



Welcome to the Winter 2023 issue of Peninsula News.

With Christmas just around the corner, we're reflecting on a busy 2023. This has been a time of celebrations as we marked the beginning of our 20th anniversary year (see p. 8 for more details). We've also welcomed some new faces; I hope everyone has settled in and feels part of the fold.

The feedback we receive about our homes is hugely important to us. This year, it was wonderful to see our first perfect 10 score on carehome.co.uk (the care home equivalent of Tripadvisor) for Cornerways. All our homes are rated in the high 9s or above, a fantastic testament to the hard work of all our teams.

On that note, I'd like to take the opportunity to say a heartfelt thank you to those who live with us and their families for choosing Peninsula Care Homes, and to all our staff who continue to deliver exceptional care in their roles. Thank you also to everyone working over the Christmas and New Year period. I can see from the calendars there is a huge amount of work for all our teams with the upcoming events, activities and festive meals! See p.9 for all the key dates for your diaries.

Wishing you and your family a happy and peaceful Christmas and New Year.

A handwritten signature in black ink that reads "Louise Arnold".

Louise Arnold

Managing Director, Peninsula Care Homes

In this issue

Page 2: News from Bramble Down

Including Christmas crafts and time to get to know each other.

Page 3: News from Coppelia House

Including a successful coffee morning and local life in Moretonhampstead.

Page 4: News from Cornerways

Including a hive of activity and a fantastic trip to see the donkeys.

Page 5: News from Parkland House

Including a look at what's cooking and getting out and about.

Page 6: News from Plymbridge House

Including welcoming our new manager and exploring the digi-tables.

Pages 7 & 8: News from Peninsula

Including a new central training space and a fantastic response to our staff survey.

Page 9: Christmas Calendars

Key dates for the diary this festive season.

Page 10: News from Peninsula

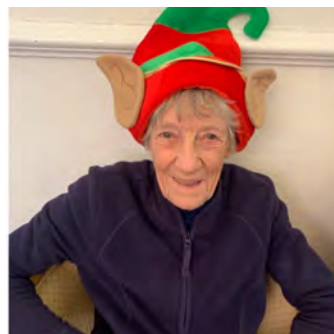
Celebrating Christmas around the world.



Cheese and wine at Bramble Down
- on page 2



Surprise drum kit at Coppelia
- on page 3



Festive cheer at Parkland
- on page 5



Christmas prep at Plymbridge
- on page 6

News from Bramble Down



Conversation over cheese and wine

Michelle, a resident at Bramble Down, invited friends and family to a cheese and wine get together in November, with a theme of "getting to know you." Her invitation specified formal dress and everybody made a wonderful effort for the occasion.

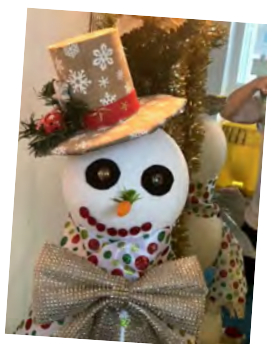
We enjoyed a delicious cheese and wine spread from the kitchen team and Michelle shared some of her life history. This started many a conversation around the room, with others joining in with their own stories. It was a really lovely afternoon with laughter and even a few tears.



Christmas is coming...

We have lots planned for the festive season - see our calendar on p.9 for key dates.

⇒ **Christmas crafts:** We've been getting into the festive spirit decorating the home and creating some Christmas artwork, which looks very effective.



⇒ **Panto time:** We're busy preparing for Cinderella, which takes place later this month. A big thank you to all involved: Clara, who has helped with the script; Izzy who brought in costumes for us from her drama group; and our 11 members of staff who have been hard at work rehearsing for the performance. Tickets are available in the home, with proceeds going to the resident fund. We're also hoping we can stream the performance for our other homes.



⇒ **Advent window:** We loved taking part in this Denbury tradition, which sees people lighting their windows on nominated days throughout December. It was our turn on 8th December!



