

among friends

News from our care homes



Staff at Broadlands delighted at Outstanding CQC rating

Broadlands celebrates retaining its 'Outstanding' CQC rating

The staff and residents at Broadlands, our care home in Oulton Broad, Lowestoft, were delighted that their home was yet again rated Outstanding by the Care Quality Commission, following an unannounced inspection on 25 June 2019. Broadlands is one of the very few homes in the entire country to enjoy an Outstanding rating in three categories.

The home was praised by the CQC for delivering "exceptional high-quality care" that not just met but exceeded the residents' needs, expectations and enriched the residents' lives.

The feedback from residents, relatives, visitors and professionals was overwhelmingly positive about the "extremely compassionate and caring approach of dedicated and enthusiastic staff, who repeatedly went above and beyond to ensure people's lives were filled with enjoyment, meaningful occupation, engagement and involvement in the place they called home."

The inspectors praised Broadlands for an active presence within the local community with strong community links which have been established with different community groups that regularly visit the care home.

The inspectors also noted that "staff were extremely motivated and passionate about their role and understood their responsibilities. They actively involved people and their relatives in the ongoing design and delivery of their care in line with their identified needs and with the wider issues within the home. Feedback was actively encouraged, valued and acted on."

Anne Maas, Home Manager at Broadlands, said: "We have an exceptional group of staff who continually go the extra mile for our residents. It's our privilege to care for our residents, and to receive such overwhelming feedback along with retaining our Outstanding CQC rating is amazing."

The Orchards, our new care home in Ely, Cambridgeshire



First resident, Bobby (left) seen here with Sam Curran, Home Manager

It was a big day on the 19 July when the developer handed over the newly built, state-of-the-art home to Greensleeves Care. The Orchards will provide residential and dementia care and will feature a range of facilities including a cinema room. This is the 25th care home for the organisation. The Orchards is located opposite the new Isle of Ely Primary School and it is hoped that intergenerational links will be made with the school.

Mayor of Ely, Cllr Mike Rouse commented: “I am delighted that such good progress was made on building a new care home for Ely. The choice of the name, ‘The Orchards,’ keeps the link with nearby Orchard Estates and Ely’s history and the apple growing traditions of the town.”

Shortly after opening, the home was able to admit its first resident, Bobby (seen here).

Bobby received special treatment with a balloon arch outside the entrance to the care home to welcome her and a celebration cake to mark the occasion.

The home will provide full and part-time employment opportunities for the local community in and around Ely, creating approximately 100 new management, frontline and support staff jobs in the area.

Paul Newman, Chief Executive of Greensleeves Care, said: “Greensleeves Care is already active in the Cambridgeshire and East of England area. We look forward to introducing our award-winning care and support for older people in the Ely area. As well as caring for 66 residents, we plan to play an active role in the local economy, creating over 100 new jobs, and supporting the local community with dementia cafes.”

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We are delighted to present a selection of photos of the home showing off the excellent facilities

provided which include a cinema room and a sky bar for the resident to enjoy their favourite tipples!



Finnish Nurses visit The Orchards

Shortly after the home opening, a group of Finnish Nurses put The Orchards firmly on the international map by requesting to visit. The nurses met with (noted below in photo first row l-r) Sam Curran, Home Manager, Steve Mason,



Finnish Nurses enjoying their visit to The Orchards

our Admiral Nurse (specialising in dementia care) and Fiona Kane, Deputy Director of Operations and Planning, for a show round of the home and an insight into how Greensleeves Care looks after our residents and integrates the home into the local community. Along with exchange of information on care models they were very interested in our ‘person centered’ approach to care and our involvement in the Eden Alternative philosophy of care.

Leena Kaasinene, Team Leader from the Finnish Union of Practical Nurses, said of their visit:

“This has been an excellent opportunity to share ideas and the best practices of dementia care between the UK and Finland and we have taken some good ideas away with us, as did our hosts. We hope that The Orchards team is able to take up our invitation to visit us in Finland and experience how we deliver dementia care in our country.

We have been to many homes but we have never seen anything like The Orchards before. The place was so great and luxurious that our members were enchanted!”

Paul Newman, Chief Executive of Greensleeves Care wins Care Home Executive of the Year 2019



Paul Newman (second left) receiving his award on the night

We are delighted to announce that Paul Newman, Chief Executive of Greensleeves Care, has won the Care Home Executive of the Year at the Leaders in Care Award 2019. The winners were revealed at a gala dinner on 10 October at the Hilton Metropole Birmingham Hotel. Some 200 senior executives filled The Library Room of the hotel to celebrate their achievements in driving innovation and providing outstanding, person-centred care.

Paul paid tribute to Greensleeves Care staff for giving him their support over the years, commenting:

“It’s great recognition for the whole Greensleeves Care team - all the frontline staff, everybody in the homes, everybody at head office and the board. It really is a team achievement.”

BBC Music Day with Harleston House



Colin Thackery, a Chelsea Pensioner and a winner of Britain's Got Talent

In the run up to BBC Music Day on the 26 September, Harleston House Activity Coordinator, Gareth Harding invited Britain's Got Talent winner, Colin Thackery, to the event being hosted by Harleston House at their local Trinity Methodist Church, Lowestoft. To his delight, Colin accepted. The home had decided to focus on 'Dementia and Music' for their day of music celebrations.

Two other of our homes in the region, Broadlands in Oulton Broad and Thornbank in Ipswich also collaborated with Harleston House to make the day a success. Other invitees to the day of music included people connected to music and to dementia in the local area. Residents and staff from all three Greensleeves Care homes were also invited to participate.

