

adeptnews

EDITION 6

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SUMMER 2018



DOUBLE
CELEBRATION!
TV DOCTOR VISITS
CHETWYND HOUSE
& KIWI HOUSE

WEDDING FEVER
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SUPER CENTENARIAN
HILDA
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Welcome



By **Emma Philpott**

Operations Director

Welcome to our Summer newsletter.

I wanted to take this opportunity to introduce myself to those of you I haven't met. As Operations Director for Adept Care Homes, I do have the pleasure of being in and around our homes much of the time, but

with responsibility for everything from making sure medicines are ordered correctly to ensuring the food we provide is healthy and nutritional, I don't always see as many of you as I would like.

I've been with Adept since July 2009 and my on-going aim is to ensure we continue to meet our aim of being a superb place to live or work. My main focus is to provide our residents with a quality and safe environment.

Your feedback is always welcome, so please do share your thoughts with us on any aspect of living or working at Adept.

I hope you enjoy this issue of our newsletter which as always is packed full of news and information about what we and our residents have been up to.

You can find out more about what I do on page 11.

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GOOD BOARD GENDER BALANCE

We welcome the government's aim to have more women board directors in the UK.

At Adept our executive board ratio is 50:50 male and female with the female members responsible for operations and people.

3 of our 4 board directors work full time and 2 of these are female.



THERAPY HORSES MAKE MOAT HOUSE FAMOUS



For some time, we've been inviting the therapy horses and lambs into Moat House. They are a huge hit with residents and our team. We didn't expect to make the news and Activity Coordinator, Lisa has been giving interviews to the local paper and on BBC Radio Leicester.

"The animals really do bring so much joy to our residents, I was pleased (and a little nervous) to share our experience at Moat House with readers of the Hinckley Times and listeners of BBC Radio. It's not everyday you get to walk the streets of Leicester with a lamb on a lead!" **Lisa Chamberlin, Activities Coordinator**

We celebrated Carers Week, find out more on page 14-15

In and around our homes

RESIDENTS CONNECT AT DOUGLAS COURT & KIWI HOUSE

In addition to our pen-friend scheme which allows residents to write to each other, we're supporting residents to forge new friendships by meeting up in person. Residents at Kiwi House and Douglas Court have been enjoying visiting each other's homes and finding out more about each

other in a social setting.

"It's really important to facilitate new and existing friendships. It's been wonderful to see residents at both homes getting excited about meeting up with new people and catching up with those they already know!" **Rebecca Lambert, Hospitality Manager**



PAT AND RAY CATCH UP

SPONSORED BIKE RIDE FOR KIWI HOUSE TEAM

The Kiwi House team have carried out a sponsored bike ride cycling the total miles to all other Adept care homes. The money raised will be put straight into the Resident Social Fund!



SENIOR CARER CHRISTINE COOPER, CARER SEGAL HUSSAIN AND ACTIVITY COORDINATOR ZOE AISH

DEMENTIA AWARENESS WEEK

Some of our homes got involved with fundraising events in support of Dementia Awareness Week.

Residents at The Knowles had a special afternoon tea and Kiwi House held a pub quiz for

residents and their relatives.

"Dementia is very close to our hearts here at The Knowles. Our tea party was a great success with team and residents all enjoying the fun," **Andree Yates, The Knowles Home Manager**

