



REGAL
Care

Newsletter

“Care Centred on Living Life Well”

IS003



Regal Care Trading; Providers of Award Winning Residential and Nursing Communities throughout England.

Welcome to another edition of our Regal Care Trading Newsletter. We've had a busy few months with a number of our homes receiving their CQC Inspections. We are pleased to say that our Nursing Communities Woodlands and St Catherines and our Residential Community Cheney House all were rated GOOD. In our inspections we have continued to move our communities forward and improve since new CEO Kan Rajakanthan took over in 2015. Part of Regal Care's commitment to enhancing and developing our services is our dedication to the End of Life and the Palliative Care services that we offer. This edition of

our newsletter we will focus on our adoption of the Gold Standards Framework within our communities and how the programme will be embedded within our communities. We will also look at our own 'End of Life Guide' which has been developed in accordance with Skills for Care & NHS England Guidelines. Our communities holistic approach to care centred on living well means we have also created other initiatives such as 'End of Life Wish List', 'Bucket Lists', 'Wish Trees' and Butterfly Baskets. This edition will also touch upon some of the Palliative and End of Life training

which has recently been undertaken by our teams. We'll also share with you our recent Awards & Recognition achievements. Finally you'll get a glimpse of what our communities have been up to over the last few months.

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Our Commitment:

The Gold Standards Frame Work

Part of our commitment to providing outstanding Palliative and End of Life services within our homes is our recent commitment to The Gold Standards Frame Work.

GSFCH is recommended as an example of 'best practice' by many government and professional organisations including CQC. It aims to build on the good work already present in our homes, to develop the very best quality of care for residents in the last years of life – aiming for a 'gold standard' of care.

Originally the Gold Standards Framework was developed in Primary Care for GP's and District Nursing teams. The framework has been found to greatly benefit patients, families and staff by improving the organisation, us as a provider and the quality of care provided. The framework is used by many care homes, GP practices, hospitals and other organisations across the UK.

Excitedly as a group we are currently in the initial stages of the GSFCH programme. As this Newsletter goes out our teams are undertaking training, consultation and information days with residents and families setting out how they will deliver the programme within our Nursing and Residential Communities.

As one of the key focuses of the programme is the proposal to have really good discussions with all residents; listening to their needs, wishes and preferences ensuring better planning and communication with everyone. This approach called Advanced Care planning will enable us to focus on meaningful person centred End of Life Care.



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Empowering Our Teams

Empowering our teams to provide the best care is something we are passionate about. A central part of this is training. Our communities continue to make sure that their teams have the best training and are always continuing to build upon their knowledge base. Some of the Palliative and End of Life training that our Senior Management and Care Teams have undertaken recently include advanced care planning and Touch Therapy, both held by the Pilgrim's Hospice.

Our team from our Nursing Community Woodlands in Purley, recently received the following End of Life Award from St Christopher's for completing the 'steps to Success' programme. It has enabled the team who recently received their GOOD CQC inspection to develop their Palliative services further.



Woodlands Nursing Home Team

End of Life Guide *“The guide gives an overall insight in to the End of Life services we provide within our Nursing, Residential and Learning Disability Communities.”*

As a provider with a progressive focus we continue to look to enhance and develop our services. Part of how we recognise areas where our services could be developed is through consultations and quality surveys. Our senior management teams consult with our home managers who give them feedback from residents, loved ones and staff.

Last year we decided to create our very own Regal Care Trading End of Life Guide. The guide gives an overall insight in to the End of Life services we provide within our Nursing, Residential and Learning Disability Communities. In the opening section of the guide we set out our standards of End of Life Care that our residents can expect in our homes. The guide also looks at End of Life preferences; as it is not always an easy subject for loved ones to talk to each other about. Our staff have undertaken Palliative and End of Life Training and have attended Pilgrims Hospice Training and have the tools to be able to assist our residents and their loved ones in engaging and starting those sensitive conversations.

We didn't just want to set out the services we offer but we wanted the guide to be an informative and useful resource for residents and their loved ones. Dying and death are sensitive and sometimes upsetting subject which isn't often spoken about. What is important to us is that our services are person centred and by making the topic of death and dying more accessible and more comfortable to talk about enables us to make our services holistically person centred for all involved.



End of Life Care at
Regal Care Trading:



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Regal Care Trading Ltd
End of Life Care

About This Booklet

The time when someone is approaching the end of their life is inevitably difficult and emotional time for everyone. Regal Care Trading are committed to doing all we can to ensure that your loved one's time at this stage in their life is dignified and that they have a 'person centred death'.

This leaflet has been designed to give practical help and guidance on End of Life preferences, what to do to prepare, what to possibly expect towards the end of life and what you do when a loved one dies. We want to make sure that our Services Users, their families and friends are given as much information and support as possible during this time.

It is in these sections of the guide that we specifically detail the end stages of dementia and how the disease progresses and some of the stages which a person may go through.

Thoughtfully written with the advice of our experienced senior nursing management team, this section of the guide is aimed at giving families an insight as to what may happen during the final moments of their loved ones life and how our homes and teams respond to them to meet their needs.

