



Meallmore Ltd
Making Care Mean More



Meallmore Matters

Autumn 2019

Another successful year at the Meallmore Awards

Annual awards ceremony returns to Perth Racecourse



Staff from our 23 care homes across Scotland came together at Perth Racecourse in October for the annual Meallmore Staff Awards. The awards recognise employees who make a difference to the lives of residents and their family members on a daily basis.

There was a real atmosphere of celebration on the day after another extremely successful year of hard work and dedication by all our teams. We were honoured to welcome singer and TV personality, Michelle McManus, as our special guest host.

There were thirteen categories up for grabs, including two new awards which were the Mentor of the Year Award, and the Meals Mean More Competition, celebrating Meallmore's best chefs.

As usual, all 1,600 members of our staff were eligible. This year's awards were more popular than ever with a record breaking number of nominations from residents, friends, family, visiting professionals and fellow staff.

Gerry Hennessey, Managing Director of Meallmore, said: "Celebrating success and recognising the hard work of all our staff is extremely important to everyone at Meallmore. I would like to congratulate all of our shortlisted nominations as well as our worthy winners. I would personally like to thank all our staff who go above

and beyond to provide the highest standards of care for our residents. A big thank you also goes to Michelle McManus who has come this year to support the work that we do."

Winners were presented with a certificate, trophy and an iPad, with runners up receiving a certificate of recognition.

Award winners included:

- Excellence in Support Services Award: Eamonn Doherty, The Oaks
- Mentor of the Year Award: Andrew Rodden, Meallmore Lodge
- Head Office & Field Based Support Team Award: Angela Paterson, Caulfield House
- Meaningful Activities Award: Sam Dougan, Antonine House
- Staff Newcomer Award: Megan McDougall, Bayview
- Excellence in Dementia Award: Alana Dougan, Antonine House
- Specialist Adult Care Worker: Sam Martin, Hilton Court
- Nurse of the Year: Karen Sneddon, Ivybank House
- Senior Care Worker of the Year: Vicky Kilgour, Culduthel
- Manager of the Year: Suzanne Pitt, Hilton Court
- Carer of the Year: Valerie MacLeod, Crimond House
- Meals Mean More Competition: Paul O'Brien, St Modans
- Chairman's Award: Julie-Anne Thomson, Bayview

Staff Member Profile: **William Narvaez from Kynnaird House**

William Narvaez is a registered nurse at Kynnaird House Care Home in Aberdeenshire. William, who is originally from the Phillipinnes, joined Meallmore in April 2019 having previously worked for the NHS. He shares his experiences as a new employee at Meallmore below.

“It wasn’t an easy decision to move with my family from England to Scotland to start the next chapter of my life in a new role – but I can honestly say that I’ve got no regrets with the decision.”

“The process of sorting out a visa and sponsorship due to changes in requirements from the home office was always going to be a challenge, but Meallmore made the process so much easier. They provided plenty of support, and always delivered the documents in a timely manner which certainly

alleviated a lot of the stress associated with the process.”

“I’m pleased to say that the wait was worth it and my experience working at Kynnaird House and with the wider Meallmore team has completely justified my decision to move to Scotland. Support has been a key theme throughout, with everyone warmly welcoming me and making me feel part of a strong team. Professionally, I’ve been clinically supported with inductions and additional training and along with the mentor scheme and access to senior members of staff, there’s always someone available to answer any queries or to offer advice.”

“Coming from a different background, I’ve felt extremely welcomed by the whole



*William Narvaez,
Nurse at Kynnaird House*

organisation, with values such as respect being particularly emphasised. I feel part of the Meallmore family and valued as a professional. Coming to work feels like I’m coming back to my second home amidst an incredibly nurturing and caring team, all with the focus on providing the best care possible to residents.”

“Whilst I’m still relatively new to Meallmore, I’m enjoying the journey of moving to Scotland.”

A sweet time at **Macmillan Coffee Morning**

Many of our homes took part in the Macmillan Cancer Support World’s Biggest Coffee Morning. The aim was to raise vital funds to help support a truly fantastic charity.

Congratulations to all the homes that took part and produced some fantastic looking cakes while raising money for a great cause. A total of £8,000 was raised. Well done to everyone involved!



Meals Mean **More Competition**

Paul O'Brien was crowned the champion of our first ever Meals Means More Chef of the Year competition.

The competition invited chefs and catering staff across all our homes to take part in the hotly contested event. From the regional rounds, just 5 were shortlisted to take place in the grand final cook-off at Glasgow School of Commerce.

The final did not disappoint and featured an all-star judging panel with high expectations, including award winning chef Scott Scorer, members of the Meallmore senior management team and one of the residents. There was a twist to the final competition with the chefs only being told what texture level their dishes needed to match on the actual day.

