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Newsletter

"Your Smile is Our Reward"

IS002

July Edition



Dale Mount Residential Community, Southfleet

Nicholas James Care Homes; Providers of Award Winning Residential and Nursing Communities throughout Kent and Sussex.

Welcome to another edition of our Nicholas James Care Homes Newsletter.

In our second newsletter we will be focusing on the group's commitment to engaging different Technologies and devising innovative programs to enhance our services and the training our Residential and Nursing Teams undertake.

So far in 2018 we have seen the implementation of new technologies from the Access Group in to our Communities; we will be focusing on the new Care Planning and

Observational System, Mobizio on page two of our newsletter.

As a group we continue to be focused on providing meaningful person centred care. The Launch of our Social Calendar and Virtual Dementia Training Programme 'Dementia Dining Experience' are part of this strategy.

We will also update you on our recent awards success at the Great British Care Awards in November 2017 and March 2018.

New for this addition is a roundup of what our Nursing and Residential

Communities have been up to over the first part of the year.

“So far in 2018 we have seen the implementation of new technologies from the Access Group in to our Communities”

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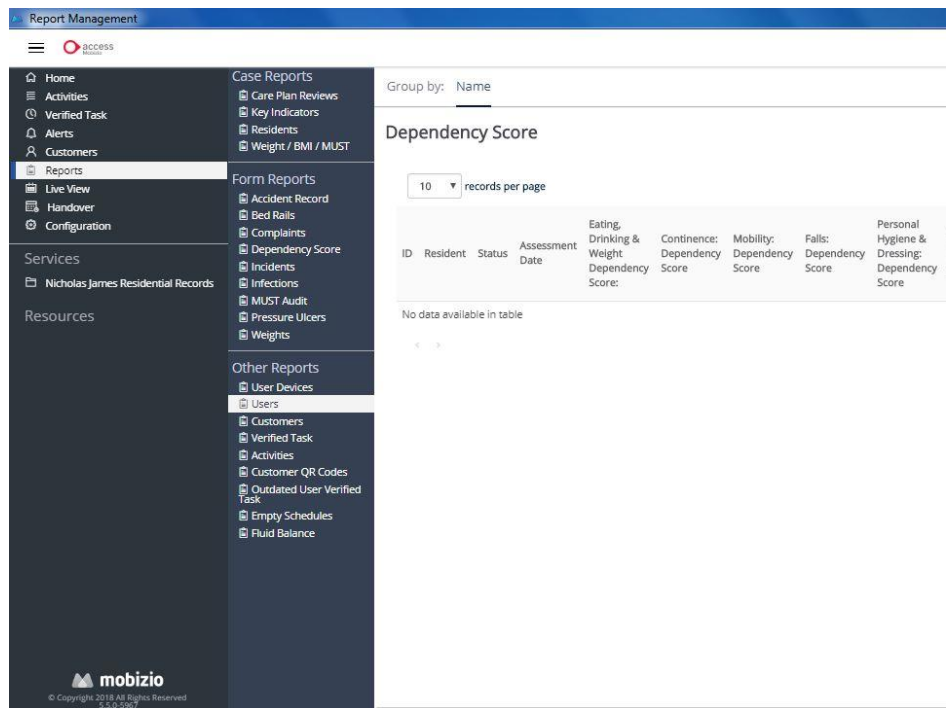
Ensuring that our communities and the way in which we deliver our care is extremely important to Nicholas James Care Homes. Also important is the need to research, learn and engage new technologies and equipment that will enhance the care we provide within our communities. During 2017 this was our mission. Between our Senior Management team and the Technology Department of our Head Office we looked in to various technologies and how we could utilise them and how their implementation would benefit our residents, their communities and our teams who work within our homes. During this consultation period we engaged The Access Group to work with us to create a computer software programme which would enable our documenting processes to become even more person centred, efficient and detailed.

