



the **B&M** carer

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

What's inside....

**B&M invest in
Coldharbour**



White Plains opening



Expansion update



Note from editor....

Welcome back to the 9th issue of the B&M Carer. Varied news this time about dementia accreditation, CQC, IT investment and new developments. 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**

New Head Office for B&M Care



After 25yrs B&M Care have outgrown their head office at the beautiful and historic Grade II listed building, Three Gables at Corner Hall, Hemel Hempstead.

The 25 strong head office team moved into plush new offices at 70 Queensway, Hemel Hempstead on 3rd September 2010. Old Town Court provides a modern, spacious environment for the head office team and is an ideal base for B&M Care to grow into. Formerly the home of a local housing association, the building has been renamed Old Town Court in a competition amongst the head office staff. HR Manager Nikki Smith's nomination was chosen by Chairman, Bill Hughes.

Chairman, Bill Hughes, who had been searching for suitable buildings in the Hemel Hempstead area for many months, said "Three Gables has been a great asset to B&M

Care and has seen us through much of our expansion over the last 20 years. Old Town Court will be our new base for hopefully the next 20 years".

In the very early 20th Century, Three Gables became home to the Sanguinetti family who owned the British Paper Company at Frogmore Mill. The mill had become the birthplace of the modern British and world paper industry in 1903 when the first machine for the manufacture of paper in a continuous web was set up there.

A further extension to Old Town Court is already underway and when completed B&M Care will occupy the first floor and the ground floor will be available to let in three small units. Three Gables will be completely refurbished and restored over the coming year and will also be available to let towards the end of 2011.



B&M home wins Care Team of the Year 2010

The care team at Chesham Bois Manor Care Home have beaten off country-wide opposition to win a prestigious award at the National Care Awards. Maureen Leka, Manager at Chesham nominated her fabulous Care Team for their outstanding contributions to care and in October they were selected as finalists. Patricia Andrews, Deputy Manager and Joanna Lioga, Senior Carer went to meet the judges on 22nd October and obviously impressed them immensely because they were announced as category winners at the Gala Dinner on 27th November at the Hilton Metropole London Hotel. The Awards Gala Dinner, which is sponsored by The Caring Times journal, was hosted by comedian Brian Conley and attended by over a thousand people who work in the care industry, including 20 members of the Chesham Bois Manor care team. Patricia was also a finalist for the Lifetime Achievement Award. Maureen said, "It is just fabulous to be recognised in this way and I am very proud of every member of my team because they all play an important role."

Expansion update

The buildings division of B&M Care, Maynecol Services has been very busy for the last year and has a long commitment for building projects over the coming 2-3 years. With Lakeside ready to open in January 2011 and two further new homes and a re-build in the pipeline, B&M Care will grow to 21 homes in Herts, Berks, Bucks and Northants.

With finishing touches to the 64 bed, Lakeside Care Home in Reading almost complete, prospective residents are already viewing. Construction is advancing rapidly on Montrose Care Home, a 50 bed sister home for Tremona in Watford, and will be ready in late 2011.

Planning has now been agreed for the 94 bed Ryevie Manor Care Home at Keep Hill Road in High Wycombe and construction will commence in early 2011.

Opening of White Plains

On Friday 10th September 2010 B&M Care's newest care Home, White Plains in Denham had its official opening ceremony.

Buckinghamshire Councillor Roger Reed was invited to officiate at the opening and to unveil a commemorative plaque. Roger Reed congratulated B&M Chairman Bill Hughes for "having the passion to go through with the difficult planning" when he decided to re-build White Plains.

Residents, families, staff and invited guests enjoyed a champagne and canapé reception hosted by White Plains new manager, Philomena Byrne. Guests included district and parish councillors, health professionals, neighbours, together with B&M Chairman, Bill Hughes and Chief Executive, Ian Sloan.

This brand new purpose built home was built alongside the original White Plains Care Home. Bill Hughes purchased the 7 acre site in 1977 and continued operations as a residential care home for the elderly. Being the



White Plains Opening Day

responsible provider that they are, B&M Care took the decision to close the old home and construct a new building that moved with the new care standards.

