



the **B&M** carer

Keeping you in touch with news and events within B&M Care

B&M Care scoop top care awards!

What's inside....

MP opens Lakeside Care Home, Reading



Montrose, Watford now open



Note from editor....

Welcome to the 10th issue of the B&M Carer. There is lots of building and development news to bring you up to date with in this edition. Hope you enjoy reading and if you would like to contribute to forthcoming issues or would like further copies, please contact **Angela Hunt, Marketing & Business Development Manager on 01442 279179 or email angelahunt@bmcare.co.uk**



Three personnel from B&M Care Homes were chosen from thousands of entrants as finalists in their respective categories at The National Care Awards. Two of them went onto win in their categories!

The National Care Awards are organised by the industry journal Caring Times and they are now in their 13th Year. They celebrate the sector's best workers and businesses. It is the care sector's premier awards event promoting excellence and, for the individual finalist, brings satisfaction of being recognised for the excellent work they do. Having finalists or winners in the National Care Awards is testimony that B&M Care are a dynamic and successful provider.

B&M Care's Training Manager, Patricia Davis (left) was chosen as a finalist in this year's National Care Awards for 'Best Contribution by a Dignity Champion'. She was shortlisted from hundreds of entries across the country and was invited to meet the judges at the prestigious London Hilton Metropole Hotel.

Clare Lodge Cook, Brenda Stevens (centre) scooped the 'Care Chef 2011' prize after being voted as cooking the best dish in a 'Ready Steady Cook Style' cook-off by the judging panel of industry professionals.

The most prestigious award of the night went to Pauline Taylor, a Care Assistant from Tara's Retreat, for 'Best Carer 2011'. Pauline has worked for B&M Care for over 20 years and has now been recognised on the national stage for her outstanding contribution to care.

All the finalists were presented with their awards by Strictly Come Dancing star and journalist John Seargent at the National Care Awards Gala Night in November. From managers to care assistants, entrepreneurs to chefs, chief executives to nurses, the National Care Awards provide the opportunity for the whole industry to show its appreciation for the diligent work that goes on in every field, at every level and all the B&M Care finalists and winners shone.

Retirement Farewells

After 15 years' service, B&M Care Head Office say a fond farewell to Shirley Ford. A few tears were shed at the Retirement lunch which was attended by home managers, business partners and her Head Office colleagues. Shirley joined the Head Office team in 1997 as PA to Bill Hughes, Chairman and Ian Sloan, Chief Executive. Theresa Cave, who joined the team at Head Office in 2007 has taken over her role supporting the Directors.

Also retiring this year was Patricia Davis, B&M Care's Training Manager. Patricia was persuaded out of retirement in 2005 to set up the new dementia environment at Willowthorpe Care Home. With retirement calling again in 2007 Patricia was persuaded to take on a more central training role teaching mandatory induction training, Dignity in Care, Effective Communication, Person Centred Care, Well-being and much more. Thanks to the training Patricia has delivered over the last four years, B&M Care now have one of the most respected and robust training programmes in the industry. Patricia continues to support one day a week.

CQC Compliance update

The Care Quality Commission has certainly been more active over recent months in our homes since the HSCA came into force in October 2010. We have had 13 homes that have undergone a Compliance review, and what a pleasure they have been! The compliance inspectors are listening to the people that use our service. We are also pleased to say we are compliant with only minor improvements required in two homes.

The visits have been positive and have put manager's minds at ease on how we will now be assessed in the future to ensure we are compliant. The compliance inspectors spend time with the people that matter and undertake observation within the home; and this is showing in a coherent way that we are compliant.

We are keen to know what scheme will replace the star rating, as like everyone else, we felt the star rating was an excellent method of recognition for our homes. Let's hope the new scheme will be as successful. We are still waiting for the Quality Risk Profile to be introduced as we are waiting to see first-hand how each of our services are performing.

We would welcome more consistency with CQC. Providers were recently told that it is down to the individual compliance inspector who they send the compliance review to, 80% have come direct to Head Office whilst 20% have gone direct to the home. We are permitted just ten working days to respond to any factual inaccuracies and in one instance we are still waiting for a draft review report, some two months after a compliance inspection!

Montrose Care Home opens



B&M Care, who owned and operated Tremona Care Home in Alexandra Road, Watford for 32 Years, have now closed the home and moved the 34 residents to the brand new purpose-built Montrose Care Home, around the corner in Langley Road.

