



Meallmore Ltd
Making Care Mean More



Meallmore Matters

Spring 2020

An update from Mary Preston

The impact of coronavirus on care homes is increasingly apparent. The pandemic has affected us all.

Our residents, relatives and staff all have concerns, fears and anxiety at this particularly difficult time, and not being able to spend time with family and loved ones is heart-breaking.

While we are managing the impact of coronavirus in the best way possible, we have had cases confirmed across our homes and very sadly some residents have died. We offer our sincere condolences to anyone who has been affected and, in time, we will make arrangements that enable relatives and staff to come together in remembering some very special people.

We appreciate how worrying these times are so we are doing all we can to support everyone. We have a dedicated team ensuring staff follow the latest Government and Health Protection Scotland guidance, have access to PPE and we promote rigorous infection control measures. These measures all help in our battle against this pandemic. Testing is now available for both residents and staff which supports the country to try to break the routes of transmission – especially in people who are asymptomatic.

Our managers are available to support staff personally and ensure they look after their own well-being. We are in regular contact with relatives and are doing all we can to answer questions and provide updates on residents' care. We fully appreciate this in no way compensates for visiting and we are reviewing how visits can be facilitated as lockdown restrictions are



relaxed. This is likely to be in the form of pre-arranged, timed visits in line with social distancing. Until such times it is important people observe the guidelines and stay at home to save lives.

We are incredibly proud of our teams, who are all essential workers in caring for residents and ensuring the smooth running of our homes. It has been heartening to see the care sector getting the public recognition it deserves for going 'above and beyond' to look after the most vulnerable. We are aware the reported negative impact on care homes is also very worrying for all concerned and we are providing information and reassurance where we can.

We are extremely grateful for the patience and understanding of relatives and friends. Our teams are working hard to always keep you front of mind and to facilitate lots of phone and video calls.

Thank you to all who have joined with us during this unprecedented phase of our lives; it is by pulling together, and supporting each other, that we get through the sad days and embrace the good ones.

Staff Member Profile: Hazel Barrett

It is the people in our teams who help to ensure the comfort and happiness of our residents. Hazel Barrett has been with Meallmore since June 2015 as Quality Support Manager and is currently leading our team responding to Coronavirus.

Explaining her role Hazel says: "I lead the Meallmore Quality Team, developing and supporting Meallmore Quality Strategies and Quality Assurance Framework. My main role is to support the business at all levels with Quality improvements and implementation of best practice and policy."

Every day is different for Hazel: "My days are really varied. One day I will be writing policies at the office and the next I will be

working with staff at our different care homes directing best practice. Coronavirus has obviously had a huge impact across our homes so my full attention is now devoted to managing this awful crisis.

"I bought into Meallmore's values on day one of working here. The values run through everything we do. I love the commitment and drive of all the teams, services and departments and it is this strength which will get us through this exceptionally tough time. I'm very proud to work for Meallmore!"

The quality team was a brand new concept when Hazel joined Meallmore. Since then she has helped to lead several key initiatives for the company but acknowledges the support of her colleagues has



been essential to the development of her role. She says:

"Meallmore encouraged me to build a department, giving me freedom and support to create a quality vision that would match the company's values. I've grown within my role and feel blessed that my ideas and strategies have been embraced. Plus, I have been allowed to build an amazing team of Quality Advisors I'd be lost without."

Introducing our new wellbeing portal for staff

We have launched a new online resource to support staff in looking after their mental, physical and financial wellbeing.

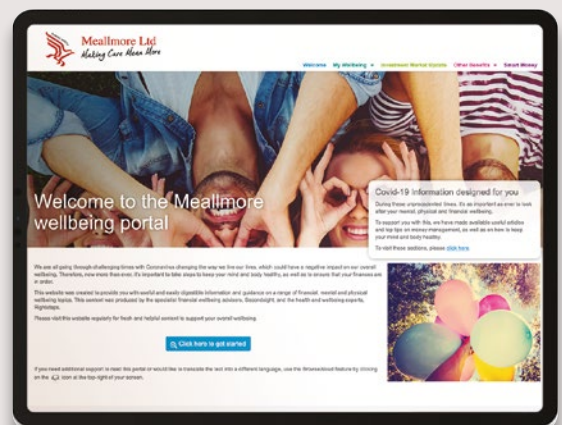
With coronavirus changing the way we live our lives, now more than ever it is important that we take steps to keep our mind and body healthy, and ensure that finances are in order.

