



Meallmore Ltd
Making Care Mean More



MeallmoreMatters

..... Winter 2020

Going for Gold

This year we're looking forward to building on our success and continuing to be a great place to live and a great place to work.

Our commitment to staff development resulted in a number of new initiatives being introduced in recent years, designed to support employees to provide the best care and nurture them to realise their potential.

In 2017, our 30th anniversary year, we were awarded Silver status by Investors in People (IIP) for our efforts to recognise and reward staff. This year we're excited to be going for Gold.

Karen MacDonald, Learning and Development Manager, explains: "We were delighted to be awarded Silver status, but our work didn't stop there. Over the last few years we've been busy designing and implementing a wide range of company incentives and initiatives for staff to keep their skills updated and reward them for excellent work."



Team members at the Good to Great UpSkill Academy Awards Ceremony

Last year we introduced a mentoring programme for existing staff to develop their skills and knowledge and also to welcome new staff and support their induction and training. A quarter of our employees, from carers and nurses to maintenance and admin staff, are now trained as mentors to help people across all areas of our care homes.

Our unique 'Good to Great Upskills Academy' has been a great success and is helping to support senior carers and managers to learn new skills and advance their careers.

And of course our annual Meallmore awards, which included a new award for Mentor of the Year last year, continue to celebrate

the great efforts of our staff who go the extra mile.

Gerry Hennessey, Managing Director of Meallmore, added: "We're extremely proud of our team and the culture they've helped create. Obtaining Gold status will be a real accolade for Meallmore, helping us to attract and retain the best employees, and assuring residents and families of the excellent standards we always strive to meet."

All staff are invited to hear more at our 2020 Roadshows, coming to your home this spring.

IIP is an internationally recognised standard, underpinned by a rigorous assessment framework, which defines what it takes to lead, support and manage people within a business.

Staff Member Profile: Paul O'Brien from St Modans

We are forever in awe of the efforts and commitment of our catering team who cook up a storm for our residents every day.

One shining example of our incredible workforce is Paul O'Brien, Head Chef at St Modans Care Home, who tells us: "I've been at St Modans for 18 years now, and I'm looking forward to the next 18 years with Meallmore as they really are a brilliant company to work for".

A highlight of Paul's career was winning 'Chef of the Year' in our 'Meals Mean More' competition, introduced last year for catering staff across our 23 care homes. Five chefs were shortlisted to go through to the final cook-off at Glasgow College of Commerce

with the winner being announced at the 2019 Meallmore Staff Awards.

During the competition, Paul received a letter from the local MP, David Duguid, to congratulate him on reaching the final.

Surprised to win the award Paul said: "There's nothing more rewarding than making a difference to the residents through what they eat."

Paul has his eyes set on more competitions this year including the National Association of Care Catering (NACC) Care Chef of the Year, which is being held in March 2020.

"I'm looking forward to representing St Modans at the NACC competition and the



opportunity to establish my name within the care catering industry. I'm planning on making two of our most popular dishes – chicken confit with haggis, and a crème brûlée. It's a great opportunity to showcase the standard of meals we deliver at Meallmore and an excellent personal challenge."

Meallmore's annual **Manager Conference**

Home Managers and their deputies gathered at Dunblane Hydro for our 2019 Manager Conference, Time to Shine.

Our management team get the opportunity to collectively 'stop, pause and reflect' on how they are, or can become, inspirational leaders. Managers each identified three commitments to deliver in 2020 to ensure that Meallmore continues to be a great place to live and work.

The conference ended on a high note with the 'Boomwhacker' musical session, where attendees were split into separate groups and taught part of a tune that would create a recognisable melody when all the groups performed together.

This teambuilding exercise demonstrated that, without any individual group, the melody was incomplete and confusing, underlining the need for everyone to play their tune collectively and work together to create a great orchestra, or team.



Meallmore's annual **Chef Conference**

As part of our commitment to excellent catering standards and mealtimes we held a team building event for our Head Chefs at the Drumossie Hotel.

It included a tradeshow where local suppliers spoke to our chefs and showcased new products and innovation in the market.

Chefs were able to choose new food items for residents, including a new bread roll with a non-diary butter spread, which is beneficial for residents with food intolerances. The bread rolls also have a softer crust which makes eating them a nicer experience.



