

# INTOUCH

*with* CINNAMON



**FESTIVE  
FUN**

Pages 27 to 31

## Celebrating Cultures

Around the world  
with Cinnamon

Pages 04-05

## Remembrance Day

Lest We Forget  
Pages 08-09

## Christmas Challenges

Cake & Choir  
Competition  
Page 21



CINNAMON  
LUXURY CARE

# Congratulations

Congratulations to Jenny McKean, Administrator at Sutton Park Grange who has just celebrated her fifth Anniversary with us. Jenny is a highly valued member of the team – her diligence, efficiency, and consistently high standards are deeply appreciated by team members, residents and families alike. Thank you, Jenny, for your outstanding commitment and hard work over the past five years.

WELL DONE  
JENNY



## MOVING IN

### Luke Kenny

*Corporate Finance and Investment Analyst,  
Kensington Office*



Some of you may remember Luke from 2024, when he spent time with Cinnamon as part of our internship programme with the University of Bath. Luke joins us again after graduating from the University, where he studied Business.

### Gemma Ridout-Bowden

*Registered Manager, Mornington Court  
and Senior General Manager, Hartwood  
House & Netley Court*



Gemma is taking on the operational responsibility for Hartwood House and Netley Court in her role as Senior General Manager of Mornington Court. Joining Cinnamon at its inception, Gemma has successfully managed Sunnybank House, Abbotswood Court, Heathland House and Mornington Court.

### Victoria Cruxton

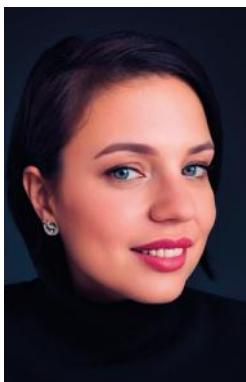
*General Manager, Parkfield Grange*



Starting her career in social care at 19 years old, Victoria found her passion for supporting others. Progressing from Care Assistant to Senior Carer to Deputy Manager, and ultimately Care Home Manager, over the next 17 years, Victoria gained extensive frontline and leadership experience to move into her role at Avery Healthcare supporting and mentoring other homes. Victoria holds an NVQ Level 5 in Health and Social Care Leadership and Management and has completed a university Dementia Specialist course.

### Monika Ztywiecka

*General Manager, Hartwood House*



Monika is passionate about delivering high-quality exceptional care and creating a positive, supportive environment for both residents and team members. With extensive experience in elderly care, dementia support, and team leadership, Monika has successfully managed multiple care settings – building strong teams, implementing innovative systems, and driving meaningful improvements in service quality.

# Your achievements

Congratulations to all team members on your recent achievements. Your hard work and dedication are truly appreciated by all at Cinnamon.

After becoming a Senior Carer at Eastcote Park in September, Lucy Poole has completed her Level 3 Lead Adult Care Worker qualification, achieving a Distinction. Starting as a Carer in 2022, Lucy's commitment to her role, her team, and the residents is truly inspiring – always treating each resident as an individual with warmth and compassion.

At Parkfield Grange, for a 6 month secondment, Clare Mole has moved from Care Co-ordinator to Deputy Manager and Daniel Baynham has moved from Senior to Care Coordinator. Lead Wellbeing and Lifestyle Coordinator, Samantha-Jayne Clarke has completed her Level 3 Activity Provision in Social Care and Jade Purchase, Senior Care Assistant has completed her Level 3 Care course.

## Talent, dedication and passion

At Outram Fields, we're delighted to celebrate three internal promotions that recognise the talent, dedication and passion within our team.

Kristie Edwards, one of our original team members, has stepped into the role of Care Coordinator while our Deputy Manager is on maternity leave. Since joining as a Senior Carer, Kristie has been a reliable and supportive presence, bringing over seven years' care experience.

Donna Ricketts has been promoted from Care Assistant to Senior Carer on a six-month basis. With five years' experience in home care and a strong commitment to professional development, Donna's calm and compassionate nature makes her a natural fit for the role. We're also pleased to announce Ellen Wheatley's promotion to Wellbeing & Lifestyle Lead. Since joining in May, Ellen's creativity, warmth and person-centred approach have earned fantastic feedback from residents, families and colleagues alike.

The team at Rivermede Court have been busy with the following achievements:

- **Arelis Altagracia Alejo Gonzalez, Care Assistant - Level 3 Diploma in Health & Social Care**
- **Manon James-Mallinger, General Manager – Level 5 Diploma in Leadership & Management for Adult Care**
- **Rutendo Madafi, Care Assistant – Level 5 Diploma in Health & Social Care**
- **Mimi Michelle Dzangare, Care Assistant - Level 5 Diploma in Health & Social Care**
- **Delin Butete, Care Assistant – Level 3 Diploma in Adult Care**

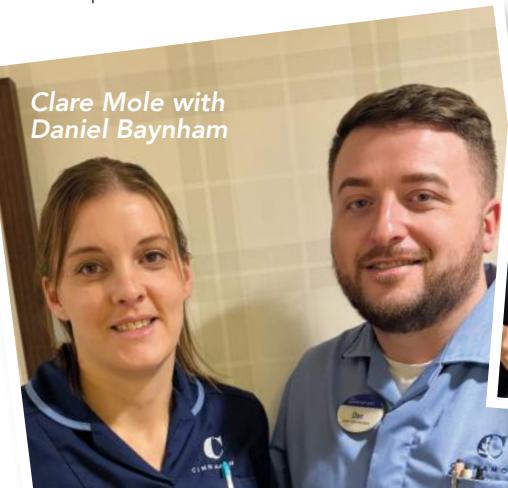


Lucy Poole (left) with Caroline Morse, Head of Care



Arelis Altagracia with Manon James-Mallinger

*Well done to everyone — it's wonderful to see a culture of learning and growth thriving at Cinnamon.*



Clare Mole with Daniel Baynham



# Celebrating Cultures MONTH

October 2025 saw the Cinnamon Care Collection come alive with colour, music, stories and heritage as we marked our annual *Celebrating Cultures Month*.

Across all homes, residents, team members and communities took a joyful journey around the world, discovering traditions, tastes and talents that reflect the wonderfully diverse people who live and work with us.

At **Eastcote Park**, residents were transported to India with armchair travel and lively trivia whilst sampling Indian cake. Carer, Arti then gave a fascinating talk on Indian traditions, including a graceful sari demonstration modelled by resident Margaret, before everyone joined in with traditional dance steps.

**Eden Court** explored an impressive 22 cultures – with special recognition for celebrating the highest number of cultures across all homes. Residents and team members dressed in traditional clothing, sampled foods from around the world and took part in activities designed to promote understanding and respect.

**Emerson Grange** celebrated the many cultures that make up their close-knit community, sharing heritage from Nigeria, Zimbabwe, Pakistan, Cameroon, India, the Philippines and England.

Stories, traditional dress and homemade dishes showed that every culture is celebrated, every story is valued, and every person is an important part of something special.

Creativity and humour shone at **The Gables**, where residents travelled the globe through arts, crafts, music and food. A Scottish celebration proved a highlight, complete with shortbread, bagpipes and a homemade kilt fashioned by Host, Kev from a car blanket!

At **Hartwood House**, residents and team members enjoyed a Filipino-inspired lunch created by residents and Chef Dan, followed by a fascinating afternoon celebrating Fijian culture, with handcrafted treasures and a traditional dance performed by Senior Carer, Ille's daughters.

**Lakeview Grange** showcased creativity throughout the month with a World-themed Quiz, singing with a local Ukrainian choir and celebrating team members'



homelands with steel drums on a 'Tropical Islands' day. A Celebrating Cultures Concert, performed by the Lakeview Voices Choir and led by Mark Busell, earned Lakeview the 'Most Creative Activity' Award.

**Rector Court** created a French brasserie to serve a continental breakfast featuring croissants and other French delights. The fun continued with a performance by a French accordionist, a trivia quiz about France, and concluded with a French language lesson.

