



# the **B&M** carer

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

## Clare Lodge Grand Opening



**On Friday 22nd May 2009 B&M Care's newest care home, Clare Lodge had its official opening ceremony.**

The Honourable Anne Main, MP (for St Albans) was invited to officiate at the opening and to unveil a commemorative plaque. Anne Main congratulated B&M Chairman Bill Hughes for "having the passion to go with his heart" when he decided to re-build his very first home instead of selling.

Residents, families, staff and invited guests enjoyed a champagne and canapé reception hosted by Clare Lodge manager, Elaine Ward. Guests included the newly elected Deputy Mayor of St Albans Iqbal Zia, city and parish councillors, health professionals, neighbours, Rev. Peter Wadsworth from St Saviour's Church, together with the Chairman Bill Hughes, wife Vanessa and Chief Executive, Ian Sloan.

Following the official opening and presentations the residents, families and guests enjoyed some entertainment and a celebration buffet.

This brand new purpose built home was re-born on the site of the original Clare Lodge, the first home in the B&M Investments group. Originally a nursing home, Bill Hughes purchased a license in 1975 for just £1 to

open Clare Lodge as a residential care home for the elderly. Clare Lodge really is the foundation stone of the B&M Care group. As a responsible provider, B&M Care took the decision to close the home in 2006 and move the residents to B&M's newest home at the time, Tara's Retreat, just 1 mile away. The building was then demolished to make way for a home that exceeded standards in residential care. The new Clare Lodge is a residential home with 24 en-suite rooms, set in a quiet residential street in St Albans.

In just over 7 months of operation, Clare Lodge is filling up well. With the hard work of the manager and her team the home has built up an excellent reputation in the community and with health professionals. Well done to Elaine and her team; Janice Pittom, Commissioning Manager; Mary Carter, Purchasing Manager; Angela Hunt, Business Development Manager; Rachel Rodgers, Head of Homes; Jason Smith, Site Manager and the maintenance team at Maynecol for a very successful build and opening at Clare Lodge.

**For further information about Clare Lodge visit [www.bmcare.co.uk](http://www.bmcare.co.uk) or contact Elaine Ward on 01727 864379 e: [clarelodge@bmcare.co.uk](mailto:clarelodge@bmcare.co.uk)**

What's inside....

**B&M invest in new Website and intranet**



**Focus on Activities**



**Fledglings update**



**Note from editor....**

Welcome back to the 8th 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**

## Fledglings Nursery Update

The nurseries at Redbourn and Berkhamsted have been going from strength to strength in the last year; seeing an increase in occupancy of around 20%. The very popular, self contained baby unit at the Berkhamsted nursery has proved a great success over the last year and has resulted in an expansion into a new area for children 18 months to 2yrs.

The nursery is very proud of their links with B&M Care's Ashlyns Care Home where the children visit for story time with the residents.

Redbourn nursery has been working on moving areas of their curriculum outdoors. Communication, language and literacy have been developed into outdoor learning experiences. There was also a graduation ceremony held for the children moving up to big school this year.

Parents continue to be pleased with the service that the nurseries provide and when they have their Ofsted reviews later this year; they are expected to reflect their excellent practice. Well done to managers, Mary-Ann Dennehy and Carole Grimes and their teams of nursery nurses for continuing to run an outstanding service.

## Residents help to plant a forest



Heartwood Forest just outside Wheathampstead in Hertfordshire is the location for the planting of a new 850 acre native forest by the Woodland Trust. The forest will adjoin the grounds of B&M Care's Tara's Retreat Care Home in Sandridge, near St Albans. The residents will be getting involved in growing saplings from seeds that will eventually be planted in the forest, practically in their back garden!

The land that directly adjoins the garden fence at the home will be planted as an orchard and the residents have been invited to name the orchard. B&M Care will be supporting the fundraising for the £3.5 million needed to make the project a reality.

Woodland Officers, Louise Neicho and Nick Morgan visited the home in March to explain to the residents how they could get involved.