A NICE DAY FOR A WHITE WEDDING

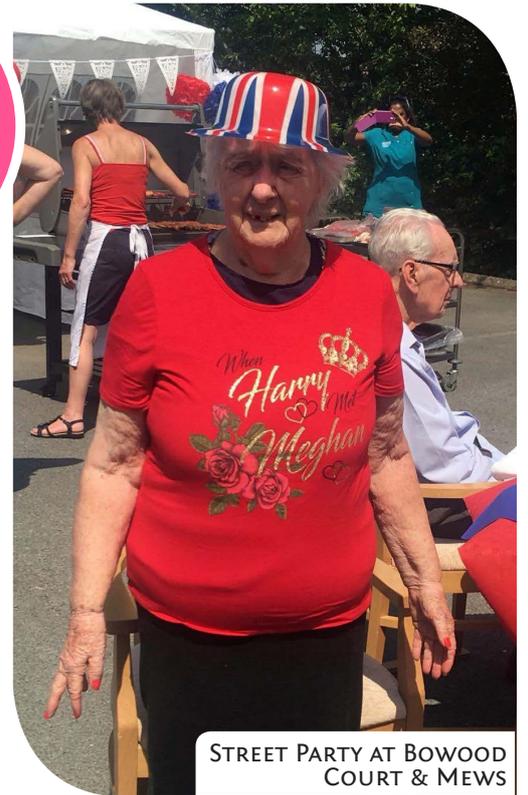
Prince Harry and Meghan's beautiful Royal wedding got us all in the mood for a wedding party and also promoted residents to share their top tips for a long and happy marriage.

Bowood resident Joyce Mills said: "It's simple really, just remember to compromise"



HATS AT THE READY

Cliff and Doris Salt who both live at The Old Vicarage have been happily married for many years said their top tips are to **'always communicate with each other and never go to bed on an argument'**.



STREET PARTY AT BOWOOD COURT & MEWS

Last year, Peter and Betty Lister celebrated their 60th wedding anniversary with a special party at Kiwi House where they live together. They agreed that the secret to a successful marriage is simple:

"Tell each other you love each other every day - no matter what has unfolded in the day,"

"Make time and show interest in each other," said Jean Jackson and Kathleen Haines, who was happy married for 19 years to Frederick Robert Haines said, **"share everything 50/50 right from the beginning!"**

"It's been so lovely hearing our residents looking back over their married lives. We've focused a

lot of our activities on weddings and residents have loved sharing their wedding albums with us."
Karen Betts, Old Vicarage Home Manager

The happily married couple also put their ability to trust and support each other throughout their lives as a key factor in their own happiness.

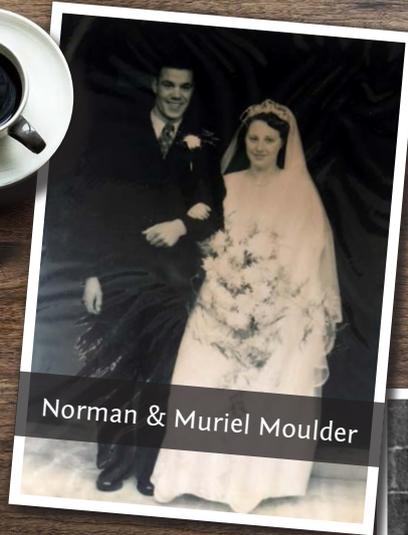
Joyce and Melvin Douglas were married for 54 years, Joyce's advice was **"Let your partner fulfil their ambitions and encourage them to follow their dreams,"** and Doris Parnell, who was married to childhood sweetheart Rodger for 57 years, added:

"You have to listen to each other, and I mean really listen!"