The residents and their families were all kept informed and consulted about the new home and many of them were asked to contribute to choosing wallpaper and curtains! Most of the residents made site visits over the last year whilst B&M Care's building division Maynecol Services designed, dug and built the new home.

Residents, with the help of family, friends, Manager, Jackie Hall and her staff team moved the 800 yards to the brand new care home on February 22nd 2012.

B&M Care Chairman Bill Hughes was there on the moving in day with his vintage 1911 Napier car to

transport the residents in style. A tradition that was made in 2006 when B&M Care moved residents from their St Albans home Clare Lodge, to the new sister home Tara's Retreat, just one mile away.

Tremona had served the elderly community well over the last 32 years and had built up a reputation for providing outstanding care for the elderly and for those who live with a dementia. It had an enviable reputation in the community amongst health professionals like GPs and district nurses. Although the home had always received good star ratings from The Care Quality Commission,

B&M Care felt that the building could no longer meet the high standards of environment and facilities that their homes should offer. When the site at Montrose became available it was purchased with a view to build a brand new 50 bed care home that the Tremona residents could move into. Tremona was demolished just a few weeks after closing and a new Tremona, a 44 bed 'sister home' for Montrose will be built in its place.

Tremona once served the community as a nurses' home and many photos of the old building can be found in town archives.

We see so much bad press about poor conditions in care homes and seemingly uncaring providers. It is positive to see providers like B&M Care always striving to improve their facilities and service.

• News in Brief • News in Brief •

Dementia accreditation - Congratulations to Tara's Retreat Care Home in Sandridge and Ashlyns Care Home in Berkhamsted for being awarded Dementia Accreditation from Hertfordshire County Council (HCC). This specialist accreditation is awarded to care homes for their outstanding training, environment, care plans, activities and overall care for people who are living with a dementia. This prestigious accreditation is not handed out without a thorough inspection by HCC of the dementia service offered in the home and is re-evaluated every year.

IT investment - Following the move to the new Head Office, further investment has been made to ensure that B&M Care's IT can remain operational if the unthinkable happens. Investment in a disaster recovery project that mirrors the company servers at an offsite location, means that IT systems can be up and running within a matter of hours. Group Accountant, Trinna Bruton says "This project offers the company, our customers and our staff peace of mind and high levels of security in times of vulnerability and is essential IT infrastructure for an expanding company like B&M Care".

B&M Care have introduced a state of the art new fingerprint identification system to support the Payroll at Head Office. This futuristic system asks employees to scan their index finger when they arrive for work and again when they finish and replaces a card swipe system. Nikki Smith, HR Manager at B&M Care has been working on this project with partners Mitre Finch and it is envisaged that

all 19 homes will be operational with the new system over the coming 12 months.

B&M Benchmarks in Business Excellence - Following the success of the Benchmarks in Business Excellence workshops with managers and deputy managers, this workshop has now been rolled out to B&M Care's Homes Administrators. The workshop focuses on the expected standards of delivery of a total quality service in B&M Homes. The workshops are an opportunity for administrators to enhance their skills, share knowledge and experiences and were delivered by Commissioning Manager, Janice Pittom and Head of Homes, Rachel Rodgers.

Activities Matter - B&M Care Activity Facilitators were delighted and surprised when they were joined by the Chairman, Bill Hughes and his mother-in-law Hilda Putman at their quarterly group meeting in March. Bill wanted to reinforce the message to the team of Facilitators, that B&M Care take activities and lifestyle provision for the elderly seriously and strives to improve the provision. Hilda, who is 83yrs young, engaged the team by explaining from a personal perspective what it means to have "a reason for getting up in the morning" and "a sense of purpose". Activities and lifestyle at B&M Care homes focus on the individual and their personal life history. Frameworks for using the outdoors and frameworks for providing meaningful occupation for people who live with a dementia will take a focus.

Opening of Lakeside Care Home



On 1st June B&M Care's Lakeside Care Home in Reading had its 'official' opening ceremony.

Rob Wilson, MP for Reading East was invited to officiate at the opening and to unveil a commemorative plaque. Rob Wilson congratulated B&M Chairman Bill Hughes on this new development and complimented its outstanding facilities.

Residents, families, staff and invited guests enjoyed a buffet lunch reception hosted by Lakeside Manager, Jane West. Guests included parish councillors, health

professionals, neighbours, and The Ridgeline Trust together with B&M Care Chairman, Bill Hughes, Chief Executive, Ian Sloan and Head of Homes, Rachel Rodgers. Neighbours The Ridgeline Trust who provide a community Therapy Garden have been most co-operative during the build and in return for their hospitality the building team provided much needed drainage, water supply and car parking area for this volunteer scheme.