We celebrated Elaine's 76th birthday with a visit from her daughter Claire, who joined us for home-made coffee and walnut cake.



We had fun making these cute 'Gonk' style pom-poms. So simple yet incredibly effective.

Our refurbished rooms, have been beautifully designed in serene tones of green, with lots of comfortable touches.



Lest we forget

We had a very moving service to mark Remembrance Day, along with a wonderful garden display created by Jac, who used to work with us as an activity co-ordinator. Lucy and Izzy took care of the indoor displays, with some help from our residents.



We're delighted to sponsor the Denbury Christmas card, which is delivered to friends, families and neighbours throughout the village and raised £1300 for local charities last year. Sally, one of our former staff members, is organising the creation and printing of the card this year.

"I appreciate how cheerful and friendly you always are."

News from Coppelia House



Coppelia coffee morning

Thank you to everyone who was able to join our recent coffee morning. We raised £81, with half the proceeds going towards Macmillan Breast Cancer Research. This is an important charity raising funds for vital research, supporting over 730,000 people living with cancer last year.

We gave the day a pink theme in honour of the charity. Many staff and people living in the home wore beautiful, bright shades of pink and we had lots of cupcakes covered with lashings of icing in different shades of pink! Alongside this we enjoyed delicious apple turnovers and apple pie (made from the apples in our garden), plus mini donuts filled with vanilla crème. Thank you to our chefs for such a wonderful spread.



Local life

We're very lucky to be part of the community in Moretonhampstead, with the opportunity to take part in a variety of local events.

Some of our residents enjoyed the chance to join in with a **Friendly Friday** at the community centre. These events aim to provide a safe, welcoming and inclusive environment for people to socialise.

A few residents enjoyed visiting the town square to see the **Christmas light switch on**. There were some amazing Morris dancers, music and a chance to browse stalls selling items such as homemade fudge, jams and chutneys. It was also Michael's 80th birthday, which was a happy coincidence - he has lived locally his whole life and is well-known in the town, so it was a perfect way to celebrate.



We love seeing the wonderful **knitted letterbox toppers** when out, they really brighten our day. Recent sightings include this cute owl topper and another to thank all those who supported a raffle for Moor Football.



Drum kit surprise

It's always wonderful to see the difference pursuing old hobbies can make to the people who live in our home.



Most recently, we had an opportunity to purchase a drum kit from a local young lad to surprise one of our residents, Malcolm, who used to be the drum major in the RAF band (as well as a pilot). This went down brilliantly, with a few members of staff feeling quite emotional seeing him light up at the revelation of the drum kit.

We laid a wreath on Remembrance Sunday in honour of all those who served in the wars. A few residents attended the church service, which was a touching and fitting tribute.



We're delighted to continue our annual tradition of having a lit Christmas tree displayed outside on our wall, helping Moretonhampstead to look as festive as possible.

"Thank you to the whole team for all they do."

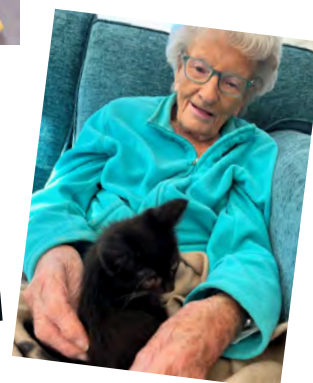
News from Cornerways



A hive of activity

As the days have become colder, we've been keeping busy and warm indoors with a host of activities:

- ⇒ Mini table top games don't take any time to set up and can be used at different locations around the home – perfect, simple fun.
- ⇒ What better way to stay cosy through the autumn and winter than with some baking. We've made all sorts, including heart-shaped shortbread, chocolate muffins and Christmas cake!
- ⇒ We loved seeing some purrrr-fectly adorable kittens, who visited us through Hector's House, a local Devon animal centre working to rescue, rehabilitate and rehome cats.
- ⇒ Singing and dancing are so good for the soul... Entertainer Chris Moore is always a hit, enticing people to join in with the music.