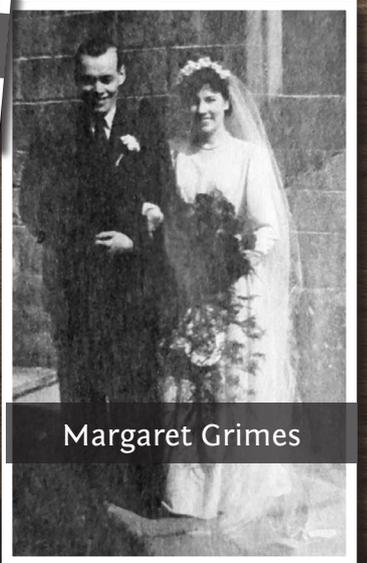


WEDDING PARTY AT CHETWYND HOUSE

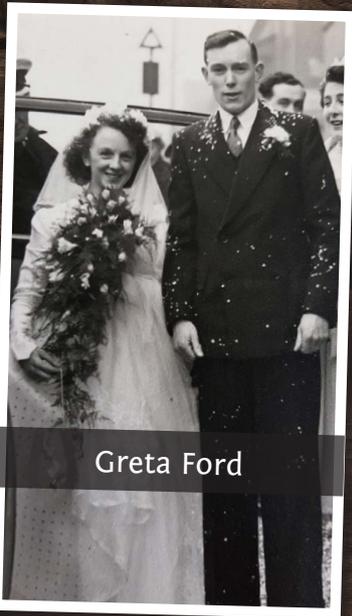
HERE COMES
SOME OF OUR
BLUSHING
BRIDES



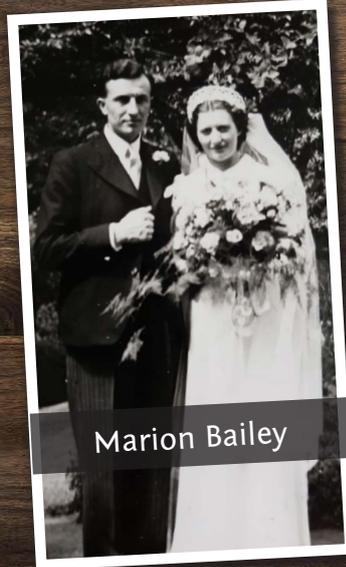
Norman & Muriel Moulder



Margaret Grimes



Greta Ford



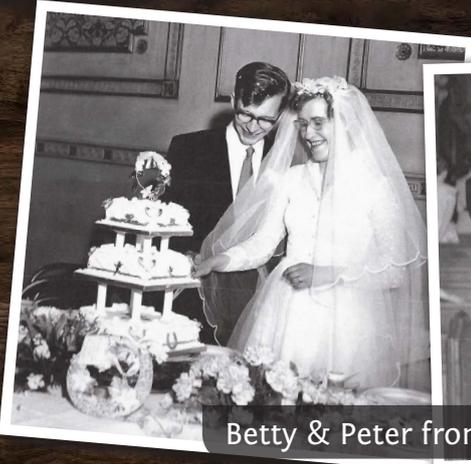
Marion Bailey



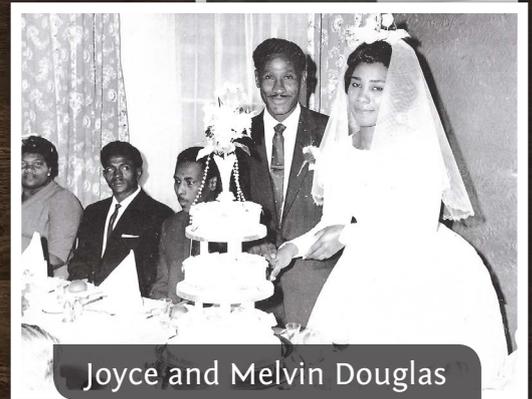
Joyce Mills



Jean Piggott



Betty & Peter from Kiwi House



Joyce and Melvin Douglas

GARDENING CLUBS SPRING INTO ACTION

Residents at all of our homes enjoyed their special Gardening Club opening ceremonies.

“We wanted to make the launch of these clubs that bit more special, the events were hugely popular, and it was wonderful to see such creativity from the Home

teams, we even had garden-themed food with Beetroot & Ginger brownies at Bowood Court & Mews and smoothie making with residents at Chetwynd House,” **Rebecca Lambert, Hospitality Manager**



strawberries and cucumbers grow. I’m looking forward to even more coming to the gardening club this year,” **Audrey Harvey, Moat House resident**

“I’m so pleased about the Gardening Club. I’ve enjoyed planting out in the raised beds here for years but getting some expert advice will be wonderful,” **John Jackson, Old Vicarage resident**