At **Rivermede Court**, Hanka Vlhova, Lead Wellbeing & Lifestyle Co-ordinator reconnected with her friend Maruška, who holds a similar role at G-Centrum Care Home in Mikulov, Czechia. What began as a conversation between lifelong friends has grown into an exchange of culture, ideas and friendship between the two homes, with monthly virtual catch-ups for residents and team members. Earlier this year, Rivermede welcomed Maruška for a special visit with traditional dress, music, dancing and food. Hanka returned the visit in October, leading activities at G-Centrum and learning more about Czech crafts and care practices, including palliative care. In recognition of her inspiring work, Hanka has been named a finalist for NAPA's Activities Coordinator of the Year.

A special day was dedicated to the country of Ghana at **Rokewood Court**, where team members created a special lunch and dressed in national costume. Ghanaian music therapist, Kwaku led the Ghanaian National Anthem and team member, Elizabeth performed a traditional dance. With the 7th Purley Beavers joining the festivities, the day became a powerful example of how culture can connect people of all ages.

**Sunnybank House** Team Leader, Kemi introduced residents and team members to all aspects of her Nigerian culture and heritage. In beautiful, traditional dress, Kemi taught both residents and team members to celebrate life the Nigerian way through music and dance.

Spirits were high at **Sutton Park Grange** where a lively Oktoberfest evening saw accordion music performed by Robert Burton, traditional German beer, and delicious bratwurst served by team members dressed in lederhosen!

At **Wellington Vale**, the vibrant traditions of Africa and India were celebrated with art, dancing, food, and traditional dress bringing joy and smiles all round.





# Cinnamon's First Ambassador



Cinnamon Care Collection has appointed 26-year-old British adventurer, three-time world record holder and dementia awareness champion Louis Alexander as its first Ambassador and is proud to be the headline sponsor for his 2026 sporting challenges and world record attempts.

Louis' fundraising journey began when he climbed Mount Kilimanjaro in memory of his grandfather, a former British Army Captain who lived with dementia for 17 years. Louis has since raised over £60,000

for dementia research, becoming the first person to run marathons across all seven continents, swim marathons across all seven seas, and run consecutive marathons across all eight Australian capital cities.

Setting his sights on raising £1 million for dementia research over the next five years, Louis continues to combine extraordinary physical challenges with powerful advocacy. Carole Hunt, Director, Cinnamon Care Collection said, "Dementia touches the lives of millions of families, and we believe that raising awareness, advancing research, and delivering exceptional

dementia care goes hand in hand. Louis visited our residents after his Australia challenge, and his ability to connect with everyone, sharing his personal story and his extraordinary achievements, was truly inspiring. We are immensely proud to support him on this journey and to have a closer association with Louis in 2026."

As Ambassador, Louis will take part in speaking engagements for residents, families, colleagues and external communities, and will play a key role in celebrating Cinnamon's 10th anniversary celebrations throughout 2026.

## PITCH PERFECT



Cinnamon is proud to be leading the field in music and dementia care through a groundbreaking collaboration with Roehampton University, the Take Note Initiative and the Sounds of Intent charity.

As part of a pilot study to develop the Take Note Quality Standards, six Cinnamon homes – Watermeadow Grange, Eden Court, Rectory Court, Leah Lodge, Mornington Court and Sutton Park Grange – were selected to trial

the Bronze Award, with the long-term ambition of Cinnamon becoming a Centre of Excellence in music provision within the care sector. Using Take Note's music-based strategies, teams explored how music can do far more than entertain – supporting memory recall, emotional wellbeing, communication, movement and social connection throughout the care home community.

All six homes passed the pilot with flying colours, impressing judges



Professor Adam Ockelford and senior researcher Fi Costa from Roehampton University with their passion and creativity, demonstrating the impact of music in dementia care.

### Huge congratulations

This first part of the project will conclude with an awards ceremony on Tuesday 24th February at Eden Court. Huge congratulations go to all six homes and the dedicated Wellbeing and Lifestyle Coordinators who led the work so brilliantly. This inspiring partnership marks an exciting step forward for Cinnamon – and for music-led care nationwide.

# LEADING WITH *purpose*

Cinnamon recently brought Deputy Managers and Care Co-ordinators together from across the group for an engaging development day focused on practical leadership and the everyday behaviours that create positive team culture. The day centred around one simple but thought-provoking question: "Why would someone want to work for you?"

The sessions explored how strong leaders set clear direction, turn purpose into achievable goals, and keep their teams motivated and aligned. Colleagues reflected on how leadership styles need to change over time, using a

straightforward framework that looks at both competence and commitment.

## Practical leadership

A key takeaway was that leadership isn't just about good intentions – it's about follow-through. Discussions focused on the importance of clarity, consistency and accountability, reinforcing the message that "what gets measured gets done." The day included practical case studies based on real workplace situations, linking leadership skills to Cinnamon's approach to colleague development, including Performance Development & Support, appraisals and one-to-



ones. Tools such as Predictive Index were also explored to help leaders better understand individual strengths within their teams.

The Care & Quality team added an interactive twist with an "Inspector's Eyes" exercise and a Quality & Compliance "Escape Room," both designed to build confidence and encourage practical, day-to-day actions. The day wrapped up by reinforcing simple habits that support strong leadership and quality care – not just on inspection day, but every day.

# Celebrating excellence

Leah Lodge and Rectory Court enjoyed a truly memorable evening in London this November as they attended the Great British Care Awards, celebrating the achievements of four outstanding team members who were nominated for awards.

Sue Hill, General Manager of Leah Lodge and Rectory Court, was nominated for the

Registered Manager Award, while Hedvika Pavluchova, Wellbeing & Lifestyle Coordinator at Rectory Court, received a nomination for the Activity Organiser Award. Charmaine Taylor, Head Chef across both homes, was shortlisted for the Chef/Cook Award, and Jo Moore, Care Coordinator at Leah Lodge, was nominated for the Dementia Carer Award.

acknowledging her compassion and commitment to residents living with dementia and Charmaine Taylor was announced as the regional winner of the Chef/Cook Award. Charmaine will now go on to represent the homes at the National Finals in Birmingham this spring.

The team had much to celebrate on the night. Jo Moore received a Highly Commended recognition in the Dementia Carer category,



## Well-earned success

Charmaine joined Rectory Court as a second chef in November 2018 and was promoted to Head Chef for both homes in early 2020. The evening was a proud moment for everyone involved and a wonderful celebration of excellence in care.

# LEST WE FORGET

In November 2025, homes across the Cinnamon Care Collection came together to remember and honour those who have served in the Armed Forces. For many residents, Remembrance holds deep personal meaning, whether through their own service or through family members and loved ones who lived through times of conflict.

At Parkfield Grange, Home Admissions Advisor, Emily Hocking and Wellbeing Lead, Sam Clarke worked together with residents, team members and pupils from Rednal Hill Infant School to create a cascading waterfall of poppies that hung proudly on the side of the building made from over a hundred recycled plastic bottles donated from the local community and poppies handcrafted by the home's own 'knit and natter' group.

Parkfield Grange also hosted a Vintage Military Vehicle display

in the car park, followed by a remembrance coffee morning in partnership with the Royal British Legion. Team members and residents volunteered at a local Poppy Appeal stand, where the knitted poppies proved incredibly popular, with over 250 sold in just a few days. Resident Doris Nelson, aged 96, a member of the 'knit and natter' group and a long-time Poppy Appeal volunteer, commented "It is important to remember the sacrifices made during the wars. I have always supported the Poppy Appeal,



**RBL**  
ROYAL BRITISH LEGION

having lived through World War II, and I hope that this acts as a reminder to younger generations."