# Update on Building Projects



Montrose Care Home

The building division of B&M Care, Maynecol Services has been very busy over the last year and has a long commitment for building projects over the next 2-3 years. With the opening of Clare Lodge and the new White Plains, B&M Care has in the last year added another 62 beds to their portfolio of care homes. With Plans to build three more homes and demolish and re-build another, B&M Care will commission over 200 more beds, growing to 21 homes throughout Herts, Berks, Bucks and Northants.

Construction of the 64 bed, Lakeside Care Home in Reading is progressing and will

join St Lukes as the second home for B&M Care in this historic university town.

A site for a new 60 bed home in Keep Hill Road in High Wycombe, overlooking the Rye is in planning.

Montrose in Langley Road, Watford will be a 50 bed sister home for Tremona and will be ready in late 2010.



Tremona Care Home

Once Montrose opens its doors, residents from Tremona will be amongst the first arrivals. The existing Tremona will then be demolished and re-built over the following year.

## • News in Brief • News in Brief •

### New White Plains

Work on the new White Plains is almost complete and the home is awaiting commissioning from CQC. As soon as we get the green light, residents will be moved from the existing home into their new purpose built home next door. Yvonne O'Connor, Manager of White Plains says "We have watched with great interest the new home being built, brick by brick from basement to roof and the residents can't wait to move in and call it home"

The home provides 38 en-suite rooms, a choice of lounge and dining rooms, hair salon, activities room, chapel, training room and treatment room. It sits in extensive, landscaped gardens, adjacent to the private airfield at Denham in Buckinghamshire.

### B&M Benchmarks in Business Excellence

Managers at B&M Care are taking part in a 3 day programme setting Benchmarks in Business Excellence. Commissioning Manager; Janice Pittom; Training Manager; Patricia Davies; Rachel Rodgers, Head of Homes and Business Development Manager; Angela Hunt are responsible for delivering the programme to B&M Care's 18 Home Managers. The focus is on agreeing benchmarks, total quality management, service excellence and leadership.

### Website and Intranet

The new look website is now up and running for the world to see and feedback

received so far has been very complimentary. The project has been led by Angela Hunt, Business Development Manager and has been supported by Theresa Cave at the group's Head Office. The intranet provides an important link with all our homes and allows staff access, from any internet connection, to an impressive content management system.

### Abbey HR

HR Manager; Nikki Smith assisted in the appointment of HR consultants Abbey HR and as a result B&M have enjoyed an 'uncomplicated', HR year working in partnership with them. Abbey provide B&M Care homes with a 24hr HR advice and support service together with a comprehensive Health and Safety advice line.

### Alzheimer's Society "Yesterday, Today and Tomorrow"

YTT is the Alzheimer's Society's training programme for Person Centred Dementia Care. B&M Care are committed to enabling each member of care staff to attend this course by the end of 2009. The course covers all the requirements for understanding dementia and person centred care recommended by Skills for Care and also the standards required by Social Services for the Dementia Care Accreditation Award. Patricia Davies, Training Manager says "this course will enable staff to improve the lives of the residents and I am looking forward to witnessing the effect it will have on our care delivery".

# Dementia Care Matters and B&M Care



Inspirational dementia care consultants, David Sheard and Peter Preidnicks have joined forces with B&M Care to bring their nationally acclaimed

Leadership in Dementia Care programme to our management team. The programme, delivered by Dementia Care Matters is run in conjunction with The Alzheimer's Society and is accredited to the University of Sussex.

B&M Care home managers as well as the senior management team have committed to this 5 day programme and to inspiring and leading a compelling vision for the way we care for people with a dementia in B&M Care homes. Leadership is the key to its success, so home managers are now driving the vision and inspiring their teams to truly understand what it takes to be person centred.

Rachel Rodgers, Head of Homes says "This programme has allowed all managers to focus and clearly understand the importance of person centred care in delivering and increasing the well-being of all our clients. It is not something you can learn on a 1 day programme, the 5 days will allow all managers to fully comprehend the vision that B&M Care are aspiring to. This has inspired everyone to challenge the current mainstream lived experiences of people living

with a dementia in our care homes". A first step has been to agree and promote a vision on dementia care delivery.