The new White Plains was built alongside and on the 23rd September 2009 the residents walked across the garden path through the doors to their new, purpose-built, 38 bed home - just 18 months after construction had started. The original White Plains building was then demolished just 2 weeks later - a lot of tears were shed.

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B&M Benchmarks in Business Excellence

Following the success of the Benchmarks in Business Excellence workshops with managers, this 3 day programme is now being delivered to B&M's 30 deputy and assistant managers. The workshops focus on the expected standards of delivery of a total quality service in B&M homes. The workshops are an opportunity for deputy and assistant managers to enhance their skills, share knowledge and experiences and are delivered by Commissioning Manager, Janice Pittom; Head of Homes, Rachel Rodgers; Marketing Manager, Angela Hunt and Training Manager, Patricia Davis.

CQC re-registration & HSCA 2008

In July 2010 B&M Care was given a four week window to re-register all our 18 homes under the new Health and Social Care Act (HSCA) 2008 with the Care Quality Commission (CQC). All managers were required to sign a declaration to say that they were compliant with the 16 Outcomes related to care under the HSCA 2008 (regulated activities). This declaration will now put more focus on an individual manager to be compliant.

The new registration system for health and adult social care will make sure that people can expect services to meet essential standards of quality and safety that respect their dignity and protect their rights. The new

system is focused on outcomes rather than systems and processes, and places the views and experiences of people who use our homes at the centre.

Dementia Accreditation

B&M Care homes in Hertfordshire have been applying for Dementia Accreditation with Hertfordshire County Council (HCC). This specialist accreditation involves a thorough inspection by HCC of the dementia service offered within the home. Homes are given this prestigious award for their outstanding training, environment, care plans and activities and will be inspected annually. Homes that have received accreditation so far include: St Josephs, Greenhill, St Andrews and Willowthorpe.

IT investment

To coincide with the move into a new Head Office, B&M Care have invested £150k on new IT. Powerful new servers and Coldharbour systems have been installed to improve productivity, efficiency and to facilitate future growth. Desktop kit, firewalls, heightened security and a move to Microsoft Office 2010 will enable all users to work effectively on similar software releases. Thanks to the IT working party that sourced and facilitated providers and requirements - Trinna Bruton, Group Accountant; Bruce Smith, Technical Director; Steph Langdon, Sales Team and Angela Hunt, Marketing Manager.

Coldharbour investment



B&M Care are delighted to announce our new partnership with Coldharbour Systems.

Initially providing financial management and reporting systems to the residential care market, Coldharbour Systems are now the undisputed market leader of software solutions for private and charitable care providers. Their Homecare systems are used

by many reputable market leaders in care homes and nursery groups.

With expansion taking place within our care home portfolio and investment in IT with the new Head Office, it became clear that B&M Care required further support and solutions with regard to income processing.

Trinna Bruton, Group Accountant for B&M Care said "We are very excited about coming on board with Coldharbour and solutions that they will provide will enable us to improve our service to our clients and carry B&M forward into this next phase of growth". B&M identified the clear advantages of Coldharbour's Income Procession solution and after intensive training on the implementation, went live on 1st November 2010.

B&M Total Quality Care

In response to the new care standards and the focus on Provider Compliance Assessments, which will follow on site visits from CQC, B&M Care have assigned one of their experienced home managers to oversee a full and comprehensive audit in all their homes. Carol Wynn, who is a qualified nurse and managed St Andrews Care Home in Welwyn, will be conducting the audits that will cover all of the sixteen outcomes outlined by CQC, including medication. Joining Carol at Head

Office this year is Yvonne O'Connor who previously managed White Plains Care Home in Denham. Yvonne is putting her invaluable commissioning experience from the opening of White Plains to good use with the development of B&M's newest home, Lakeside in Reading. Yvonne is also undertaking a comprehensive audit of the fire risk assessments and emergency plans in place throughout all eighteen B&M homes.

Our Best Wishes on their Special Birthdays...