This new purpose built home has been built in the sought after residential location of Whiteknights Road and has outstanding views across Whiteknights Lake. All 64 single shower en-suite rooms are decorated and furnished to a superior standard and with a choice of lounge and dining rooms overlooking the lake, the home has more than just the ordinary to offer.

Angela Hunt, Marketing Manager for B&M Care said "Lakeside Care Home provides much needed quality residential and person centred dementia care for the elderly in Reading and the home is fast developing a reputation for high standards of care".

Expansion update

The building division of B&M care, Maynecol Services has had an extraordinarily busy year. Future building commitments are in place for the coming 3-4 years. Ryeview Manor, High Wycombe is approximately half way through its build schedule and will be ready to open around Spring 2013.

Construction has started on a new 60 bed care home, Milford House in Hitchin and this will be ready to open in late 2013. Meanwhile, Tremona Care Home in Watford has been demolished and the site is being made ready for ground works to begin on a new home on the same site.

Planning has been granted at Crowthorne in Berkshire for a 60 bed home to be named St Hilda's and two further sites have been purchased and await planning consent.

Finally, the extension to B&M Care's Head Office in Hemel Hempstead will be completed during Summer 2012 and will incorporate additional space for further expansion of the team as well as rental space on the ground floor for new tenants to join our newest tenants Vets4Pets.

Our Best Wishes on their Special Birthdays...

Violet Sargent at Willowthorpe
104 in January

Tina Ward at Willowthorpe,
102 in February

Hilda Tulley at Willowthorpe
100 in September

Lilly Zecchin at Willowthorpe,
100 in September

Rose Bernard at St Lukes
100 in March

Mollie Pither at St Lukes
102 in July

Andi Andrews at Hillview
100 in August

Kitty Mills at Hillview
102 in October

Ethel Savage at Hillview
101 in August

Mollie Boulton at Tara's Retreat
101 in August

Nellie Maylott at Tara's Retreat
104 in September

Mary Sherwin at St Anns
105 in August

Elsie Harvey at Clare Lodge
100 in October

Gladdys Barnes at Ashlyns
100 in March

Margaret Colston at St Josephs
101 in January

Rill McKenna at St Josephs
101 in July

Beatrice Setterfield at St Josephs
100 in December

Laurie Kerrigan at Chesham Bois
100 in November

Mickie Short at Chesham Bois
101 in September

News from Around the Group



St Josephs, Tring welcomes new Manager Nicky Lacey who has stepped up from her role as Deputy.

Head Office welcomed back HR Manager Nikki

Smith from her maternity leave following the birth of Son Charlie. We send our congratulations to Amanda who married her partner Neil in April and extend a warm welcome to Andy Putman who has been asked to head up the gardens team. Husna Sheriff has joined us to fill in the gap of Administrator that Theresa has vacated for her position as Head of Buildings Team and PA to Directors. We also welcome James Bradshaw who has joined the Building Team as Quantity Surveyor and Project Manager.

Greenhill, Barnet says 'Congratulations' to Manager, Caroline Inch and her partner Darren on the arrival of their first baby boy 'Sonny'.

The Lodge, Hemel Hempstead welcomes new Deputy Manager Adele Dennis.

White Plains, Denham welcomes a new Home Administrator, Sue Dawson and Activity Facilitator, Gemma Crow.

St Catharines, Broxbourne welcomes new Activity Facilitator Carol Hasan.

Willowthorpe, Stanstead Abbots is pleased to announce that Tina Bridgeman has stepped up to the role of Assistant Manager.



Clare Lodge, St Albans has a new Manager, Karen Langley who joins us with over 14 year experience. Liz Muskett also joins the team as Home Administrator.

Templemore, Northampton welcomes a new Activity Facilitator, Michelle Ledington.

St Anns, Kettering has a new Home Administrator, Mel Davies.



St Andrews, Welwyn recruited a new Manager, Marcia Tonkin in February 2011 and who comes to us with over 25 years' experience in the care industry.

Lakeside, Reading welcomes administrator Sam Boome and Deputy Manager, Amanda Tegg.

Tara's Retreat says 'Congratulations' to Administrator Sherri Simpkins and Senior Care Assistant Beverly Gransby for being selected as finalists in the HCPA Care Awards 2012.