CHETWYND HOUSE RESIDENTS GET THEIR HANDS DIRTY



BOWOOD GARDENING CLUB LAUNCH

“I think the Gardening club is good and last year we grew carrots, peas and prepared them for cooking. When the weather is lovely it is so nice to be outside and seeing the tomatoes,



THE OLD VICARAGE GARDENING CLUB LAUNCHES



MOAT HOUSE GARDENING CEREMONY



SMOOTHIE MAKING AT CHETWYND HOUSE



KIWI HOUSE GARDENING CLUB



DOUGLAS COURT GARDENING CLUB

OPEN DOORS FOR NATIONAL CARE HOME OPEN DAY

It was great to see all our homes participating in National Care Home Open Day again this year. A huge thank you to everyone who supported us.



CELEBRATIONS AT THE KNOWLES

The theme this year was the importance of community links. This is something we pride ourselves on with all our homes enjoying great local relationships, from beauty school volunteers at Chetwynd House to toddler group visits at the Old Vicarage.

“This is a great way to show the excellent care and quality environment on offer and the fantastic work that goes on here at the Old Vicarage. Some people still have

misconceptions about care homes, so we are keen to dispel any myths and for people to come and have a look around, meet our team and our residents and see why we are proud to provide a superb place to live or work.”
Karen Betts, Home Manager at The Old Vicarage



THE MAYOR POPPED INTO KIWII HOUSE

Here comes the sun, and with it, lots of fun!

A good dose of vitamin D does us the world of good. Our residents have been making most of it with trips out and about and savouring the sunshine in our tranquil gardens



RESIDENTS FROM THE OLD VICARAGE ENJOYING THE SUNSHINE



JEAN ENJOYS THE GARDEN CENTRE



GETTING FRIENDLY ON A WALK FROM KIWII HOUSE



ZOO TRIP FOR BOWOOD COURT & MEWS RESIDENTS

DOUBLE CELEBRATION AS TV DOCTOR VISITS CHETWYND HOUSE AND KIWY HOUSE

It was a wonderful double celebration as we welcomed TV's Doctor Hilary Jones to declare Chetwynd House Officially Open and to help Kiwi House residents celebrate their 1st year anniversary.

The good doctor gave both homes a 'clean bill of health' as he met members of the care teams, residents and their families in two special ceremonies.

Dr Hilary was joined by the local Mayor at both homes as hundreds turned out to celebrate in a day filled with live entertainment and visits from the therapy animals.



MAYOR DEREK BURNETT BEM AND HIS WIFE SONIA



*"I have visited many care homes and have to say that I am very impressed with both Chetwynd House and Kiwi House, the dedication from the care teams coupled with such luxury surroundings and vast range of facilities makes them both truly inspirational care homes. It's an honour to help residents and the teams celebrate.
Dr Hilary Jones*



JEAN ENJOYS A VISIT FROM ALFIE



"Today has been wonderful. Dr Hilary is a very kind man, it was so nice to meet someone from the telly!" Dennis Morris, Chetwynd House resident





"We are so thrilled to be officially open and wanted to make the occasion extra special for our residents and their families. It's wonderful to see so many people support us, I've worked in many care homes but this one is simply the best. From the beautiful facilities to the passion of the care team, Chetwynd House is genuinely a superb place to live or work." **Claire Gordon-Rundle, Chetwynd House Manager**



Residents at Kiwi House marked the occasion with the creation of their own time capsule filled with a selection of things, from a stethoscope to a golf ball.



"I love the time capsule, I do wonder what the people who eventually dig it up. I put my stethoscope in from my time as a nurse and also for Dr Hilary!" **Joyce Douglas, Kiwi House resident**



JOYCE DOUGLAS AND DR HILARY JONES BURY THE KIW I HOUSE TIME CAPSULE



KIW I HOUSE MANAGER DAVE GODRICH WITH DR HILARY

"We were keen to create a legacy for Kiwi House and the time capsule filled with items from our residents seemed a very fitting way to do this. It was a wonderful day, we're all very proud to celebrate our first anniversary." **Dave Godrich, Kiwi House Manager**



KATHLEEN WITH DR HILARY



JOAN MEETS DR HILARY

MANY HAPPY RETURNS!