We felt it was important that this section of the guide be honest and enable our

residents loved ones to be prepared and informed about this stage of their loved ones journey.

The guide then goes on to give advice and information on what happens after their loved one passes away and useful information, such as who to contact.

Importantly the guide also incorporates the current End of Life Core Skill Education and Training framework guidelines from NHS Education England, Skills for Health and Skills for Care. We have also taken guidance from the Alzheimer's Society and Macmillan Cancer Support End of Life Fact Sheets.

Butterfly Baskets

When a resident has advanced dementia or if they are nearing end of life, part of our focus is based on a sensory approach to care. With this in mind our homes have developed person centred baskets/boxes that are based on our Namaste Guidelines.

They include different types of soothing music, audio CDS. These can also be personalised with the person's favourite music. The baskets are also stocked with various essentials such as aromatic hand creams, face creams, foot and face masks. We stock various soft blankets, twiddle blankets and fluffy socks as the soft sensory touch can be comforting.

We also have a similar box for families who may choose to stay with their loved one during this time. They have been put together to hopefully make their time with their loved ones more comfortable. It also includes a copy of our End of Life Guide. The box each time it is given out has snacks, tissues, crossword and puzzle books, a note pad and pen, blankets and socks. Essentials to refresh if a family member has stayed over e.g. tooth brush, deodorant etc. There is also a list of nearby bed and breakfasts and hotels.



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

Since September Regal Care Trading have seen recognition from 3 different Awards bodies across multiple regions.

It all stated in September at the Annual KiCA Kent Care Awards held on the 14th September at the Marriott Hotel in Maidstone.

Ashcroft Residential Community in Margate were announced as the winners of the Kent Care Award 2018 Care Home Team. They were nominated for pushing boundaries and being innovative in their passion for those living with the dementia. We were also really honoured to have a number of finalists at this year's awards. Our Residential Community The Hollies had four finalists in total. Their Registered Manager Gladys Apiado was nominated in the Registered Manager category. Gladys has been the manager of The Hollies Residential Community since 2015 and has helped transform the service with her leadership skills. Also finalists were Precious Salvador, who was a finalist in the Dementia Carer Category, Yassa Aluthge, who was nominated in the Ancillary Workers Category and Katherine Jordan, who was a finalist in the Nutrition Award.

Our Residential Community Loose Court in Maidstone had 2 finalists. Olayinka Korede who was nominated in the Care Home Worker category and Bevarly Barton the homes Leisure and Lifestyle Coordinator who was nominated in the Care Innovator Award.

Another of our finalists was Helen Couldridge the Leisure and Lifestyle Coordinator from Alpine Residential Community in Sevenoaks who was nominated in the Putting People First Personalisation Award.

Regal's senior team was also recognised with Operations and Regional Manager Jacqui Gregg nominated in the Trainer Category and Marketing and Services Development Manager Abigail Draper nominated in the Care Innovator and Putting People First Awards.

Next was the South East Great British Care Awards held on Saturday 3rd of November

We had 3 finalists at this year's event. Blenheim House Residential Community in Essex who were nominated in recognition of their commitment to developing relationships with various multi-disciplinary services and teams within their local area.

Our other finalists were Kent Care Award winners Ashcroft House Residential Community in Margate who were finalists in the Care Home Team Award. Ashcroft House
We are pleased to announce that our Marketing and Services Development Manager Abigail Draper won the Care Innovator Award. Having been in the role since 2015 Abigail has striven to enhance the companies Leisure and Social Programmes and the Services. Working closing with the Operations Manager Jacqui Gregg they have led a focus on person centred and a meaningful approach in the services as well as thinking outside of the box to develop the services that we offer even further. Abigail now goes on to National finals in March 2019.

We were also recognised by the Great British Care Awards in other regions.

Our Residential and Nursing Communities from the East Midlands all descended on the centre of Nottingham on Thursday 8th November to celebrate the Social Care Industry and those who are dedicated to and work within in it. With 6 Residential and Nursing Communities in the East Midlands area it definitely was a time to celebrate the achievements of our homes over the last few years. Our Registered Managers and Senior Managers were also there to support our FIRST ever East Midlands Great British Care Awards finalist Adrian Magurianu who was nominated in the Front Line Leader Award. Adrian is an incredible asset to our Residential Community Westland's and he is loved and appreciated by the Residents, his colleagues and his Manager. The home's Registered Manager Nicola Bale said of Adrian "the residents love him and his compassion and empathy for those he

cares for really shines through to everyone who knows him." Well Done Adrian!!!
In the South West we were also recognised when our Regional Manager Tracy D'arvigny was a finalist in the Front Line Leader category. Tracy has been with Regal Care Trading for over 20 years and is a dedicated member of the team who has been crucial in taking Regal to a higher platform leading with the home managers to improved CQC Inspections and services in the north of the group. This nomination and finsiaist award is recognition of her dedication and career in Social Care.

To finish the year in December our team from Blenheim House attended 'The Prospers: Essex Care Sector Awards.

