



Meallmore Ltd
Making Care Mean More



Meallmore Matters

Autumn 2020

An update from **Mary Preston**

While times may be tough right now, we have had lots to celebrate over the last few months and there has been much joy in our homes.

Our fantastic team continues to spread fun and friendship when needed most. We've seen incredible baking in our 'Take the Biscuit' challenge which has raised funds for Macmillan Cancer Support, and we have enjoyed some really special moments – from impromptu bagpipe playing to the newest members of families dropping by to say hello.

We pride ourselves on our excellent catering standards and so it was an honour to be named 'Catering Team of the Year' at this year's prestigious National Association for Care Catering (NACC) Awards. Our team works tirelessly to provide high-quality service to all and are well deserving of such an accolade.

The pandemic continues to be a challenge, and while we welcome the update from the Scottish Government regarding the return of indoor visits for residents, this comes with significant risk. Therefore we are approaching this with caution and in partnership with local health protection teams. I must emphasise that we recognise that improved visits from family will

benefit the emotional and mental wellbeing of our residents, and this is also important to our staff teams who are trying hard to compensate for the reduced contact currently in place. As active members of Scottish Care, Meallmore has been lobbying for sensible adjustments for the colder days ahead, when having a structure to support window visits and being in a position to have indoor visits becomes more necessary.

Our teams have been busy completing the risk assessments required to be in place to allow changes to visiting guidance. Local restrictions remain in place in many areas, as does closing the home for 28 days where there are positive cases or increased levels of concern. Again we are asking, via Scottish Care, that this is reviewed as it significantly impacts resident's interaction with family. Where possible, we are moving internal visits from the supervised communal area to individual resident rooms, however, visitors must adhere to local rules including physical distancing and wearing PPE. We all long for the time when



longer visits with some degree of physical contact are possible but with the reported increase in cases we are not quite there yet.

We are also seeking guidance regarding Christmas decorations and festivities. This is being reviewed by government officials, as we want to start planning with our residents and staff teams.

Please be assured that our dedicated team continues to ensure staff have access to testing and PPE and that they follow the latest Government and Health Protection Scotland guidance and rigorous infection control measures.

Thank you for your continued support. It has been heartening to see everyone pull together more than ever through these challenging times.

Staff profile: Anne Mawdsley

This month we celebrate a silver anniversary at Meallmore as Anne Mawdsley, Area Manager for the Highlands region, celebrates 25 years with us.

Since joining the company in 1995, Anne has been on an upward journey and is well and truly a key part of the Meallmore family.

Anne has worked in the care sector for over 30 years and has a wealth of knowledge and experience. Having first qualified in nursing, Anne joined the team at Meallmore Lodge as a part-time staff nurse, then became a charge nurse, before being promoted to deputy manager. After this, Anne became quality manager at Head Office. Since then she has continued to work her way up to her current role which she has held since 2008: as one of Meallmore's four area managers with responsibility for six homes across the Highlands of Scotland.

At Meallmore we invest heavily in training our team members.

Throughout her career, Anne has been supported through a conversion to mental health nursing, as well as other management training courses. She explains: "Meallmore has really enabled me to have a diverse career. The role of area manager is a challenging, yet rewarding one, where no two days are the same, but it's this diversity which I absolutely love and is what makes Meallmore such a brilliant place to work."

Anne is responsible for the smooth running of Meallmore's care homes in the Highlands, leading staff members and ensuring residents receive the highest standard of care. She comments: "In my role I ensure that we offer exceptional care and that our care homes are both great places to live and great places to work. Meallmore's values are part of everything we do to look after our residents and staff and the company values align very much with my own."



Anne Mawdsley, Area Manager for the Highlands region

Reflecting on her career, Anne adds: "I love the commitment and drive of all the teams. I'm very proud to have developed my career at Meallmore and to work with such a dedicated, talented team."

In Anne's downtime she enjoys spending time with her family as well as getting out and about hillwalking and cycling.

We would like to congratulate Anne on reaching this milestone and to thank her for the work she does to ensure our homes provide high quality care.

Take the Biscuit competition

Meallmore's homes have been battling it out to see who can lay claim to the title of Star Baker in our *Take the Biscuit* competition. Featuring four different categories, including prizes for the best decorated biscuit, best overall biscuit and best biscuit theme, it was all to bake for! Open to all our homes, it was fantastic to see teams made up of both staff and residents, with everyone getting involved.

Many had fantastic recipes and no shortage of baking experience, which made for an exceptional standard of competition. Voting took place via polls on the Meallmore Facebook page with thousands of votes being cast.

The competition was inspired by the World's Biggest Coffee Morning from Macmillan Cancer Support, which raises funds for a charity close to the hearts of many at Meallmore. The company has presented a cheque for £1,000 to Macmillan Cancer Support.

