



LIVING WITH PEACE OF MIND

# Newsline

MAY 2020

## Silverline Care expands portfolio



Silverline Care reaffirmed its commitment to providing quality care within the Yorkshire region by taking over the day to day management of four additional care homes in the Bradford area in recent months. The homes added were:

### Shakespeare Court Care Home

which Silverline Care added to its portfolio in November 2019. Shakespeare Court is a purpose-built home which offers 80 en suite rooms and has served the Bradford community since 2001.

Silverline Care has already invested a significant amount in refurbishing the reception and key parts of the home. Further investment will be made in the coming months to ensure that the home provides an excellent environment for its nursing and residential clients and their families.

**The Beeches, Willow Bank and Laurel Bank** homes which were acquired as part of the successful acquisition of Victorguard Care are also now being operated under Silverline

Care. All three homes are purpose-built and offer excellent accommodation and services (182 beds in total). The homes all benefit from strong transport links, beautiful gardens and en-suite bathrooms.

The acquisitions takes the total number of homes under Silverline Care management in Yorkshire to 6 with 350 beds.

## Silverline offers support and reassurance

**At the time of writing, all of us at Silverline Care (be it residents, staff, family or friends) find ourselves in very uncertain times due to the Coronavirus outbreak and the unprecedented national response to it.**

During this deeply unsettling period, Silverline Care has reluctantly taken the extremely difficult decision to close the doors to our care homes to all non-essential visitors and taken very few admissions. We do apologise for the inconvenience this may have caused, but as always, our priority has been the safety and wellbeing of all our residents and staff. We do thank all the residents and their families and friends for their understanding and support during this time.

The majority of the stories and events from within this newsletter are from before lockdown but we would also like to take this opportunity to thank staff within each care home for their commitment to residents throughout this period.

We would also like to thank people from the local communities and surrounding areas of each of our homes for their many offers of support. It has made a real difference.

In future issues, we will say more on this and recognise in more detail some of the exceptional efforts that have been made to keep people safe.

## Top 20 Award



**Silverline Care is delighted to have received a 'Top 20 Recommended Care Home Group 2020' Award.**

According to Carehome.co.uk, we have received this recognition as we are one of the most recommended Care Home Groups in the UK based on over 90,000 reviews over the past two years from care home residents as well as their friends and family.

May Prentice, Head of Operations, Silverline Care said : "This is a fantastic achievement and truly highlights the hard work, support and commitment that each and every Silverline Care member gives to help make our homes great places for our residents to live and great places for our staff to work."

# Welcome...

When we started putting together this newsletter, it was a very exciting time for the group as we had just welcomed staff, residents and their loved ones from three care homes to the Silverline Care family.

Our Senior Management Team had set out our ambitious plans to support and improve the homes and help them embrace Silverline Care's goal of becoming the leading care provider in each of the communities we serve.

We could not have foreseen the impact that Coronavirus was going to have.

As I write, we are all still being asked by the Government to do what we can to help stem the spread of Coronavirus. At Silverline Care, this has included us closing the doors of our care homes to all non-essential visitors.

The lockdown has also forced many businesses and organisations to halt operations, including some of the companies who had been contracted by Silverline Care to carry out planned works at our homes.

We want to assure you that the plans to improve and enhance our homes have merely been postponed and will resume as soon as we are able to, once restrictions have been lifted.

I also want to take this opportunity to offer reassurance that the health, safety and

wellbeing of our residents and colleagues is and will always be our priority.

The managers at each of our homes continue to work closely with the local authorities and health boards to follow best practice guidance for the safety of all residents and staff.

Silverline Care has also retained the services of a respiratory expert who has been providing support to our Home Managers to ensure they are clear on best practice in dealing with Covid-19.

We do appreciate how difficult it has been for our residents' loved ones not to be able to visit. Safe inside our homes, our ladies and gentlemen are being supported to safely carry on with fun activities where possible. Thanks to the use of technology, our teams have been enabling residents to keep in contact with loved ones through video calls.

Please also be encouraged to visit our website and social media pages to be able to see photos from the homes and phone or use the contact forms on our site to send



messages or any questions you might have.

I also want to thank each and every staff member at Silverline Care. The commitment and loyalty that our teams have shown to continue to provide the highest level of care has been outstanding and the Senior Management Team and myself could not be more proud to have such a dedicated workforce.

We look forward to reaching out to you again later in the year in hopefully less uncertain times.