Everyone is unique to us at Adept and birthdays are a time to really focus on the individuals who live in our homes. We've had lots of resident and staff birthdays since our last issue, here are a few celebrations in action!

A SUPER DAY FOR SUPER CENTENARIAN HILDA

Bowood Court & Mews held a super birthday party for their resident Hilda Clulow, who joined an elite group of super centenarians turning 110!

Selby Park born, Hilda is now believed to be the 2nd oldest person in the UK. A former dressmaker, Hilda worked in a Balsall factory from the age of 16 until she retired at aged 60. She fondly remembers friends and neighbours bringing her material for her to make them dresses in her back room. She also loved to holiday in Blackpool and Cornwall and her room at Bowood Court & Mews is decorated with pieces of Cornish artwork.

Hilda spent her super special day with loved ones at a tea party held in her honour at Bowood Court, where she has lived for 3 years.



"We were thrilled to help Hilda and her family celebrate this momentous milestone. We are very honoured to have a super-centenarian amongst us, it really is quite an achievement. Hilda is a lovely lady, we are all so happy for her," Breda Goulding, Bowood Court & Mews Manager

"I'm very happy to be 110 but when you get to my age, it's just a number isn't it? I've had a lovely day and seen lots of old photos, my memory isn't quite what it was, but I don't do too bad! I'm not one for fuss, but it is nice from time to time!" Hilda Clulow

Local media also turned out in force with TV & radio stations and the Redditch Standard all keen to talk to Hilda about her magnificent birthday.

"Hilda was very much the centre of attention, even the mayor popped in to wish her well and join in her celebrations," Breda Goulding



A FEW MORE BIRTHDAY CELEBRATIONS



HARRIET AT DOUGLAS COURT



VERA AT BOWOOD



ROSEMARY AT CHETWYND HOUSE

More about our Operations Director

Why did you choose to work in care?

Well you could say I was destined to. Having grown up on the grounds of a care home, my mum a registered care home manager, I don't think it was ever in doubt that I would work in care in one way or another.



What made you want to come and work at Adept?

I've been here for 9 years now but with over 20 years in the care sector, I was attracted to Adept's vision and values, to be a 'superb place to live and work'. Adept's vision captures what care is all about.

What does an Operations Director do?

My job is to ensure our care homes are run as they should be every day. That means making sure that we are compliant with the 'Key Lines of Enquiry' as set out by our regulator the Care Quality Commission. Fundamentally, with the support of my team, I ensure our residents are safe and well cared for.

You mention your team, what do they do?



Adept is unlike many other care home groups as we have

a large support team at head office. The operations team includes everything from Training to Hospitality and the reason for this is to enable our home managers to really focus on delivering quality, intimate care to their residents.

Has this changed much in your time at Adept?

I've seen many changes in the last 9 years that I am immensely proud of. The creation of our fabulous new hotel-like homes and the introduction of new technologies to improve the quality of our care for example. What I think is more



ABOVE: EMMA PHILPOTT, OPERATIONS DIRECTOR

important though, is the dedication from every team member, from head office to our homes, to providing excellent person-centered care to residents. Our care hasn't really changed and that is definitely a good thing.

What is your most memorable moment at Adept?

I've had many memorable moments here but I have to say most recently, helping our super centenarian Hilda celebrate her milestone birthday of 110 was pretty unforgettable.

What's your aim for the group?

To make sure that what we say in our vision and values is delivered in reality, to support Adept to continue to be a 'superb place to live and work'

Our Team

HAIR TODAY, GONE TOMORROW...