The software's content was predominately designed by our Operations Manager RGN Jacqui Gregg, who has over 30 years of experience in Nursing and Social Care.

Jacqui's main objective was to create forms and programmes which reflected the detail needed to document the care that was being given but also to improve the paper documents that we had already in place.

There are a number of benefits from the Mobizio System. Its main benefit is that it is bespoke for our Communities both Residential and Nursing. We have created and devised the programme and forms to enable our Teams to create person centred focus care plans.

Leading the Way With Bespoke Technology



“ we looked in to various technologies and how we could utilise them and how their implementation would benefit our residents, their communities and our teams who work within our homes ”

Because these forms are computerised it means we are able to adjust at a moment's notice to compensate for any changes to our resident's daily care needs. It is instantly active on the system and visible for all the team to review and carryout.

Mobizio also enables us to look back on, monitor and collate information such as fluid intake, weights, so that any concerns are highlighted and we can then contact the necessary multi-disciplinary teams.

Leisure and Social Calendar Launch

Over the last two years we have been developing our activity provision throughout our communities. This has seen us partner with NAPA and assign NAPA training to all of our coordinators. We have also changed the name of our coordinators from Activity to Leisure and Lifestyle. The title change has enable our coordinators to show our provision is about creating a meaningful, person centred and active lifestyle rather than something that was 'activity/task' based. This year we launched our new calendar which is shared across all of our Communities. The calendar features our weekly themes, fund raising events, National Observances, Events i.e. Trooping the Colour, Wimbledon and special days such as National Cream Team Day! Brought together they give our Residents a variety to choose from.



Dementia Dining Experience

As a group we always want to strive to continue to be forward thinking and create new and innovative projects that will enhance the care we give within our communities. As a group we always strive to enhance and improve our services. After carrying out observations during provider visits Operational Manager and Nominated Individual Jacqui Gregg RGN and Marketing Manager Abigail Draper decided upon focusing on enhancing and specialising our dining experience for our residents. The question was how best to make improvements to the Dining Experience within our homes and how would this benefit the residents? From the observations it was clear that the training the Care Teams had already undertook in Customer service, Person Centred Care and Dementia Care, was good but we felt it was one dimensional and that there could be a more powerful way of getting that training across. Working with some of the managers from our Communities in Kent we decided that a more practical and virtual experience would give the staff more of an in-depth and personal experience of how our residents experience their meals times. This training would be called 'The Dementia Dining Experience'. The training would be a practical training tool using equipment to replicate some of the advanced symptoms of Dementia. Such as; loss of dexterity and coordination, macular degeneration and loss of peripheral vision, deafness and lack of understanding of an environment or task.

“The training would be a practical training tool using equipment to replicate some of the advanced symptoms of Dementia.”



This Certificate Certifies that

has taken part in the Dementia Dining Experience
as part of
Nicholas James Care Homes Induction Programme

Authenticated By.....

Position.....

We used specialised goggles, gloves and a sound piece which had been designed by Abigail who had observed some of sounds and noises she heard during lunch times. The sounds piece was created by layering sounds such as music, call bells, door bells, food trollies, talking, and extractor fans in different and varying levels.

Once equipped staff would be sat at a table laid up for lunch and given tasks to perform such as eating with a knife or folk, being assisted with food and fluids whilst listening to the sound piece and not being

able to understand instructions clearly.

They team tested the 'experience' and then launched the training to all of our Kent managers. The feedback from this session was really positive and the managers were confident it would enhance their staff and homes.

The training is still in its initial stages but already we've been able to look at changing the environment of the dining rooms in some of the homes, reinforcing the protected meal times and making sure that the residents have a relaxed and calmed 'Dining Experience'.

Investment in People is an Investment in Care

As a company we are a firm believers in investing in our staff, we offer a package of training, observations and appraisal to help them to fulfil their role and to grow and achieve their goals. We are extremely proud that this type of management has enabled us to promote our staff to senior and then managerial positions within the company. Recently we sent 5 team members from various homes to undertake their NVQ Level 5. The staff found the training informative and are looking forward to putting in to practise.

