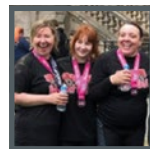
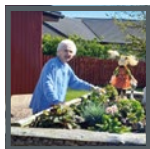




**Meallmore Ltd**  
*Making Care Mean More*



# Meallmore Matters

Summer 2019



## Mentor scheme to expand

Following a successful pilot earlier this year, we are introducing mentoring across all our homes. The programme was devised by regional manager Carol-Anne Foote, learning and development manager Karen MacDonald, and area manager Tracy Walker.

It recognises that induction, training and support are an important part of management responsibilities and that mentoring, when done well, can boost staff satisfaction.

The programme was piloted at Airthrey, Mearns House, Meallmore Lodge, Grove and Forthland care homes, and the results have been very encouraging. Now we are training even more mentors with the aim of having 25 per cent of all staff trained by the end of this year.

All new staff who started during the pilot were allocated a mentor along with some existing staff who were looking to progress their career. Feedback from the

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## It's time to nominate Meallmore staff for this year's awards

The awards are a great opportunity to recognise the excellent service from teams and individuals who understand just how important good care provision is to Meallmore, and who truly exhibit the "Spirit of Care and Compassion".

If you know someone who goes "above and beyond" make sure you put them forward for an award.

Nomination forms are available from reception or online at [www.meallmore.co.uk](http://www.meallmore.co.uk) and are open until the end of August 2019.



## Staff focus: mentoring success at Airthrey

Gaynor has been working at Airthrey Care Home for 20 years. Having originally joined as a care assistant, she has since worked her way up to a senior care worker so was the perfect partner for Chloe in our new mentoring programme.

Gaynor explains: "The mentoring programme is a really good thing because it makes sure that new people feel included from the start and can quickly become part of the team.

"I would meet with Chloe every week or fortnight, but we were

flexible to work around our shifts and kept in touch with each other via social media too. This helped us to build a trusting relationship so that Chloe could speak to me about any problems."

"Chloe was great at using her initiative and she fitted in well from the start, but she still benefitted from mentoring."

"I think the programme is great at giving people a little bit of direction when they start. Your first day at work can feel like your first day at school, so it is good to know



Gaynor Clark,  
Senior Carer

that you've got a buddy.

"Personally, for me, it really helped to build my confidence. Sharing my skills with someone else, helping them learn and getting good feedback gave me a great sense of achievement. I can't wait to be a mentor again to other new starts at the home."

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pilot was overwhelmingly positive so the decision was taken to start rolling it out to all of our care homes.

Carol-Anne, speaking on behalf of the Mentoring Pilot Team, said: "Staff found our mentor training really rewarding and useful, and we expect it to create greater ties across all staff as the programme develops. It's important that our mentors come from every part of Meallmore from carers and nurses to maintenance and admin staff, so that everyone can benefit from the knowledge and experience that a mentor can provide.

"We plan to issue all trained mentors with a badge acknowledging their achievement and have introduced a special Mentor of the Year category to this year's Meallmore Awards."

See our staff profile above to read about one of our successful mentoring partnerships.

## Ready, Steady, Grow: St Modan's Vegetable Garden

Scottish summers may not always be renowned for blazing sunlight and balmy temperatures, but it does mean that when the sun does emerge, residents and staff alike love to make the most of the weather.

None more so than residents at St Modans who spent one of the sunny days out in the garden planting a whole host of delicious vegetables: from tomatoes to beetroot and peppers. The experience was a wonderfully social one, and there were plenty of top tips from different residents – who knew St Modans had so many avid gardeners!

The garden has created a lot of excitement within the home and the team can't wait to see the different vegetables begin to sprout and hopefully before long the catering team will have some delicious home-grown ingredients to work with.

Maria Kerr, activities' coordinator, said: "It was lovely to see everyone getting involved together and taking so much pride in planting all the different vegetables. We're already counting the days until we're enjoying St Modans' own tomatoes and peppers as part of a healthy meal."