An enormous thank you to Douglas Court's Stella Mousley who let residents shave her head to raise funds for the resident social fund!

the day but I'm so happy to have raised so much, so I'm definitely glad I did it!" **Stella Mousley, Care Assistant, Douglas Court**

"I really wanted to give something back to residents at Douglas Court and decided shaving my head would raise money for their social fund. I was quite nervous on

Residents were delighted with Stella, "I think it's a marvellous thing you have done, I wouldn't have done it. As long as you don't change your lovely face" **Greta Ford, Douglas Court resident**



SUE CELEBRATES WITH LEE & DOUGLAS COURT TEAM MEMBERS

15 YEARS AT ADEPT FOR SUE

A huge thank you to Sue Bull who celebrated 15 years with Adept in June.

"Well done Sue, that's such an achievement. Here's to many more!" **Lee Daly, Douglas Court Manager.**



A GRAND EFFORT KATIE

You might remember a few issues ago we told you about Katie's plans to walk 25km following her incredible 7 stone weight loss.

Katie completed the trek around the Isle of Wight in under 6 hours and raised £1000. That is an incredible achievement and we are all immensely

proud of you Katie. Go girl!

"Thanks to everyone who sponsored me, it was hard going but I loved every minute of it," **Katie Muddeman**

NEW APPRENTICESHIP PROGRAMME

We have launched the Adept Apprenticeship programme for existing team members. Throughout May we carried out 'Come and Chat sessions' which has resulted in 68 team members expressing an interest in either completing their Level 3 Diploma in Adult Care or a Level 3 Diploma in Team Leading and Supervision.

"My aim is to continue to support our team members with their on-going career development. We had 7 team members on an apprenticeship programme before we launched and have now had 31 team members nominated or already to registered for the programme ready to start. Our Apprenticeship programme will provide our care

teams with a career pathway from Care Assistant to Senior Care Assistant and beyond." **Dave Lock, Adept Managing Director**

Anyone interested in finding out more about the Apprenticeship programme should speak to their Home Manager.

DAVE GOES BACK TO THE FLOOR

Dave Godrich, Manager at Kiwi House has been showing his commitment to providing the highest quality care by 'going back to the floor'.

Previously the manager at sister home, Douglas Court, Dave decided to take a different approach.

"As the manager of Kiwi House, I feel it is vital that I fully immerse

myself in all elements of our care provision and services. This will allow me to truly ensure that we continue to offer the very best quality to our residents. Joining members of our care team seemed the obvious starting point but I plan to spend time with our Activities Coordinators, housekeeping and catering too to ensure every element of our provision is exactly as I want it to be."



MEET OUR MANAGERS

YOUR CHANCE TO TAKE A CLOSER LOOK AT ALL OUR HOME MANAGERS

NAME: Dave Godrich
HOME: Kiwi House
MISSION: To bring the closeness and friendliness of a smaller home to a large home



NAME: Andree Yates
HOME: The Knowles
MISSION: To help residents get involved in the new activities programme



NAME: Claire Gordon-Rundle
HOME: Chetwynd House
MISSION: To deliver quality care to match the hotel-like quality surroundings



NAME: Karen Betts
HOME: The Old Vicarage
MISSION: To make the Old Vicarage a key part of the local community



NAME: Lee Daly
HOME: Douglas Court
MISSION: To maintain Douglas Court's reputation for excellent care from a close-knit team



NAME: Breda Goulding
HOME: Bowood Court & Mews
MISSION: To ensure residents enjoy the refurbishment and make the most of the new facilities when they arrive



NAME: Nicky French
HOME: Moat House
MISSION: Nicky places a great emphasis on maintaining a strong team providing excellent care.



Celebrating Carers Week at Adept

Special thank you ceremonies have taken place with team members receiving a small token of our appreciation.