Residents at Eden Court visited the historic Tower of London to view the Poppies Commemorative Display. The visit created a deeply reflective atmosphere, allowing residents to pause and connect with history in a powerful setting. For many, the experience was especially moving, as it echoed their own memories of wartime life and family service.

## Heartfelt tributes

At Emerson Grange, residents and team members marked Armistice Day together with a heartfelt Remembrance concert. Live performances from PJ & Rose filled the home with familiar melodies, memories and moments of quiet reflection. At 11am, everyone paused for a two-minute silence, honouring the courage and sacrifice of those who served. Residents also took part in creative workshops, producing Remembrance-themed artwork to display throughout the home with Nina from Mojo Creative.

Across the Cinnamon Care Collection, these moments of remembrance served as a powerful reminder of the importance of honouring the past, sharing stories, and ensuring that the sacrifices of so many are never forgotten.





# DON'T forget!

## Change of details reminder

Calling all Team Members – please don't forget, if you change any of your personal details, such as your home address, phone number, e-mail address or emergency contact details...

Please let your  
Home Administrator  
know.



## REFER A FRIEND... AND RECEIVE A £500 BONUS

Anyone joining the Cinnamon Care Collection will be asked at interview if they were referred and who referred them. If your name is recorded and the applicant is hired, you will receive a £500 introduction bonus\*.

To be eligible for the award you must still be employed by Cinnamon in any hourly role, care or non-care. Management will not be eligible.

Please tell your friends all about us!

\*The introduction bonus is subject to tax and national insurance deductions.



# Cinnamon's Crown Jewel

We are incredibly proud to share a very special achievement within the Cinnamon Care Collection. Our Head of Care & Quality, Gavin Pathmarajan, has been awarded the prestigious title of Queen's Nurse – a nationally recognised accolade granted by the Queen's Institute of Community Nursing to nurses who demonstrate outstanding commitment to patient care and professional practice.

A Queen's Nurse is recognised for exceptional contribution across nursing, leadership, education and innovation, and for the vital role they play in shaping high-quality healthcare. It is an honour that reflects not only clinical excellence,

but passion, integrity and a genuine dedication to making a difference.

## Well-deserved recognition

Gavin joined Cinnamon as a Care & Quality Manager, bringing with him extensive experience from both the NHS and the private sector. Alongside his role, he completed a postgraduate qualification in education and dementia, before being promoted to Head of Care & Quality last year. Since then, Gavin has continued to champion best practice, support teams to grow, and drive innovation across our homes.

Following a lengthy nomination process, Gavin recently collected his Queen's Nurse award – a moment of well-deserved recognition. We are incredibly fortunate to have him as part of our team, sharing his expertise, enthusiasm and leadership every day. Congratulations, Gavin – a truly royal achievement.



**Qicn**  
The Queen's Institute of Community Nursing

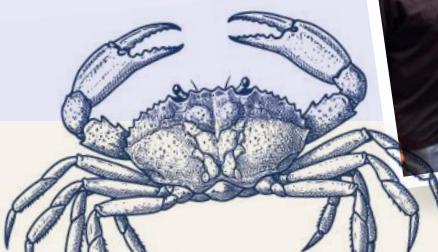
## A Fin-tastic Day at Billingsgate

Our latest Cinnamon Chef Day took place at Billingsgate Fish Market, London where team members took the opportunity to dive into the world of fish preparation and cookery.

Set within the lively atmosphere of London's iconic fish market, the day began with expert demonstrations covering the essentials – filleting, descaling and deboning – with a strong

focus on precision, knife skills and respect for the ingredient. Chefs then rolled up their sleeves to practise these techniques themselves, building confidence in handling different fish and cuts. The session also explored batter-making and frying methods, comparing styles and coatings to see how small changes can transform texture, crispness and flavour.

Blending technical skills with creativity, the day left everyone feeling inspired and ready to bring a few fresh ideas back to the kitchens of our Cinnamon homes.





# You make the difference

This award recognises Cinnamon team members who inspire others through consistently demonstrating their determination to be the difference in the lives of our residents and their families.

**Each quarterly winner receives a £100 gift voucher.**

**Each national finalist will receive a £250 gift voucher** and an invitation to the Cinnamon Awards lunch later this year where the Care and non-Care winners will be announced.

**Annual prize: You Make The Difference Award Trophy and a £500 gift voucher.**

## The winners for this quarter are...



### **Amanda Thorne**

*Team Leader,  
Abbotswood Court*

Always showing kindness, respect and compassion to residents, Amanda has recently covered many shifts at short notice and is described by her team

as an extremely competent team leader and a joy to work with.



### **Constance Agyemang**

*Senior Care Assistant,  
Earlsfield Court*

Described as compassionate, supportive, and patient, Constance consistently puts the needs of residents first while

reassuring everyone around her. She is known for creating a safe and respectful environment where both residents and team members feel valued.



### **Bea Graves**

*Host,  
Eastcote Park*

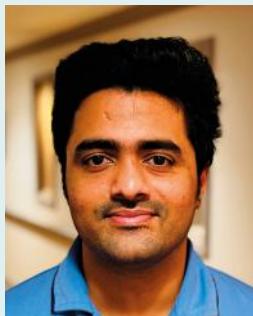
Joining Eastcote Park's Care Team in April 2024, Bea has now moved over to our Hospitality Team. Her dedication and commitment to the residents ensures their needs are always met to the highest standard.



### **Agnesa Goga**

*Second Chef,  
Eden Court*

Agnesa is deeply passionate about creating bespoke, person-centred celebrations for residents, always going the extra mile to mark special moments with care, creativity and a calm, can-do attitude.



### Aneesh Ambika

*Care Assistant,  
Emerson Grange*

Never rushing those who need patience and understanding, Aneesh consistently makes a difference through his calm, kind and respectful approach.



### Mark Villaluna

*Senior Carer,  
Leah Lodge*

Dedication and commitment are Mark's signature qualities, always ready with a smile, a kind word and his fun personality to help colleagues, residents and families alike.



### Deborah Lowes

*Care Assistant,  
The Gables*

Bringing joy into the workplace with her cheerful, upbeat nature, Deborah is described as 'a ray of sunshine' who always has the residents'

best interests at heart.



### Annie Francourt

*Care Assistant,  
Merriman Grange*

A superb carer and hugely respected member of the team, Annie is consistently empathetic and compassionate and has supported residents and families through some difficult times - always with a smile and a kind word.



### Alfie Dominno

*Care Assistant,  
Hartwood House*

Alfie is always cheerful, professional, and helpful. He often comes in on his days off to provide music and entertainment for residents, and his excellent

relationships at Hartwood motivate the whole team.



### Tammy George

*Administrator,  
Mornington Court*

Tammy's wealth of knowledge about the home, her patience and understanding as a line manager and positive, smiling approach to everything made her an obvious choice for this award.



### Oyindamola Bankole

*Care Assistant,  
Heathland House*

One of our longest-serving team members, Oyin has played a key role in the home's success. Kind, caring, and always smiling, Oyin is a consistent presence who

approaches every task with dedication and grace.



### Ann Wilson

*Care Assistant,  
Netley Court*

With a kind and gentle approach, Ann demonstrates the Cinnamon values every day through her commitment to our residents, their families and her team members. She is described as 'a treasure' and everyone at Netley Court appreciates her dedication.



### Steve Leverett

*Maintenance Assistant,  
Lakeview Grange*

Nothing is ever too much trouble for Steve, who always works with a smile. When Lakeview's Maintenance Manager had surgery, Steve stepped up without question and kept everything running smoothly.



### Sarin Indika

*Team Leader,  
Oakley Grange*

Sarin is always helpful and polite and goes above and beyond in everything he does. His positive, supportive approach is hugely appreciated by residents and team members alike.



### Paige Milner

*Care Assistant,  
Outram Fields*

At just 18 years old and having only been with us for 6 months, Paige is an incredible asset to Outram Fields. Radiating positivity and never without a smile

on her face, she has a natural affinity with our residents living with dementia and colleagues love working with her.