Positive placements for student nurses

As an Approved Placement Provider for the University of Exeter Nursing Academy, we recently took part in a pilot project of interprofessional, working with a second-year student nurse.

The feedback from the student nurse was very positive, who found the experience "exceptionally beneficial" due to our "knowledgeable and enthusiastic" team. This gave a good insight into how care is provided by services outside of the NHS and emphasised the importance of person-centred care. The results from this pilot project contributed a presentation at the NETworking and Innovation in Healthcare Education Conference 2023 in Liverpool and will be integral to the development of future project work ensuring students experience the complexities, skills and diverse environments social care can offer.

Donkey outing

We wrapped up warmly for a trip to the Donkey Sanctuary near Sidmouth.

This included a chance to get up close to these gentle animals and learn more about their lives at the sanctuary.



Off on your travels? We'd love to hear from you. Please do consider sending us a postcard showing us where you are and what adventures you are undertaking for our display from around the globe.

Shake Up

We're taking part in a Devon-wide project led by a specialist dietician, which is exploring ways to reduce the use of prescribed oral nutritional supplements for people who have lost weight or have a poor appetite.

We'll be using a range of nutritional supplement drinks called 'Shake Up'. These are based on natural ingredients and made within the home. The drinks have been very well received in previous trial areas and are having a significant impact on improving the health of care home residents, providing a more natural, better tasting product.



"Please pass on my thanks and appreciation to all the team, they are caring and dedicated, absolutely fantastic."

News from Parkland House



What's cooking?

Our cooking club has been having a lot of fun every week, making a selection of wonderful treats. They produced the most delicious cheese and onion pastry rolls (along with some happy singing while they were making them) which were a huge hit with everyone, who enjoyed them alongside their supper. Chocolate cupcakes also turned out beautifully and we're looking forward to chocolate truffles and mincemeat parcels this month!



Our 20th anniversary

Christmas isn't the only celebration for Parkland House this month! We'll be marking our 20th anniversary as a Peninsula Care Home on Wednesday 20th December with a special party, including entertainment and nibbles.

Staff news

- ⇒ Farewell and thank you to Dee and Lyn, who have both recently retired from Parkland. Dee joined us in 2002 and has been a huge part of our activity and wellbeing team, while Lyn is retiring after 17 years of service. We will miss you both and wish you many happy times to come. Thank you for your devotion to our residents and the joy you have brought to the team.
- ⇒ Congratulations to Phil, who is our new housekeeper. He showed great passion and pride in ensuring the home is inviting for all visitors and at its very best for everyone living with us.
- ⇒ Parkland House is currently recruiting for additional activities staff to join our team. If you would like to contribute ideas or volunteer time please get in touch with Lisa, our Registered Manager.
- ⇒ Senior staff at Parkland have recently taken part in a trial self-assessment exercise to help steer next steps in Peninsula Care Homes's Senior Development programme.

Out and about

Bernaville Garden Centre is always a popular destination, with a recent trip described as a 'real treat' by one of our residents. We had fun looking at the Christmas decorations, trying on hats and sampling coffee and cake. In fact, we enjoyed it so much we're going back later in December.



Christmas cheer

We've been getting into the festive mood, decorating the home and enjoying some seasonal activities. This included a Christmas jumper day at the beginning of the month and wrapping up for a trip to the Crediton Christmas tree festival. We've got lots planned for the month: see p.9 for some key dates for the diary.

Registered Manager Lisa says: "I love Christmas and am really looking forward to celebrating with residents and any families that can join." Lisa likes to host a special party for all staff, providing a buffet spread to say thank you for all their work through the year. She also has a tradition of hiding a dozen 'hugs in a mug' around the home – whoever finds one, gets to keep it and enjoy the contents!



"You are greatly appreciated by me for all your hard work to keep all your residents in a happy home."

