



NEWSLETTER

February 2024

Foreword from our MD, Sarah Freeman



Sarah Freeman,
Managing Director

2023 was an extremely positive year at Cramond Residence, and as we move into 2024, we remain just as committed to investing heavily in developing the skills and expertise of our colleagues again this year.

Our ongoing mission at Cramond Residence is to exceed care industry standards for our beloved residents, create and maintain an industry leading healthcare environment to work in and visit, and ultimately uphold our position as Edinburgh's Finest Care Home.

As part of our resident-led strategy, as we move into the new year, we have adopted a particular focus on identifying additional opportunities to create more meaningful connections between our residents, our colleagues, and the local Cramond community. Project work is now underway to identify further service processes and additional lifestyle activity input to improve both the emotional, mental, and physical wellbeing of everyone involved at Cramond in equal measure – including the establishment and integration of a new care compliance system which will regularly analyse and assess the quality of ongoing service provision to our residents on a minute-by-minute basis.

Whilst it was very encouraging to receive positive recognition via upgraded scoring from the Care Inspectorate following their latest independent assessment, both our Clinical and Operational teams are continuing to work diligently with the Leadership team at Cramond in order to focus upon service enhancement opportunities across all areas of our care home operation this year.

Whilst we have successfully maintained our 9.9/10 independent rating on Carehome.co.uk over the last year, we remain extremely determined to strive for continual improvement and excellence going forward.

We remain particularly proud of the first class work that our colleagues and partners at Balanced Physiotherapy carry out each and every day in order to encourage truly meaningful connections with our residents, promote mobility and rehabilitation, and prevent social isolation and loneliness that can have hugely detrimental effects on people's health and wellbeing in later life – and we will continue to focus heavily on this area going forward in order to continue to change industry perceptions of living in care this year.

In order to help shape our care strategy from an objective perspective, as always, I would both welcome and encourage any constructive input from residents and their families on this subject. Ross, Daniela and I would be delighted to discuss any suggestions in further detail at your earliest convenience.

In the meantime, I wish both you and your families all the very best for 2024, and hope to catch up throughout the year.

Africa Choir leaves an impression! Cramond Team sponsors two children



Towards the end of last year we had a honour of hosting The Singing Children of Africa Choir, our residents and Cramond Team were so impressed by the captivating performance that we have sponsored two children, which will provide them both with school tuition, uniforms, cover exam fees and book costs, as well as breakfast and lunch each day. Everyone at the residence was so touched and emotional hearing the children's stories and listening to their songs - we are hoping to see the choir again later in the year!

Left:
Johari Abdalla, Age 4
Lives in Pendua with parents

Right:
Aadd Ngonja Arbedy, Age 4
Lives in Barawa with parents

Dates for your diary

13th February
Shrove Tuesday

14th February
Valentines Day

10th March
Mothers Day

17th March
St Patricks Day

My 9-to-5. We caught up with receptionist Pamela.



Where do you call home ? London is where I call home but I enjoy living in Edinburgh.

My day starts with: A cup of tea, toast and marmalade at about 6am.

My main responsibilities are: Welcoming all the residents and visitors into Cramond and dealing with all the reception duties.

I got my job: After working in Customer Services dealing with complaints, I felt I needed a change working in a friendly environment.

The best part of my job is: Having daily chats with our lovely residents.

My most memorable career moment is:

When I won Employee of the Month at Cramond - it was a very proud moment.

After work I either: Visit my two sons or enjoy spending time with my sister and her family.

If I wasn't a receptionist, I'd have been:

A hairdresser.

What's the best piece of career advice you've been given? Always have confidence in myself.

PainChek



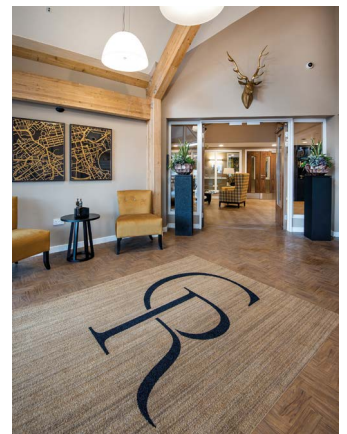
We pride ourselves in ensuring we offer the best possible care for your loved ones, as well as investing in new technology which can help residents, that's why we are introducing PainChek, a new pain assessment tool, this year at Cramond. PainChek assesses those who are unable to verbalise their pain by using facial recognition and smartphone technology. We will have more updates on this exciting tool in the coming months.