Until then, take care and stay safe.

*Tim Bolot*

CEO

## STAFF Matters

Employee Appreciation Day was created as an opportunity for companies to practice recognition in the workplace, thanking employees for their hard work and efforts over the past year.

So, on March 6th 2020, the Silverline Care Management Team invited all of our workplaces to celebrate the occasion with a treat of cakes or pizzas for employees working that day.



# Employee Reward and recognition 2020

At Silverline Care, we are committed to excellence and will go the extra mile for our residents.

Last year, we launched our Employee Reward and Recognition Programme where we asked our staff and the visitors to our Homes to help us recognise our staff when they go the extra mile to make Silverline Care a great place for our residents to live and for our staff to work.

The process proved wonderful for staff morale and the award ceremony was a great success - you can see some fantastic photographs from the night and list of winners later in this newsletter.

For 2020, we want to build on last year's success and have opened up our award categories which will hopefully enable us to further recognise the most deserving staff throughout our homes and offices.

We launched this year's programme before lockdown had started and we remain hopeful that we will be able to bring these plans to life. We will bring you more information about this year's programme as soon as the situation regarding Coronavirus becomes a little clearer as now, perhaps more than ever, it is crucial to shine a light on our key workers and those who go 'above and beyond'.

## Staff ensure residents get to the church on time



As well as providing quality care, many of our teams go above and beyond to help make residents and their loved one's dreams come true.

Just like when staff at Burnside pulled out all the stops to help resident Bob Taylor attend his granddaughter's wedding.

The wedding was taking place almost 30 miles away at the Norwood Hall Hotel in Aberdeen but the team worked with Bob's family and helped make his wish become a reality

Not long after, the team also helped ensure Dennis and Moria could attend their daughter's wedding.

The day included so many wonderful highlights but when Dennis walked his daughter down the aisle, there was hardly a dry eye in the house.

## Beautiful Blanket donation



Back in March, Amanda Barclay visited Burnside Care Home.

Her mum runs a shop in Laurencekirk called Holly Mae's which sells lots of beautiful items and gifts.

Amanda very kindly donated 3 knitted

blankets which her mum had made and asked if there is anything else the home needed (knitted) like bed socks.

Thank you so much to the very generous pair - the blankets are absolutely beautiful and our residents love them!

## Pets bring smiles to Burnside



Interacting with a friendly pet or animal can help many physical and mental issues.

As such, many of our homes are lucky enough to receive visits from therapets, like Burnside Care Home which recently welcomed this four legged friend.

Our ladies and gents were absolutely delighted to say hello and have a cuddle. The experience had an extremely positive impact on their wellbeing - as you can see from the pictures the smile on their faces say it all.

## Love in bloom



Doesn't this photo just melt your heart? It is of Anne, from Tannahill Unit at Cochrane Care Home, who was absolutely delighted to receive these beautiful roses from her

husband Ian on Valentine's Day. This was a truly special moment and staff loved seeing the couple so happy together.

## Spa treatment at Cochrane



Some of our residents at Cochrane Care Home enjoyed a very relaxing day.

The staff organised for our ladies and gents to enjoy pamper sessions which included lovely foot spas.

No more tired, aching feet for these lucky people!

## Riverside Museum visit...

Here's a look at when some of Cochrane's gentlemen enjoyed a day out at the Riverside Transport Museum.

As well as providing an opportunity for the men to get out in the Silverline Care minibus and enjoy a change of scenery, the trip allowed them to reminisce with each other as they loved looking at all the old cars and trams that brought back memories for them.



## Linson and Manorcroft attend luncheon club

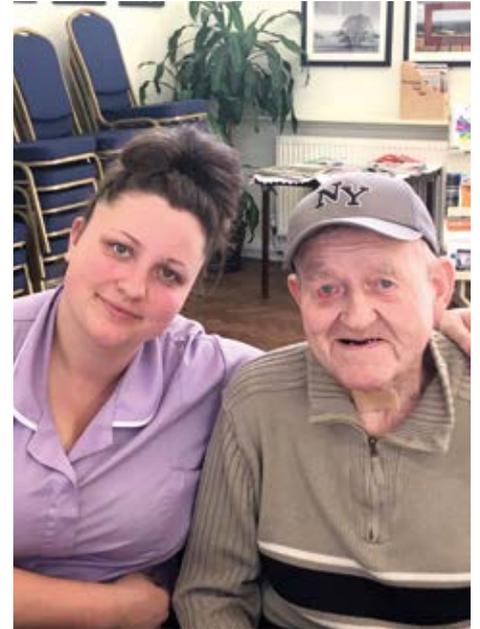
Back in February, residents from Linson Court went to afternoon tea at Field Lane Junior and Infants School.