We were honoured to be invited to attend the prestigious event but were incredibly proud that our Registered Manager Gay Smith won the Outstanding Leadership Award.
The Award was in recognition of an individual who has provided great leadership and support. An individual who communicates well, acknowledges and encourages staff to make a positive contribution to the service and is an inspiration to their team.
The award is also an acknowledgement of her leadership skills as the manager of Blenheim House. Empowering the staff to develop and put in to practice innovative ideas within the service. Encouraging and supporting her team's continuous professional development.
Well Done Gay and Team Blenheim House!



Blenheim House Manager Gay Smith

Our Community Round Up!

Ashcroft House –

Ashcroft House Care Team was announced as the best in Kent at the KiCA Kent Care Awards. We were also finalists at the South East Great British Care Awards. As usual we have been a hive of social events and activities which have included a new sensory garden.

Loose Court-

We've been having lots of visitors to us over the last few Months. Our residents really love our weekly visits from Georgia's Explorers; a local Nursery who come in every week to spend time with our residents. We also had visits from a menagerie of animals such as Hedgehogs, Dogs and Spiders! Congratulations also goes to Olayinka Korede and Bevarly Barton who were finalists at the 2018 Kent Care Awards.

Alpine -

We've been enjoying lots of activities and events at the home including Music for Health and Animal Therapy. We celebrated International Men's Day by inviting a local Barber in to pamper all the Gentlemen of the home. Also congratulations to our Leisure and Lifestyle Co-ordinator Helen who was a finalist at the Kent Care Awards.

The Hollies-

We were really proud of our team as four of them were nominated as finalists at the Kent Care Awards. Well done team!! We've also been extremely busy with social events, activities and parties- keep posted by looking at our Facebook Page.

Brenalwood-

We've had some really positive reviews on Carehome.co.uk recently and our score is now 9.6. Thank you to all you have taken the time to leave reviews about our home.

Blenheim House

What a busy few months Blenheim House have had. They were finalists in the Care Innovator Award at the South East Great British Care Awards and then our Registered Manager Gay Smith won the Outstanding Leadership Award. The whole team are really proud and dedicated to the home and our residents and families.

Woodlands-

We had our CQC inspection in and we are really proud that we received a GOOD rating in all elements. Also some of the team undertook

palliative care training and received the End of Life Award from St Christopher's for completing the 'steps to Success' programme.

Park Beck-

There is never a dull moment at Park Beck thanks to the team led by manager Steve. Congratulations to our Leisure and Lifestyle Co-ordinator Michelle Holmes for completing NAPA Training Level 2. Thank you to all who have left positive reviews recently on Carehome.co.uk our review score is now 9.6.

Bair House-

In the summer our garden received a make over and now we've seen some modernisation to our lounges and dining rooms which has had some really positive feedback from both residents and visitors. The year ahead promises to be a busy and exciting one as we continue our renovations; keep an eye on our Facebook Page for all the latest news.

Ashley Court-

We have had lots of new fabulous team members join our Team. Our new Leisure and Lifestyle Coordinator Tina has been busy putting together our new social calendar which are our residents are really enjoying. Also our new cook Rachel who makes the best Flap Jacks. We also welcome Vera, Millie and Mags #teamASHLEYCOURT.

Cheney House-

We've been putting Cheney on the map this last few months. Our Registered Manager Paula was featured in an article on Carehome.co.uk tackling the lack of Dentists willing to visit residents in care homes. We were also very pleased to have our CQC Inspection and receive a GOOD rating. The residents and staff have been busy as usual immersing themselves in our local community's events and activities.

Westlands-

The whole team at Westlands were really excited to support and attend the Great British Care Awards to support their colleague and Team Leader Adrian Magurianu who was nominated in the Front Line Leader Award. We've also been extremely busy with social events, activities and parties. You can keep up to date with all our events by joining our Facebook Page.

Linden Manor-

We recently took delivery of our new furniture for our lounges and lobby. It has made a huge difference and is being enjoyed by all. We were really pleased also that at our Food Hygiene Inspections we maintained our 5 rating. We've also been enjoying our visits from Mr & Mrs Chips and Poopy the guinea pigs brought in by our volunteer.

Hawthorn Lodge-

We've had lots of events recently including a recent Jamaican event which was a great success with great company, music and food. We also proved that we know how to throw a party with a spooky halloween that was enjoyed by the residents, families and staff.

St Catherine's-

We've just had our CQC Inspection and are really pleased that we have been rated GOOD. We've worked really hard as a team and are dedicated to achieving high standards. The New Year will also see the opening of our NEW Luxury Wing.

Le Moors-

We were really excited that our nomination for our Regional Manager Tracy D'arvigny was recognised and she was a finalist at the North West Great British Care Awards. As always everyone in our LD community has been enjoying a very busy social schedule that the team have put together.

Moorlands-

Thank you for all of our Carehome.co.uk reviews we now have a score of 9.5! The positive feedback means a great deal to us.

NEXT ISSUE:

**2019 = New Beginnings!
Exciting times ahead as we relaunch
Regal Care Trading.
With the launch of our new website we
will see the launch of our logo and
brand image.**

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

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