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Every life sings. Sonnet Care Homes.

WELCOME



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KINDNESS. COMFORT. RESPECT.
BECAUSE EVERY LIFE SINGS

WHERE WE WERE



#NEWS

CARE WORKERS SLAPS 84
YEAR OLD DEMENTIA PATIENT





Secret TV filming exposes abuse of elderly in care homes

● Elderly care home residents have been slapped, taunted and left to cry out for help, according to an investigation which suggests hundreds of homes are ignoring warnings that they are putting pensioners at risk.

Seven care workers have been suspended at one residential home in Braintree, Essex, after the secret filming exposed a catalogue of neglect, with frail elderly residents mocked, bullied, left in their own excrement and left to call for help repeatedly.

In a second care home, filming exposed a 98-year-old woman calling for a nurse more than 300 times and pleading to be taken to the lavatory, but being

left for more than two hours. The investigation by BBC *Panorama* – to be screened on BBC One at 9 o'clock tonight, discloses that in the past three years, 1,260 care and nursing homes have been issued with warning notices by the regulator the Care Quality Commission for failing to meet legal standard to protect the vulnerable.

Of the 1,102 homes that remain open, 406 are still failing to meet essential standards to protect 15,000 residents in their care, the figures show.

Norman Lamb, the care minister, said action was needed to tackle "intolerable" standards of care.

THE TIMES | Wednesday April 30 2014

Dementia sufferer slapped and taunted in care home

Rosemary Bennett
 Social Affairs Correspondent

An elderly woman with dementia who was partially paralysed by a stroke was slapped and abused by care workers at a 1700-a-week home that was given a clean bill of health by regulators, an undercover investigation has revealed.

Programme makers also filmed a man in his eighties being called a "bitch" by care workers after he complained about how he was being washed.

The BBC *Panorama* documentary will again raise serious questions over standards in some of the country's 17500 homes for the elderly.

Most filming took place in Old Deanery, a 93-bed home in Essex. Allegations about the home were first raised by whistleblowers in 2012.

Essex County Council and the regulator, the Care Quality Commission, investigated and found staffing levels to be "woefully inadequate" and some residents waiting too long for call bells to be answered. It put special measures in place, stopping admissions for

three months until concerns were addressed.

An undercover reporter took a job as a care assistant to see if the home had improved and secretly filmed cries for help going unanswered, call bells being unplugged and the taunting and mocking of residents. Last November, while *Panorama* was undercover, the home received an inspection by the CQC and was given a clean bill of health.

Two months ago, the CQC returned, having been informed of the *Panorama* evidence, and found shortcomings that again included too few staff and residents waiting too long for bells to be answered. They also discovered one person "crying and distressed" because they couldn't find a care worker to help them to the lavatory.

Anglia Care Homes, owner of the home, told *Panorama* that "some of the allegations are concerning, if true". Seven employees have been suspended while it investigates. However, it criticised the programme makers for failing to alert it immediately to what they had seen and said it did not consider the allegations "would be a fair portrayal".

Filming at a second home, Oban House in Croydon, south London, shows Yvonne Grant, 92, lying in her

bed calling for a nurse 321 times and pleading for the lavatory 45 times in just over an hour before anyone checks on her. When a care worker arrives, she is told to use her incontinence pad, something she always refused to do. When she is finally told she will be taken to the lavatory, care workers try to make her walk before dropping her roughly back on to her bed, still without having been to the lavatory. She was taken 26 hours after she first asked for help.

Oban House has been owned by HC-One, one of the country's biggest care providers, since 2011. It has apologised to Mrs Grant's family and said it is considering installing closed-circuit television. Two care workers involved were convicted of common assault for the way they handled Mrs Grant.

The CQC has acknowledged serious problems with its inspection regime. Its new management has just devised a tougher system but this will not be fully in place until 2016.

In a recent interview with *The Times*, Andrea Sutcliffe, the new social care director, admitted that even those homes passing inspections sometimes did not offer good standards of care.

