

# Contact

ISSUE 6 SUMMER 2017



Rose Lawn even has its own sweet shop!

## Outstanding result for Rose Lawn

**The Care Quality Commission (CQC) has found the quality of care provided by Keychange Charity at Rose Lawn Care Home in Sidmouth, Devon, to be 'Outstanding' following an inspection in November 2016. Inspectors rated Rose Lawn Outstanding for being responsive to people's needs and well-led, and Good for being safe, effective and caring.**

Debbie Ivanova, Deputy Chief Inspector for Adult Social Care (South), said:

"We were delighted to see how well the service supported people's interests and encouraged people to gain new experiences in an engaging way.

"It was encouraging to see that management looked for proactive ways to improve the service by involving people using the service and their relatives to provide suggestions for improvements that were then acted upon.

"The team should be extremely proud of the work they do. I congratulate the staff at Rose Lawn for achieving our highest rating."

Rose Lawn provided an environment that was stimulating and enjoyable for people using the service. Activities ran throughout the day and evening, including quizzes, art classes, musical entertainment or trips away from the home.

People were supported to continue with their interests or to take up new ones. Their

skills and experience were promoted and utilised within the home: this led to the organisation of a fashion show and an art exhibition.

The staff were both knowledgeable and caring, attending to people in an unrushed and relaxed manner.

There was a clear commitment to make sure people were engaged and remained as independent as possible. The home used innovative ways to improve people's enjoyment. A virtual reality system allowed people to experience activities they wouldn't otherwise be able to take part in, such as going on safari or swimming in the ocean.

Kerrie Howard was Registered Manager of Rose Lawn at the time of the CQC inspection, and has since moved to a new role of Quality Assurance Manager within Keychange. She explained that the people living at Rose Lawn had been proactive in helping to gather feedback forms, surveys and posters of activities for an evidence folder which was presented to the CQC Inspector. The inspection was treated as an everyday activity – staff got on with their jobs and everyone carried on as normal which was to be an outstanding service on the day of the inspection and every day.

The full CQC inspection report (dated 22 February 2017) can be found on the Keychange Care website on Rose Lawn's welcome page.

## Welcome!

National Care Home Open Day is five years old, and again this year Keychange care homes took part in this UK-wide initiative by opening their doors to friends, neighbours, relatives and the local community.

On 16th June visitors were welcomed with coffee and cakes, invited to join a game of skittles, browsed bric-a-brac stalls, made the most of the fine weather by sitting in the garden, enjoyed a barbecue, watched a slideshow of recent events at the home,

swam in a coral reef in the 'virtual reality corner' – to

name a few of the activities on offer at Keychange communities.

At some care homes the Open Day was combined with raising funds for the Alzheimer's Society.



## INTRODUCING OUR NEW CEO

# Succession and new hopes

**Phil Martin**  
CEO, Keychange Charity

**I am delighted to start work as the new Chief Executive of Keychange Charity and am really pleased to join the staff team. Keychange has a wonderful mission and staff teams who deliver amazing work across our communities.**

I am conscious that I join Keychange to continue the work already begun by so many good and faithful servants, not least of whom is Graham Waters who left us at the end of April.

I am sure we would all wish Graham God's richest blessing on his future plans and thank him for all he has contributed to our communities during his seven plus years as CEO.

I understand that a great time of celebration and reflection was enjoyed by all at his farewell dinner during the recent Annual Conference at High Leigh.

I have worked in leadership roles in Christian charities for over 20 years, including CEO, Operations and HR functions. Most recently I have worked for a large local authority in a senior commissioning role, seeking to ensure that all their services and programmes delivered the best outcomes for our local citizens.

**As CEO at Keychange, here are some of my initial hopes and aspirations:**

- Work closely with the Board of Trustees, the Senior Management Team and other staff to develop a new vision and strategic action plan, all in line with the new strategy themes.
- Work on the Christian Ethos of Keychange to ensure that our values and ethos are clearly shown in our day-to-day roles to all our residents, their families, and to one another.
- Understand and review all the policies and operational procedures of how Keychange and our communities operate.
- Explore ideas and plans for new services and mission opportunities, partnerships, collaborations and communications to ensure that Keychange Charity continues to grow and develop its mission, ethos and strategy for the longer term future.



I am conscious that I join Keychange to continue the work already begun by so many good and faithful servants

- Start to think about the 100th Anniversary in 2020 of the founding of our charity as Christian Alliance in 1920. What can we all be doing to mark this wonderful occasion and have a big celebration party!

A little about me personally now: I live in Chelmsford in Essex, I am 48 years old and have two children, Abby who is 20 and studying a degree in Nursing, and Cameron who is 18 and is finishing college and deciding what to do next. In addition we have an eight year old black Labrador called Ben and two cats called Fred and George.