It was lovely to hear feedback from the trainer who had commended the individuals on the level of training and knowledge that they already had especially with regards to GDPR. MCA and DOLS

And the Awards Just Keep on Coming.....

We never thought we would be able to top the success we had in 2016/17, which saw us for the first time as a company recognised during the Social Care awards season; but how wrong were we!

We were again nominated at the Kent Care Awards held by KiCA in September of 2017- A number of our team were nominated finalists at the event held at the Leas Cliff Hall in Folkestone on the 29th September. The Gala evening was a fantastic and well deserved way to celebrate all that is positive about the Social Care Industry in Kent.

Our Nominated Individual and Operations Manager Jacqui Gregg was nominated for Innovator of the Year for a second year running.

Collette Eldridge from Walmer Care Centre was also nominated for Putting People First Personalisation Award for a second year in row.

Harbledown Lodge's Neil Richards, was again a finalist for Trainer, of the Year and Haydon Mayer's Lethi Nair was a finalist in the Nurse of the Year Category.

We were extremely overwhelmed to receive 10 nominations in the South East Regional Great British Care Awards. In total as a group we had 11 finalists in 11 different categories. We were even further delighted to become overall winners in four of those categories!

Overall winners on the night were Walmer Care Centre, who came away with the Care Home Team Award.

The home's manager Jill Hyland led her team to collect the award on behalf of the whole team who are dedicated to creating a person centred environment for those who live at the community in Deal Kent. Leisure and Lifestyle Coordinator Katie Simmonds from our Residential Community Alexander House in Dover, won the Activity Coordinator of the year. Katie was also a finalist in the Putting People First, Personalisation Award. The home also had finalists, Audrey Graham who was shortlisted in the Care Home Worker award and Lynn Graham who was a finalist in the Ancillary Worker Award. Our Marketing and Project Manager, Abigail Draper was named winner of the Frontline Leader Award.

Finally our Nursing Community, Chestfield House's Volunteer Veronica Cole was named as the winner of the Unpaid Volunteer Award.

Nicholas James Care Homes Nominated Individual, Operations Manager and Registered Nurse Jacqui Gregg was a finalist in the Innovator of the Year Award. Also finalists were, Claire Dodd from our Residential Community Dale Lodge in South Fleet. Claire the home's Leisure and Lifestyle Coordinator was a finalist in the Dementia Carer Category.

Our Residential Community, Eastfields in Maidstone also had finalist Jamuka Thappa in the Newcomer Category.

The four overall winner then went on to the finals in March.

The Gala Grand Final at the Birmingham ICC was as usual a glamorous and celebratory extravaganza with special guest Jeremy Vine, X Factors Chico and Irish Dancing. The whole evening is a fantastic way of acknowledging the social care industry and all those who work, volunteer and support it. Our four regional finalists were all extremely proud and honoured to be recognised at the event and we are delighted to yet again, for the second year running be announced as National Winners when our Leisure and Lifestyle Coordinator Katie Simmonds from our Residential Community Alexander House in Dover was announced as the winner of the NAPA Sponsored Activity Coordinator of the year. Katie is dedicated member of the Alexander Team who has transformed the home's Leisure programme over the last two years. It is her caring and person centred approach to her role and the dedication to making a difference to the resident's lives which makes her so special. Katie now adds another National Winner to Alexander Houses tally, with its Manager Natalie Lamoon winning last year's Dementia Award.

The recognition from The Great British Care Awards and KiCA is again a testament to our ethos and the dedication of our Nursing and Care Teams to provide person centred and meaningful care in our Nursing and Residential Communities throughout the UK; where our resident's smiles are our reward!



Our Community Round Up!