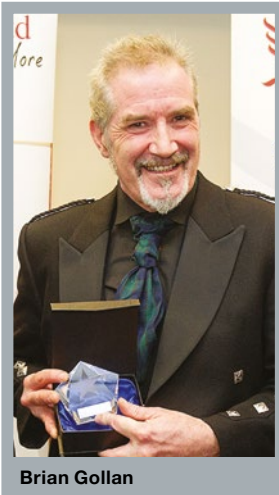
In November last year, in response to staff survey feedback, we partnered with accountants Johnston Carmichael to share resources with our teams to help them with financial planning.

Following on from this, our new portal has been created to provide useful and easily digestible information and guidance on a range of mental, physical, and financial wellbeing topics. It has been produced in partnership with specialist health and wellbeing experts, Rightsteps and financial wellbeing advisers, Second Sight.

We hope that everyone finds the portal helpful – it's easily accessible from a smartphone, tablet, or computer. It can be found on the staff portal. If you require access please speak to your care home manager.

We encourage all our teams to explore the content and resources, which also include links to some potential discounts. In addition, SSSC also has a dedicated health and wellbeing webpage which staff might also find useful. This can be accessed at: learn.sssc.uk.com/wellbeing/





Brian Gollan



Anna Koziarska



Paul O'Brien

Rainbows of hope

While our doors are closed to all but essential visitors, staff and residents have been doing all they can to live as normally as possible in our homes, albeit with social distancing. Over the last couple of months we've celebrated Easter, birthdays, anniversaries, bake-offs and many more activities and special moments. Rainbows of hope and support have popped up across our homes with residents drawing their own or received as gifts. The lovely weather also allowed our residents to check up on the flowers and plants in our gardens, bringing a sunny smile to lots of faces.



Meallmore's chefs are cooking on gas

Three of our wonderful chefs secured spots in the Scottish regional heats of the National Association of Care Catering (NACC) Care Chef of the Year Competition 2020.

Well done to Brian Gollan from Ivybank House, Anna Koziarska from Auchtercrag House and Paul O'Brien from St Modans, who will join two other chefs from Scotland for a spot in the national final.

While the heats have been postponed for now, we are incredibly proud of our chefs for being shortlisted.

Jody Marshall, group hospitality manager said: "Getting this far in the competition is a huge achievement for all three chefs. We are delighted that Meallmore is so well represented at these heats. We are hopeful our chefs will do us proud so that we can support them to represent Scotland in the finals – whenever that may be!"

Careers in Care

In February, Julie-Anne Thomson and Debbie Simpson from Bayview attended The Department for Work and Pensions "career in care" talk, which supports individuals who are unemployed to return to work.

The session enthused people of all age groups who may not have considered a career in care to find out how it may suit them and how they can reach their potential in starting a career with Meallmore.

Debbie and Julie-Anne suggested anyone who is interested in a career in care can chat with the learning development team to learn more about Meallmore's induction process, support and training opportunities.





Acts of Kindness from the local community

We've been touched by the amazing acts of kindness our homes have received from the community. These wonderful gestures have come in all shapes and sizes and have given a huge morale boost to everyone. Some of the donations we have received include tasty tea-time treats, food hampers, takeaways, Easter eggs, toiletries, books, puzzles and even some computer tablets to help residents stay in touch with loved ones. We've also been given lots of heart-warming cards of thanks and appreciation as well as pictures and letters to brighten up our day and make our residents smile. Thank you to everyone for your continued support – it makes a huge difference to everyone in our homes.

International Nurses Day 2020

12 May marked International Nurses Day 2020, which is celebrated around the world on the anniversary of Florence Nightingale's birth. This year was extra special because it was the 200th anniversary of the birth of Florence Nightingale.

Nurses across our care homes were presented with gifts, flowers and messages of thanks. Staff also took a look at some cherished pictures of some of our residents who had their career in nursing, and listened to memories and tales from their careers.

We are exceptionally proud of our amazing nurses, as well as every other member of staff at our care homes. Everyone has shown solidarity in continuing our essential care over the past few months.

We can't thank our staff enough for the amazing contribution they are all making to look after our residents at this time. You continue to provide compassionate care and support to our residents, families and colleagues. So, in honour of International Nurses Day, and every day – thank you, you're amazing.