### Tony Reading

*Kitchen Assistant,  
Parkfield Grange*

Nominated for his bubbly personality and being 'a breath of fresh air', Tony goes out of his way to discuss meal options and provide alternatives where

residents are unable to have or have not enjoyed certain ingredients.



### Sarah Kemp

*Care Assistant,  
Rectory Court*

New to the care profession, Sarah's compassion, quiet nature and person-centred care show that this is the perfect role for her, making everyone feel special and valued.



### Vidhya Sasidharan Nair

*Care Assistant,  
Rivermede Court*

Vidhya's exceptional kindness, compassion, and gentle manner brings warmth and reassurance to both residents and

colleagues. Her commitment to high-quality care makes a meaningful difference every day.



### Chris Shields

*Wellbeing & Lifestyle Lead,  
Rokewood Court*

Chris has had a hugely positive impact on residents' wellbeing by ensuring that Rokewood Court is integrated into the local community through its activities, days

out and social media content.



### Hannah Dewey

*Senior Carer,  
Sunnybank House*

Hannah has made a great impression since joining in June 2025, with residents and relatives often commenting on how helpful, respectful and positive she is.



### Scott Hale

*Care Assistant,  
Sutton Park Grange*

Scott has received particular praise from our District Nurse and a new team member for his kindness and genuine care for residents, and making everyone feel welcome.



### Alex Moise

*Team Leader,  
Watermeadow Grange*

Described as a fantastic Team Leader by team members, residents and their loved ones, Alex takes time to listen to people's thoughts and concerns and makes sure that they are addressed. It is clear to see how much he cares.



### David Leonard

*Wellbeing & Lifestyle Team,  
Wellington Vale*

David is a true ray of sunshine, bringing endless energy, humour, warmth and laughter to the home. David never hesitates to dress up, get silly, and create moments of joy that bring residents together and brighten their day.



health\_assured

# Your Assistance Programme

A 24-hour helpline from Health Assured to support you through any of life's issues or problems.



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# Career Progression at Cinnamon

Spotlight  
on Gareth  
Johns, Head  
Chef at  
Heathland  
House

Gareth's career journey at Cinnamon Care Collection is a shining example of how talent, enthusiasm and opportunity can come together to create real success. In just five years, Gareth has progressed from Kitchen Assistant to Head Chef – and his story shows how careers can grow at Cinnamon.

Gareth joined Hartwood House in 2018 as a Kitchen Assistant, where his natural enthusiasm for food and learning quickly stood out. From the very beginning, he showed a genuine commitment not only to developing his culinary skills, but also to making mealtimes a highlight of residents' days by serving their favourite dishes with care and pride.

Recognising his potential, Gareth was encouraged to train as a Sous Chef. Calm, focused and always willing to learn, he worked closely with the Head Chef, steadily building his skills while supporting the wider team. Gareth's determination led him to complete both his Level 2 and Level 3 NVQ qualifications, and his rapid development soon resulted in promotion to Sous Chef. Gareth's impact reached beyond the kitchen, spending time with residents in the vegetable patch and herb garden, and using produce grown together in meals.

Along the way, Gareth's sense of humour and willingness to learn shone through – whether

experimenting a little too creatively with rose water in a Marie-Rose sauce, or politely accepting praise for a beautifully served tomato soup that happened to be Heinz! These moments reflect Gareth's positive attitude and confidence to try, learn and improve.

## Ability to inspire

Gareth's talent was nationally recognised when he was nominated for Chef of the Year, with his sponsor praising not only his food, but his ability to inspire teams and enrich

residents' lives. When the opportunity arose to become Head Chef at Heathland House, Gareth stepped up, rebuilding standards, leading the team and thriving in the role.

Gareth's journey shows what's possible at Cinnamon. With strong inductions, personal development plans and regular conversations with managers, there are many pathways to grow. Gareth is living proof that with enthusiasm, hard work and support, your career can truly flourish here.



# Level 2 Adult Social Care Certificate

The Level 2 Adult Social Care Certificate is designed for people working in care or support roles to ensure they have the most up to date knowledge and baseline skills required to deliver a high quality, safe and effective care.

It is designed for both those who are new to care to develop the knowledge and skills required to progress in adult social care settings and for those who have worked as a care or support worker for several years, who have not had recognition for their work. This qualification acknowledges their skills and knowledge and provides a route for them to gain a recognised qualification.

We can now offer our sponsor team members the Level 2 Care Certificate Training Programme from Impact Futures:

- Level 2 Adult Social Care Certificate
- Approx. 6 months to complete
- Personal development coach/assessor
- 2 x 2hr Masterclass per month (one mandatory face to face/virtual and one recorded if required)
- 1 x 1-1 session with coach per month
- No required on the job training, can be completed in team members' own time

Team members do not need to complete the Functional Skills or End Point assessments, and do not have to have been living in the UK for the last 3 years, making it suitable for sponsored workers.

## What will you learn?



Understand own role & Personal development



Work in a person-centred way/  
Nutrition and hydration



Awareness of mental health and dementia



Equality, diversity, inclusion and human rights & Privacy and dignity



Adult and children safeguarding/Duty of care



Health, safety and principles of basic life support



Awareness of learning disability and autism



Communication and Handling information



Infection prevention and control



### Course length

6 months  
(can be completed sooner)



### Support function

Assigned internal development coach



### Flexibility

Choose when and where to study online

## The benefits



### Gain a nationally recognised qualification

At the end of this training programme, you will be awarded an accredited Level 2 qualification once a portfolio of evidence is completed.



### Embedded skills and wider learning

English, maths, digital skills and wider learning will be embedded throughout the programme.



### The delivery

- You will undertake an online assessment that will help us to understand your learning style and needs, then we will tailor your learning experience accordingly.
- We ensure that you stay on track to complete your programme on time by managing your progress through our state-of-the-art e-portfolio system, Aptem.

If you are interested in completing this qualification, please **contact your line manager** in the first instance

LET'S MAKE AN IMPACT  
& CHANGE LIVES

# SPRINKLE of CINNAMON

makes wishes come true

Sprinkle of Cinnamon is a way of doing something special to create a memorable day for residents and team members too.

## A *triple* TREAT!

Merriman Grange had a generous dusting of Cinnamon recently, with a Christmas Concert at Lancing Chapel, a Virgin Atlantic Flying Experience and a visit from a local fire crew for a lucky birthday girl!

A visit to Lancing Chapel, with its soaring arches and stunning stained-glass windows was made truly special for residents who attended a festive concert featuring carols by Benjamin Britten. The day became even more special thanks to the students of Lancing College, who warmly welcomed residents back for coffee, cake, conversation and a fun quiz. It was a lovely afternoon that left everyone feeling festive and relaxed. In November, residents who had

been feeling the travel bug enjoyed a unique Virgin Atlantic flying experience, cleverly created within the home's cinema room. The event was arranged by Zoe, Lifestyle and Wellbeing Lead, and Carly, Bank Receptionist (who is also a Flight Service Manager for Virgin Atlantic) with Head Chef Dave acting as Airport Security. Complete with boarding passes, safety demonstration and authentic in-flight items, the experience felt remarkably realistic. Resident, Richard was even presented with a pilot's cap in recognition of his RAF history.

### **Birthday girl!**

Our lucky birthday girl, Maureen Gill received a surprise birthday visit from members of the Black



THE TRAVEL BUG!

Watch crew at Worthing Fire Station. Knowing her fondness for a man in uniform, Home Admissions Advisor, Jan approached the crew who arrived to sing "Happy Birthday" before staying for coffee and pastries. On receiving the photos, Maureen's children in New Zealand described it as "probably best birthday of her life!".



# Going the *extra* mile

Housekeeping Lead Nicola Bissett never hesitates to support residents at The Gables in getting where they need to be. Often this means attending medical appointments, but sometimes it's for moments that are far more special.