Nell Wilding at St Josephs 101 in November

Margaret Johnson at Hillview 100 on 10 April

Kittie Mills at Hillview 100 on 5 October

Violet Sargent at Willowthorpe 101 on 16 Jan

Tina Ward at Willowthorpe 100 on 7 Feb

Marguerite Clements at St Anns 100 on 24 April

Mary Sherwin at St Anns 103 on 29 August

Mollie Pither at St Lukes 100 on 29 July

Louise Goss at St Catharines 100 on 5 March

Evelyn King at The Lodge 101 on 23 Feb

Margaret Colston at St Josephs, 100 on 15 Jan

Eileen Warren at Templemore, 100 on 21 July

Marjorie Ward at St Leonards, 100 on 14 Jan

Florence Tomlinson at St Leonards, 100 on 9 Feb

Violet Robertson at Clare Lodge, 100 in May

News from around the Group

St Andrews, Welwyn

Received their Dementia Accreditation from Herts CC.

White Plains, Denham

Welcomes new manager, Philomena Byrne. Philomena joins us from Sunrise at Sonning and brings over 15yrs experience in the care industry. Lorraine Chapman who has worked at the home since 2007 has stepped up to Deputy Manager.



Philomena Byrne

Head Office

Welcomes Robert Bolevin into the Planning, Building and Design Team as

Building Surveyor. Sue Duncan joins the Finance Team as a Sales Ledger Clerk covering maternity leave for Steph Langdon who gave birth to George on 9th October. Masood Younis joined the Payroll Team on a permanent basis following his cover of Hayley Rogers maternity leave. Hayley returned to the Payroll Team following the birth of Max last summer. Jackie Leach joined the Head Office team as Receptionist in advance of their move into new offices. Elaine Brewin arrived as an Administrator to support the growing needs of Head Office.

Chesham Bois Manor, Chesham

Congratulations to the care team for winning 'Care Team 2010' at the National Care Awards and also to Trish Andrews for being nominated for a Lifetime Achievement Award.

The Lodge, Hemel Hempstead

Welcomes new manager, Pansy Fyffe. Pansy has previously managed Clare Lodge in St Albans.



Pansy Fyffe

Clare Lodge, St Albans

Welcomes new manager, Trina Clark who joins us from another care home in St Albans and brings with her over 20 yrs experience.



Trina Clark

Contact Details

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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

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

CLARE LODGE 8 Battlefield Road, St Albans, Herts.
AL1 4DD **Manager:** Trina Clark
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 469382 **Beds:** 36

LAKESIDE CARE HOME 25 Whiteknights Road,
Reading, Berks, RG6 7BY E: lakeside@bmcare.co.uk
T: 01442 236020 **Beds:** 64

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

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

ST ANNS 12 The Crescent, Kettering, Northants.
NN15 7HW **Manager:** Teresa Hayward
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F: 01536 513904 **Beds:** 39

ST CATHARINES 24 St Catharines Road,
Braxbourne, 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 4DH
Manager: Gill Edwards E: stjosephs@bmcare.co.uk
T: 01442 823159 F: 01442 823537 **Beds:** 53

ST LEONARDS 86 Wendover Road, Aylesbury, Bucks.
HP21 9NJ **Manager:** Teresa Warren
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ST LUKES Marshland Square, Emmer Green,
Caversham, Berks. RG4 8RP **Manager:** Kim Franks
E: stlukes@bmcare.co.uk T: 01189 461424
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ST MATTHEWS Chequer Lane, Redbourn, Herts.
AL3 7QG **Manager:** Emma Pead
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F: 01582 792045 **Beds:** 52

TARA'S RETREAT
High Street, Sandridge, St Albans, Herts. AL4 9DQ
Manager: Annette Sudbury-Smith
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TEMPLEMORE 121 Harlestone Road, Northampton.
NN5 6AA **Manager:** Monika Relton
E: templomore@bmcare.co.uk T: 01604 751863
F: 01604 588638 **Beds:** 73

TREMONA 18 Alexandra Road, Watford, Herts.
WD17 4QY **Manager:** Jackie Hall
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F: 01923 226982 **Beds:** 39

WHITE PLAINS Tilehouse Lane, Denham, Bucks.
UB9 5DE **Manager:** Philomena Byrne
E: whiteplains@bmcare.co.uk T: 01895 832190
F: 01895 835966 **Beds:** 38

WILLOWTHORPE High Street, Stanstead Abbots,
Herts. SG12 8AS **Manager:** Janice Pitton
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F: 01920 871821 **Beds:** 56

FLEDGLINGS NURSERY BERKHAMSTED
Ashlyns Hall Estate, Chesham Road, Berkhamsted
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Day in the life of the Training Manager