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Location, Location, Location



White Plains croquet lawn

B&M Care have been building and operating elderly care homes for over 35 years and finding the right location is key to success. B&M Care prides itself on finding outstanding locations on which to build or develop their elderly care homes. Chief Executive, Ian Sloan views many potential sites every year and B&M Care have found some real gems over the years that they have developed into highly successful care homes with enviable waiting lists.

Chesham Bois Manor and its 5 acres of gardens and woodland enjoy a peaceful location on Amersham Hill overlooking the town of Chesham. The mid-Victorian, flint stoned manor house is over 150 years old. Originally a Saxon Manor, given by William the Conqueror to his half-brother Odo in 1086, Chesham Bois Manor is steeped in local history.

Greenhill is a stunning Edwardian house with grey pebble-dashed walls and around 7 acres of mature gardens with beautiful trees. The gardens are dominated by a large Lebanese Cedar with many other mature trees including cedars and a rare walnut tree. Inside many of the original features remain, including the exquisite mahogany panelling, vaulted neo-classical style ceilings, polished oak floors, mahogany stair case and a complete scene of a Japanese landscape set out in 20 pictures. Purchased in 1857 by James Hartnoll, Prospect House as it was then known, was given in trust to James' daughter Elizabeth and her husband Thomas Vezey Strong. Thomas held the office of Lord Mayor of London and received the KCVO at the end of his year as Lord Mayor and the KBE in 1918. Lord and Lady Strong regularly entertained the elderly from the Alms-houses in Wood Green at Prospect House until Thomas died in 1920.

Willowthorpe is an imposing listed Georgian house, over 100 years old. Its claim to fame is that it was the first house in England to be built with 'no fine aggregates' concrete walls. Willowthorpe sits alongside the River Lea in Hertfordshire. With 6 acres of riverside to its name, Willowthorpe is a magnet for wildlife.

St Catharines Care Home in Broxbourne, Hertfordshire, is a real jewel in the crown when it comes to gardens. The home has won the 'Broxbourne in Bloom' Competition for some seven consecutive years. The gardens here are compact, interesting and homely and residents take an active role in holding onto their title.

Ashlyns Hall is a Grade II listed building, built towards the end of the 18th Century on an estate comprising of 13 acres of green belt land. Ashlyns Care home was built within the original listed walled garden of the Hall and opened in 1996. The estate also has stables and a garden pavilion that are also listed buildings.

Opened by B&M Care in 1977, White Plains in Denham, Buckinghamshire is set in 7 acres of beautiful countryside adjacent to Denham Aerodrome and Denham Golf Course. In 1955 the previous owner Jean Hay-Stubblings opened the doors of White Plains to nine US Air Force officers, their wives and children who were stationed at a large US military base, formerly Denham Film Studios. They stayed for 12 months and were replaced by fifteen elderly folk including half a dozen retired members of the Cinematograph Benevolent Society. White Plains claim to fame during this time was that Diana Dors' helicopter crash-landed on the rose beds. Today a brand-new purpose built home has been built along-side where the original house stood and the home has outstanding gardens including an aviary, croquet lawn, greenhouse and conservatory.



Walled Garden at Ashlyns

Groundsman, Andy Putman and his team of Gardeners and Handymen work tirelessly to keep standards high both inside and outside at all 19 of our locations. Chairman Bill Hughes is a keen gardener and takes a very proactive and hands-on role in planning and planting at every new location, as well as lovingly restoring the more mature grounds.

We look forward to continuing the trend and developing beautiful bespoke grounds at our new purpose built developments at Wycombe Rye, Crowthorne and Hitchin over the coming years.

B&M Care Long Service Employees

Many of the staff that work for B&M have been with the company for a long time. B&M celebrate this long service through the group and are extremely proud of the loyalty and commitment that these and all of our employees continue to show.

15 year anniversary in 2012

Joanah Lioga, Chesham Bois Manor; Margaret Gilbert, Ashlyns and Elaine Ward, St Matthews.

20 year anniversary in 2012

Pauline Taylor, Tara's Retreat.

25 years or more in 2012

Trevor Twigg, Maintenance; Jim Magee, Maintenance; John McHugh, Maintenance; Pauline Crockett, St Catharines; Mary Carter, Head Office; June Judge, Montrose; Janet Hyde, Clare Lodge and Trish Andrews, Chesham Bois Manor.

Congratulations and thanks for your commitment and loyalty.