Stephen Burke, director of Good-CareGuide.co.uk, said he feared that the neglect and abuse uncovered by *Panorama* was "just the tip of the iceberg" of poor care at homes. Behind Closed Doors: Elderly Care Exposed, is on BBC One at 9pm tonight.

Fiancée

Fahma Karim

A young architect died as she rushed into her burning flat to save her fiancé, an inquest heard. Sophie Rosser, 23, was their flat in the Isle of Dogs after a birthday party in 2012 when she saw the fire. Ms Rosser phoned from her taxi to warn him



Braintree & Witham TIMES

THURSDAY 8 JULY
10p



STORM FORCE: THIRTEEN cars in freak weather pile-up: **PAGE 2**



STORM FORCE:
THIRTEEN cars
in freak weather
pile-up: **PAGE 2**

SEVEN STAFF SUSPENDED IN CARE HOME PROBE

Urgent
Investigation
into treatment
of patients at
town's largest
care residence



SEVEN staff have been suspended from their jobs at Braintree's largest care home, after a probe into the treatment of residents.

The probe was launched after a complaint was made by a resident's family. The complaint was made to the local authority, which then launched an investigation.

The probe is being led by a senior officer from the local authority. It is expected to take several weeks to complete.

The care home is one of the largest in the town, with over 100 residents. It is run by Braintree Care Homes.



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KINDNESS. COMFORT. RESPECT.
BECAUSE EVERY LIFE SINGS

RESPONSE

FUNDAMENTAL CHANGE

OUR PURPOSE AND OUR VALUES





IDENTITY



KINDNESS. COMFORT. RESPECT.
BECAUSE EVERY LIFE SINGS



**KINDNESS.
COMFORT.
RESPECT.**
BECAUSE
EVERY LIFE
SINGS



KINDNESS.
BECAUSE EVERY LIFE SINGS



COMFORT.
BECAUSE EVERY LIFE SINGS



RESPECT.
BECAUSE EVERY LIFE SINGS



BE CLEAR HOW WILL WE MAKE IT HAPPEN



3 PRINCIPLES

We are an organisation driven on VALUES, values that everyone lives by

We have the best team with caring for people in its DNA

The RESIDENT is at the HEART of EVERYTHING we do, we listen, learn and improve through our customers



BE CLEAR ABOUT WHAT SUCCESS LOOKS LIKE



3 PRINCIPLES	WHAT WILL IT LOOK AND FEEL LIKE WHEN WE ARE GETTING IT RIGHT...
We are an organisation driven on values, values that everyone lives by	<ul style="list-style-type: none">• Every member of staff knows and believes in (and can repeat without hesitation) our values• We know the behaviours that embody our values and we see them lived by, by every member of the team, every day• 1,000 little things make a difference. Our attention to detail is first rate, we seek out and aspire to quality in every aspect of our service
We have the best team with caring for people in its DNA	<ul style="list-style-type: none">• Every member of our team is driven to care for people• We are a team, we recruit, develop and keep the best people• Our team is welcoming, courteous and responsive
The RESIDENT is at the heart of EVERYTHING we do, we listen, learn and improve through our customers	<ul style="list-style-type: none">• We are open and accessible at all times, we actively seek feedback from all stakeholders• We listen to our residents and their views are at the heart of all our decision making and actions• Learning and improving is second nature, we are honest about where we can improve and we strive to be better



FEEDBACK – SEEK IT OUT, MAKE IT EASY



We take feedback about our service very seriously. If you are dissatisfied or want to make a comment about any aspect of our service there are a number of routes you can use to tell us your views:

You can raise any issue at any time with any member of staff

A senior member of staff is on duty at all times who will help

Please use the comments boxes placed around the home

Come along to our regular resident and relative meetings

Contact the independent whistle blowing line Safecall

If you remain dissatisfied or would prefer to make a formal complaint a summary of our process is set out below. **A register of all written complaints is maintained and reported to the Sonnet Care Homes Clinical Governance Board every month.**

Please put your complaint in writing to the Home Manager



We will acknowledge receipt of your complaint within 3 working days



A senior member of staff will investigate all complaint
We will do this as quickly as possible



We will meet with you if you wish to discuss your complaint



We aim to respond in full in writing within 28 days



If dissatisfied you may appeal to the Chief Executive who will review the complaint



You also have the right to complain to the Care Quality Commission or Local Authority



AND MORE WAYS TO FEEDBACK.....