For the second time this year, Nicola accompanied a resident to a family wedding. Although this journey was shorter than the several hundred miles she drove earlier in the year – it still required the same level of care, patience and dedication that Nicola gives so selflessly every day.

The joy of the bride, having her grandmother there on such an important day, is clear to see, as is the pride on our resident's face. Thank you, Nicola. You truly go above and beyond – whether it's for a routine appointment or to add a little extra sprinkle of Cinnamon to life's special moments.



## A MOMENT *in* the spotlight

Rectory Court enjoyed a truly magical moment this festive season when they learned that resident Jane Le Touzel had written her own musical, *The Midnight Story*, but had never heard her music performed. Thanks to the dedication of our Wellbeing & Lifestyle Coordinator, Hedvika, and volunteer Liz, Jane's compositions were lovingly brought to life.

Working closely with Jane's family, three songs were chosen and rehearsed with our community choir. The performances were kept as a surprise and revealed during the Christmas Variety Show, creating an unforgettable moment for Jane and her loved ones. Her reaction – filled with pride, joy and emotion – was a beautiful

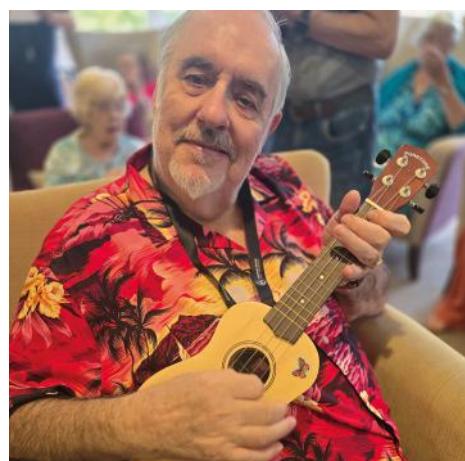


reminder of the power of music and creativity. Jane was presented with flowers after hearing her music performed, marking a truly special celebration of talent, community and festive magic.

## Strumming up something special

Residents Paul and Ann at Wellington Vale recently struck a new chord after sharing a keen interest in learning to play the ukulele. With support from our local ukulele group and guidance from our Activities Lead, Chloe, the pair have been busy learning the basics and building their confidence, one strum at a time.

The sessions have been filled with laughter, concentration and plenty of musical moments, as everyone worked together to master a brand-new skill. It's been a wonderful reminder that learning doesn't have an age limit – and that making music together is just as much about joy and connection as it is about the notes themselves.



# A SCRUM-TIOUSLY special SURPRISE

Residents at Watermeadow Grange were treated to a heartwarming moment recently when members

of the Exeter Chiefs rugby team made a surprise visit. The Premiership rugby side arrived



bearing a very special gift - a signed rugby ball presented to long-time supporter and Watermeadow resident, Russ.

## Unwavering support

Russ, who has cheered on the Chiefs for decades was visibly moved as players handed over the ball and thanked him for his unwavering support. For Russ, the signed ball will serve as a treasured reminder of his connection to the club he has supported through thick and thin. It was a visit that perfectly captured the spirit of rugby: camaraderie, respect, and community.

## Hitting the right note

The 'Mornington Warblers' Choir spread plenty of festive cheer this Christmas, featuring in both local and national media with the release of their very own Christmas song and video, "The Warblers at Christmas Time." Created by residents and team members at Mornington Court, fifteen members of the in-house choir headed to Barton Court Recording Studios in New Milton, where they recorded the song.

The idea grew from residents' involvement in a recent study with Roehampton University,

which highlighted the positive impact of singing on memory and wellbeing. Wellbeing and Lifestyle Coordinator Charlie Kaspers described the experience as "truly magical," noting how the project lifted spirits, built pride and made a meaningful difference to residents' wellbeing.



## Singing brings her joy

Resident Maureen Plowman, aged 86, summed it up perfectly, saying singing brings her joy – and that the video makes her look ten years younger!



# Festive Showdowns: Cakes, Carols and Cinnamon spirit

December 2025 brought a wonderful burst of festive fun as our homes competed in the Cinnamon-wide Christmas Cake and Choir Challenges. As always, the standard was incredibly high, making the judges' job no easy task. The creativity, teamwork and skill shown by residents and team members across the group was truly impressive, and every home should be proud of their efforts.

The Christmas Cake Competition showcased some spectacular bakes, lovingly created by both chefs and

residents. Winners in each category were treated to high street vouchers, prosecco and chocolates to celebrate their achievements.

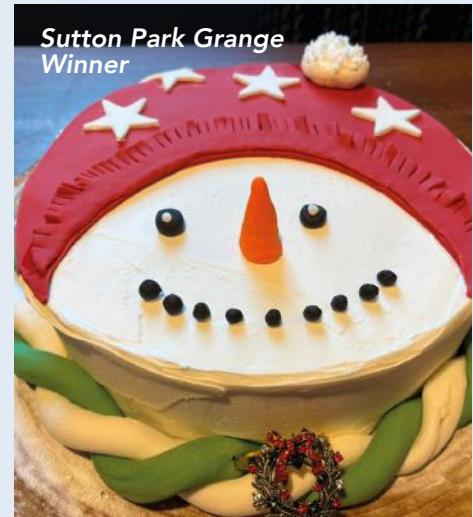
Chef Category winners were Eden Court and Oakley Grange, while the Resident Category winners were Sutton Park and Merriman Grange.

The Choir Challenge was equally uplifting, with homes spreading festive cheer through joyful performances involving residents, team members, families and community friends. Sharing the videos on Facebook meant the celebrations reached far beyond our

homes, allowing even more people to enjoy the talent, laughter and Christmas spirit on display.

Congratulations go to the four outstanding Choir Challenge winners – Sutton Park, Mornington Court, Heathland House and Merriman Grange – each of whom received £250 added to a budget of their choice. A huge thank you to everyone who took part and helped make this festive season one to remember.

EDEN COURT  
CHEF WINNER



# HEART OF the COMMUNITY

A HEART-WARMING EVENT

Emerson Grange recently hosted its first-ever Community Awards, recognising the remarkable individuals and organisations who quietly go above and beyond for others.

The awards celebrated a wide range of contributions, including Community Impact, Volunteer Hero and Inspiring Teacher. Local farmer Peter Clements received the Community Impact Award for his selfless support of elderly and disabled neighbours, including transporting residents to church, looking out for the community and sharing his love of vintage cars.

The Volunteer Hero Award, which received the highest number of nominations, was presented to Terry Ludlow in recognition of his unwavering commitment to Ellenor Hospice. Known for his reliability and dedication, Terry supports the charity



through everything from collecting post to making urgent hospital runs.

## Special recognition

Residents played an active role in the judging process and were deeply moved by the stories behind the nominations. Additional awards recognised an inspiring headteacher, healthcare professionals, local businesses and volunteers, as well as a special recognition for Rita and her

dog Hector, whose visits bring joy and comfort to residents.

The evening concluded with the Community Hero of the Year award, presented to Sue Frost for her outstanding support of people living with dementia, and a Posthumous Lifetime Legacy award honouring Darren Kitchener, a much-respected local councillor who served the community with great dedication.

## A WINNING NIGHT FOR ST WILFRID'S

Earlsfield Court recently hosted its first charity pub quiz in support of St Wilfrid's Hospice, taking part in the Hospice Enterprise Challenge.

The challenge sees the hospice provide an initial £50 investment, with participants tasked with raising at least five times that amount. Earlsfield Court exceeded expectations, raising an impressive £432 from their very first fundraising event.

The evening proved hugely popular, with seven teams taking part and paying a £5 entry fee. A pop-up bar added to the fun, serving drinks and classic pub

snacks, with 100% of proceeds donated to the hospice. The quiz was kindly created and hosted by Alan, whose energy and professionalism helped make the night such a success.