"Our team is highly valued all year round but Carers Week presents a platform to express our thanks for the hard work and commitment to our residents to every team member. From our head office support team to our many care assistants, we're immensely proud of every individual who helps our team continue to meet our vision

of being a superb place to live or work." **Dave Lock, Adept Managing Director**

"Thank you Adept, this was very nice x" **Samantha Woodward, Chetwynd House**



ADEPT'S HEAD OFFICE CELEBRATES CARERS WEEK

BOWOOD COURT & MEWS



CHETWYND HOUSE



DOUGLAS COURT



KIWI HOUSE



THE KNOWLES



MOAT HOUSE



The Old Vicarage



Our News in Brief

ADEPT ANNOUNCED AS TOP 1000 INSPIRATIONAL UK COMPANIES

We're delighted to be named as one of London Stock Exchange Group's 1000 Companies to Inspire Britain for the 2nd consecutive year.

We asked some of our team and residents their view on this latest accolade:

To be included in the list, companies needed to show consistent revenue growth over a minimum of three years, significantly outperforming their industry peers. More detail on the methodology can be found in the report online. (www.1000companies.com)

"It is a real honour to be named on such a prestigious list of growing SMEs by the London Stock Exchange Group for the second year in a row. It's testament to the hard work and dedication of our team at Moat House Care Home. Our vision is to continue to be a superb place to live or work and inclusion in this list is another reflection of this." **Dave Lock, Managing Director, Adept Care Homes**

"The Old Vicarage is a great place to work. I get real job satisfaction from knowing the residents are always put first. We also get above industry average pay here which makes you feel genuinely appreciated," **Kelly Bexton, Care Assistant at The Old Vicarage Care Home.**

"Moat House is a wonderful place to live. Everything from the care we receive to the facilities here with the pub and cinema is top notch. The care team do a great job, nothing is too much trouble!" **Hazel Wood, Moat House resident**

HUCKNALL CARE HOME BECOMES HARRIER HOUSE



We ran a competition to find a name for our newest home, now named Harrier House, opening in Hucknall next year. The lucky winner was Anne-Marie, Adept's Compliance Manager, who enjoyed a VIP trip to Wembley to see Ed Sheeran.

MOAT HOUSE RATED GOOD BY CQC

Well done to everyone at Moat House who were rated as Good once again by the CQC.

The CQC inspector who visited the home unannounced in March said: "People's individuality was respected, and they were cared for by a staff team who were friendly, caring

and compassionate. Positive relationships had been developed between people and staff and people were treated with empathy and kindness"

"It's great to see Moat House getting this recognition, though if it were up to me, I'd say everything about Moat House

from the wonderful activities to the lovely carers, is excellent!" **Gladys Abell, Moat House resident**

Inspected and rated

Good

 **Care Quality Commission**

NEW LOOK CARE SUITE REVEALED

Bowood Court & Mews Care Home has revealed its first new-look care suite as part of its £1million refurbishment.



The new care suite is designed to give residents a more intimate level of care with residents cared for by the same familiar faces. 6 suites are being created with each one being home to between 13 and 19 residents, each having a large, tastefully decorated en-suite room. Within the suite is a lounge and dining area with a lifestyle kitchen which allows residents to continue to do the things they have always done such as laying the table for dinner or simply making a cup of tea.

Bowood Court & Mews residents are delighted with the refurbishment progress to date:

'It's absolutely beautiful, it looks

more like a hotel! I keep telling all my relatives to go and look at it. I love the colour of my room, it matches my clock!' Dorothy Kemp.



'It's really beautiful and all in my favourite colours too. The furniture is just lovely and good quality! I especially like the tartan on the side of the chair as I'm a Scot' Agnes Cooper.



In addition to the creation of care suites, the £1million refurbishment at Bowood Court & Mews has already seen resident rooms redecorated with all new fixtures and fitting.

Also included in the plans are the creation of facilities such as a pub, balcony terraces and a salon.



"We're all immensely pleased with the work done on our refurbishment to date. The luxury care suites are very beautiful, and we have had so many comments from residents and visitors about being more like a luxury hotel. Creating such a positive environment for both our team and our residents is part of what makes us continue to be a superb place to live or work," Breda Goulding, Bowood Court & Mew Home Manager



FOCUSING ON HEALTH & SAFETY

This issue we wanted to share some information on the work we do in health and safety. Our Infection Prevention Control (IPC) team is made up of a representative from each home, usually the manager and together with Adept's Compliance Manager, work together to ensure we are doing everything we can to prevent infections.