There was a question and answer session and the staff and children gave a fabulous rendition of 'happy birthday' to Queenie and they told her they think she's a star (as do we).

It was beautiful to see the rapport between the youngsters and our residents and the fun they had together.

Also that month, Linson held Valentine's celebrations which went down a treat with our ladies and gents.

Special thanks to singer Julieanna who said she didn't know where to start on the amazing buffet which was prepared by Alison.



## Residents get creative



Many of our homes hold craft sessions for our residents to enjoy.

Here, you can see when the lovely ladies from Linson got to show off their creative skills as they used various items and colours to make their masterpieces and they found it exceptionally relaxing and therapeutic.

We have to say, we were extremely impressed with the final products which reflected each of their personalities, turning out to be as individual as they are.

## Fun with friends



We love it when our residents can get out in the community and meet other people but it's also lovely when residents from our different homes can meet up and spend some quality time together.

This was the case when Stanley and Colin from Manorcroft joined Maureen, a resident

from Linson Court, and went on an outing to the local Luncheon Club.

It was a lovely experience for them all and something they repeated in the weeks afterwards.

## Dignity Action Day



Earlier in the year, Manorcroft celebrated Dignity Action Day and the team made some lovely button holes and arranged flowers in vases which they delivered to our residents.

Some of the team sat and chatted to our ladies and gents and told them a little bit more about what Dignity Action day was.

Staff were also asked to wear a button hole also and to fill in a little slip of paper with a question based around what 'dignity in care' means.

These affirmations have been hung on the tree in the home's reception for everyone to read. Please feel free to have a little read the next time you stop by the home.



## Rennie's 100th birthday

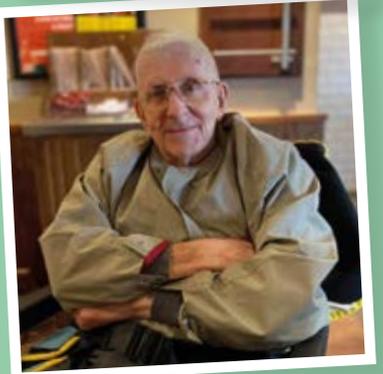


Manorcroft Care Home organised a very special day to mark Rennie's 100th birthday with Rennie's friends and family attending for her celebrations.

Karen Clegg provided the entertainment for the afternoon, singing songs from the 1920's and 1940's.

Rennie also had a little sing song and loved seeing her friends and family dancing before being presented with her telegram from the Queen.

## New hairdo for duo



Here is Stanley and Leslie during their trip out to the barbers.

They gents thoroughly enjoyed being pampered and were delighted with how dapper they looked with their new hairstyles.

Afterwards, the team took Stanley and Leslie to Costa Coffee where they both enjoyed a cappuccino.

## Residents go 'out out'



Newark residents got their dancing shoes on and headed to McGeoch's Music Bar in Greenock for their Senior Disco.

"Weekday Wow Factor" (health and wellbeing group) host the event for which we are so grateful.

The revellers also ventured to local bar called "Sudgies" (which we are sure is familiar territory for many a Port person!)

It was a great community day as our residents got to make some new friends - and learn some new moves!

## Sandy's dreams come true



Sandy McIntyre, who lives at Newark Care Home in Port Glasgow, is a retired herdsman and is well known throughout the farming community. In fact, there is not much about farming or farmers that Sandy doesn't know!

Sandy's wish was to attend the West Ren Young Farmers Concert so Pamela and Jennifer made that happen.

He had a great night, loved the concert and bumped into some people he knew.

## Oor Wullie visits Newark and Ranfurly



We wanted to share these pictures of when 'Oor Wullie' was at Newark and Ranfurly Care Homes.

Thanks to Beaton Bros Funeral Directors from Bridge of Weir, Wullie was 'oors' for a couple of weeks.

The special 'guest' was certainly a talking point - some of our visitors enjoyed taking pictures with him and have even left donations in his buckets for resident funds which was greatly appreciated.