## The winning team

Anne-Marie Awcock, Home Admissions Advisor at Earlsfield Court, said the atmosphere was fantastic and praised the generosity shown throughout the evening. She also congratulated the winning team, the Rosewood Rebels, who donated their £100 prize straight back to the hospice – a gesture that perfectly captured the spirit of the event.

Dave Longman, Corporate Community Fundraiser at St Wilfrid's Hospice, thanked everyone involved, highlighting how much the home's support and community spirit means.



# Lights, Camera... Bargain Hunt!

Three residents from Rivermede Court enjoyed a memorable day out when they were invited to watch four episodes of Bargain Hunt being filmed at Windsor Auctions.  
Emma Batterbee, Team Lead at

Rivermede Court explained, "Our care home has strong links with Windsor Auctions as we both fundraise for Thames Hospice – so when Head Auctioneer, Harry Ballin invited us to watch the filming, we jumped at the

opportunity with a number of our residents being big fans of the programme!"

Lead Wellbeing & Lifestyle Co-ordinator Hanka Vlhova and Activity Co-ordinator Jacob Lovegrove accompanied the residents, and after filming the group had photos taken with presenter David Harper, who spent time chatting with them about the show.

Resident Carol Edmonds said the experience was great fun and flew by. The episodes will air in early 2026, and residents are already looking forward to watching together back at Rivermede Court.



WHAT A BARGAIN!

## Kitted out for success

Thurnby Fields, a new Cinnamon care home being built in the village of Thurnby, Leicester is proud to be the 2025/26 kit sponsor for the Ambleside Lionesses, who compete in the Under 13s Leicestershire Girls League.

The sponsorship was made possible through Ben Dalgetty from Cinnamon Care Collection, who also manages the team. Ben highlighted the importance of grassroots football in helping young people build confidence, friendships and essential life skills. He also praised the role socially responsible organisations play in ensuring local teams have access to quality equipment.



Thurnby Fields is delighted to support the Lionesses and play a part in strengthening the local community through sport.



## A BUMPER YEAR FOR THE POT GANG

Lakeview Grange's green-fingered 'Pot Gang' Garden Club had a bumper year in 2025 with produce continuing well into autumn.

Outside, regular resident gardeners June Dunkley, Dean Towner, Doreen Ellis and Roger Smith, worked in the last of the sunshine planting



winter vegetable seeds, while Mary Oliver, Wellbeing & Lifestyle Coordinator and Head Chef, Bob Hellyer, turned our garden goodies into gourmet meals for everyone to enjoy. Residents have shared their skills with visiting children and others, helping the community to create 'zero food miles and lots of smiles'!



# A life-saving cause

Netley Court was proud to present a cheque for £1,029 to Hampshire and Isle of Wight Air Ambulance, following a year of dedicated fundraising by residents, families and team members.

The charity was chosen as Netley Court's Charity of the Year for 2025 after the exceptional care and compassion shown to Care Assistant Louise Shacklady and her family when her husband, Adam, collapsed at work last year. Although Adam sadly couldn't be saved, the aftercare and support provided by the Air Ambulance team made a

***"We are incredibly proud to support a charity that makes such a difference to so many lives."***



and Santa's Grotto, all contributing to the impressive total. The funds raised will support vital aftercare services at the Air Ambulance's new base at Southampton Airport.

profound difference during a very difficult time.

## Fundraising events

Throughout the year, Netley Court hosted a range of fundraising events, including a Mad Hatter's Tea Party

Louise said: "I am so grateful to the Hampshire and Isle of Wight Air Ambulance for trying to save Adam's life and for the kindness and aftercare we received afterwards. This donation is made in Adam's memory, and we are incredibly proud to support a charity that makes such a difference to so many lives."

# Joy in Motion

Over the past year, residents at Rokewood Court have enjoyed seated exercise, yoga, singing and music through the danceSing subscription app, joining Natalie via her pre-recorded wellbeing sessions.

In November, residents were in for a special surprise when Natalie visited in person, travelling all the way from Stirling, Scotland. The session was filled with movement, music and laughter as residents and staff joined in with seated exercise, song and dance together. Rokewood is now trialling danceSing wellbeing radios in the dining rooms, allowing residents to listen to Natalie's live daily wellbeing broadcasts across Cinnamon care homes – complete with cheerful shout-outs to residents and team members.



*The session was filled with movement, music and laughter*

# Community Connections in Action

Lakeview Grange has been delighted to build a strong connection with Jess Brown-Fuller through two meaningful community events.

The first took place at Chichester's Rotary Novum Beacon community project, where residents from the Garden Club joined volunteers and local groups to plant purple crocus corms to raise awareness of the global effort to end polio. Alongside schools, Rotary members, the Mayor and Chichester District Council,



residents enthusiastically got stuck in – and are already looking forward to returning in spring to see the colourful display they helped create.

In November, Lakeview Grange was also pleased to host Jess Brown-Fuller's MP Advice Surgery, welcoming local residents into the home for the first time. Residents

were invited to meet Jess too, with Beryl Gregory especially enjoying the opportunity for a one-to-one conversation.

These events reflect Lakeview Grange's commitment to community engagement, connection and creating welcoming spaces where residents remain actively involved in the world around them.



Watermeadow Grange was filled with celebration in November 2025 as resident Mrs Vera Gladman reached an extraordinary milestone surrounded by family, friends, fellow residents and team members.

To mark the occasion, Vera's daughters arranged a special afternoon tea where Vera proudly displayed her birthday card from King Charles III, and everyone enjoyed homemade cake baked by the home's chef.

Born in East Ham, London in 1925 and raised in Dunton, one of Vera's earliest memories was sitting on the bonnet of a car at just four

## YEARS YOUNG

years old, clutching a petrol can while her father and uncle drove along. She still laughs about a time when she was soaked in petrol and nearly placed in front of the fire to dry – until her mother intervened just in time. "Otherwise," Vera jokes, "my story could have been very different!"

Vera married Arthur in 1946, and together they raised two daughters, Sue and Liz, whom she describes as her proudest achievement. After Arthur's passing in 1964, Vera raised

her children alone before later remarrying Geoff in 1969 and later sharing her life with partners Stan, Ernie, and George, outliving them all. Despite experiencing loss, she has always embraced life with resilience, humour and positivity. A keen sequence dancer until the age of 95 and a driver until 94, Vera's zest for life continues to inspire everyone around her. Reflecting on her century of life, Vera said, "I've had a wonderful life, and I'm grateful for every moment."



# WELLINGTON VALE TURNS 9

Wellington Vale recently marked its 9th birthday with a joyful celebration that truly reflected the heart of the home. Invitations were extended not only to residents, families and team members, but also to community contacts, former respite residents and the husbands and wives of residents who are fondly remembered and had been part of daily life at Wellington Vale.

The afternoon was filled with music and laughter, thanks to an entertainer organised by Chloe



Billing, Wellbeing & Activities Lead. Visitors were warmly welcomed by Home Admissions Advisor Helen Cox, while the catering team, led by Head Chef Sam Sewell, created two



show-stopping celebration cakes that were enjoyed by all. It was a wonderful afternoon of togetherness, memories and gratitude – a fitting way to celebrate nine years of care, connection and community at Wellington Vale.

## Three YEARS STRONG

Another home celebrating an anniversary recently was Heathland House, bringing together residents, families, colleagues and friends to mark three successful years of care and community spirit. The occasion was made even more special by the attendance of Lawrence Wilson, the local Mayor, who had also been involved in the home's opening ceremony.

The celebration was filled with entertainment, including live performances from a saxophonist, pianist, guitarist and flautist, alongside a magician and caricaturist who delighted guests of all ages. The atmosphere perfectly captured the warmth and vibrancy that Heathland House is known for. Over the past three years, the home has built a strong reputation for excellence, proudly maintaining a perfect CareHome.co.uk score of 10 for much of 2025. With its café and bar buzzing with life, Heathland House continues to thrive as a welcoming hub for residents and the wider community.



