



# Outstanding Care Awards



**PAGE 3**

**NAPA  
TOP 20**



**PAGE 3**

**Poetry  
Festival**



**PAGE 4**

**Manager  
of the  
Year**



**PAGE 6**



**Bramble Down  
Nursing Home**



**Coppelia House  
Residential Home**



**Cornerways  
Residential Home**



**Parkland House  
Residential Home**



**Plymbridge House  
Residential Home**

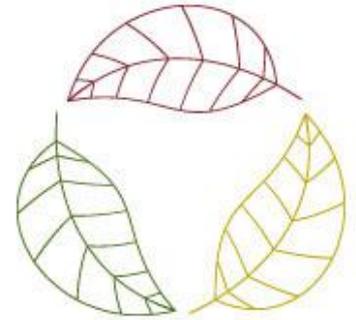


## Eden Alternative

Parkland House are hoping to become an Eden Alternative accredited Home.

Why do we want to achieve this and what is the Eden Alternative?

The Eden Alternative is an American philosophy which compliments our vision for our homes. It focuses on changing the culture of care, from one where ageing is seen as a period of decline to one where individuals continue to grow.



The Eden Alternative is a person centred approach to care aimed to support residents play a full and active role in their community by challenging loneliness, helplessness and boredom.

We believe it helps us provide exceptional care and support from our team who are committed to promoting resident independence and well-being.

The Eden Alternative believes the solution to the three plagues are:

Loneliness is loving companionship. Contact with people and animals in and out of the home.

Helplessness is to create opportunities to give as well as receive care.

Boredom. Daily life full of variety and spontaneity. Our homes to provide an environment where unexpected and unpredictable interactions and happenings take place.

We hope that you will support us to ensure residents live the best life possible whilst at Parkland House.



Parkland House staff completing Eden Training with other Devon Care Kite Mark Homes.



## Care Home Open Day

Once again, National Care Home Open Day was a well received event across all our homes. The National Activities Providers Association (NAPA) linked with Care Home Open Day to host this year's NAPA Challenge - "A food journey around the Commonwealth".



Bramble Down, Coppelia, Cornerways and Plymbridge each chose 2-3 Commonwealth countries to feature at their Open Day or days leading up to the event. All homes celebrated Her Majesty's Birthday which also fell on the same day with British food and favourite tipples.

## Bramble Down Bar & Shop

As the drinks trolley was so successful we have now created a fully functioning bar in the summer house, called The Retreat. Features include a beer pump, beer mats, glasses and decor. Thanks to donations from the local community we have been able to create a great place for residents, friends and families to visit and have a drink.



We have also installed a pop up shop in the lounge where residents can visit and purchase items. Another area has been designated as a barber shop to re-create the experience for gentleman. These changes all follow suggestions made in residents meetings this year.



Residents have also had a great time using the Oomph Wellness bus and visited Paignton Pier on their first outing. Residents loved using the arcade machines, taking in the sea views and exploring Paignton green. Residents are very excited to be visiting Plymouth Aquarium on their next trip.

## App-tastic!

Residents at Bramble Down enjoy using iPads to watch their favourite TV programmes or play their favourite games, such as Solitaire or Chess.

We have been asking our followers of social media, family and friends to recommend some useful apps we could download for our residents to enjoy on the iPad's. 'Colour by numbers' a challenging artistic app was recommended to us recently and has proved a hit! We welcome your suggestions.

*"The staff at Bramble Down are able to provide her with excellent care. She is treated with thoughtfulness and dignity. The home is kept to a high standard of cleanliness. We are very happy with this nursing home."*



## NAPA Top 20

For completing the National Activities Providers Association (NAPA) Challenge mentioned earlier, Coppelia were awarded a certificate for being in the Top 20 entries in the UK.

As part of their 'Food journey around the Commonwealth', Coppelia decided to feature Cyprus, Jamaica, Australia and Singapore. A special thank you to Activity Coordinator Georgina Rayner for pulling everything together to put on a great event for Coppelia. Coppelia House had a fantastic Care Home Open Day and we would like to thank everyone for attending and to staff for all their hard work in creating such a fun day for all.



## Outstanding Team Award Nominee's

From one award to another, huge congratulations to Coppelia House for being awarded Silver at the Outstanding Care Awards Devon and Cornwall for teamwork.