Food glorious food!

Culduthel was pleased to welcome Laurianne Cartagena, a fourth year nutrition student from Robert Gordon University, for a placement at Meallmore. Laurianne had an opportunity to be involved in nutritional planning to understand the positive impact it has on residents' lives. She also worked with reminiscence groups within the home to create healthy meals that evoked residents' fond memories of their past lives. This included a special Christmas lunch.

Laurianne's supervisor, NHS Highland's Nutrition and Dietetics Advisor, Evelyn Newman, commented: "The heart of any home is the kitchen and preparing meals that people remember and enjoy is a key to good health and wellbeing."



The Oaks Wins Scottish Care Award

We were very proud to be the winner of the best Specialist Service at the Scottish Care Awards 2019.

The Oaks, in Baillieston, which cares for adults with mental health problems, was recognised at a prestigious ceremony honouring the best of the Scottish independent care home sector.

The award celebrates the services and specific skills needed to deliver high quality support, sensitive to the needs of older people with dementia, other specialist conditions or client groups.

Julie Stevenson, Manager of the Oaks, said: "We're amazed to win this award, which is thanks to our team and the residents who all help to make the Oaks a great place to live and to work. To be honoured for their hard work really is the icing on the cake."

The Scottish Care Awards have been hailed a huge success in recognising individuals, teams and companies, with more entries than ever flooding in each year from employers, care home staff, residents and relatives nominating their peers, colleagues and local services.

The independent sector delivers 88% of all care home support in Scotland, with these services caring for over 33,000 individuals and employing nearly 46,000 people.

Nearly 700 people attended the awards ceremony in November 2019, which took place at the Hilton Hotel in Glasgow and was hosted by Michelle McManus.

2020 Meallmore Staff Roadshows

In February and March we'll be on the road to engage with as many staff as possible. Our mission as a great place to work has improved greatly over the last 5 years, which was recognised by our silver IIP accreditation. We will be updating staff on what we have been doing to achieve Gold this year and the exciting future ahead of us. We'll be launching new initiatives at the roadshows as well as a great company wide competition for everyone. Staff will also have the opportunity to ask questions and take part in a regional prize draw.

EU Settled Scheme

We are committed to supporting the career development of our employees and retaining brilliant staff. We proudly employ staff from countries all over the world and we recognise the benefits and value that different cultures, customs and languages bring to the lives of our residents at our care homes.

Meallmore is actively supporting staff and their family members who are EU, EEA or Swiss citizens to help meet the Government requirements to remain living and working in the UK. This includes applying for settled or pre-settled status, depending on how long staff have lived in the UK.

If the UK leaves the EU without a deal, the deadline for applying will be 31 December 2020. If the UK leaves the EU with a deal the deadline for applying will be 30 June 2021.

The EU Settlement Scheme is open and it is free to apply. If any of our staff have questions about this support they should speak to their Care Home Manager.



2020 is Year of the Nurse

In celebration of 2020 being the Year of the Nurse we are delighted to be taking part in a new dedicated Nurse Development Programme. Commencing in January 2020 it will promote growth in leadership and team management and is available to all Meallmore nurses.



We are committed to the personal and professional development of all staff and as part of this year's Meallmore nursing development plan we have also signed up to The Nightingale Challenge. This is a worldwide campaign providing leadership and development programmes for nurses under the age of 35. The programme will support and certify nurses as practitioners and enhance their health and clinical skills.

We will develop 10 "Nightingale Nurses" as part of this programme. These nurses will also take part in an ILM-credited Leadership and Management course, and will be involved in clinical governance and policy development projects.

Nurses interested in applying, or needing further information, should to speak to their Care Home Manager for more details.

Ella celebrates 25 years!

Crimond's Activity Coordinator, Ella Cowan, recently celebrated 25 years at Meallmore. On behalf of Meallmore, thank you Ella! We hope you continue to bring happiness and wonderful activities at Crimond for many more years.

Ella spoke to us about her career saying: "I've enjoyed working for Meallmore as they support staff members and I like the friendly atmosphere within the home. A highlight of my career has been becoming an Activity Coordinator as it has been especially rewarding. It's been wonderful building friendships with residents and helping them to achieve their goals."