## Quiz, community and kindness

The final Eastcote Park Community Quiz of the year took place recently and proved to be a fantastic evening from start to finish. Teams gathered for a night of friendly competition, laughter and fundraising in support of Knowle Donkey Sanctuary. Congratulations went to Caroline's team, who took first place and were awarded a Christmas hamper. In a wonderful gesture of community spirit, Caroline, Manager at Eastcote Park, kindly donated the hamper back to be auctioned, raising an additional £50 for the sanctuary.

Thanks to the generosity, time and enthusiasm of everyone involved throughout the year, a fantastic total of £1,062 has been raised. Eastcote Park would like to extend a heartfelt thank you to all who supported the quizzes and helped make such a positive difference.





# Christmas at Cinnamon

It's been a busy festive period at Cinnamon, with some amazing activities and celebrations featuring choirs, cake making, Santa visits, Christmas markets, fundraising events and much, much more. Here's what's been happening across all our homes this season:

**Abbotswood Court**'s Snowy Santa's Grotto brought festive joy to residents and over 100 local children, raising more than £300 for children's cancer charity Alfie's Wish, whilst at **Eastcote Park**, Wellbeing and Lifestyle Co-ordinator, Dawn 'braved the shave', live streamed her

long hair being shaved, raising an incredible £830 for the Alzheimer's Society!

At **Eden Court**, Head Chef Giuseppe Priolo, was the well-deserved winner of the Cinnamon Cake Challenge, and magical visits to Kew Gardens, Christmas Jumper Day and a beautiful performance by children from Knightsbridge Ballet were thoroughly enjoyed by all.

**Emerson Grange** held a lively Christmas Market with craft stalls, festive food, and music from local school and church choirs and the Hextable Wind Band. This year's

fundraising supported Forget Me Not Café, whose monthly events provide connection and entertainment for residents.

Festivities continued with a joyful Christmas Party, led by singer Josh Antony, and attending Hextable Primary School's pantomime was a true highlight for residents.

Christmas at **The Gables** centred around giving - fundraising events included a reverse advent calendar for our local food bank, a Santa Brunch, Christmas Fair and a swim challenge completed by Sally Hunt (Wellbeing & Lifestyle Lead) which all helped to raise over £1,000 for Dementia UK.

# Christmas at Cinnamon

Members of the local community gathered for the **Hartwood House** Annual Christmas Light Switch On, joined by the Mayor of Test Valley Borough Council, Gordon Bailey, and warmed up afterwards with mulled wine, hot chocolate, mince pies and a delicious buffet prepared by Chef Roxanne. Festivities continued with team members dressing as elves for National Elf Day to support Alzheimer's charities.

**Heathland House** hosted its magical Christmas Grotto, complete with a roaring fire, real Christmas tree, Santa and Mrs Claus, festive crafts and treats. Celebrations continued as the Heathland Harmonies choir recorded "Rocking Around the Christmas Tree" for the Christmas Choir Competition, proudly becoming one of the four winners. A ukulele performance with an indoor snowball fight, a candlelit piano and flute concert, and delivering 146 Santa Sacks to children across East Dorset as headline sponsor of

Mission Santa Sacks rounded off a truly joyful festive season.

Christmas at **Lakeview Grange** launched with a festive Lights Switch On led by Chichester's new Mayor, Councillor Sean McHale, alongside 101-year-old resident Iris Leach. The Lakeview Voices Choir filled the home with carols, while residents and volunteers created a beautiful entry for a local Christmas Tree Festival. Festive fun continued with Christmas jumper and selfie competitions, generous donations to Chichester Food Bank, theatre trips, and pantomime outings.





Also celebrating National Elf Day, residents and team members loved following the nightly mischief of the **Leah Lodge** elves, and Lead Wellbeing & Lifestyle Coordinator Leigh Morrison used her fashion and design background with resident Elinor Stewart to transform a mannequin into a show-stopping dress made entirely from Christmas decorations and lights.

A creative Christmas was enjoyed by all at **Merriman Grange**. As well as being named one of the four winners of the Cinnamon Christmas Choir Competition, residents also claimed the top prize in the

Christmas Cake Challenge with a beautiful, Christmas tree-themed creation.

Team members and residents at **Mornington Court** were delighted when their original Christmas song and video, "The Warblers at Christmas Time," earned them a place as one of the four winners of the Christmas Choir Competition. The home also donated chocolate advent calendars to New Forest Basics Food Bank, held a Craft Fair

and Santa's Grotto and proudly served as main sponsors for this year's Oakhaven Hospice Light Up a Life event.

**Netley Court** saw team members, residents and visitors enjoy the Santa's Grotto & Workshop annual event, where children enjoyed making reindeer food, decorating biscuits and writing letters to Santa. They even got to play in the snow, courtesy of a snow machine and everyone received a gift from Santa.



# Christmas at Cinnamon

For **Oakley Grange**, Christmas is a time for giving. Throughout December, team members and residents delivered goodwill to local charities including The Myton Hospices, Warwick District Foodbank, Bishops Itchington Animal Food Bank, along with Warwick Hospital and Leamington Rehabilitation Hospital, as a heartfelt thank you for all their hard work.



At **Outram Fields**, Maintenance Assistant Mick Hall once again spread festive cheer by donning his Father Christmas suit for the Age UK Sheffield / People Keeping Well South West Christmas party at Tapton Hall. Joined by children from Westbourne School, Mick helped hand out festive sweet bags to more than 100 older guests.

**Parkfield Grange** enjoyed a busy festive season filled with celebration and community spirit. Residents created over 50 miniature Christmas

cakes for the Cinnamon competition, while Elf Day brought festive fun with Carol Karaoke in the café. Highlights also included a sign language carol concert from a local special needs college and a visit from Santa during our annual Elf School for local children.

Music, fun and community came together at **Rectory Court** with celebrations throughout December, including the annual Christmas Variety Show, Christmas Jumper Day and a vibrant New Year's Eve Party for all.





Residents and team members at **Rivermede Court** raised an impressive £1,411 for Thames Hospice at their Christmas Fair. Residents sold handmade Christmas decorations, centrepieces, coasters, and gonks, and team members organised a Santa's grotto, tombola and a raffle with fantastic prizes, thanks to close links with the local community.

**Sunnybank House** Wellbeing & Lifestyle Co-ordinator, Julie showed Team Leader Jo and our residents how to sign the song 'White Christmas' for the Cinnamon Christmas Choir Competition.



Residents and team members enjoyed the experience so much that the BSL Choir is now a regular feature on the activity planner - proving that you're never too old to learn a new skill!

**Sutton Park Grange**, one of the winners of both the Cinnamon Cake and Choir competitions, enjoyed a memorable Christmas ventriloquist show by Emily Brown in December. The interactive performance had everyone laughing along, from a



surprise family participation moment to Care Assistant Janice Divito playing an inflatable guitar to "Sweet Home Alabama".

Head of Maintenance at **Wellington Vale**, Pete Adams and his team, Tony Fletcher and Sean Colley, prove time and again that no task is too big or too small. When Sandy Atkins, General Manager, shared her vision of creating a Christmas "drive-by" scene for the local community to enjoy, they jumped in with enthusiasm, bringing to life a display filled with lights and Christmas magic.



# The perfect ten!

Heathland House recently celebrated maintaining a perfect score of 10 on CareHome.co.uk for ten consecutive months with a team night out that combined recognition, team-building and well-deserved relaxation.

## Friendly competition

The team gathered at Boom Bar in Bournemouth, where axe throwing, karaoke, darts and shuffleboard provided opportunities for collaboration, friendly competition and plenty of laughs. Alongside the activities, the team enjoyed cocktails and street food, boosting morale and celebrating success together.