CCTV

Did you know that according to a recent poll, 71% of the public are in favour of the government making indoor CCTV cameras mandatory in all care homes?

Well, at Cramond Residence, we already have this in place - all communal areas are covered by CCTV cameras with the option, should residents and families wish, to have the system in operation within residents rooms.

Transparency is at the core of everything we do, as well as keeping your loved ones safe.



Ways to get in touch



Visit us

49 Cramond Road North, Edinburgh, EH4 6NQ



Call us

0131 366 1064 and our friendly reception team will be able to assist you



Email us

Enquiries@cramondresidence.co.uk



Scan to contact

Residents Council Meeting. *We want to hear from you!*

Each month we hold a monthly Residents meeting, it's a chance for all our residents to suggest any improvements and provide any feedback good (or bad!) to our team. We encourage all residents to attend as well as family members, our next meetings are:

Wednesday 21st Feb from 11am - 12.30pm.

Wednesday 20th March from 11am - 12.30pm.

Wednesday 17th April from 11am - 12.30pm.

We look forward to seeing you.

It all comes out in the wash



Our Laundry department is 24/7



Our machines hold 15kg each –
and we do 30 loads a day



Our laundry team iron approx. 5 miles,
8,046.72 metres ironing per week.
This covers staff uniforms and
residents clothing

We have partnered with Trichem, a leading supplier for cleaning products, to cut down on plastic waste whilst also helping cut down on car mileage.

Here at Cramond we like to do our bit for the environment, whilst caring for our residents. We are all aware of the amount of plastic in our oceans which is in turn washing up on our beaches so where we can, we are trying to reduce our use of plastics. Trichem are a West Lothian based company who manufacture over 400,000 litres of cleaning products each month, they are also on a mission to cut down on plastic consumption and help do their bit for the environment.

Our Laundry department is one of our busiest teams, so all of our cleaning products are ordered in 10 litre containers, which Trichem collect once they are empty, re-sanitise, clean, refill and then return to us - saving on disposal and also cutting down on waste. As they are based in West Lothian, mileage is kept to a minimum too!



Staying on top of our Mental Health



Just as a balanced diet is considered essential for our physical health, a 'balanced' mind is now recognised as vital for our mental health. That's why all of our team members have participated in a Self-Care training workshop with the Edinburgh College - ensuring our team are looking after their mental wellbeing helps equips them with essential skills and knowledge to

better support the emotional well-being of the residents they care for. The workshop covered responding well in difficult situations, becoming emotionally intelligent, and building resilience. By investing in professional development opportunities like mental health training, it enhances our team in their ability to provide compassionate and effective care.

Digital care planning software



At Cramond Residence, we understand placing a loved one in care is a daunting and often stressful time, that's why we use Mobizio- an online mobile care app, where family members can log in remotely, at any time, to check on their loved one's care and get real time updates on care plans, medication and general notes.

Refer a Friend - *Rewards for you and your friends!*

Did you know that studies show that people who join a company through a referral or via a recommendation, are more likely to show more loyalty and commitment to a job, get up to speed faster and often stay with the business longer? That's why we want to hear from you!

If you have a friend or relative that is interested in a permanent role you could receive up to £500* Please contact our Group HR Manager, Sarah Freeman at: sarahfreeman@walkertimbergroup.com

** Terms and conditions apply*

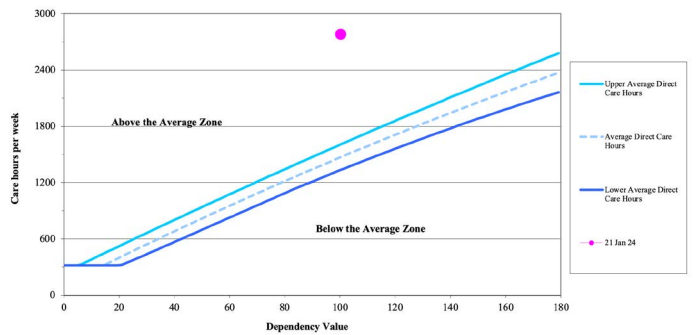
Ahead of the curve on safe staffing

New legislation on 'Safe Staffing' will come into force on 1st April 2024 meaning that care facilities have to ensure that there is an adequate care team available versus number of residents, care requirements and wellbeing. The industry standard is 1:6, where 6 patients are cared for by one member of staff, Cramond Residence provides a 1:4 ratio at all times. Our whole ethos at Cramond, since we opened our doors in 2018 was to ensure that each resident was cared for to the very highest standard, their individual needs listened to and acknowledged.

