



LIVING WITH PEACE OF MIND

Newsline

WINTER 2018



Silverline Care invests in its future with new appointments

Belinda Dennis (right) will be supported by Janet Riding, manager of Manorcroft Care Home.

This year, Silverline Care has shown a commitment to growing and developing our staff through a series of appointments and promotions. May Prentice was promoted to Regional Operations Manager for Scotland and Belinda Dennis took on the responsibility of overseeing operations for our two homes in Yorkshire.

May, who had been managing our Spiers Care Home, brought 18 years of experience running homes in various nursing, residential and social care settings to her role. May first registered as a nurse in 1992 and her achievements with Silverline Care include earning an improved Care Inspectorate grade for Spiers while maintaining high occupancy and low staff turnover within the home.

Belinda Dennis, a registered nurse of 43 years, has managed care homes since 1993 and made a tremendous impression since joining our organisation earlier this year.

She continues in her role as manager of Linson Court Care Home with support from her team, staff from the nearby Manorcroft Care Home and Silverline Care's Senior Management Team. Alison Ravandi was also promoted to Home Manager of Spiers Care Home, supported by Frances Jeram who transferred to Deputy Manager of Spiers from our Newark home.

These appointments emphasise Silverline Care's commitment to supporting career development and nurturing the talent we have across our eight care homes.

Springhill Care Home earns upgrade from Care Inspectorate



Our home in Kilmarnock was celebrating after receiving higher grades from the Care Inspectorate.

Inspectors visited Springhill Care Home, Portland Road, in September and marked it to be Grade 4 (Good) across all areas.

These areas incorporate Quality of Care, Quality of Staff, Environment, Leadership and Management.

The news was made even more special as it was the care home's first inspection since being taken over by Silverline Care in 2017.

Since then, Silverline Care has made a significant investment in to the property to improve the environment for residents. There's loads more from Springhill on **page 10**

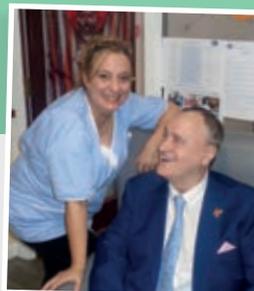
Spiers Care Home – resident's future looks bright after 'miracle recovery'

How is this for a Christmas 'miracle' - Archie Allan has been able to move into his own house after being nursed back to health at our Spiers Care Home.

Mr Allan required 24-hour care when he arrived at Spiers, Beith, in December 2015. He was diagnosed with severe mental health issues, was tube fed and said he felt his life 'hanging by a thread'.

Since then, Archie has made a miraculous recovery, has relearned to walk and is now regaining his independence.

Read more from Spiers on **page 9**



Welcome...

to the Winter edition of Newline where we take a moment to reflect on the activities and achievements of the Silverline Care Group over the last few months.

As always, providing our residents with the highest level of care is our main focus. The introduction of the new Health and Social Care Standards has required us to look at the way in which we deliver the care at our homes and we are enjoying adapting our model to meet these new requirements.

Employing the right people is also crucial to the success of our group and we are delighted to have made a host of appointments and promotions over the course of the year. It is important to us that our staff know that hard work and commitment is rewarded and that they have the chance to develop within their role and our homes. The Developing Potential Programme has been tremendous at bringing out the best in those who attended. Myself and

the home managers were very proud of the participants who presented at the graduation ceremony in November – you can read more about that and see the fantastic photos on page 11.

Intergenerational seems to be a real theme of the year – a major success story has been the project at our Springhill Care Home which saw children from a local nursery spend quality time with our residents.

The youngsters visited our Kilmarnock home twice a week over a matter of months and the impact it had on them and our residents has been tremendous to see. The project has in fact been so successful, that it was awarded the top prize at the Quality Improvement awards – you can



read more about Springhill and the award win on Page 10.

We hope you enjoy reading this issue of Newline, we wish you a very happy and healthy festive season and look forward to bringing you more news in 2019.

Tim Bolot

CEO

Home Improvements

As part of Silverline Care's commitment to become the leading care provider in each of the communities we serve, we have made significant improvements throughout all our homes.

In Yorkshire, the lounge and reception areas in both homes have undergone stunning refurbishments. Our home managers have chosen stunning colours and soft fabrics to really make sure our homes are homes from home for our residents.

In Scotland, the lounges in all homes are in the process of being upgraded. It is really important for our residents to feel comfortable in the communal areas and we hope the improvements will help give friends and relatives peace of mind that their loved ones are as relaxed as they are well cared for.