## St Anthony's visit



Seeing the pupils from St Anthony's Primary School return to Ranfurly Care Home certainly put a smile on the faces of our residents. The children love sharing stories but they

also enjoy listening to our ladies and gents tell tales from when they were young. It is so lovely to see the fun that they have and the joy this interaction brings and we hope to welcome them back soon.

## Residents disco dance at Paisley Pub



And would you look at our Ranfurly residents living their best life as they attended a disco at Gabriels in Paisley.

It was great to see them up dancing and having a wonderful time.

## Sweet sensation



The newly built sweet shop is going down a treat with Ranfurly residents.

Betty Swanson was the first customer to visit the new attraction in the Lochranza Unit of the home.

Here she is delighted to be 'buying' some old fashioned sweets.

## Marching into Spring



The fabulous Brian, a resident in Ranfurly, busied himself planting some bulbs at the start of the year.

He always keeps staff and residents entertained and he was no different as he took great care when preparing the little things which he planned to plant in the garden some weeks after.

## Residents all smiles at local show



Here is a look from when some of the team at Shakespeare Court took residents Alan, Mary, Sheila along to Carlton Bolling College to see the students' production of Oliver. The group enjoyed what was a fantastic performance.

Thanks again to the very talented pupils for having us and helping us enjoy a tremendous trip out. You should all be very proud of yourselves!

## Colouring class inspires contented residents



Colouring in has become an increasingly popular past time which helps people of all ages feel calmer and happier.

It is also seen as capable of improving wellbeing of seniors and people with dementia as it is very distracting and calming.

Many of our residents enjoy colouring as you don't need to be an 'artist' to enjoy it. When you colour, you concentrate solely on staying within the lines which can help to quieten mental chatter and

clear thoughts, in a similar manner to meditation.

Here you can see some of our ladies and gents in Shakespeare Court Care Home in Bradford enjoying a therapeutic colouring class.

It was a lovely activity which encouraged the residents enjoy some quiet company. Afterwards, they were all very happy and feeling at ease as they showed each other their creations.

## Olive School visit



It was lovely to welcome the girls from Olive Secondary School to Shakespeare Court recently.

The young ladies were fantastic company as they got involved in various activities with our residents.

Some of them tried knitting while others enjoyed arts and crafts.

Thank you so much for stopping by, you really made our residents' days and we hope to see you again very soon.

## Arts in care



Chalk n Cheese art group has been visiting Spiers Care Home every month for more than a year.

Staff at the home have developed an art gallery to display all the club's creations.

Here are Rosanne and Eleanor with tutor Neil, happily adding their latest item,

'Flower Garden'.

This particular month's group included Robert, Margaret, Shirley Rosanne and Eleanor.

Eleanor said she loves coming to art group as she enjoys it very much, adding: "I feel relaxed after"

## Activities combine CAPA and generations working together



Stacey and Jordan, who are students from Garnock Academy in Kilbirnie, had great fun when they visited Spiers Care Home.

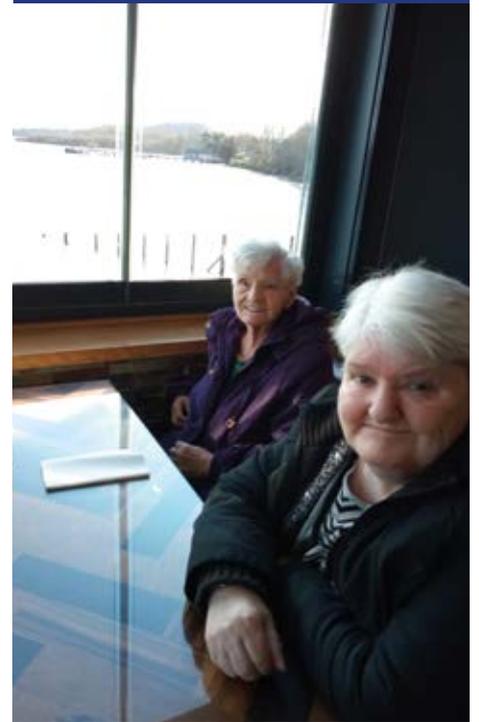
The young ladies encouraged our residents to move to music starting off by dancing to YMCA, Superman, and Simon Says.

Afterwards, they moved on to activities

using bean bags, scarves and ball games.

As well as being great fun, the interaction involved CAPA (care about physical activity) and Generations Working Together – these are two initiatives very close to all our staffs' hearts as they have tremendous impact on the wellbeing of our residents.

