with both dementia and sight loss.

## Thank you for your feedback

Thank you for your comments on [www.carehome.co.uk](http://www.carehome.co.uk), these mean so much to all the team at Peninsula.

Our current ratings are below, along with links to each home's review page. Please help our ratings by adding your comments; these are really useful for people looking for the right home for their loved ones and it also gives an opportunity to provide feedback on your experiences. We continuously strive to be people's number one choice and the responses we receive are invaluable.

*Bramble Down* – 9.6

<https://www.carehome.co.uk/carehome.cfm/searchazref/20002015BRAA>

*Coppelia* – 9.8

<https://www.carehome.co.uk/carehome.cfm/searchazref/10002015COPC>

*Cornerways* – 9.9

<https://www.carehome.co.uk/carehome.cfm/searchazref/10002018CORD>

*Parkland* – 9.8

<https://www.carehome.co.uk/carehome.cfm/searchazref/10002015PARH>

*Plymbridge* – 9.5

<https://www.carehome.co.uk/carehome.cfm/searchazref/10002017PLYA>

Dementia  
Friends with  
Age UK



We're working with Plymouth Age UK to provide Dementia Friends sessions for people living at Plymbridge and their families and friends. These will offer an insight into what dementia is and why people present with certain behaviours. All participants will receive a badge and information card. Please contact the team at Plymbridge if you'd like to take part.

# News from Peninsula



## A successful strategy day

Our recent strategy day brought together Registered Managers from each of our homes with Directors Louise Arnold and Stephen Arnold plus members of our central team for an in-person meeting.

These days provide an opportunity for us to spend time away from the day-to-day at the care homes, so we can check progress on our post-pandemic Reset Programme. We talked about our financial goals, our learning and development aspirations, as well as further discussion on what exceptional care means.

- ⇒ All homes have committed to reviewing how personalised people's rooms are. Many of us enjoy having familiar objects around us, photographs of our loved ones and pictures from our favourite artists. The homes will work together with the people living in the homes and their family and friends to create and continually develop a personal space that best reflects the person's wishes and life.
- ⇒ As part of our organisational post-pandemic 'reset' we've implemented several audits, designed to review our practices and processes. These have included looking at our medication administration procedures. Bramble Down will now join Cornerways in moving from medication trolleys to medication cabinets in each bedroom. Cornerways have been working on the project for a while and have said they would never return to a medication trolley, although admit it did take some getting used to.



  
 Peninsula Care Homes  
**20TH YEAR ANNIVERSARY**  
 ♥ Celebrating 20 Years of Delivering Exceptional Care ♥  
 **Plymbridge House**   
 28.04.2003

We're thrilled to celebrate 20 years of Peninsula Care Homes during 2023 and 2024. Our first home, Coppelia, opened in February 2003 and we marked the anniversary of Plymbridge House in April.

We were touched to receive these comments from one well-wisher: "The very best congratulations to a wonderful home. Grateful thanks to the senior staff for caring so marvellously for Plymbridge, and to all the staff for their love to the resident family."

## #GladtoCare

We were delighted to participate in the #GladtoCare awareness week, which took place 12-16<sup>th</sup> June. This celebrated resilient care workers, following what has undeniably been a trying period for the industry, and a number of our staff joined in, sharing why they love working in care.

*"I've always wanted to work in this industry as I thrive from helping others and making people smile. This job is very rewarding in that way and I'm in my element here. I adore all of the residents and I feel as at home here as I do in my own home."* Denise, Parkland House



## Recruitment matters

We've been busy welcoming new staff at many of our homes. We know it can be daunting to start in a new environment and learn everyone's names, preferences and all our systems, so we do all we can to support people during our induction process and beyond.

Our refer a friend scheme for staff has been working well, with a large proportion of referrals made completing their probation and still with our teams after 12 months.

# News from Peninsula



## Celebrations fit for royalty

All the homes embraced the King's Coronation in May, with themed activities leading up to the event and a weekend of celebrations to mark the occasion.

### Bramble Down

We had lots of fun decorations, including our special Coronation corner. Plus a fabulous tea party for everyone to enjoy.



### Coppelia

A three-day extravaganza! Beautiful cake plus a fantastic BBQ created by our cooks Andrei and Nick. Scones with jam and cream, kindly donated to our residents from the local community centre.



### Cornerways

Life-size cut-out figures, decorations, food and lots of themed activities.



### Plymbridge

A fun few days of celebrations, with some particularly delectable cakes.



### Parkland

Lovely decorations in the dining room and around the home, plus delicious food and drink, of course.

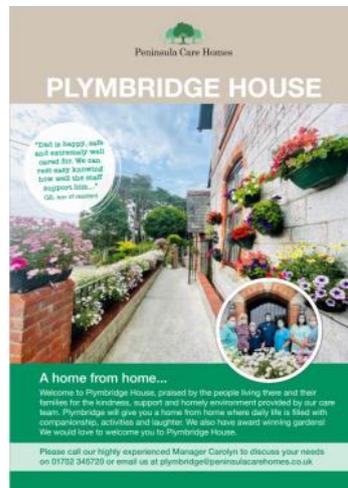


# News from Peninsula



## Take a peek at our new marketing leaflets

We love our new marketing leaflets, which give an insight into life within our homes, our team and what we offer our residents, as well as showing some of the updates that have been made to the homes since the Covid pandemic. Leaflets for Plymbridge House and Parkland House were mail-dropped to surrounding postcodes at the beginning of the year and all leaflets can be found on our website: [www.peninsulacarehomes.co.uk](http://www.peninsulacarehomes.co.uk).



## About Peninsula Care Homes

*We are a family-owned and family-run company delivering exceptional nursing, residential and dementia care in Devon. Peninsula Care Homes is able to offer choice, flexibility and quality of life. Our homely environments have excellent facilities, a wide programme of activities and nutritious good food. We aim to provide the best possible care so that each one of our residents can live their lives to the full.*



[www.facebook.com/PeninsulaCareHomesLtd](https://www.facebook.com/PeninsulaCareHomesLtd)

## Peninsula Care Homes

[www.peninsulacarehomes.co.uk](http://www.peninsulacarehomes.co.uk)



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