(L to R – Michael Gillespie, Property Director, Meallmore; Jamie McLean, Group Head of Construction at Mactaggart & Mickel; Cillian Hennessey, Commercial Director)

## Have you taken a look at our new website?

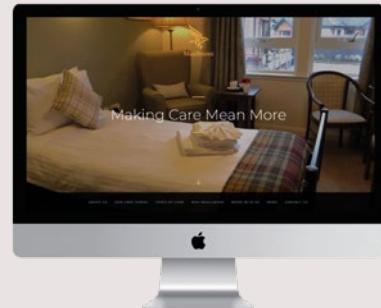
We've launched a new website as part of our commitment to continually improving our customer experience.

Designed to make it easier for everyone to discover our homes and find out more about our care, the website includes new interactive features you can navigate from your mobile, tablet or PC.

It showcases what each home has to offer, enabling families to make an informed decision about care, and feel secure in the knowledge that their relatives are in a safe and happy environment.

A host of new features, including a virtual tour, and an increased emphasis on supporting families has also seen guidance added on funding and other advice.

You can visit our new website at [www.meallmore.co.uk](http://www.meallmore.co.uk)



## First sod turned on new Ayrshire home

An official sod-cutting ceremony marked the start of work on Meallmore's new £7.5m care home in Doonfoot, Ayrshire in May.

Located on Dunure Road, the new home will offer quality, personalised care for 52 older people with general care needs including those with dementia and its related conditions. It will also provide around 60 full time equivalent jobs and is our first home in Ayrshire.

## Ivybank ladies tackle obstacle course for charity

The team at Ivybank House had a wonderfully muddy day at Mactuff Girls Big Dirty Day Out event near Falkirk to raise funds for The Brain Tumour Charity.

The event, which includes an array of obstacles was a fantastic teambuilding experience with everyone 'mucking in' and getting involved. The local fire brigade also helped out with hosing down for the clean-up.

Team member, Stacey Yorkston, commented: "We wanted to raise money for a wonderful cause that's very close to our hearts. It was a lot of fun and everyone has been really generous in their donations."

We're proud to have raised an amazing £1000 for The Brain Tumour Charity. The reaction to the women's efforts has been amazing to see, with lots of people looking to get involved next year.





## Mary welcomes Scottish Care appointment

Meallmore's own Mary Preston has been appointed chair of Scottish Care, the membership body for independent social care services in Scotland.

Mary has been an active member of Scottish Care since joining Meallmore in 2011. Scottish Care notes that she has extensive care industry knowledge and a detailed understanding of the required outcomes for service users gained through her nursing background, combined with extensive strategic, quality and operational management experience over many years in care home services.

Scottish Care Chief Executive, Dr Donald Macaskill said:

"Mary brings immense experience and skill to this role and I am sure under her guidance Scottish Care will continue to go from strength to strength. We are very grateful not only to Mary but to all our Directors who volunteer their time and skills so freely."



## New private care unit coming to Ellon

As part of Auchtercrag Care Home, we are launching a new private care home in August 2019 called Auchmacoy Lodge.

It will provide the highest quality nursing and dementia care for older people locally. Comprising eight generous sized rooms, it offers a selection of luxury accommodation, finished to an exceptional standard, coupled with our excellent standards of care. Designed with comfort in mind, there is also a spacious living and dining and a well-stocked library area.

Anyone interested in finding out more should contact Rae Paterson on 01358 720031.

## Sowing the seeds for success

Our annual gardening competition, Meallmore in Bloom, is well underway.

The green-fingered competition is blossoming already, with homes embracing spells of good weather to get a headstart on designing their gardens for this year's health and wellbeing theme.

Mary Preston, Operations Director, said: "Meallmore in Bloom is an eagerly anticipated event and brings out a sense of healthy competition between the different homes while also promoting a social and healthy life for residents.

We're always impressed by the efforts, and can't wait to see the gardens transform over the next year."

Judging will take place unannounced at care homes between now and 30 April 2020. Staff looking for more information should speak to a member of the operations team.