All of the competitors were more than up for the challenge, and it was great to see a range of experience in the finals including experienced head-chefs and sous-chefs. The competition also served as a great way for everyone to share and



learn from one another, which will ultimately benefit the residents going forward.

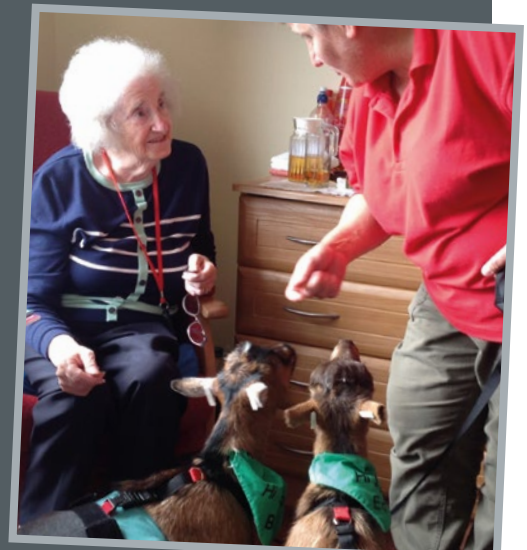
We spoke with Paul the winner who was representing St Modans to get his thoughts on the win. He said: "It's good for the home and the community we live in to win the award. I'm absolutely chuffed,

I didn't think I'd win this. There's nothing more rewarding than making a difference to the residents through what they eat."

All of the chefs taking part did their homes proud, with residents lucky to have such talented, creative and passionate chefs in their homes.

Pygmy Goats at Baaaaa-yview and Auchtercrag

We're not kidding when we say that the pygmy goats visiting Bayview and Auchtercrag over the past few months have been incredibly popular with residents! For kids, they were incredibly well-behaved and enjoyed trotting around the homes, meeting all the residents and staff. Everyone enjoyed the chance to pat them, and the goats were certainly fed generous amounts of treats as they made plenty of new friends in Aberdeenshire. We've not seen many pygmy goats around the homes before, but who knows, could this be the start of an influx of adorable goats? We won't be complaining.



The National Association of Care Catering Awards 2019

The National Association of Care Catering Awards 2019 saw the Meallmore team do extremely well and reach the finals for Catering Team of the Year. The creative and pioneering attitudes of the catering team are undoubtedly key reasons behind reaching the shortlist. From 'strictly come dining' tasting events to the Meals Mean More Chef of the Year competition, the team have consistently displayed fantastic innovation to keep driving forward catering standards and nurturing talent within the organisation. There have been so many fantastic initiatives already and we can't wait to see what they come up with next!



Food for Thought

Our specialist care home in Inverness, Kinmylies, was recently featured in the NHS Highland Nutrition newsletter.

Manager, Bruce Mason, welcomed the writer to our home to learn more about the services we offer for adults living with a range of mental health problems.



We care for 18 people at Kinmylies with varying social, emotional and physical needs. Everyone is supported to live as independently as possible and many people become well enough to successfully move back into the local community within a year.

The NHS was particularly interested in the food and well-being that we offer. Award winning chef Keith, who has worked with Meallmore for 25 years, was delighted to help conduct the tour of the home. He explained how he tailors low fat and low sugar menus to meet residents' requirements.

Quality food and nutrition is a key part of independent living at Kinmylies. Not only does it keep our residents happy and healthy, but it also teaches them important life skills.

One of our residents was very proud to show the writer around the self-contained flat that he lives in at the home, which is helping him prepare to move on to more independent living. He described how he now cooks meals for himself and any visitors.

Kinmylies offers a comfortable, active lifestyle for its residents and the NHS learned about our regular walking group and bus trips where residents enjoy dining out. People are also encouraged to do their own food shopping, giving them financial responsibility and equipping them with budgeting skills.

The writer said that 'I came away with a really positive feeling of opportunity and optimism from my visit and look forward to working more with Bruce and his team'.

Everyone at Kinmylies also looks forwards to inviting them back. You can read more about our specialist care service at our website Meallmore.co.uk

Double award nomination at National Care Home Awards 2019

Two of Meallmore's care homes are delighted to have been announced as finalists in this year's Scottish Care Home Awards 2019. The awards recognise the work of all staff and care providers in the industry across Scotland. Meallmore have been nominated in the following categories:

- Specialist Service/ Unit of the Year Award – The Oaks
- Palliative & End of Life Care Practise Award – Precious Time Project Team at Antonine House



We are looking forward to the 2019 award ceremony on 15 November 2019 at the Hilton Hotel, Glasgow.