Edward House –

Edward House has been busy with lots of renovations with a newly decorated and refurbished social lounge

They have also celebrated Easter in style with competitions, activities and a party.

Also a Happy Birthday to Enid who celebrated her 90th Birthday in style.

Charles Lodge-

Charles Lodge have been busy with various events and activities throughout the year so far.

Dale Lodge & Dale Mount -

Dale Lodge would like to introduce its new Leisure and Lifestyle Coordinator Claire Dodds. Claire has worked at Dale Lodge/Mount for years but has recently change roles. Claire has made a huge change to the homes Leisure and Social Programme organising daily and special events. Highlights included Spa Days, Burns Night and a Mother's Day Luncheon. The team at Dale Lodge/Mount have also been carrying out Dementia Dining Training.

Eastfield-

Lots of things that have been happening in the home recently

Manager Lauren said 'we held "Eastfield's Got Talent" for all of our clients, staff and families to share their skills and talents.

We held our Mother's Day Afternoon Tea.

We had our first pamper night followed on by cheese and wine which was actually chosen by one of our clients and they helped organise this event.

We have had 2 recent birthdays for which we have had parties with great singers and entertainment.

We have a new PAT dog, Bailey who is every popular with all of our clients

We have had French exchange students visit as I have 2 French speaking clients living at the home and wanted to bring some of their culture into the home.'

Haydon Mayer-

Were really excited and proud for the opening of their new Sensory Garden in the autumn. The homes new manager and a team of dedicated staff and volunteers have worked tirelessly over the last few months to create a new Sensory Garden. With materials donated from local business and local volunteers donating their time the garden has truly been given a special meaning. The garden is not only safe and secure but also a relaxing, fun and stimulating area in the garden for the residents, their friends and family to enjoy.

Harbledown Lodge

Harbledown Lodge have been extremely busy so far this year with their varied social calendar. There has been entertainment from singers to puppeteers. The residents and staff have enjoyed their regular churches services and also coffee mornings. Lots of preparation work went on for their Spring Fair in May which was a huge success.

Looking towards the summer there will be lots of work done on renovations to the exterior of the building.

Chestfield Lodge-

A lot of work has been done on the exterior and gardens at Chestfield since the summer. Dave our Maintenance Person and the central Maintenance Team have worked really hard to rejuvenate our beautiful building. A particular feature we like are our newly refurbished benches. The idea to paint the benches brightly and cheer up the gardens came from the residents.

Walmer Care Centre-

We have been busy at Walmer as always trying to fulfil all our people's needs. We continue with our French club monthly, regular sports and exercises. Our quarterly Tea Dance, where we transform our lounge into a dance hall; our last one was St Valentine's Day and everyone enjoyed it. Poetry is a big favourite at Walmer and our monthly poetry book is

liked by all including families. We supported Dignity Action Day with a cream tea for 2, joined by Councillor Mr Adrian Friend. The homes continue to be decorated and improving décor around the home. Finally we are pleased to say we maintained our GOOD on CQC inspection. A really positive report which we are so proud of as a Team!

Alexander House-

Alexander House have had a busy start to the year celebrating their success at the Great British Care Awards where their LLC won Activity Coordinator of the year. They have also continued to build on their community links with new associations with Folkestone College who's students attended a Community Day and became Dementia Friends and Champions. The home has also become part of the Dover District Council's aim to be a Dementia Friendly Community. Working alongside the Dementia Action Alliance and The Alzheimer Society.

Whitstable Nursing Home-

The team have been really busy with their usual Social and Leisure activities put together by Stacey and Nick. They have also been taking part in the new 'Dementia Dining Experience' with staff really getting behind the new virtual training.

NEXT ISSUE:

Launch of New End of Life Booklet

As a group we know the difficult times that are faced by our residents and their loved ones when it comes to coping with death. Our new developed information guide, gives support and guidance. It also details the standard of 'End of Life' care we provide within our communities.

Plus all the news, events and lots more.....

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