News from Plymbridge House



Welcome to our new Manager

We're delighted to welcome Cheryl Anniky as the new Manager at Plymbridge House,

With over three decades in the social care sector, Cheryl is an experienced Registered Manager. She specialises in dementia care, end-of-life support, and promoting dignity and respect for all individuals – areas that all resonate deeply with her.



Cheryl says: "I'm absolutely thrilled to have joined Plymbridge House. At the heart of everything I do lies a simple yet profound principle: to always do my best for the people I support. My aim is to ensure exceptional person-centred care for all. I'm looking forward to getting to know and working alongside a team that clearly shares the same ethos."

Thank you to everyone who completes an electronic front porch survey when leaving Plymbridge House.

We have received some fantastic scores, with 54 people providing an overall score rating of 5 out of 5 during September and 88 in October.

Bumper birthday celebrations

There have been more than a few birthdays at Plymbridge recently, for both our staff and those living in the home.



Taylor, who is one of our carers, turned 21 and was treated to a cake made by Belinda, one of the housekeeping team.



Dina, who as recently completed her training as a senior carer, celebrated her 23rd birthday with a cake prepared by our chef, Robin.



We said cheers to 93 years for Leo in November, who enjoyed a special day celebrating the occasion.



Last but not least, Peggy was 101 years young at the end of November! She is always smiling and certainly does not look her grand years.

Digital exploring

We've been making good use of our interactive digital tables, which are on loan from Livewell Southwest, an independent social enterprise. These use the latest technology and are easy to use for many different activities, including engaging people with simple games, assisting with alternative therapy, displaying exercises and more.

Designed to help keep the mind active, they have proved really popular so far. One lady has thoroughly enjoyed exploring a word search app and we had fun using them to stage a quiz with visiting family members. Mike has also been able to watch a number of performances not seen for many years, including Ken Dod's standup show.



Getting into the Christmas spirit

Our December calendar is filled with something for everyone to enjoy.

We started the season with our panto, Cinderella, and have taken a trip down memory lane, revisiting Christmases of the 1950s, with a themed day of music and films to help reminiscence. We'll continue with the 1960s and 1970s over the coming weeks. We're looking forward to seeing the superb displays at Endsleigh Garden Centre – and, of course, there will be lots of seasonal goodies. There will also be time for mindfulness, a candlelight church service and some time to relax. See p.9 for key dates!



"I just want to say what wonderful staff you have. Always friendly and helpful and kind."

News from Peninsula



New central training space

We're pleased to launch a new training space at our central office. This has been set up with equipment and resources to deliver a range of face-to-face, practical, and web-based training. Louise, our Managing Director, reports it's been great to welcome the team to training days, which provide an opportunity to learn from each other, as well as the trainer.

Our internal staff development programme runs throughout the year. Since our last newsletter, this has included face to face Safeguarding, Moving and Handling and Emergency First Aid at Work training across the homes.



Highest ever response to our staff survey



We carried out our third annual staff survey in October. With five homes and approaching 300 staff, this is an important way to give everyone the chance to let us know what's important to them, and to contribute to the future of Peninsula too.

We had a fantastic response, with 223 people replying – our highest ever level, representing 80% of our staff. Each Registered Manager has their home's results and will be sharing them with their teams shortly.

Team members told us they enjoy their work and strive to provide care in line with our values (Committed, Ambition, Responsible, Embracing). They take great pride in their work and expressed confidence in the company and its future. We have improved our one-to-one staff meetings following previous feedback but this remains an area for future development.

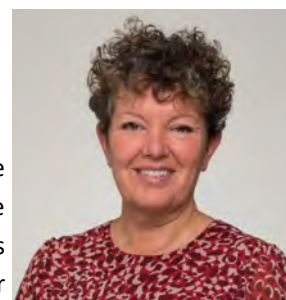
We'd like to say a big thank you to everyone that took part. Wherever possible, please attend the meetings that will be set up to review your home's results. These give a chance to discuss and explore the home's feedback in more depth, helping to identify next steps based on this.