**BOOSTING MORALE**

The evening was a testament to the dedication, professionalism and commitment of the Heathland House team. By spending time together away from their

professional setting, everyone was able to relax, have fun and strengthen the foundations that ensure high-quality care continues to be delivered every day.

# Lighting up *lives* together

Hartwood House and Mornington Court were proud to be headline sponsors of Oakhaven Hospice's Light up a Life events in 2025.

Light up a Life is a much-loved annual series hosted by Oakhaven Hospice, offering families, friends and supporters the opportunity to remember loved ones and reflect together. While remembrance can be difficult at any time, the festive season can be especially emotional, making these events particularly meaningful for those who attend.

This year saw five events held across the community, all of which were extremely well attended. Each event featured inspiring guest speakers who shared insight into the vital work Oakhaven carries out, alongside performances from local schools that brought warmth, music and a sense of togetherness to the evenings.

The response from the community was truly heartwarming, with the events raising an incredible £31,000 in total. These funds will help Oakhaven Hospice continue its essential work, providing care, comfort and support to people living with life-limiting illnesses, as well as to their families, when they need it most.

## Special initiative

Hartwood House and Mornington Court were honoured to support such a special initiative and to stand alongside Oakhaven Hospice in shining a light on compassion, remembrance and community spirit during the festive season.

*Light up a Life*



# WITH GRATITUDE: CELEBRATING OUR DISTRICT NURSES

At Hartwood House, we recently had the pleasure of hosting a very special Afternoon Tea in honour of our incredible district nurses. It was a small gesture, but one filled with heartfelt appreciation for the vital role they play in supporting our residents and the wider community.

District nurses often work quietly behind the scenes, yet their dedication, compassion and professionalism have a profound impact on the lives of so many. We were delighted to take a moment to give back and say thank you. Our General Manager, Gayle Burn, shared her gratitude with the team, acknowledging the difference they have made throughout the year, while our Head Chef, Daniel Bree,

prepared a beautifully presented afternoon tea for everyone to enjoy.

## Equally delighted

In December, we were equally delighted to welcome back our local District Nurse Team to Oakley Grange. Twenty members of the team joined us for their monthly meeting, and following their session, our talented kitchen team prepared a wonderful Christmas buffet filled with festive favourites. Each guest was also treated to a thoughtfully prepared goody bag, full of seasonal treats to take home.

These moments were our way of expressing sincere thanks for the ongoing support district nurses



provide to our homes and the community we serve. Their commitment, care and kindness never go unnoticed, and we truly appreciate everything they do.



# Braving the cold and going the distance, for causes that matter

At Heathland House, we are incredibly proud of the passion and dedication our team shows, not only within our home but also in the wider community. Recently, two members of our team have taken on very different challenges, united by a shared commitment to supporting causes close to their hearts.

Our Deputy Manager, Mary, recently braved biting winds and icy sea temperatures to take part in the annual White Christmas Dip, raising funds for Macmillan Caring Locally. Heathland House is a Gold Partner of the charity, which provides vital palliative care for people living with advanced, progressive or incurable illnesses, as well as essential support for their families during some of life's most challenging moments.

Mary's chilly plunge was no small feat, and she joined more than a thousand brave participants who ran into the sea as part of this much-loved Bournemouth festive tradition. What began 13 years ago as a spontaneous family activity has grown into Macmillan

Caring Locally's biggest annual fundraiser, raising an incredible £300,000 to date. Mary's courage, community spirit and commitment truly reflect the values we hold at Heathland House – and we were very glad to see her warming up afterwards!

## Inspiring challenge

Looking ahead to 2026, another inspiring challenge is already on the horizon. Georgie Parsey from our Wellbeing & Lifestyle Team will be running the London Marathon in support of the National Autistic Society. As an aunt to a non-speaking autistic nephew, this charity is particularly close to Georgie's heart.

Through her fundraising, Georgie hopes to raise vital funds for resources and equipment that support autistic individuals in their everyday lives, while also raising awareness and understanding. As Georgie explains, she hopes to challenge misconceptions and encourage people to see autism not



**Mary Stepin**



**Georgie Parsey**

as a tragedy, but as a different way of experiencing the world that deserves acceptance, support and respect. Everyone at Cinnamon Care Collection wishes Mary and Georgie the very best. We are incredibly proud to support colleagues who go above and beyond to make a difference.



We are incredibly proud to support colleagues who go above and beyond to make a difference.

# Celebrating new beginnings

We are delighted to be celebrating some very special new arrivals across our Cinnamon family, bringing joy, smiles and a sense of togetherness to our teams.

We were thrilled to welcome our very first Accounts Payable baby, Baby Adham, who was born on 27 October. His mum, Aya Harb, Accounts Payable Assistant, is thoroughly enjoying motherhood and settling well into this new chapter. Aya had hoped to bring Baby Adham into the Egham office in December for his first Cinnamon visit, but unfortunately illness meant plans had to change. While we haven't

met him in person just yet, this recent photo confirms that he is absolutely adorable. We're very much looking forward to seeing them when everyone is feeling better.

There was also plenty of excitement and celebration at Outram Fields, where the team came together in October to wish Deputy Manager Vicky McCann a fond farewell ahead of her maternity leave. Colleagues hosted a lovely baby shower filled with thoughtful gifts, delicious treats and heartfelt well-wishes, taking time to celebrate Vicky and recognise the care, leadership and warmth she brings to the home each day.

BABY ADHAM



Baby Arthur arrived safely in November and has already become a familiar and much-loved face at Outram Fields. He now visits the home weekly, delighting residents and team members alike and spreading plenty of smiles wherever he goes.

## Delighted

We look forward to welcoming Vicky back in the future and were delighted to welcome Baby Arthur into the extended Outram Fields family.

OH BABY!



# USE IT, DON'T LOSE IT!

**It's vital to us that you take time off to rest and enjoy yourself with your family and friends throughout the year. Your annual holiday allowance is from 1st April to 31st March, and by now you should have used at least 80 per cent of that allowance.**

Don't forget that 80 per cent of your holiday allowance should be taken and paid for by the end of December. This does not include holidays planned in the future. Please remember that if your allowance is not used, it will be lost.

If you do not book your holiday, then Cinnamon as your employer can tell you when to take your leave. We need to give you two days' notice for every day we require you to take. For example, if we ask you to take four days holiday, we need to give you eight days' notice of this.

**Please get your holidays booked and enjoy some down time!**



## Coming soon...

Some diary dates that you could include in your activities...

### February

<b>5-14 Mar</b>	Six Nations Rugby Championship.
<b>6-22</b>	Winter Olympic Games, Italy.
<b>14</b>	St Valentine's Day.
<b>17</b>	Random Acts of Kindness Day, Pancake Day and Ramadan begins.
<b>19-23</b>	Emotional Health Week

### March

<b>1</b>	St David's Day.
<b>2-8</b>	British Pie Week and Cinnamon Best Pie Competition.
<b>5</b>	World Book Day: read something for pleasure.
<b>5-8</b>	Crufts Dog Show 2026, Birmingham NEC.
<b>10-13</b>	Cheltenham Festival and Gold Cup Race.
<b>15</b>	Mother's Day (Mothering Sunday).
<b>17</b>	St Patrick's Day and Shrove Tuesday.
<b>20</b>	International Day of Happiness.
<b>29</b>	British Summertime starts: clocks spring forward one hour.

### April

<b>1</b>	April Fools' Day – share a joke over a cup of tea.
<b>3</b>	Good Friday – time for hot cross buns.
<b>4</b>	The Boat Race, River Thames.
<b>5</b>	Easter Sunday & Cinnamon Easter Egg Competition.
<b>10</b>	You Make The Difference Award – nominations deadline.
<b>11</b>	World Parkinson's Day and The Grand National, Aintree.
<b>18-4 May</b>	World Snooker Championship.
<b>23</b>	St George's Day and Shakespeare Day – celebrate English heritage.
<b>26</b>	TCS London Marathon