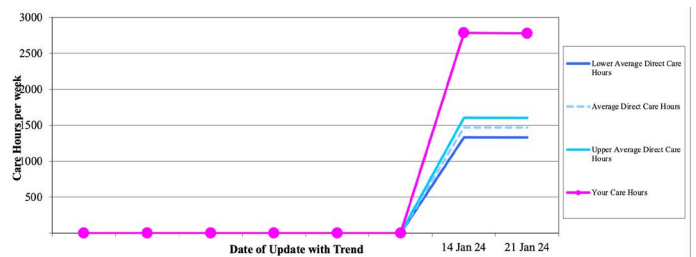
Our care team are at the very heart of this, we understand that having more staff during shifts enables them to spend more time with residents, resulting in them being able to pick up on any issues quicker, as they have a better understanding of each resident from the time spent with them. We are proud to offer such a dedicated service to all of our residents.



Current direct care hours compared to the 'Average Zone'



Direct care hours compared to the 'Average Zone' over time



Deliciously local



We pride ourselves on sourcing the finest local Scottish produce to nourish and delight our residents. From the rugged Highlands to the picturesque Lowlands, we celebrate the rich bounty of Scotland's land and sea. Our menus showcase the seasonal treasures that grace our doorstep, from succulent lamb and beef, provided by Campbells Meat to freshly caught seafood from the shores of the North Sea, brought to us by Welch Fishmongers. Our seasonal fruit and vegetables are all grown in Edinburgh, Pitlochry and Aberdeen. We firmly believe in supporting local farmers, fishermen & artisans, fosters a real sense of community and sustainability.

Our Catering Team is headed up by Patsy who has been with us since day one and has a real passion in delivering the highest quality food to our residents. As well as overseeing all of the meals being served at Cramond, Patsy produces a selection of delicious home baking, from cakes such as Victoria sponge to shortbread and brownies – they always prove a huge hit with residents and staff!

Vitamin boost for residents

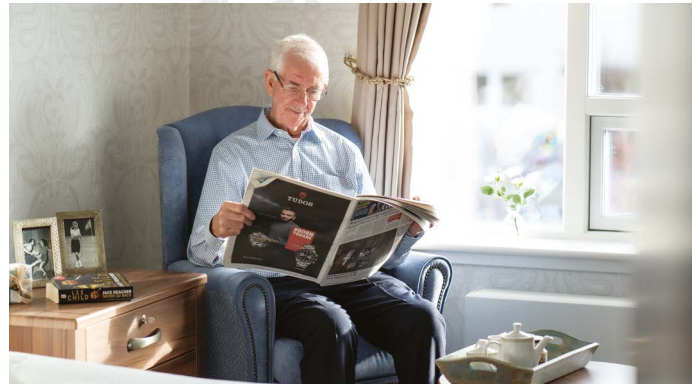
In line with new government guidance, vitamin D supplements are now being offered across all care homes, and Cramond Residence is no exception. Vitamin D helps regulate the amount of calcium and phosphate in the body- required for health bones, muscles and teeth. Sunlight is the main source of Vitamin D, however in Scotland our summer months are very short, that's why a vitamin supplement is a helpful way to top up Vitamin D levels.

All residents will be offered a daily supplement of Vitamin D, for more information, speak to one of our team.

Dementia Awareness Training for all

As part of our ongoing commitment to staff development, all of our team at Cramond Residence completed a dementia awareness course with the Edinburgh College at the end of 2023, our team thoroughly enjoyed taking part and found the course to be really beneficial in their day to day duties.

Regardless of role at Cramond residence, our team are always interacting with those living with dementia, so continual development training is imperative in ensuring we exceed care standards.



