



LIVING WITH PEACE OF MIND Newsline

SPRING 2019

Reward and Recognition Programme

Silverline Care are delighted to have launched our Reward and Recognition Strategy on April 1st, 2019.

The strategy is part of our 'Great Place to Work Initiative' which focuses on making a difference for our staff.

As part of the programme, managers, colleagues, residents and families are invited to let us know when they see a team member going above and beyond. This can be either assisting a colleague or achieving a positive outcome for our residents which enhances their quality of life and sense of wellbeing.

Nomination forms can be found in each of our homes and in our support office so, please help us recognise when our staff demonstrate positive outcomes by filling these in.

We are proud of the many staff who have shown loyalty and commitment to our Homes and our residents over the years, and want to recognise and reward them for their long service. After 5 years of service and each subsequent five year work anniversary, staff will receive a special pin badge.

In November we will celebrate our staff's achievements at our first Annual Award's Ceremony, which we are really excited about and very much looking forward to.



Ann McKenzie, Head of HR, said: "Silverline Care's mission is to become the leading care provider in each of the local communities we serve by providing high quality care for residents, peace of mind for families and be a great place to work.

"To achieve our goals, Silverline Care recognises the need to have a motivated, engaged and high performing workforce. "We believe the best performing workforces are happy workforces who feel valued and appreciated. Our Reward and Recognition strategy will help recognise those who do good work and reward our team members for their commitment and service that they have devoted to the company."

Ann added: "By delivering this strategy, we want staff to feel part of and involved in the success of Silverline Care. We hope as many people as possible who work and visit our homes will support the strategy by nominating people who do good work and help make Silverline Care a great place for our residents to live."

For more information, or to fill out a nomination form, contact the home administrator today.

Thomas Cook joins Support Office

We'd like to take this opportunity to introduce our new Financial Reporting & Systems Manager, Thomas Cook.

Based in our Support Office in Hillington, Thomas oversees the Groups statutory reporting and audits, management of the receivables, purchase ledgers and the financial systems processes to ensure we provide a robust control environment.

Thomas is a qualified accountant and gained extensive experience in Financial Management during his employment with House of Fraser.

He started with Silverline Care on February 4th 2019 and announcing the appointment,

CEO Tim Bolot, commented: "We are sure Thomas will be a fantastic asset to the business as we continue in our journey towards excellence and we are confident he is a great fit for our team."

Thomas says his time thus far with Silverline Care has been rewarding with new and interesting challenges.

He added: "It has been great to meet and work with the teams in Scotland and Yorkshire. We have already made great progress and I look forward to working together to put Silverline Care on the map as the best care provider in each of the communities we serve."



Welcome...

...to the Spring 2019 edition of Newsline where we aim to share some of the fantastic things that have been happening across Silverline Care in Scotland and England since the new year.

Silverline Care continues on its mission to become the leading care provider in each of the communities we serve. Whilst there has been a great deal of discussion in the press regarding difficulties facing the care home sector, we remain extremely proud of and committed to the role we play in providing high quality nursing care and a pleasant and welcoming environment to our residents and their families.

In order to fulfil this mission, I would like to draw your attention to some of the great initiatives that we have recently introduced:

On the front page, we are excited to introduce our new Reward and Recognition Programme where we aim to say thank you to the staff who make our homes such a great place to live and work. These are the unsung heroes of our business and we genuinely hope that this

Programme will convey our appreciation to the efforts of these staff over significant periods of time.

On page 12 we introduce our new Employee Assistant Programme aimed at providing additional support to our employees as they strive to achieve a healthy work/life balance.

On page 2 we detail some of the refurbishment work that has taken place in the homes to ensure that the environment remains welcoming and pleasant. We hope you agree that this makes a real difference to all.

We have relaunched a fantastic new website (www.silverlinecare.com) and social media pages where we showcase the activities, training and achievements which are taking place in our homes on a daily basis – these mean it is now even easier to keep in touch if



you're an existing resident, their loved one, or to book a viewing if you are interested in our care.