BBC Radio Suffolk were there to record the event with a live broadcast which included a short interview with the Home Manager, Sue Graham and a chat with some of the home's residents.



Performers sang to a packed audience at Trinity Methodist Church



Colin (right) performing on stage, with Gareth Harding coordinating the event

The event also featured on BBC Look East evening news on the day. Local press also played their part in reporting the day.

The impetus behind involvement in the event was to act as a spring-board in the creation of a dementia friendly choir in the local community which Harleston House would run with the participation of the church and community.

As can be seen, the event received a lot of local attention and goodwill in the

area and will create a facility for those living locally with dementia and residents at the home. They can all benefit from and participate in choral music. Music has been proven to help those with dementia access long forgotten memories and promote a sense of well-being and connectedness to their environment and local community.

Residents, staff and the invited audience greatly enjoyed the day made even more special by Colin Thackery singing his favourite songs, in particular:
"Love changes everything."



Colin with Harleston House's resident Jenny

Korean Delegation visits Speirs House

Speirs House has always been keen to foster and develop links with their local community. However, their reputation for professional excellence and friendship has spread much further afield. Following a fact finding visit to the care home earlier in the year by Dr Chung Kyunghye, Vice President of the Korean Institute for Health and Social Affairs, Speirs House is now firmly on the map for visiting delegations from Korea.

On Friday, 6 September, a delegation from the



Kathleen Liang, Speirs House Home Manager (4th from the left) with the delegation in the garden of the home

Senior Citizens' Welfare Department in South Korea visited Speirs House in New Malden. During the visit, the delegation was keen to understand admission procedures, how the residents were cared for and what training was provided to care home staff. There was much exchange of ideas and experience in the elderly care sector in both countries with the hand of friendship now firmly extending across the seas.

One of the visitors, Chunmin Lim, said: "Speirs House has become very famous in South Korea following the previous visit, this is what made us want to pay Speirs House a visit. This visit gave us a good opportunity to learn from the care home's advanced policies as well as promote friendly relations between our two countries."

Kathleen Liang, Home Manager, said: "We were delighted to welcome another international delegation at Speirs House. As at other Greensleeves Care homes, it is part of our objective to have a wider impact in the communities we serve, we are glad that we are in this journey together to act as an agent for shaping future health care for the elderly."

Whitegates achieves Eden Alternative Accreditation

We are proud to announce that Whitegates, our home near Hastings, East Sussex, has recently achieved Eden Alternative accreditation. This lovely and vibrant home has worked hard to achieve accreditation and joins 21 of our 25 homes that have achieved this accolade.



Visits from family are always welcomed at Whitegates

The Eden Alternative philosophy of care is very simple. The aim is to combat the chief challenges of life for older people: loneliness, helplessness and boredom. These challenges can rob a resident of the very thing that most of us take for granted; a life worth living. The overall aim is to create an environment where there is companionship, human growth and the opportunity to give. Growing old is not an illness but a natural state that comes to us all. Frailty, accompanied by associated illness may be present in old age, but the need for continued normal life is paramount. The Eden Alternative shows that variety and spontaneity can succeed in everyday life and also in a care home environment. The ambition is to provide a more holistic home environment where the individual is truly valued and feels part of the community.

To this end, each accredited Greensleeves Care home has at least 20% of staff who have completed specialised training and where regular meetings with staff and residents take place to explore residents' wishes and needs.

Pelsall Hall hold a Mad Hatter's Tea Party



Pelsall Hall, our care home on the outskirts of Walsall, decided this September to hold an 'Alice in Wonderland' Mad Hatter's Tea Party to celebrate everything 'nonsense'. Great fun was had by staff getting dressed in costume for the day with Alice, The Mad Hatter and the Queen of Hearts making an appearance. Residents also got in the spirit by wearing a variety of hats for the tea party. The dormouse unfortunately couldn't be found.

Here are a selection of photos of the day.



Postcards Among Friends - the aims of the initiative

A great idea, which has gained momentum across our homes, is the Postcards Among Friends initiative.

Wendy Clifton, Pelsall Hall Home Manager, and Hannah Ainge, Activity Coordinator at Pelsall Hall,



originally took part in Postcards for Kindness an idea started by Your Health Group (a care provider with ten homes across the UK). Originally their aim was to combat loneliness and isolation and remind residents that there is someone thinking of them.

Fifteen of our homes are now participating under our own scheme. Each home will be paired with two other homes within Greensleeves Care. The next stage is to support residents who would like to write and receive postcards/letters from a resident at another of our homes. They can be supported by an Activity Coordinator or any other member of staff, thereby creating a whole-home approach to the initiative. For social media buffs please look for #postcardsamongfriends on facebook or other social media outlets.

Leaving a legacy: A way to support Greensleeves Care in the future



Fun at Glebeland's summer garden party

Leaving a gift to charity in your will is an amazing way for your kindness to last beyond your own lifetime.

After providing for your family and friends, you may wish to consider leaving something to Greensleeves Care as a way of helping us continue our work. Every gift, no matter how large or small, will enable us to improve and enrich the lives of our residents. These gifts can be made free from inheritance tax.

We have produced a leaflet "Leaving a Legacy" which has been distributed to all the homes. Please ask the Manager of your home if you do not have a copy and would like one, or contact Head Office on 020 7793 1122 or download one online at www.greensleeves.org.uk

If you would like to leave us a legacy, please refer to us as Greensleeves Homes Trust (our registered charity name). Greensleeves Homes Trust is a registered charity in England & Wales No.1060478.