Higher Development Award

A staff member from Bramble Down and one from Cornerways are beginning their Higher Development Award Level 3 Diploma with South Devon College in January. This provides experienced employees from all health and social care settings with the opportunity to develop core knowledge, skills, behaviours and values required to progress and practice safely.

Ensuring exceptional care

We're pleased to announce that Sara Livadeas will be working with us to help us to review and update our plans for Peninsula Care Homes.



We are really proud of the work that we do providing exceptional care to people in Devon. We want to make sure that our homes and services are fit for the future, especially as many of our competitors are planning and rebuilding post the pandemic. Sara has a wealth of experience working in social care and running care homes.

You may see her around in our services over the next few weeks.

News from Peninsula



20 years of Peninsula Care Homes

We have been marking our 20th anniversary during 2023, launching our celebrations back in February to reflect the purchase of Coppelia House in February 2003 by David Arnold with a business partner. Over the next 12 months, they went on to purchase the rest of the homes that are in our group.

Parkland House is celebrating their 20th anniversary on 20th December 2023 with a special party that week. We'll continue the celebrations in 2024, with Bramble Down in February.

Check room availability online

We're trialling an online tool called Pairly Pro for Plymbridge House, which will enable potential residents to check our room availability on our website. This will show people what our rooms look like, their key features and our weekly fees.

This collaboration with Pairly is an exciting opportunity for us to work with a local start-up tech business.



Maintaining standards across our homes

Our maintenance team has the important job of ensuring each of our five homes meet our high standards. They have been busy upgrading the emergency lighting at Plymbridge, completing work at Parkland and refurbishing a number of rooms (see p. 2 for a picture of one of our new Bramble Down rooms).

We're also pleased to report that Devon and Somerset Fire Services have completed fire safety inspections at all homes (with Plymbridge to follow), with the reports reflecting our commitment to continual upgrades to fire safety. These include a few minor recommendations which we're following up on and we're finalising work on fire doors with external contractors, which will be completed shortly.



Thank you for your comments on www.carehome.co.uk, these mean so much to all the team at Peninsula.

Our current ratings are below. 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.

All our residents who wished to do so have received their autumn covid booster along with their annual flu vaccination.



Key dates for festive fun



As always, we have lots lined up to enjoy the holiday season: from seasonal menus through to themed activities and entertainment. There's too much to include on this page but we've provided a few key dates for your diary.



We're also mindful that this time of year can be difficult for those who have lost friends and family. We respect the wishes of those who prefer not to join in with the festivities and always ensure there are quiet times as an antidote to the busy-ness.

Coppelia

12 December: Gingerbread House Competition at 2pm, judging at 4pm with prizes for the most creative.

14 December: Christmas Party, 2pm. Friends and families are most welcome – please let us know if you can come. Hair appointments in the morning to help everyone feel party-ready and entertainer Chris Moore bringing festive cheer.

15 December: Christmas Carols in the conservatory, 11am with Moretonhampstead Primary School choir.

25 December: Christmas Day Lunch with a splash of sherry. Friends and families have been invited to join for lunch for an additional cost – please let us know if you'd like to come. Mrs Claus will spend time with people who may not have visitors. We'll be watching the The Kings Speech at 3pm, enjoying Christmas charades and a delicious supper, with hot chocolate, sherry or mulled wine.

Parkland

12 December: Dress as an Elf Day

18 December: Christmas Party with popular singer Sian providing entertainment. Dress code: sparkly!

20 December: Christmas Clothes Day. We'll be dressing up in festive favourites for the day.

22 December: Grinch Day. With a distinctly green theme...

25 December: Family visits and presents. 12.30pm Christmas dinner, followed by the King's Speech at 3pm.

Bramble Down

13 December: Broadhempston Primary School Choir

14 December: Christmas Party, 12pm - plus our staff pantomime later in the afternoon.

19 December: Elf Day!

21 December: Christmas carols, 6pm with Denbury Church Choir. Plus we'll enjoy a festive visit from singer Patrick Jervis earlier in the afternoon.