The team were nominated, then shortlisted and invited to attend a fabulous evening at The Livermead House Hotel, Torquay.

Everyone enjoyed getting dressed up and after a quick photoshoot in Coppelia garden, the team made their way to Torquay together on a minibus.

Feedback from the evening was great, staff said it was lovely to see and meet other care groups and share in each groups success. Much fun was had in the photobooth!



## A touch of pottery

Art Raft visited Coppelia House recently to make clay figures to commemorate 100th anniversary WW1. They were fired locally and put on display in the home. Residents enjoyed making their own marks and identities for the figures and enjoyed music and singing afterwards. Thank you to Grenhill Arts for organising the event.



*"It is a country house with a great atmosphere and the room was bright with a garden view. We could not fault the care and attention she received and the support to us as a family was excellent".*



## Torbay Poetry Festival

Some residents decided to take part in this year's Torbay Poetry Festival by writing a poem together.

Residents each wrote a line which was combined together to make a lovely poem. Their poem will be read out by guest speakers at the festival. Everyone who took part really enjoyed the experience and a few have continued writing.



## Ocean Youth Radio

Ocean Youth is a youth-led online radio station and brings young people across Torbay together to make music and radio. It aims to build friendships and develop a creative and engaging social action community. Ocean Youth supports Torbay's young people through helping them to share experiences through broadcasting content on various topics.

It is supported by Sound Communities who help people to connect, engage and inspire each other through making and broadcasting radio within their communities.

A couple of Ocean Youth presenters visited Cornerways to interview residents as part of the 'Hear and Now' project. As part of the Ageing Well Festival residents were asked to share their past memories of Torbay.

The stories were amazing and it was great to hear so many sharing their fondest memories. It has certainly been a great topic of discussion amongst everyone.

The recordings will be available online and will be broadcast on air Saturday 20th, Sunday 21st and Monday 22nd October at 6pm. Tune in to 87.9 FM Ocean Youth Radio.

The feature will be used for educational purposes throughout local Schools, Colleges and Universities.

To find out more about the project and further links search for Hear and Now on Facebook or visit their website <http://oceanyouth.co.uk/>.



*"I would not hesitate to recommend Cornerways because of the high standards in all fields of care and personal support".*



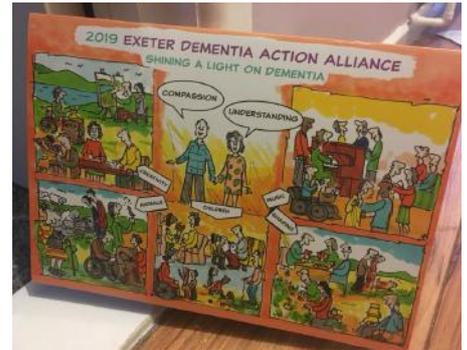
## Macmillan coffee morning

It was a day full of cake for Parkland Macmillan Coffee Morning. Parkland House would like to thank everyone who attended and helped raise £54 for Macmillan Coffee Morning.



## EDAA Calendar Action Plan

Continuing our support of the Exeter Dementia Action Alliance (EDAA), Parkland House have sponsored the new EDAA 2019 Calendar which features dementia friendly scenarios drawn by the award winning cartoonist, Tony Husband. We are very eager to see the new calendars as they arrive this October. Keep a look out for them in the home. We have sponsored September, appropriately named 'Creature Comforts'. Parkland House will have a few available to purchase.



Below is our updated action plan with the EDAA:

Action 1 - Staff, Relatives and Friends Awareness Sessions.

Whilst our staff are trained in dementia care we would like them all to become dementia friends. This has nearly been accomplished. In addition we would like to actively encourage families/friends to be part of our dementia friend training. We have formed links with a local nursery and hope the connection will raise awareness with local children and their families.

Action 2 - Join the Exeter Dementia Action Alliance. Peninsula Care Homes Ltd has joined as a group with Parkland House joining the Exeter Dementia Action Alliance.

Action 3 - Improving and Enhancing the Environment. Parkland House residents, staff and visitors are often making suggestions on ways to improve the environment. During 2019 we hope to install a resident kitchen within the dining room for residents to enjoy.