In Burnside, our residents were influential in the redecoration process. Many hands made light work as the ladies and gentlemen picked up their scrapers and helped strip the old wallpaper – whilst having a sing-along of course.



More rooms are being added to Ranfurly and Cochrane Care Homes in Johnstone and we look forward to being able to welcome more residents in the new year.

And last but certainly not least, the first stage of our refurbishment of Springhill Care Home has been completed.

A significant amount of money has been invested in restoring the B listed building which now boasts a brand new kitchen and a cook school and salon for residents.

We look forward to bringing news of more projects in the near future.



Visiting our pals at Poppies

The ladies from our Burnside home were invited to afternoon tea at Poppies nursery. The children baked lots of little cakes and enjoyed entertaining us and showing us around.

The highlight of the afternoon was out in the garden where the children proudly showed us their chickens called David and Fiona.

A big 'thank you' to all at Poppies nursery for a lovely afternoon. We hope to see you again soon.

Make every moment count

Some of our team have taken part in the 'make every moment count' training.

The training emphasises the importance of making every moment with residents special and how this can have a real difference to a person's quality of life in simple but very meaningful ways.



Therapy ponies bring joy to Silverline



Therapy Ponies Scotland have visited many of our homes throughout the year.

Despite the buzz, everything is always kept stable as residents cuddle, stroke and enjoy being around the lovely animals.

One lady questioned if the ponies were real because they were just so small and cuddly but in the end, there was no foal-ing us!

A huge thank you to everyone involved - we've even booked Wilson and Herbie to return as they were absolutely neigh bother!

Embracing technology



Silverline Care has made great strides in bringing innovative technology into our homes to help our staff provide the best level of care for our residents.

This has included the creation of digital care plans and also enabling our chefs to minimise food waste by placing their orders online.

Our Burnside care home also recently introduced their residents to the Kindle. It has already proved to be a great success as the ladies and gents love being able to listen to their favourite music, watch movies and listen to audible books. The residents have also 'welcomed' Alexa and have had a great time asking her questions - especially Alex whose first question is always: 'what's the football score?'

Time with friends



It's really important for our residents to have the freedom to do the kinds of things they would normally - like hang out with their friends.

These two residents decided to spend some time together in the garden at our Burnside home recently. They checked out the herb garden and had so much fun trying to identify which herb was which. And of course, both ladies' senses of smell were right on the money!



Home is where the heart is

A very special presentation was held at our Cochrane Care Home.

Colette Cunningham, the daughter of Cathy Cusack who is a resident with us, received a British Empire Medal (BEM) for services to business and the public services for Johnstone in this year's Queen's Birthday Honours list.

Rather than hiring a hall or a restaurant, Colette wanted to receive her medal at Cochrane so that her mum could be part of the event.

The ceremony was attended by Colette's family and friends and the Lord Lieutenant who presented the award.

Colette said: "To have mum here is just amazing – because without her I wouldn't be the person I am today and my kids wouldn't be who they are.

"She is an awesome mum and grandmother and I am sure my brother, kids and nephews would agree."

Donna, Manager of Cochrane Care Home, said when Colette asked to have the presentation here, the whole team went out of their way to help make it happen.

She added: "We congratulate Colette again on receiving this prestigious award and hope that she, Cathy and all their family and friends, had a lovely afternoon with us."

Prevention is better than the cure...



Falls represent the most frequent and serious type of accident in people aged 65 and over. Falls destroy confidence, increase isolation and reduce independence but research shows exercise programmes designed to improve strength and balance can lead to a reduction in falls.

The above photo was taken at the falls awareness training at our Cochrane Care Home recently - making residents aware of hazards and encouraging strength and balance, coordination, flexibility and chair exercises tailored to their needs help make our homes as safe as possible, giving residents and their relatives the peace of mind they deserve.



Lingo Flamingo

Lingo Flamingo CIC have been visiting our Cochrane Care home.

The charity provides interactive language workshops designed to empower older adults and delay the effects of dementia and brain ageing. Christopher, the instructor, is very good with Marcus, Albert, Cathie

and Catherine and Liz who have thoroughly enjoyed learning Italian over the ten week course.

In fact, Cathie was quite sad that the course has been completed but our activities coordinators have promised to keep the lessons going in her one-to-ones.

Coffee and a cuppa for charity



Many of our homes took part in MacMillan's biggest coffee morning and raised money in a bid to beat cancer. Here are the girls at our Linson Court Home. The whole team went to a tremendous effort to hold a fantastic event for our residents and their families and support this wonderful

cause at the same time. The staff were stuffed for days from all the delicious cakes and buns that were on offer. The fun didn't stop there as the coffee morning was followed by entertainment from singer Ruth Strangeway which also went down well with the residents!