Patricia Davis,
Training Manager

It is 6.30am and ringing in my ear is "Have you got everything?" - bubbles, chocolate, CD, DVD, two flip charts and numerous hand outs. I am off to a home 66 miles away to start Yesterday, Today, Tomorrow. The course is a three-day Person-Centred Dementia Care course and over the past 14 months over 500 staff have had the experience, which has had a direct effect on the way B&M Care staff deliver their care and understand their residents. This course, which belongs to and is accredited by the Alzheimer's Society, has demonstrated the commitment the Company has to improving the life of their residents and the ongoing development of their staff. Five trained staff are able to deliver the course. All B&M Care Home Managers have, in addition, attended an Inspiring Leadership course developed and facilitated by David Sheard, the foremost dementia care voice in the country at present.

Of course, in order to deliver quality person-centred care, our staff need a great deal more training than Yesterday, Today, Tomorrow. During the past two years the company have also been totally committed to delivering the National Skills for Care Induction Training and further Mandatory Training. A clear 12-week induction programme has been developed for all care staff and a clear framework of training for all their ancillary staff.

Each home has a designated member of staff or a team, to deliver the training. Many of the staff have recently achieved the PTLLS qualification (Preparing to Teach in the Lifelong Learning Sector). Each home also has one or

two qualified Trainers for Moving and Handling People.

To see staff develop and grow in confidence; begin to understand that the theory behind practical care is interesting; and the law is not dull, but alive with ways to keep our residents and our staff safe and enjoying life. In addition to in-house training all B&M care and ancillary staff have the opportunity for further development, being encouraged to take up NVQ qualifications which is soon to be replaced with National Diplomas. Many ancillary staff have qualifications in Health and Safety, Cleaning Support, Infection Control and Catering.

Back to Yesterday, Today, Tomorrow - we are beginning a three-day study of the journey our residents living with dementia have to make. Not many staff expect the first exercise on a course to be listening to "Don't go breaking my heart" whilst blowing bubbles followed by eating chocolate. However, there is a deeper meaning to it - we all live in a bubble: our own family, friends, colleagues and acquaintances, and in order to help our residents with dementia we need to get out of our bubble and into theirs and reach out to them, accompanying them on their journey. Staff are required to take this course after six months of employment as it gives them the opportunity to consolidate their understanding of communication, causes and effects of dementia, the need to support relationships, the environment, team work and managing difficult behaviour. With that comes a recognition that life can still be very positive and fun for the residents, and above all that we can't have person-centred care without staff-centred care. All the training and development opportunities given to staff contributes to helping them feel the most valued asset to the Company, and able to keep B&M Care residents thriving, not just surviving.

B&M Care Long Service Employees

10yr anniversary in 2010

Almas Ghaffar; St Lukes; Maria Darlow, St Lukes; Kathryn Park, St Josephs; Susmita Wheeler; St Anns; Timothy Harding, St Andrews; Yasmin Akhtar; St Leonards; Josephine Peacock, St Leonards; Karen Hopkins, Tara's Retreat; Joan Collins, Tara's Retreat; Rowena Vidonia, Greenhill; Roseline Babawumi, Greenhill; Marilyn Scott, Greenhill; Mary Richardson, Greenhill; Ham Dawson, Head Office; Steph Langdon, Head Office; Lyn Devein, White Plains; Christine Casey, White Plains; Tina Crosswell, The Lodge; Carol Vintner, The Lodge.

15yr anniversary in 2010

Mandy Gross, Templemore; Helen Coleman, Templemore; Pauline Hoad, Tremona; Gill Edwards, St Josephs; Jasbir Gandham, St Anns.

20yrs and more in 2010

Beverly Thomas, Templemore; Michelle Castell, St Lukes; Kim Franks, St Lukes; Patricia Walters, St Catharines; Pauline Crockett, St Catharines; Ian Sloan, Head Office; Christine Davenport, Greenhill; Pamela Bull, The Lodge; Esther Vantara, White Plains; Jennifer Stewart, White Plains.

25yrs and more in 2010

June Judge, Tremona; Janet Hyde, Clare Lodge; Mary Carter, Head Office; Patricia Andrews, Chesham Bois Manor.