We hope that you find the initiatives above of interest and the level of activity a clear demonstration of our commitment to operating a high quality service.

We would like to thank you for your continued support and for putting your faith in us. We look forward to the next update after the summer.

Tim Bolot

CEO

Additional Rooms in Johnstone Care Homes

As part of our ongoing improvement programme, Silverline Care has been able to create an additional six bedrooms across our two care homes in Johnstone.

Two new bedrooms were added to Ranfurly Care Home with Cochrane Care Home offering four more spaces for residents.

May Prentice, Regional Operations Manager for Scotland, said: "Our Johnstone homes are well sought after and often have waiting lists, so it has been fantastic to be able to increase our capacity here and we look forward to welcoming new residents into our care.

"The new rooms are spacious and are equipped with en-suite facilities. They have been decorated to an extremely high standard and offer a real 'home from home' feel. Of course, once they move in, our new residents will be able to personalise the rooms however they wish."

Donna Neill, Manager of Cochrane Care Home, said: "As well as the new rooms, some of our lounges have had a makeover and they are looking fantastic. In fact, one of our ladies has told us she feels like she lives in a hotel because her room is so beautifully decorated."



Volunteer Drivers Wanted

A change of scenery can really help improve a person's mood and wellbeing and this is part of the reason we love taking our residents on various trips, excursions and days out whenever possible.

As such, our Scottish homes are now inviting volunteers to drive our Silverline Care minibuses and help facilitate more fun trips.

If you think you might be able to help, please contact the Home Manager or Administrator.



Yoga at Burnside

Emma, who is the enablement coordinator at our Burnside Care Home, is focusing her work towards the wellness of our residents and part of this will be hosting regular yoga sessions.

The first class was extremely popular, mainly by our gentlemen which came as a lovely surprise.

During the most recent session, some of our residents said to the staff that they wanted

to stay in the lounge after breakfast because they have their yoga to do!

Some have even progressed from doing yoga while sitting in their chair to laying on the yoga mat.

Links with local lunch club



Burnside Care Home is great at encouraging residents to engage in what is going on in the local community.

The home has linked up with the Laurencekirk Lunch Club and now two of our residents will attend for a lunchtime meal every week.

All our residents will be offered their turn to attend the lunch club if they so wish.

This is a really good way for our residents to socialise and meet up with friends.

Here is a pic of our Joan and Sheena at the club for the first time.

Both ladies really enjoyed the meal and the company.

Putting People First...



Our homes support residents to not only participate in group activities but to have the opportunity and the choice to take time and enjoy the little things that make them happy.

For example, here is Ian, a resident at Burnside Care Home, who sits every morning at his table after breakfast and enjoys reading his newspaper.



Massage & Reflexology

Katherine from the University of Highlands and Islands very kindly came into our Cochrane Care Home recently.

She spent time talking to our residents and here she is doing some massage and reflexology.

The experience was thoroughly enjoyed by the ladies who all felt relaxed and content after their one on one sessions.

Look Good, Feel Good

Comforting Care



Even when the weather outside is miserable, there is always a warm, welcoming atmosphere in our Care Homes.

Recently, the team in the Tannahill unit of Cochrane Care Home in Johnstone put together a fabulous afternoon tea which our residents enjoyed wholeheartedly.



More than just care

People really are at the centre of everything we do in each of our Silverline Care Homes.

Our care plans help staff to build a relationship with each individual by including everything from likes and dislikes, food favourites and religious beliefs and emotional needs.

This photo is from when our Cochrane residents were able to attend a lovely church service when the Minister and some of her parishioners from the High Parish Church came for a visit.



Here's a wee look back to when Marion, Jeanette and Cathy enjoyed a pamper day in Cochrane.

The beautiful ladies are very good sports and were happy to pose for before and after pics.

Of course, they look great in both photos but we all know the difference a good hair day can have on our mindset.