POSTERS.....EVERYWHERE



KINDNESS, COMFORT and **RESPECT** are the values we live by.

Together, our team has defined what these values means to us, **COMFORT** is

Emotional Security	Individual needs met	Call bell in reach, help at hand	Choice	Trust staff	Pain free
Cleanliness	Familiarity – people, place, things	Food	Safety	Home comforts	Hold hand
Cup of tea	Friendly, happy atmosphere	Caring	Wanted, valued	Open body language	Hug
Comfortable	Excellent Care	Warmth	Contentment	Calm	Relaxed



KINDNESS, COMFORT and **RESPECT** are the values we live by.

Together, our team has defined what these values means to us, **KINDNESS** is

Considerate	Responsive	Engaging	Interested 'How are you?'	Friendship	Warm gestures
Tone of voice	Gentle	Person centred	Empathy	Understanding	Compassion
Heart	Supportive	Encouraging	Listening	Helping Hand	Observing
Caring	Time	Patience	Friendly smile	Cheerful	Patience



KINDNESS, COMFORT and **RESPECT** are the values we live by.

Together, our team has defined what these values means to us, **RESPECT** is

Dignity	Tolerance	Empathy	Empowering	Valuing	Equality
Eye contact and body language	Zero tolerance of abuse and discrimination	Accepting	Listening culture	Politeness, good manners	Choice
Privacy	Behaving	Care of personal property, clothing	Team work, excellent communication	Individualised care	Accountability
Tone of voice	Professionalism	Non judgemental	Honesty	Openness	Consultation





AND MORE REMINDERS...EVERYWHERE





INPUT FROM EXTERNAL EXPERTS



Cathe Gaskell



Amanda Waring



Diane Roberts

GOVERNANCE, CHECK, CHECK & CHECK AGAIN



Main Board

Clinical Governance Board

KCR Volunteer Group

Chaired by Board Director
Members from across all levels and departments

Home Managers

Home/ Unit Leads for Key areas: E.g. Infection control, Weights, Falls.
Night visit reports.

Heads of Department Group

Weekly Multi Disciplinary Operational Priorities Meeting

Health and Safety Committee

Chaired by CEO Key managers attend (HMs, Maint, Chef, Hkeep) + non manager reps across teams

Resident/ Relative Feedback

Meetings chaired by Home Managers, open to all relatives and residents. Surveys. Comments cards. Complaints. Compliments

Unit Manager/ Area leads ensure regular monitoring and audit reporting to and updating Home Managers

Weekly Cascade by HoDs to Local teams/ Unit teams





OPENNESS CAMPAIGNS



I'M NOT AFRAID TO.....



QUESTION THE WAY MY COLLEAGUE IS CARRYING OUT A TASK IF IT DOESN'T FEEL RIGHT



PICK UP OR MOVE SOMETHING IF IT LOOKS UNTIDY OR MIGHT CAUSE AN ACCIDENT



CHALLENGE SOMEBODY ENTERING THE HOME IF I DON'T RECOGNISE THEM AND THEY DO NOT HAVE A VISITORS BADGE



SPEAK TO MY SENIOR OR MANAGER IF THERE IS A SITUATION THAT I AM UNHAPPY ABOUT BUT I FEEL UNABLE TO DEAL WITH MYSELF



USE THE WHISTLEBLOWING POLICY



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KCR: DON'T WALK BY



"Don't walk by" is about creating a culture of awareness, openness and shared responsibility for providing the highest standard of care to our residents.