Time to reflect

Reminiscence therapy is a treatment which uses sight, touch, taste, smell and sound - to help individuals with dementia remember events, people and places from their past lives.

The activities coordinators from our Linson Court care home had a lovely time recently

going through memorabilia with resident John. The pair travelled back as far as the 1940s as they flicked through old pictures and cuttings.

John said it really helped trigger old memories and he thoroughly enjoyed the activity.

Relatives show their thanks to Linson team



Every day, our Silverline Care team members pride themselves on putting the needs of our residents first.

But it was a lovely treat when the family of one of our former residents invited Dewsbury Massage Therapy to visit Linson Court Care Home and offer all staff ten-minute massages.

Thank you so much to the Holdsworth family!

Walter enjoys a little hug...



Here's a heart warming photo of Linson Court resident Walter Greaves spending time with baby Mia Grace. He just loves getting some cuddles when mummy Sharon Ward - who is a carer - visits our home.



Putting People First

Silverline Care's aim is to become the leading care provider in all our local communities.

Our homes in Batley and Dewsbury, for example, take great care in catering for the specific needs of our residents and providing a safe and welcoming environment at all times.

This includes ensuring their privacy and dignity are respected and that they feel

involved in various activities and events. We also ensure Halal food is available daily and events such as Eid are celebrated.

As you can see, our residents are also enjoying the newly decorated lounge area at Manorcroft. Thanks to the hard work and effort of our team, the place is looking and feeling great – work was recently completed at Linson Court too so make sure you pop in and take a look.



Community spirit



Our Manorcroft home has fantastic relationships with various groups within its local community.

One example is their collaboration with the Al-Imdaad Foundation UK and Madni Academy, Dewsbury.

Through various projects and activities they managed to raise £200 which was used to deliver wheelchairs for our residents.

It's a family affair



All our staff do their best to ensure residents feel that our care homes are their 'home from home'.

And that's why the team at our Manorcroft Care Home were keen for this year's Halloween party to be a real family affair.

Friends and family got into the spooky spirit and turned up as unicorns, skeletons, witches, cats and devils. A big thanks to everyone who helped make sure it was a spine-tinglingly special event!



Newark Ninjas

Our 'Newark Ninjas' took part in the 'Going For Gold' event.

This was a Care Inspectorate challenge between different care homes in the area.

The ninja team, which was made up of staff and residents took part in the tug-of-war, slipper throwing and various other activities.

And despite the weather, they all loved getting out in the fresh air and had a great time.



Fundraising for Smitha

As well as looking after our residents, the Newark team arranged a sponsored walk in support of colleague and friend Smitha Prabhakaran, whose family had been adversely affected by the flooding in India.

The team trekked along the cycle path to Kilmalcolm where spirits were high even if

the temperatures were low, thanks to the donations that came rolling in.

Fund-raisers also held sponsored silences and various other events. And, in September, the home presented Smitha with £500 which was greatly appreciated.

Football Memories



Smiles and certificates from Margaret McClure, Activities Organiser, and Pamela McKellar, who loved participating in the Football Memories Training Day at Hampden.

The ladies returned to our Newark home fully energised, with lots of ideas and nice freebies for our ladies and gentlemen!



Act of Kindness

Integrating into the communities we serve is one of Silverline Care's main goals. So we were absolutely delighted when our Ranfurly Care Home was recognised in The Flower Shop Elderslie's 'Act of Kindness' competition.

After receiving hundreds of nominations from the public, the home was one of ten local businesses to receive gorgeous

flowers from the shop as part of its 3rd birthday celebrations.

Our beautiful purple arrangement had the message 'you are amazing!' on it and it certainly helped make our day.

Thank you to everyone who thought of us and gave their vote.



Sensational Sophia

The lovely Sophia, a resident of our Ranfurly home, turned 104 recently. Doesn't she look fabulous! Of course, with a birthday so special,

we had to mark the occasion with a party and a cake! Happy Birthday Sophia we hope you had a great day.

Charity Cruise



Seagull Trust Cruises are a real highlight of our residents' social calendars. The charity offers free canal cruising in Scotland for people with special needs of all ages.

Our residents just love getting on board as they enjoy seeing what they can see as they cruise up and down the canal.

Pupils teach residents to floss



Children from St Anthony's Primary School are regular visitors to our Ranfurly Care Home. Our residents were delighted to see the boys and girls and were even more enthused to learn about a little something called 'the floss'. The 'oldies' repaid the favour by teaching the younguns some songs of their day and it's fair to say everyone had a ball!