## The B&M Care Approach to Dementia Care

Our aim is to make every moment count for a person living with a dementia. Our approach to this includes:-

- Recognising and supporting the unique and personal life history of an individual
- Living every moment in the here and now with people
- Providing meaningful occupation and opportunities to maintain life skills
- Focussing on feelings to increase well-being (safe, belonging, loved)
- Valuing a person's abilities
- Providing comfort in enabling surroundings with cues to live well
- Promoting a sense of freedom by not restricting and controlling an individual's choice
- Finding staff who have a natural ability to connect with people – with affection, laughter, smiles and hugs – just like a family
- Supporting our managers to be inspiring leaders in dementia care
- Training staff in meaningful communication and the interpretation of behaviours as feelings.

We see the person before the dementia.

## Our Best Wishes on their Special Birthdays...

Florence Hasler at Greenhill  
100 on 15 April

Ethel Hunter at Greenhill  
101 on 5 October

Winnifred Wheeler at Greenhill  
101 on 18 September

Edith Shipton at St Anns,  
100 on 9 June

Mary Sherwin at St Anns  
102 on 29 August

Win Christofoli at St Catharines,  
100 on 24 September

Maj Houchin at St Leonards was  
101 on 3 February

Florrie Woodward at St Matthews was  
103 in January

Edith Mills at St Matthews  
102 in July

May Whitney at White Plains  
103 on 15 May and has been a  
resident since 2002

Verna Gill at Willowthorpe  
102 in August

Violet Sargent at Willowthorpe  
101 in January

Queenie Alderson at Hillview  
100 in March

May Holmes at St Josephs  
101 in May

Nell Wilding at St Josephs  
100 in November

## News from around the group



### St Leonards, Aylesbury

Welcomes new manager, Teresa Warren. Teresa joins us from ExtraCare Village, Milton Keynes and brings over 15yrs experience in the care industry.

### Clare Lodge, St Albans

Following its very first inspection, CSCI awarded the newest B&M Care home in the group a 2\* Good rating.

### Tara's Retreat, Sandridge

Congratulations to Annette Sudbury-Smith who was a finalist for Care Manager and to her team who were finalists for Care Team, in the 2008 Care Awards, run by The Caring Times.

### Chesham Bois Manor, Chesham

Welcomes new manager, Maureen Leka. Maureen moves from St Josephs Care Home in Tring where she was Deputy Manager and brings with her 30yrs of experience in the care industry.

### St Lukes, Reading

Activities organiser, Hannah Fitzgerald is leading the way at St Lukes by providing IT skills classes for residents.



### Head Office

Welcomes Bruce Smith onto the Planning, Building and Design team as Technical Director. Bruce has over 20yrs experience of designing B&M homes. Resident fitness fanatic

and Administrator, Paula Cook not only conquered, but survived the Grisley Marathon. We say good luck to Payroll Assistant Hayley Rogers as she goes off on maternity leave. A Head Office team took part in an 8k walk and raised £688 for the local Alzheimer's branch.

### St Andrews, Welwyn

Congratulations to Sue Stadward who has stepped up from Team Leader to Assistant Manager



### Hillview, Ware

Nicola Crowe joined the team at Hillview as Assistant Manager and brings with her a wealth of knowledge from Adult Care Services.

### The Lodge, Hemel Hempstead

Welcomes Deputy Manager, Maggie Lucas and Assistant Manager Jessica Bye.

### Willowthorpe, Stanstead Abbots

Activities Organiser, Kay Ives has introduced the Nintendo DS to the residents in both residential and dementia environments. Brain Training is going down a storm!

### St Josephs, Tring

Raised over £500 for 'Help for Heroes' and donated 22 'red cross' style parcels to the 2nd Battalion Fusiliers from Hounslow.

### St Catharines, Broxbourne

Welcomes a brand new manager, Sue Jarvis who will be starting in June.