25 December: We'll be enjoying Christmas movies and games, along with visits from families and friends and one-to-one time for those without visitors.

Cornerways

11 December: Afternoon in Torquay to see the Christmas decorations.

21 December: Pamper and posh frocks in the morning ready for the Christmas Disco and Buffet at 2pm.

22 December: Cornerways Christmas Fete and Christmas Choir.

24 December: Christmas PJ Day for staff and residents.

25 December: Family visits and presents. 12.30pm Christmas dinner, followed by the King's Speech at 3pm.

Plymbridge

11 & 13 December: Christmas outing to see the magical displays at the Garden Centre.

18 December: Candlelight Carol Service, with a Christmas buffet and festive tittle.

19 December: Plymbridge Christmas Grotto. Please do join us to enjoy the hot chocolate station and mince pies.

20 December: Party Time! Entertainment from Zoe singing all the Christmas hits with our raffle at 3pm - families most welcome to join the fun.

25 December: Family visits and presents, with the Christmas dinner at 12.30pm and the King's Speech at 3pm.





Celebrating inclusivity this Christmas

We're busy with festive activities and events this month in our homes as we head towards Christmas and the end of the year.

It's a special time for many of us but we're also mindful that people may mark the season in different ways or celebrate other occasions. With many different traditions and festivals around the world during December, we thought we'd share a few of these in our winter newsletter.

Catalonia: Tio de Nadal ('Christmas Log') is fed every night from 8th December until Christmas Eve, when it is covered with a blanket and hit with sticks until it poops out sweets and small presents as a thank you for being looked after.

Hanukkah: A Jewish festival on the 25th day of the month of Kislev. This is marked by lighting the menorah for eight nights to remember the power of miracles and community.

Nigeria: For those who celebrate, Christmas Day is a family day, filled with dancing and singing all together.

Trinidad and Tobago: Parang folk music is synonymous with Christmas, with people going from house to house in the community. Christmas dinner is turkey, ham and pigeon with rice and peas.

Bulgaria: Following a 40-day Advent fast, an odd number of guests are invited for a vegetarian feast with an odd number of dishes to encourage abundance in the coming year.

Wales: The folk custom of Mari Lwyd ('Grey Mare') sees a horse figure carried from door to door by wassail-singing groups.

Japan: The 'Kentucky for Christmas' ad campaign in the 1970s means KFC is often eaten as a Christmas dinner. More traditionally, Omisoka is celebrated on the last day of the year in a sparkling clean house, a time of reflection and appreciation of the world around us.

"Christmas back home (in the Philippines) always includes lots of family, Videoke (like karaoke) and traditional foods such as pork dishes, seafood and lots of spaghetti. For my first Christmas in the UK, I was gifted my first Christmas pudding and I didn't know that a coin is placed inside, until I found it. It delighted me and honestly made my year."

Shanaelyn, Care Assistant, Coppelia

"I always come into the home to see my lovely residents and all my committed staff. This works quite well as by the time I get back to Plymouth, lunch is ready. I then spend the day with my two beautiful sons and their families, including my two grandsons, Fred and Sam. I also spend the day with hubby and Mum. On Boxing Day, I see my two granddaughters, Maisie and Ella, and we do it all over again."

Kim, Registered Manager, Bramble Down

Stay in touch

We share regular updates about daily life within our homes on a number of social media platforms, most often on Facebook and also occasionally on Instagram. Take a look at our pages below.



www.facebook.com/PeninsulaCareHomesLtd



www.instagram.com/peninsulacarehomes

Peninsula Care Homes

www.peninsulacarehomes.co.uk


Peninsula Care Homes



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