"Infection prevention is a hugely important issue within our homes. We have a range of measures in place and are continually reviewing these to ensure we reduce infections both from occurring and from spreading." Anne-Marie Robinson, Adept Compliance Manager

We're currently creating a 'Hand wash' challenge alongside hand wash training using specialist product, 'wash & glow' and members of the IPC team are devising events to recognise Infection Prevention Awareness Week (14-20 October 2018) Watch this space for more details.



JOIN US ON FACEBOOK

We try to share as much news about what we get up to at all of our homes on our Facebook pages.

Please follow us, our homes can be found at:

[www.facebook.com/
BowoodCourtMewsCareHome](http://www.facebook.com/BowoodCourtMewsCareHome)

www.facebook.com/ChetwyndHouseCareHome

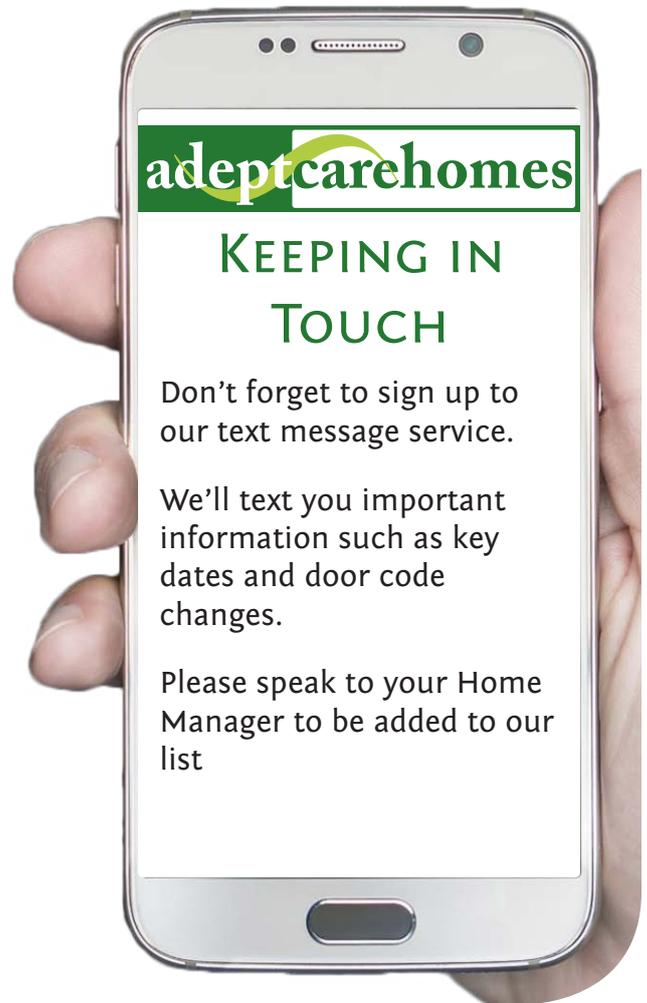
www.facebook.com/DouglasCourtCareHome

www.facebook.com/KiwiHouseCareHome

www.facebook.com/TheKnowlesCareHome

www.facebook.com/MoatHouseCareHome

www.facebook.com/OldVicarageCareHome



CONTACTING US

Newsletter contacts

For further information about any features in this newsletter, or to suggest future stories, please contact your home manager or our marketing manager Louise on **07951 812297** or email marketingmanager@adeptcarehomes.co.uk

For information on any of our care homes, please call the home direct where our team will happily assist you.

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Bowood Court	bowood@adeptcarehomes.co.uk	01527 65115
Bowood Mews	bowood@adeptcarehomes.co.uk	01527 60029
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