

Meallmore strikes IIP Gold

We're over the moon to announce that we have achieved the prestigious Investors in People (IIP) Gold Accreditation. IIP is recognised internationally as a leading people accreditation, and demonstrates our commitment to people. Fewer than 1,000 organisations in the whole of the UK currently have IIP Gold Accreditation and only six of these are care providers in Scotland.

This is the culmination of a three year process, which assesses how we lead, support and improve our teams. Part of the process includes surveying and interviewing staff to see how they feel working at the company, and we're thrilled to say



that the feedback from this was outstanding.

The report stated that we 'clearly demonstrate a shared sense of purpose, together with a common set of values, leadership behaviours; and philosophy of care'.

In this industry, our people are crucial to what we do, and we are dedicated to making sure they get the best experience working with us. It was a very proud moment to hear that in the most challenging of times, all of our staff reported

feeling safe and valued, and have so many positive things to say about being a part of Meallmore.

We believe in continual improvement, so we're fully prepared to go beyond Gold, and we're already planning our next steps to take things even further. Thank you to everyone for all of their hard work and dedication, which makes us what we are today, and makes every Meallmore home such an excellent place to work and live.

Staff profile: Sam Dougan

We're delighted to share the news that Sam Dougan has taken up the brand new role of Activities and Engagement Lead.

In this role, Sam will provide a group focus and support the activities staff in all 26 of our care homes with their activities and lifestyle provision for residents. She will work with our brilliant activity coordinators and ensure everyone shares their best practice and that activities continue to be planned to be of most benefit to our residents. Sam will also be contribute to bringing forward new activity events for the homes.

Sam began her career as a carer and joined Meallmore in 2013. Most recently, she was an activities coordinator in our central east region.

Since joining Meallmore Sam has seen endless success: winning the Meaningful Activities Award at our 2015 and 2019 staff awards; achieving her National Activity Providers Association qualification in Activity Provision in Social Care; and establishing a Coordinators Forum.

Commenting on her new role, Sam says: "Ensuring each home offers meaningful activities for all residents is my top priority; they're really looking forward to external entertainment resuming and we can't wait to welcome it back.

"I've been with Meallmore for over eight years and I'm so grateful for the support they've given me throughout my career. The company has such a supportive environment and brilliant, family values."



Meallmore Staff Awards 2021



It was fantastic to see the return of the Meallmore Staff Awards this year, to honour those who have played a significant role in improving the lives of residents, family members of residents and colleagues.

The ceremony took place virtually on Wednesday 29th September and was presented by singer and TV personality, Michelle McManus. Ahead of the ceremony, each home received a party pack for staff and residents to get in the celebratory spirit.



We presented 11 award categories, and nominations were put forward by residents, residents' families, visiting professionals and fellow colleagues. This year's award winners include:

1. Emerging Talent Award – Conor Tillier, Hilton Court
2. Support Staff Award – Robert Scott, Hilton Court
3. Positive Impact Award – Jaime Ireland, Greenan Manor
4. Head Office & Field Based Support Team Award – Jody Marshall, Group Hospitality Manager
5. Specialist Service Home Award – The Oaks
6. Elderly Home Service Award – St Modans
7. Nurse of the Year Award – Kamila Rzepka, Culduthel
8. Manager of the Year Award – Pauline Gerrie, Crimond
9. Senior Care Worker of the Year Award – Yvonne Gilroy, Culduthel
10. Meaningful Activities Award – Margaret McElwee, Belleaire
11. Carer of the Year – Gillian Weissenborn, Daviot

Our employee referral programme – 'Recommend a Friend'

We're always searching for new talent to join our teams and provide quality care in our homes, so we're thrilled to see the return of the Recommend a Friend programme. If you know someone looking for new opportunities, please refer them to us. If the candidate passes their three month probationary period, you will receive £100. If the candidate successfully completes six months of service, you receive another £250! To find out more or to request a referral form, please get in touch with your care home manager.



Thank you, Ruth!

We'd like to say a big thank you and farewell to Ruth Kinnear, who has retired from Leven Beach after 27 years' service! The team at Leven Beach hosted a party with residents to recognise Ruth's commitment and to wish her the very best of luck in her retirement. We will miss Ruth very much, but please join us in thanking her for her fantastic efforts over the years.

Menopause in the workplace

There are currently over 3.5 million women in the UK over 50 experiencing menopause in the workplace. At Meallmore, we understand the challenges facing menopause, and we want to ensure all of our staff with symptoms receive the right support.

By letting your line manager know if you are experiencing symptoms, we can offer temporary changes to your work arrangements such as, more frequent breaks and changes to your start and finish times.

We have a variety of resources available for symptoms, remedies and advice:

- **Menopause Matters**
- **Daisy Network**
- **Menopause café**



Take the Biscuit Challenge 2021

With Bake Off season is in full swing, our homes have been competing for the coveted top 'tier' prize at this year's Meallmore Take the Biscuit Challenge. The competition was open to all 26 Meallmore care homes and featured four categories for staff members and residents to show off their baking skills.

This year's overall winners and Star Bakers were Iris Garvie and Natasha Aitken from Antonine House, and were crowned Top of the Tin with their Mc Biscuit Meal. The incredible showstopper bake included lemon shortbread fries, white chocolate ganache dip, double chocolate biscuit patty and a toasted vanilla shortbread bun, paired with a homemade strawberry milkshake. The categories were as follows:

- **Top of the tin, best overall biscuit** – Antonine House, McBiscuit Meal
- **Crumbs all over, best resident decorated biscuit** – Alderwood House, Custard Cream-inspired biscuit
- **Oh crumbs, best theme for biscuits chosen by residents** – Bellaire Care Home, Braveheart themed biscuit
- **The cookie monster, biscuit with the most calories** – Kincaid House, toffee apple custard biscuits at 220 calories per serving

Well done to all the Take the Biscuit Challenge 2021 winners and participants for creating such impressive bakes.



We're the Highland Business Women's 2021 'Team of the Year'!

There's been even more reason to celebrate as our recruitment team won the 'Team of the Year' at the Highland Business Women Awards.

The awards recognise the significant contributions that women make to all types of businesses across the Highlands and Islands, as well as their contribution to the wider Scottish economy.

Group Head of Recruitment, Nix Shaw, says: "Recruitment is a real team effort at Meallmore, involving our small in-house recruitment team and every single hiring manager and administrator throughout our Meallmore locations.

"The team was selected because of its impressive teamwork in the recruitment space, as well as the high levels of care that was demonstrated by the wider team to one another in an incredibly challenging year."

It's great to see this well-deserved recognition for our excellent recruitment team.