## Contact Details

**HEAD OFFICE (H/O)** Three Gables Corner  
Hall, Lawn Lane Hemel Hempstead, Herts. HP3 9HN  
W: www.bmcare.co.uk  
T: 01442 236020 F: 01442 215584

Or contact the B&M Care Homes direct which are listed below:

### B&M Care Homes

**ASHLYNS** Chesham Road, Berkhamsted, Herts. HP4 2ST **Manager:** Diane Delicate  
E: ashlyns@bmcare.co.uk T: 01442 870565  
F: 01442 861600 **Beds:** 58

**ST ANDREWS** Great North Road, Welwyn Garden City Herts. AL8 7SR **Manager:** Carol Wynn  
E: standrews@bmcare.co.uk T: 01707 324208  
F: 01707 324248 **Beds:** 70

**CHESHAM BOIS MANOR** Amersham Road, Chesham, Bucks. HP5 1NE **Manager:** Maureen Leka  
E: chesham@bmcare.co.uk T: 01494 783194  
F: 01494 794636 **Beds:** 48

**CLARE LODGE** 8 Battlefield Road, St Albans, Herts. AL1 4DD **Manager:** Elaine Ward  
E: clarelodge@bmcare.co.uk T: 01727 864379  
F: 01727 842486 **Beds:** 24

**GREENHILL** Waggon Road, Barnet, Herts. EN4 0PH **Manager:** Caroline Inch E: greenhill@bmcare.co.uk  
T: 020 8449 8849 F: 020 8449 6343 **Beds:** 67

**HILLVIEW** 17 Collett Road, Ware, Herts. SG12 7LY **Manager:** Denise Mudie E: hillview@bmcare.co.uk  
T: 01920 469428 F: 01920 487382 **Beds:** 36

**ST ANNS** 12 The Crescent, Kettering, Northants. NN15 7HW **Manager:** Teresa Hayward  
E: stanns@bmcare.co.uk T: 01536 415637  
F: 01536 513904 **Beds:** 39

**ST CATHARINES** 24 St Catharines Road, Broxbourne, Herts. EN10 7LE **Manager:** Sue Jarvis  
E: stcatharines@bmcare.co.uk  
T: 01992 462224 F: 01992 442632 **Beds:** 26

**ST JOSEPHS** Aylesbury Road, Tring, Herts. HP23 4DL **Manager:** Gill Edwards E: stjosephs@bmcare.co.uk  
T: 01442 823159 F: 01442 823537 **Beds:** 53

**ST LUKES** Marshland Square, Emmer Green, Caversham, Berks. RG4 8RP **Manager:** Kim Francis  
E: stlukes@bmcare.co.uk T: 01189 461424  
F: 01189 471887 **Beds:** 80

**TEMPLEMORE** 121 Harlestone Road, Northampton. NN5 6AA **Manager:** Monika Relton  
E: templemore@bmcare.co.uk T: 01604 751863  
F: 01604 588638 **Beds:** 73

**THE LODGE** 5 Broad Street, Hemel Hempstead, Herts. HP2 5BW **Manager:** Marion Campbell  
E: thelodge@bmcare.co.uk T: 01442 244722  
F: 01442 240401 **Beds:** 46

**TREMONA** 18 Alexandra Road, Watford, Herts. WD17 4QY **Manager:** Jackie Hall  
E: tremona@bmcare.co.uk T: 01923 228211  
F: 01923 226982 **Beds:** 39

**WHITE PLAINS** Tilehouse Lane, Denham, Bucks. UB9 5DE **Manager:** Yvonne O'Connor  
E: whiteplains@bmcare.co.uk T: 01895 832190  
F: 01895 835966 **Beds:** 38

**ST LEONARDS** 86 Wendover Road, Aylesbury, Bucks. HP21 9NJ **Manager:** Teresa Warren  
E: stleonards@bmcare.co.uk T: 01296 337765  
F: 01296 339529 **Beds:** 45

**ST MATTHEWS** Chequer Lane, Redbourn, Herts. AL3 7QG **Manager:** Emma Pead  
E: stmatthews@bmcare.co.uk T: 01582 792042 F: 01582 792045 **Beds:** 52

**WILLOWTHORPE** High Street, Stanstead Abbots, Herts. SG12 8AS **Manager:** Janice Pittom  
E: willowthorpe@bmcare.co.uk T: 01920 871811  
F: 01920 871821 **Beds:** 56