Martin on the move



You may remember Martin, who arrived at Cramond in January 2022 and was struggling with his mobility, with the help of our fantastic physiotherapist at Balanced Edinburgh and a lot of hard work and dedication from Martin, by the end of 2022 Martin was soon walking around the Cramond Gardens with a walker. Just over a year on from Martins increased mobility, we caught up with him to see what he had been up to....

'Aside from scuba diving in the Canaries, I have been following the physiotherapy advice to put one foot forward at a time, unfortunately, I suffered a mobility set back after an acute illness in September and had to rebuild my previous mobility skills. This process is ongoing, and I have still not made a comeback to the level of my BBC film debut!

Last year's highlight was having a fantastic Christmas get together with my family, which is somewhat scattered and during the past few years there have been opportunities to get together. During the past summer my daughters

suggested that we try to get together Christmas. We knew of a resort with self-catering cabins near Glencagles and to our surprise there were vacancies.

At one time there were 11 people present representing four generations, not a complete count but pretty good even if some were sadly missed. We made a lot of noise cooked interesting things and took precautions against dehydration! (namely regular cocktails).

Those able took advantage of the gym, pool, sauna, and other such temptations, while others stuck to the dehydration treatment. Christmas comes but once a year but were there were those ready to renegotiate the time limit clause. And a good time was had by all!

I continue to have many friends and family visiting me regularly at Cramond Residence, which I thoroughly enjoy. I am still walking around the garden too!

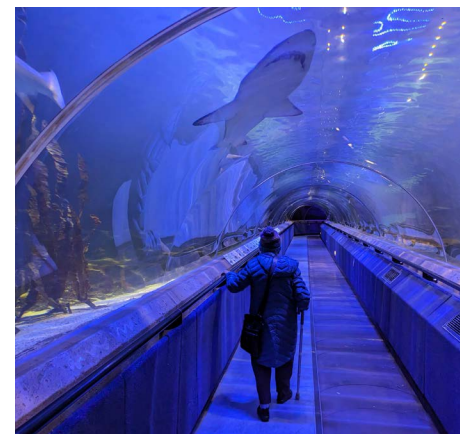
Residents dive into Deep Sea World

Here at Cramond we love an outing, so when our lifestyle team suggested a trip to Deep Sea World - our residents jumped at the chance! The underwater tunnel proved to be a huge hit, where you can watch the fish swim around you. At 112 meters long, the underwater tunnel, which is the longest in Europe, is designed to mimic the calmness and temperate of the Atlantic Ocean, so the fish feel right at home!

The underwater tunnel is also home to 6 tiger sharks, Lewis, Scout, Sleepy, Stumpy, Fin and Arran - we managed to see them all!

We also caught feeding time in the tunnel too!

After a quick stop for a well earned cup of tea and cake we visited Seal Harbour where we got to see the seals perform their daily exercise and hear some fun facts from the Deep Sea World team.....did you know that seals can dive for up to 30 minutes? They do that by storing oxygen in their muscles and blood rather than their lungs!



It's a family affair in the Cramond kitchen



In the heart of our bustling kitchen at Cramond Residence lies a special bond that transcends mere culinary expertise. It's a tale of family and passion. Paul, our dedicated Deputy Chef, hasn't just found a job here; he's discovered a welcoming environment that perfectly balances work and life, allowing him to cherish moments with his family while pursuing a deeply fulfilling career. With over three decades of experience in various catering environments, Paul's journey in the industry since 1988 speaks volumes about his dedication and expertise.

Recently, Paul proposed bringing his granddaughter, Aimee, to Cramond Residence. Aimee, a 16-year-old with aspirations to follow in Paul's footsteps, was warmly welcomed. Within our nurturing

environment, Aimee found not just a workplace, but a place for growth and learning. Over eight weeks, she immersed herself in every aspect of our kitchen, from production to plating, gaining invaluable insights into the artistry of food service.

But Aimee's journey didn't end there. Captivated by our vibrant activity program, she expressed a desire to delve into the realm of resident activities, understanding the importance of keeping our residents physically and mentally engaged.

For Paul, witnessing Aimee thrive within our nurturing environment is a source of immense pride. It reinforces his belief in the unparalleled opportunities offered by Cramond Residence.

Competition!
Rename our newsletter

Open to residents,
relatives and employees



Send your entries to us by 1st March to enquiries@cramondresidence.co.uk to be in with a chance to win a £50 voucher!