Action 4 - Partnership with and support for the Exeter Dementia Action Alliance 2019 calendar. Peninsula Care Homes Ltd have sponsored the September page.

Action 5 - Through connections made with the Alliance, Parkland House residents benefit from a volunteer artist and performances from a theatre group.

*"I wouldn't hesitate in recommending Parkland House to others as the quality of care that I observed was always of the highest quality".*



## Manager of the year

Many congratulations to Plymbridge House Manager, Kathie, on receiving the Manager of the Year Award at the Plymouth Excellence in Care Awards, presented to her by the Lord Mayor of Plymouth. It came as a great surprise as she was unaware she had been nominated by Plymbridge House staff. We are so pleased she has received this recognition for being an outstanding Manager, it is very well deserved. Very well done Kathie.



## More awards and celebrations

Plymbridge House residents have spent many sunny afternoons out in the gardens eating ice creams and enjoying entertainment. Everyone made the most of the hot summer days.



We love that one resident awarded Care Assistant Gemma a star for 'Best Bather' as she enjoyed her bath so much and wanted to show her appreciation.



A Plymbridge House milestone was celebrated recently. Senior Care Assistant, Sarah celebrated 25 years employment at Plymbridge with a party and was given some beautiful flowers.

Sarah started at Plymbridge 25 years ago working at the weekends. Over the years she progressed from a Care Assistant to a Senior Care Assistant. She is also very capable in the kitchen and helps cover any Chef holidays.



Sarah said that "care has changed so much over the years but it still remains so fulfilling. I have found it an honour and privilege that I have been able to give so much of myself to the residents, but I have been given far more back and learnt so much. I have encouraged my children to pursue careers in the care industry".

We would like to thank Sarah for all her hard work and commitment to caring for everyone at Plymbridge and wish her many more happy years at Plymbridge House.

*"We were able to make lots of lovely memories whilst our dad was with you, which we will cherish. Your Home, for that is what it is, a proper home from home. You should all be very proud."*

## Introducing our Quality Assurance Manager

We would like to introduce you to our new Peninsula Care Homes Quality Assurance Manager, Andrew Kirby...

Andy started out in the healthcare industry working as a carer, and soon decided he was destined to become a nurse. Andy has since gained extensive experience in nursing and management, having worked first in the NHS in a variety of settings, before managing residential and nursing homes.



His ethos has always been about ensuring every person has the best possible care, and has a good day, every day. Andy is very excited to join the company, and is looking forward to meeting both staff and residents in all our homes, to support the staff to deliver the highest quality care possible.

Andy lives in Crediton with his wife Karen, and two teenage children. He has a new black Labrador puppy called Barney Rubble, a cat called Alan and two leopard tortoises called Pedro and Primrose. Andy runs with the Kirton Hash House Harriers running club, and has been known to perform in the occasional musical with the Crediton Operatic and Choral Society.

## DCKM Conference 2018

The Devon Care Kitemark (DCKM) was established in 2012 by a group of independent care providers. Supported by a steering group of 7 providers the Kitemark welcomes Providers, Registered Managers and care staff within Devon to become members of the Kitemark.



Peninsula Care Homes Managing Director, Louise, meets monthly with the steering group. The Kitemark offers Skills Academy events which usually have a specialist expert speaker and discussion about what needs to be done well and how it can improve. Peer reviews about the topic of the Skills Academy often follow. A Masterclass Programme is organised for managers, and seniors around leadership and improving lives of those in our care. The annual Conference has a number of short vignettes from Kitemark members and friends.

DCKM will be holding their annual Conference this year on Thursday 6th December at Exeter Racecourse (10am-4pm TBC), with key speaker CQC CBE Chief Inspector for Social Care Andrea Sutcliffe.

If any resident, relative or member of staff would like to attend please contact Nikki at Peninsula Care Homes Head Office on [pchassistant@peninsulacarehomes.co.uk](mailto:pchassistant@peninsulacarehomes.co.uk) or call 01392 346442.



Don't forget to visit and like our Facebook page  
[@PeninsulaCareHomesLtd](https://www.facebook.com/PeninsulaCareHomesLtd)



Follow us on Twitter  
[@PeninsulaCare1](https://twitter.com/PeninsulaCare1)



Check out our LinkedIn Company page