We want to create a culture where we all strive for the same standard and can be confident to challenge actions that do not represent our values and to raise ideas and suggestions for improvement.

There are several ways to raise concerns, question and challenge. We also want people to feel empowered to act when they see something that does not look or feel right.

See something that does not fit with our VALUES of KINDNESS, COMFORT and RESPECT? Do something, challenge it... and please tell us, we are listening:



 ELSEVIER

The diagram illustrates the Value System, centered around a dark blue oval labeled "Value System". The system is divided into four quadrants by a horizontal and vertical white line. Two curved white arrows indicate a clockwise flow between the quadrants.

- Top-Left Quadrant:** Situation Environmental
- Top-Right Quadrant:** Evaluate Previous Experience
- Bottom-Right Quadrant:** Judgement Decision
- Bottom-Left Quadrant:** Action Performance Result

JUDGEMENT INDEX

MAKING THE RIGHT DECISION
www.judgementindex.co.uk





COMMUNICATION



Insight



EDITION 2

DECEMBER 2013

Highlights from Julia

Well it has been a little while since our last edition and it has been a busy time to say the least. So where to begin?

Our videos and fabulous testimonials from our residents and relatives are live on our websites



The latest round of KCR workshops took place in October where once again everyone's openness and enthusiasm made for informative discussions and yet more good ideas on how we can keep improving



We have been named as FINALIST for SIX care home awards, take a look inside for all the details. We are still waiting to find out the results for 2 of these



And we WON! We are the Great British Care Award East of England **WINNER** in the category of Nutrition and Hydration Award



St Marys achieved a perfect score from Essex CC/ CCG ADASS monitoring team getting a 100% rating

We have launched our facebook and twitter pages



AND its Christmas with all the usual activity, fun and effort you put in to make sure this is a special time for our residents....

So once again we would like to thank everybody for their hard work, dedication and caring. Congratulations on your achievements over the last few months and the very best wishes for a Merry Christmas and a Happy New Year from us.

Julia

Inside this issue:

- CEO Update 1
- Awards Success 2
- KCR Workshops 3
- HoDs boxes
- KCR stars and The year in pictures 4



SURVEY MAY 2015 —YOU SAID, WE DID



In May this year we repeated our survey of our residents and their relatives/friends. We did this in order to see if we have improved since the last survey in October 2014, and to help us decide upon our next priorities.

Below is a summary of where you told us we should improve and what actions we are taking as a result.

YOU SAID

Management stability and visibility of managers was really important

WE DID, WE WILL

- Provide all residents and relatives with a list of managers and their contact details
- Provided externally sourced leadership training and ongoing support for all managers
- Continue to prioritise excellent leadership throughout all units and areas
- Increase the frequency of resident/relative meetings, the minutes of which are provided to all not just those who attend
- Support managers to spend one to one time with residents and visitors

YOU SAID

Food choice, quality, variety and presentation could improve further, as could the provision of special diets

WE DID, WE WILL

- Review all comments received and make menu changes as appropriate
- Strengthen Key Worker arrangements to ensure that we know peoples personal preferences
- Increase the number of residents meetings
- Monitor food service and check that presentation is appetising
- Provide additional staff training
- Ensure that we know what people have eaten

YOU SAID

We should be better at responding to and resolving complaints, and that our complaints policy should be better publicised

WE DID/WE WILL

- Review and re-issue our complaints policy and procedure
- Introduce a Duty of Candour policy and procedure to ensure that we are completely open and transparent when issues arise
- Added complaints management training to induction
- Added a review of knowledge of complaints handling to our regular staff supervision sessions

YOU SAID

Who is my Key Worker???