**TARA'S RETREAT**  
High Street, Sandridge, St Albans, Herts. AL4 9DQ **Manager:** Annette Sudbury-Smith  
E: tarasretreat@bmcare.co.uk  
T: 01727 850527 F: 01727 853927 **Beds:** 46

**FLEDGLINGS NURSERY BERKHAMSTED**  
Ashlyns Hall Estate, Chesham Road, Berkhamsted Herts. HP4 2ST **Manager:** Mary-Ann Denny  
E: berkhamsted@thefledglings.co.uk T: 01442 864777  
F: 01442 875957

**FLEDGLINGS NURSERY REDBOURN**  
Chequer Lane, Redbourn, Herts. AL3 7QG **Manager:** Carole Grimes  
E: redbourn@thefledglings.co.uk T: 01582 793738  
F: 01582 793068

# A day in the life of an activity organiser

Written by Hannah Fitzgerald, St Lukes Care Home



I arrive at St Luke's on a bright sunny morning to find two enthusiastic residents already awaiting me in the activities lounge. After a chat I leave them busy reading today's paper and folding napkins for the dining room while I make my morning round to all the residents' rooms. Getting everyone in the right place at the right time is probably one of the biggest challenges of the job, so I always start early! I enjoy this part of the day as I get to spend a few minutes with each resident, even if they decide not to take part in activities. This morning is the meeting of our poetry group and has a good turn out. The atmosphere is informal which encourages many people to read a poem of their choice out loud to the group and I'm pleased to see a couple of the residents' relatives have decided to stay and join in.

While the residents sit down to lunch I take the opportunity to fill out my activity reports and make a call to one of my regular volunteers to arrange which day she'll be coming in to help take some residents out for a walk. I am constantly on my feet as an Activities Organiser and often think what a change it is from my previous office-based jobs. (I worked in the travel industry and volunteered with Age Concern before deciding to work with the elderly full time). The only time I sit down at a desk now is for our weekly computer lessons where

residents are learning how to send emails to friends and family in addition to producing posters for forthcoming entertainment. I have been surprised by their willingness to try something new and join the modern age!

This afternoon I am taking three residents out to a local tea dance. We set out in the distinctive red B&M car and the ladies spend the journey pointing out various trees, flowers and landmarks and I am reminded how important this change of scene is for them. On our arrival we are made so welcome by the organisers and regulars



who rush around finding us seats in the busy village hall. We are all asked to dance more than once and it's fantastic to see one of our residents who used to be a dance teacher, whizzing around the floor. We break after an hour for very welcome tea and cake before the dancing continues. We head back to St Luke's with big smiles on our faces and as the ladies thank me for a wonderful afternoon, I feel lucky to have finally found such a rewarding and worthwhile job.

## 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.*

### 10yr anniversary in 2009

Chonthicha Cooper, Greenhill; Tiao Sisouphanh, Greenhill; Siphanh Sisouphanh, Greenhill; Sankha Bajracharya, White Plains; Jennifer Callister, White Plains; Nikki Hine, The Lodge; Josephine Lavelle, The Lodge; Jacqueline Mackay, Templemore.

### 15yr anniversary in 2009

Linda Morley, Greenhill; Leticia Piccio, Greenhill; Minerva Blanchett, Greenhill; Nikki Smith, Head Office; Paula Campos, White Plains; Heidi Daniel, Chesham; Cheryl Caswell, Templemore; Janice Pittom, Willowthorpe.

### 20yrs and more in 2009

Christine Davenport, Greenhill; Esther Vantara, White Plains; Jennifer Stewart, White Plains; Beverley Thomas, Templemore; Pauline Crockett, St Catharines; Marian Scott, St Catharines; Pamela Bull, The Lodge; Mary Carter, Head Office; Ian Sloan, Head Office.

### 25yrs and more in 2009

Janet Hyde, Clare Lodge; June Judge, Tremona; Patricia Andrews, Chesham Bois Manor is B&M's longest serving employee having contributed 29yrs service this year.

Our Chairman and Proprietor Mr William J Hughes has dedicated 36yrs to B&M Care.

**Congratulations and thanks for your commitment and loyalty.**