## Trip to Loch Lomond and Luss



Here we have Mary and Janet when they had a lovely trip out on the Silverline Care minibus to Luss.

The pair thoroughly enjoyed taking in the views while eating their packed lunch. The day was topped off with a coffee at Lodge on the Loch before their trip back.

Our residents and great lovers of the outdoors and they described these views as 'breathtaking'.

Many thanks must go to our Driver Bernadette.

## Nutrition and hydration week



Nutrition and Hydration Week aims to raise awareness and educate people on the value of food and drink in maintaining health and wellbeing.



Residents from Springhill Care Home had an interesting and very tasty time celebrating the fun and educational week as they tried various foods and drinks and learned about their benefits.

## Afternoon tea in Rosewood



Residents in Springhill Care Home love their afternoon teas.

As part of the home's regular 'let's hear my views' meeting, our ladies and gents were invited to look at various swatches and help

select colours for new lounge chairs and sofa. A lot of discussion took place as the residents reached an agreement, meanwhile they all enjoyed delicious cakes which they washed down with a lovely cuppa.

## Winnie celebrates 104th birthday



Earlier in the year, Springhill Care Home held a special birthday party for Winnie who turned 104 and we wanted to share some photos of the occasion.

Some of the stand out moments of the day include Winnie and her friend doing the 'hand jive' and also the birthday girl being all smiles to pose for a photo with two of her four boys.

Elsewhere, Winnie can be seen blowing out the candles on her fabulous cake.

Winnie absolutely loves playing dominoes so one of our talented staff decided to make her a dominoes themed cake, complete with 104 chocolate 'counters'.

# Silverline Care Award Ceremony

IN NOVEMBER 2019, SILVERLINE CARE HOSTED ITS FIRST ANNUAL AWARD CEREMONY AND WHAT A SUCCESS IT WAS!

Months of planning and preparation paid off as we celebrated our 'above and beyond' nominees, our long serving staff and our 'outstanding teams' in style at the Lynnhurst Hotel.

Also at the ceremony, we announced that Silverline Care has joined the CARE badge scheme. This small green badge is a sign of pride in our social care champions; those providing, receiving and supporting care.

You can see the full gallery of photographs by visiting [www.silverlinecare.com](http://www.silverlinecare.com) and searching for 'award ceremony'.

## 2019 HONOURS LIST

### Above and Beyond Winners:

Alison Davidson, Fiona Hirst, Carol Scadlock, Cathy Brown, Alison Worth, Catherine Lowe, Linda Flynn, Samantha Blane, Angela Kane, Pamela McKellar, Karen Masson, Donnchach Kennedy, Mary Simpson, Sam Walker, Emma Martin, Sandie Black, Louise Kearns, Lorna Middleton.

### Long Service Awards:

**20 Years:** Jackie Wilson, Evelyn Coull, Colette Chapman, Yvonne Manson, Janet Simmonds, Catherine Waterson Katrina Bailey.

**25 Years:** Eileen Greig, Hilary Murray, Jane Morrison, Marion Gordon, Nova Wight.

### Outstanding Team Nominations:

**Burnside** (Johnstone Wing Team) - Maria Theresa Gomez, Jaqueline Morden, Maria Turner, Leanne Reid.

**Cochrane** (Kitchen) - Pauline Ryan, Grace Fitton, Daisy Bryson, Ann Hay and Mary Anderson.

**Newark** (Finlaystone Unit) - Rose Matakka, Donna Coubrough, Jade Neil, Penny Mullen.

**Ranfurly & Cochrane** (Night Staff Team) - Catherine Rooney, Mary Birney, Margaret Ann Anderson, Jennifer McCafferty, Mairi Conlin, Julie McGriesh, Linda Smith, Becky Macintyre.

**Spiers** (Night Staff Team) - Mary (Rae) Henderson, Dawn McKay, Jackie Warnock, Maureen Ridell, Kathleen Donnelly, Jean Waugh.

**Springhill** (Activities Team) - Joanne Reid, Abigail MacKenzie, Linda Kerr and Fiona Wallace.

**Yorkshire Homes Administrators** - Caron Flynn, Jacqueline Armitage.

**Manorcroft** (Maintenance ladies) - Michelle Hewitt and Michelle Vickers.

**Outstanding Team Winners:** Ranfurly/Cochrane.

**Runner Up:** Manorcroft.