WE DID/WE WILL

- Reviewed and re-issued details of Key Worker responsibilities
- Put the name and picture of the Key Worker in each residents room at St Mary's Court
- We are in the process of putting the name and picture of each Key Worker in residents' rooms at The New Deanery



ACTION LOGS – ACTION AND LEARNING LOCKED IN



Sonnet Care Homes

KCR Volunteer Group Action Log

Update as at:

V1
15/10/2014



Action #	Action	Priority	Owner	Date assigned	Target date	Status	Notes
1	Schedule second KCR Volunteers and Leaders Workshop	🟢	JM	12/09/2014	31/12/2014	In progress	First work shop completed in September. Second to be scheduled before year end
2	Consider other options for KCR stationery and branded materials once current stationery stocks used	🟢	JM	12/09/2014	31/12/2014	In progress	Pads, pens, mugs ordered and issued through both homes. Well received and in use. At next order consider pocket sized pads
3	KCR posters to be put up near comment boxes to encourage nominations	🟡	CP	12/09/2014	31/12/2014	In progress	KCT nomination slips in place, posters to be placed above comment boxes
4	Complete Issue 2 of staff newsletter	🟡	KS/JM	12/09/2014	31/12/2014	In progress	First draft completed and discussed at meeting on 15/10/14
5	Launch KCR stars reward scheme in newsletter	🟡	KS/JM	12/09/2014	31/12/2014	In progress	
6	Post 6 months KCR launch all staff KCR updates to be scheduled in new year	🟢	JC	15/10/2014	31/03/2015	Not started	Rerun short workshops updating all on KCR progress and KCR values
7	Clothes airer for Oak unit residents	🟢	MP	15/10/2014	31/12/2014	Not started	Suggested by MP to help residents join in with activities
8	Traise discussion point on whether there is a need and options for memory box improvement at STM at HoDs meeting	🟢	JM	15/10/2014	31/10/2014	Not started	
9							



RECOGNITION – KCR IN ACTION



KCR STAR AWARD

CONGRATULATIONS!!

Jo Smith

You are a KCR Star award winner for the month of June 2015. You have been recognised for taking home and repairing a teddy bear which was in a bad way and was very dear to a resident on Oak Unit. The resident was really pleased to have him back – restored to health!

Well done and thank you!



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“MISSION OUTSTANDING”



WE WILL BE AN OUTSTANDING SERVICE....



CQC identify these three important characteristics of outstanding services:

- **TRULY INDIVIDUALISED CARE**

A person centred culture where the needs of the individual take CENTRE STAGE. Social and emotional needs as well as health and physical needs are understood and well supported.

- **LIVING THEIR OWN LIVES, A RESIDENT LED SERVICE**

A team passionate for enabling residents to live their lives the way they want to, enabling choice, managing risk, consulting and taking views into account

- **GOING THE EXTRA MILE, A WELL-LED, LEARNING ORGANISATION**

A Strong Vision, Culture and Values with strong leadership. Finding innovative ways of enabling residents to maintain their independence and strong links and involvement in the community. Effective feedback processes and responsiveness to changing needs.

OUR VALUES OF KINDNESS, COMFORT AND RESPECT wholeheartedly EMBODY these principles.

Our KCR aspirations are to be:

- An organisation DRIVEN on values, values that we live by every minute of every day
- The best team with caring for people in its DNA
- To put the residents and customers at the HEART of what we do, we LISTEN, we LEARN and we IMPROVE through our customers



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WHERE WE ARE NOW



FINALIST



Last rated
24 August 2016

Sonnet Care Homes (Essex) Limited

The New Deanery Care Home



Are services

Safe?	Good
Effective?	Good
Caring?	Good
Responsive?	Good
Well led?	Outstanding ☆



Last rated
15 April 2016

Sonnet Care Homes (Essex) Limited

St Mary's Court



Are services

Safe?	Good
Effective?	Good
Caring?	Good
Responsive?	Good
Well led?	Outstanding ☆



THIS IS TO CERTIFY THAT
The New Deanery
HAS A REVIEW SCORE OF

9.7

July 2016

Maximum Review Score is 10, and the
Score was calculated from 49 Reviews made
by residents or family/friends of residents.



carehome.co.uk

[The New Deanery](#) [Report](#)

Review submitted from a **Postal Card** by **Pat E** (Resident / Service User) with assistance of Staff on Monday 15 February 2016. **Review** relates to February 2016.