The winners were awarded a fantastic biscuit hamper prize from our catering suppliers, Bidfood, which we're sure will go down an absolute treat. Congratulations to all the entrants and to the winners for such a high standard of competition!





Namaste Care™ at Antonine House

Antonine House has introduced Namaste Care™, a holistic therapy designed to provide comfort and pleasure for those living with dementia and its associated conditions. The programme facilitates therapy sessions that help engage residents' senses through a range of activities, which improve their wellbeing.

The team at Antonine House like to incorporate resident's loved ones into the sessions when they can. One special way they have done this recently is through using photograph albums of family members and friends to spark happy memories.

Other activities have focused on nature and the outdoors by listening to sounds from the seaside and exploring Glasgow city centre through video tours.

Our newest care home, Greenan Manor is set to open its doors this winter

The countdown is on for the opening of our newest Meallmore home, Greenan Manor, in Ayr. We are looking forward to opening our doors in winter 2020 and we're hugely excited about welcoming our first residents.

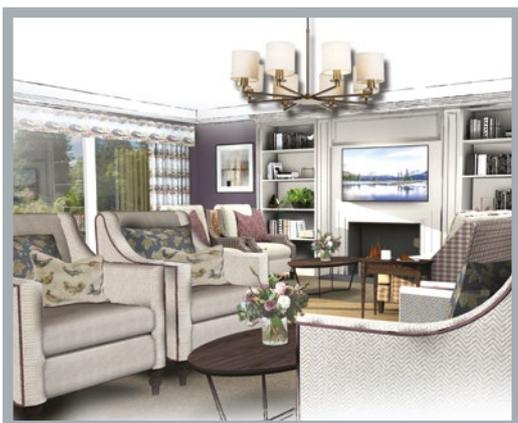
The home will have a luxurious feel to it, taking in stunning views across the water to the Isle of Arran. The building features patio doors, large windows and outside terraces, providing ample space to enjoy the scenic view. The ground floor ensuite bedrooms offer access to the attractive landscaped gardens, while some of our first-floor bedrooms have private balconies.

Helping to bring the outdoors in, Greenan Manor's seaside location is reflected in the interior design of some of the communal rooms. The tasteful décor and attention to detail throughout the interiors creates a relaxed ambience bringing a truly luxurious feel.

We're excited to share that Carol-Anne Foote has taken up a role as commissioning and development officer and will play a key role in welcoming residents, recruiting staff and becoming involved in the Ayrshire community.

She is joined by new manager Amanda Harland, who will bring a wealth of experience and enthusiasm to the role.

If you would like to stay up to date with the latest developments taking place at Greenan Manor, make sure you visit the Facebook page which shares regular updates and images.



13-year-old Oliver entertains Auchtercrag's residents

In September, resident Nan's great grandson Oliver, aged 13, arrived outside Auchtercrag House with his bagpipes to play for his great grandmother and other residents. Oliver marched past all the windows so everyone could see and hear him, and all the residents were waving and clapping as he went by.

It was very special and emotional for both residents and staff to watch this young man play. It was very much appreciated, and he gave so much pleasure to so many, especially Nan who was beaming with pride. Thank you, Oliver.



Meallmore tastes success at the NACC Awards 2020

We're over the moon to have won the Catering Team of the Year Award at the National Association for Care Catering (NACC) Awards 2020. The awards are UK-wide, making it a highly competitive and sought-after prize, as well as a fantastic reflection on the strength of Meallmore's catering team.

This year the catering team has not only continued to deliver delicious and nutritious high-quality food but has also gone above and beyond to create fantastic food-themed events, engaging both residents and staff, which were relished and welcomed during difficult times.

This isn't the first year that Meallmore has tasted success at the NACC awards, with several of our chefs winning the Chef of the Year title previously – an indication of the continual emphasis we put on exceptional catering standards!



Keeping healthy this winter

As we move into the winter months the health, safety and wellbeing of our residents, our staff and their families continues to be our priority.

It is more important than ever to follow rigorous infection control measures across our care homes to protect against unpredictable viruses including COVID-19, norovirus and the flu.

Residents will receive the flu vaccine, and this is being extended to all care staff this year across Scotland. We urge all eligible Meallmore staff to receive the flu vaccine in order to protect themselves and others. Staff can speak to their care home manager for further information about vaccinations as there will

be regional variations as to how this can be accessed. Don't forget FACTS for a safer Scotland:

- F** - Face coverings
- A** - Avoid crowded places
- C** - Clean your hands regularly
- T** - Two metre distance
- S** - Self isolate and book a test if you have symptoms