A Bible verse that I like and that helps me at a time of change with new challenges and opportunities is Psalm 121: 1, 2 – "I lift up my eyes to the hills, where does my help come from? My help comes from the Lord, the Maker of heaven and earth."

**As I start this new adventure with Keychange, I know I can ask God for help by praying and He answers me.**

## Aden's Meal



At **Wayside Hostel** residents recently joined together to enjoy a special meal. It was special because it was prepared by Aden from Eritrea and also because other residents helped her to cook and prepare the food.

Aden was very excited when asked if she would like to cook for the residents. She immediately wrote a shopping list and staff helped her with shopping for the ingredients for tibs, and spinach, lentils, injera, and salad with Feta cheese, spicy dip and bread.

Here are some comments from those who joined in:

"Aden's food was brilliant. I helped her cut vegetables and then all the residents sat together and ate the food."

"I enjoyed trying the different culture food. There were a lot of flavours, some spicy and some sweeter. It was very nice."

Aden seemed to really enjoy everyone sampling the food and was able to tell them all about her country and answer any questions they had.

Other residents now want to cook meals from their own countries – next up Iran and Albania.

## Prayer Focus

**We give thanks to God for the successful appointment of Phil Martin who has started as the new CEO of Keychange.**

*We praise God for the Outstanding CQC result at Rose Lawn care home - please pray for our leadership team and front-line staff as they strive to continuously improve and provide excellent care.*

*We would value continued prayer for our hostels, Esther Community and Wayside Hostel that the people who live in these communities would benefit socially and above all spiritually from their time with us.*

*Please pray for the Board of Trustees, and that we are able to continue to attract new Trustees with the necessary complementary skills and experience.*

# KEYCHANGE NOTICE BOARD



At **Cressingham House** residents spent an enjoyable afternoon decorating cupcakes and cookies



The pianist/organist at weekly devotions is a resident at **Walmer House**, who enjoys playing the hymns... all from memory!

Residents making the most of the early summer sunshine in the garden at **Rosemary Mount**

At Easter time residents at **Rosset Holt** not only watched baby chicks hatching in an incubator but later were able to hold them



At **Alexander House** residents enjoyed both decorating and modelling Easter bonnets

Celebrating a birthday at **Erith House**



A Let's Dance Production at **The Mount**

Residents enjoying the sunshine in the garden at **Fair Havens**



A resident celebrates her 90th birthday at **Sceats**



**Rose Lawn** – Tallulah, a staff member's pet dog, has become a firm favourite with residents



**Romans** – Resident and carer after the annual Easter Egg Hunt, when each participating resident was paired with a carer and things became quite competitive!

# Keychange Charity rated Top 20 care home group

Residents and their families have rated care provider Keychange Charity as one of the Top 20 Mid-size care home groups in the UK.

There are nearly 19,000 care homes in the UK, with the Top 20 Mid-size care home groups receiving an award from the leading reviews guide to care homes, carehome.co.uk.

The award is based on the provider's care home reviews from their residents, plus friends and relatives.

Davina Ludlow, Director of carehome.co.uk, said: "Care home groups, which put compassion, dignity and kindness at the heart of their care, are making a huge difference to residents' lives.

"Keychange Charity has proved that it provides a high standard of care throughout its homes and we'd like to congratulate it on being a top Mid-size care home group!"

Brian James, Operations Manager at Keychange said: "Keychange Charity aims to provide services that support people well in a community based on our Christian ethos and values.



"The recognition through an objective measure of people's recommendations is incredibly encouraging for everyone involved.

"There is no greater endorsement than the voice of those who receive the support we offer or see the support we give for a friend or relative.

"Keychange seeks to witness Christianity through practical care – and to create communities with a Christian ethos, where staff are enabled to give the best of care and Christian love."

## Our projects



### Care Homes

- Erith House, Torquay
- Sceats, Gloucester
- The Mount, Plymouth
- Rose Lawn, Sidmouth
- Fair Havens, Southampton
- Walmer House, Torquay
- Rosset Holt, Tunbridge Wells
- Cressingham House, Wallasey
- Alexander House, Wimbledon
- Rosemary Mount, Worthing
- Romans, Southwick

### Homelessness Projects

- Esther Community, Exeter
- Wayside, Reigate

### Retirement Housing

- Jubilee Cottage, Lytham St Annes

## Useful links

- [keychange.org.uk](http://keychange.org.uk)
- [keychangeprojects.org.uk](http://keychangeprojects.org.uk)
- [esthercommunity.org.uk](http://esthercommunity.org.uk)
- [waysidehostel.org.uk](http://waysidehostel.org.uk)

**If you would like to receive Keychange Newsletters via email rather than post, please send an email to: [info@keychange.org.uk](mailto:info@keychange.org.uk)**

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