Manager of the Month...



Belinda Dennis is Silverline Care's Regional Operations Manager for Yorkshire.

She also manages our Linson Court Care Home.

And Belinda was named Care Home Professional's 'Manager of the Month' for April.

In the article, Belinda shed light on why she thinks working in social care is special. She said she enjoys working with Silverline Care because the company is always striving to improve the care and support they offer to residents and also to the family and friends of their residents.

And when asked about her proudest moment, Belinda said supporting the Linson Court team to achieve a 'good' rating following a CQC inspection, following several challenges which we overcame.

A Kind Review

We've had another lovely review of our Linson Court Care Home on website carehome.co.uk

This site is like a directory for carehomes, it provides valuable news and information impacting the care sector and it provides a platform for residents and their loved ones to have their say.

The friend of one of our residents wrote: "I can't comment or stress enough how excellent Linson Court is. I highly recommend them!"

"The management of the home has done an amazing job keeping standards continuously high! Well done!"

For more information regarding each of our Yorkshire care homes and to book an appointment, contact Belinda on: 01924 473867

Celebrating our Easter weekend at Linson Court



At each of our homes, our staff make the effort to mark special occasions, holidays, birthday and celebrations.

We foster a real sense of fun and inclusion and encourage everyone to get involved in life at the home.

Our teams get to know our residents and

understand their wants and needs. So as well as providing the highest level of care for each of our residents, we create plans which nurture the mind and body. Essentially, our staff go above and beyond to ensure the wellbeing of the ladies and gents living in our home.

Here are some photos from when the team in



Linson Court went the extra mile to make sure that our residents were spoiled over the Easter weekend.

Some of our staff's children visited and the residents were delighted to have some extra company – as well as a sweet treat. Everyone had a lovely time.

Mother's Day at Manorcroft



There was a real personal touch for Manorcroft Care Home's Mother's Day celebrations.

Staff handed daffodils out to all residents, we also had entertainment and a buffet was provided for all the residents and their families.



Donation from Knit and Natter group

Two lovely ladies from Gawthorpe Conservative Club's 'knit and natter' group called into our Manorcroft Care Home in Dewsbury and donated ten 'twiddle muffs'.

Twiddle muffs are knitted with items attached to keep dementia patients' hands active and busy - they are known to make a real difference to patients' wellbeing and, as you can see, our residents are delighted with their gifts.

Gawthorpe Conservative Club is a fab place for anyone who wants to get out and socialise

whilst making a difference to people who suffer from dementia.

The idea to donate to Manorcroft has come from one of the ladies whose relative was a resident at our home.

The ladies said our residents were so thrilled and grateful for their gifts that it made them quite emotional.

Adding: "These pictures make what we do so worthwhile."

Celebrating with Sheelagh



Sheelagh Martin, a resident in our Manorcroft Care Home in Dewsbury, turned 98 years old in March and celebrated with all her family at the home.

She even got to meet her then 2-week old great grandson called Fergus.

Many happy returns once again, Sheelagh. It was a joy to see you with your nearest and dearest and we hope you had a lovely day.

Act of kindness overwhelms



Howie, who was a resident and very much part of the Newark Care Home family, sadly passed away recently.

As his family were organising various things, one of his daughters approached the home manager, Moira Roberts, to ask if it would be ok to put a donation box at the back of the crematorium to raise funds for Newark.

In true Moira fashion, the question was answered with a big hug.

Moira says: "The staff were all heartbroken when Howie passed, he will be truly missed but how selfless of his family to be thinking of all our other residents at that time.

"The utter kindness of people never fails to amaze me."

These are photos of some of the family donating £200 raised to our residents' comfort fund.

Joining Forces with Neighbouring Homes



Newark Care Home has great links with various homes and groups in the local community.

Recently, some of our residents joined forces with the folks in Balclutha Court Care Home for an afternoon of activities.

They had a great time socialising and it's fair to say, giant scrabble was a hit.