Archie's miraculous recovery

Archie Allan, a 73-year-old resident at our Spiers Home in Beith - dubbed the 'Miracle Man' by staff and residents has completed an incredible recovery by leaving the care facility and moving into his own home.

In January 2014, Archie was admitted to Crosshouse Hospital. In December 2015, after doctors gave him very little hope of returning to any degree of normal life, he was transferred to Spiers Care Home. At that point, Archie couldn't walk, sit, speak or feed himself and was cared for 24 hours a day, seven days a week by staff.

However, nearly three years to the date after Archie arrived at Spiers, he's amazed staff and residents alike by



recovering so well that he's now left the care home and moved into his own home within sheltered accommodation.

Archie said: "When I arrived at Spiers, I felt my life hanging by a thread, I really didn't think I would be alive in a year's time.

"The staff and residents here have all played a huge part in my recovery, the staff have devoted their time, care and love to me from the moment I arrived and they gave me the encouragement to see the light and have the energy to start my journey to recovery."

Alison Masoumi-Ravandi, care home manager at Spiers, couldn't be prouder of what Archie's achieved since his arrival. She said: "Our very own Miracle Man has worked so hard to get to where he is now, including going through speech therapy, and his transformation has been nothing short of exceptional."

Archie won't be leaving Spiers for good though - he's been the regular Father Christmas at the home for the past couple of years and he'll be back in December to keep up the tradition.

Archie said: "They can't get rid of me that easily! I'll be back for the Christmas celebrations and to see the wonderful staff at the home who have now become my good friends."

A letter to... Australia



The Spiers ladies proved they have the write stuff as they posted a card to their penpals from Millicent, Australia.

The girls chose to send a pic of Rabbie Burn's cosy cottage and had fun listing all the things that Beith is famous for - from furniture to Dr Henry Faulds, pioneer of the identification of people through fingerprints.

Silverware at Spiers



Beith Juniors like to visit and sometimes bring along their cups. One was the Evening Times cup dated back to 1895 and the other was the Junior league cup.

Our residents were so excited and happy to have the honour of having their pictures taken with them.



Pet therapy lightens the mood for residents

Many of our homes offer pet therapy where small, furry and feathery animals come to meet our residents.

The cute creatures offer comfort physically and emotionally and it is hoped that allowing pensioners to cuddle and bond

with the animals will boost their mood and prevent them from feeling isolated.

Here are pics from one petting zoo visiting Springhill and, judging by the smiles, it certainly seems to have worked.

Inspirational Stuff...



A collaboration between Springhill Care Home, the Care Inspectorate and Gargieston Early Childhood Centre picked up a top award in the Most Inspiring / Innovative category for the implementation of an intergenerational programme at the Quality Improvement Awards in November.

The programme saw the youngsters spend quality time with our residents twice a week over a period of months.

Eileen Welch, Springhill's home manager, said: "It has been amazing to see the benefits on our residents and the children first hand and I'm ecstatic that the project has won this award and received the recognition I know it deserves.

"We wish to congratulate everyone involved and we believe this win is a springboard for Springhill as we continue to strive for excellence by creating a culture of embracing new ideas, developing solutions and putting them into action."



Provost attends relaunch

It was a pleasure to welcome the Provost of East Ayrshire to celebrate the completion of our refurb in September.

Provost Todd performed the ribbon cutting ceremony at our official relaunch and

helped us celebrate the completion of the first stage of Silverline Care's £200k+ project to restore this gorgeous Georgian mansion.

The 2018 Awards attracted a wide range of strong and innovative projects across nine categories, illustrating ways in which local people and teams have improved health, early years and family services and schools.

Developing Potential Programme Class of 2018

Silverline Care, as part of its commitment to staff development, invited employees to participate in a Developing Potential Programme (DPP).

Over the course of a year, the talented group learned more about exploring their potential, about the benefits of stepping out of their comfort zones and being 1% braver.

To celebrate how far they have come, a special graduation ceremony was held at the Lynnhurst Hotel in Johnstone where the brave souls made a presentation in front of their friends and colleagues. This was something many of them probably couldn't have even dreamt of doing before the programme but they all did tremendously well. Congratulations to the DPP class of 2018 - you did yourselves proud.

And a big thank you to Jenny for delivering the programme in such an enjoyable way.



We wish you a Merry Christmas...



A very Merry Christmas
and best wishes for 2019
from everyone at
Silverline Care