What ever I asked any of the staff to do for me they will bend over backwards to accommodate. Even during the night. I cannot find anything negative to say.

How likely would you be to recommend The New Deanery?

Extremely Likely

Overall Standard: Excellent

Facilities: Excellent

Care / Support: Excellent

Cleanliness: Excellent

Treated with Dignity: Excellent

Food & Drink: Excellent

Staff: Excellent

Activities: Excellent

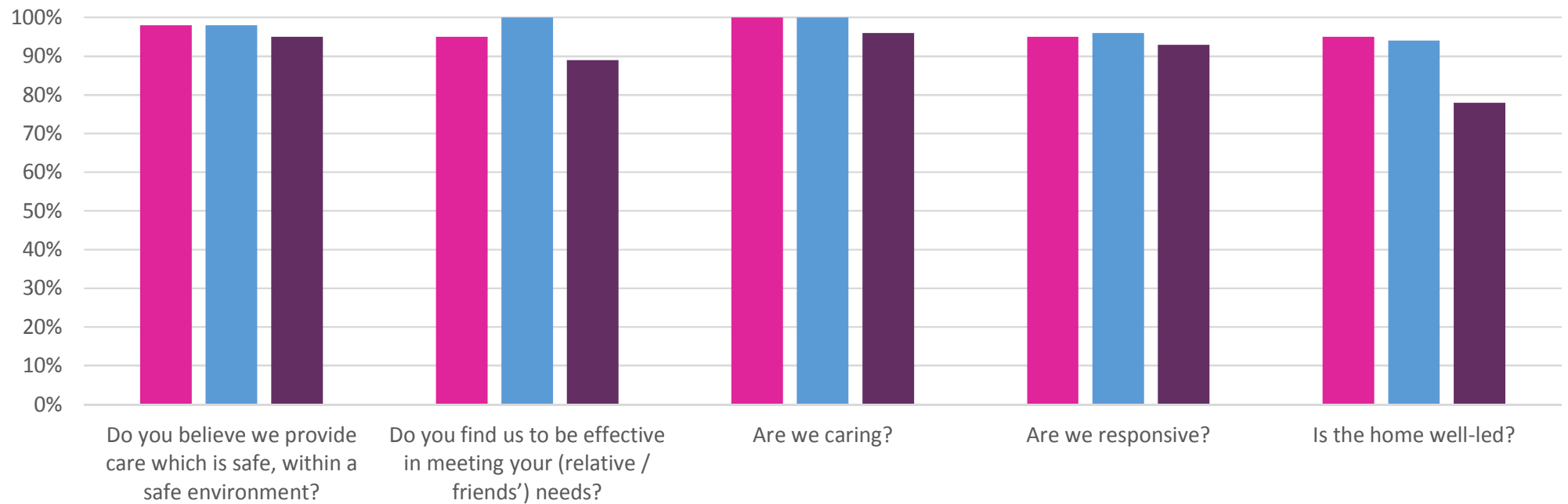
Management: Excellent

Safety / Security: Excellent

Rooms: Excellent

How we perform overall - Relatives and resident responses

2016 2015 2014







LESSONS LEARNED



- Keep it **SIMPLE**
- Identify **CHAMPIONS** and **BLOCKERS** early on
- The power of the ACTION LOG – keeping people to the task
- **BOARD TO FLOOR** gap as **SHORT AS POSSIBLE** as quickly as possible, be down to earth
- **RELENTLESS EFFORT IS CRITICAL** Be prepared to work hard at it
- Ask yourself “**SO WHAT**”?
- Could this happen again? – **NEVER STOP ASKING** the question



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LEADING CHANGE