Furry friends land in Newark



Much to the delight of the residents, staff and visitors at our Newark Care Home, some furry little friends visited recently.

Giant rabbits, guinea pigs, hens... you name it, we had it!

You can see how much everyone enjoyed their cuddles with the adorable little creatures and the difference it made to their moods.

A spring in their step

Each of our homes have lovely gardens where residents enjoy relaxing and taking in fresh air.

A group of our Newark residents decided they wanted to bring a bit of Spring indoors and so the staff got some flowers that could go into the residents' rooms.

Some of our ladies volunteered to arrange the beautiful flowers and then they helped deliver their creations to each of the rooms.

This was a lovely impromptu activity where the residents thoroughly enjoyed coming up with an idea and then creating and orchestrating their plan. Well done everyone! The place is looking great!



More Moo Music

Moo Music Renfrewshire has been visiting Cochrane and Ranfurly Care Homes once a week since January.

Over the weeks and months, the classes have created fantastic intergenerational experiences for our residents.

The sessions are usually themed and the ladies and gents who have participated have loved travelling to space, having 'camping trips' and

enjoying Easter celebrations as part of the class.

The residents have made new friendships thanks to the collaboration and have even managed to pick up some of the songs.

Margaret Rooney, Home Manager of Ranfurly, said: "Our residents love this - it really is amazing how children and residents interact. I was recently speaking to a gentleman whose

mum doesn't interact much usually but her whole face lights up when the children come in. It's brilliant."

Moo Music Renfrewshire said: "The Johnstone classes are amazing to come and do. It is great to see the friendships building too, and watching the residents singing along and smiling really does fill our hearts - not forgetting the amazing staff that join in too."



Snack Time at Ranfurly

A simple idea is helping residents in Ranfurly Care Home to offset difficulties faced by dementia patients by encouraging residents to talk and snack more!

Karen Masson who works at the home, recently trained to become a nutrition champion and as a part of her six weeks of training, she was tasked to create a project to help the care home become more dementia friendly.

With a lot of hard work and effort, Karen introduced the snack station to residents and the new addition has become a real hit at the

home. With the help of her husband, who built the snack station, Karen has managed to create a new space for residents to come and socialise.

Already, residents have been asking staff to bring them to the snack bar where they can sit and look out to the garden. They enjoy seeing what treats the bar is offering that day and helping to restock its shelves keeps their mind and bodies active.

The project has been so successful, that we are looking at rolling it out in our other homes.

Boys Trip to Balloch...



Would you look at these three gents from our Ranfurly Care Home having a great wee day out?

Together, they got in the minibus and were driven down to Balloch and to Loch Lomond Shores.

The trio loved seeing paddle steamer Maid of the Loch, which is the last paddle steamer built in Britain, and they took in the magnificent views over to Ben Lomond.

After all the fresh air, they sat down and enjoyed a delicious cream tea.



Music is the best therapy

Playlist for Life believes that if your brain were to be scanned while you listened to your favourite music, the screen would light up like a fireworks display.

And that, even if dementia erodes one part of your brain, music can still reach those other parts to tap into emotions, memories and even abilities thought lost.

Our homes also love to incorporate music

into residents' daily routines. Whether it be through scheduled performances by entertainers, a visit from the local school choir or just a good old-fashioned singsong, you can be sure that the sound of music is never too far away.

Such as in our Spiers Care Home in Beith, where the lovely Christine is enjoying her favourite playlist.



New art class proves popular with residents

Here, you can see Chalk n Cheese Art Company during their one-hour session with residents from our Spiers Care Home in Beith.

The session was a success amongst our ladies & gents who thoroughly enjoyed the new activity.

Spiers is now planning on holding monthly classes as residents who were unable to attend initially have already said they would like to give it a go next time.

Thank you for supporting Spiers



Spiers Care Home's Bingo Fundraiser took place in March and was a great success.

£603 was raised on the night and a few of our residents thoroughly enjoyed the evening - even managing to stay up late.

Congratulations again to the lucky prize winners.

And a huge thank you to everyone who turned up and helped - the money is a great boost for our comfort fund and is greatly appreciated.

Pupils flip pancakes at Spiers



Here is a fantastic photo of when the primary ones from Beith Primary School visited Spiers Care Home on Pancake Tuesday.

It was great to have Mrs Roulston and the class round - a huge thanks to them and also to the parents for lending a helping hand.



The gift of relaxation...

The team in Springhill can relax in style following the revamp of their staffroom.

Thanks to an exceptionally generous donation, the room has been freshly painted, has a new floor and is looking fantastic.

The donor, who wishes to remain anonymous, sent a letter to Springhill, thanking everyone who had 'accepted him as a small part of their team' during the seven years he visited his wife, who was a resident at the home.

He wrote: "I routinely witnessed acts of kindness, generosity and thoughtfulness, consideration, foresight and compassion which no training programme could ever guarantee."

As a sign of the gentleman's gratitude, he gifted £500 and insisted the team 'decide on a plan to decorate, enhance and equip their staffroom to increase its facilities and comfort so that they can better relax when off duty'.

Eileen Welch, Home Manager of Springhill, said the whole team was overwhelmed when they received the letter.

She added: "The staff here are extremely caring, and they work very hard but this was so unexpected. It means the world to know that relatives value what we do for their loved ones to the extent that they want to give something back to the Springhill family."

Not only has the donation helped to upgrade meal and break times, but it also gave staff the opportunity to join forces to complete the refurb.

Eileen added: "The new look was designed and project managed by our domestic assistant. The effort that was put in by the team was great to see - everyone went above and beyond and worked together to create something that they could all enjoy after or during their shifts. Changing Rooms eat your heart out!"

Making Mocktails at Springhill



The residents in Springhill Care Home are looking forward to the completion of their very own piano bar in the Georgian suite of the mansion.

After their recent 'have your say' meeting, residents gathered to perfect their mocktail making skills in preparation.

What a lovely afternoon they had, experimenting with various fruits and flavourings.

If you're in the Kilmarnock area and think your loved one would feel at home in a Care Home that puts people first, contact Eileen Welch on 01563 573356

Residents visit Green Acres Riding Centre



We thought we'd share this wonderful photo from when the residents from Springhill Care Home visited Green Acres Riding Centre in Irvine.

It was a gorgeous day, and the ladies and gents just loved seeing the horses and beautiful animals.

It really was quite the treat.

Moving and Handling Training at Springhill

Silverline Care is committed to providing appropriate training and development for our staff.

Here are some of our Springhill team participating in the latest moving and handling training - such courses reaffirm the knowledge and know-how to continue providing the highest possible standard of care for our residents.



Employee Assistance Programme Rolled Out

Employee wellbeing is important to us at Silverline Care as we recognise how this can impact on our employees' ability to work to their full potential. To support them in this, we have also recently rolled out a new Employee Assistance Programme.

This is a confidential employee benefit designed to help our staff deal with personal and professional problems that could impact their home life or work life, health and general wellbeing.

Thanks to this new programme, our staff can now access counselling for emotional problems; legal information for issues causing anxiety and stress such as debt management and consumer disputes;

bereavement support to help with grief and related stress and much more.

Ann McKenzie, Head of HR, said: "We are pleased to have selected Health Assured as the provider of our Employee Assistance Programme (EAP).

"We understand that balancing everyday life with requirements at work and home can sometimes be a challenge and in line with our Great Place to Work initiative and our interest in employee wellbeing, we wish to provide support to our staff who may experience difficulties balancing this."

The EAP service can be accessed 24 hours, 7 days per week to address both personal



and work-related problems that you may be experiencing. The service is also available to partner/spouse and their dependents.

Information leaflets can be found in each of our work locations which gives more information and contact details for staff to access the service.

Easter Bonanza...



A Happy Easter at Silverline..

