



Year in Review 2022



Maria Mallaband
Countrywide



Message from Phil Burgan

Welcome to our 2022, 'A Year in Review' – a round-up of all the successes, challenges, hard work and dedication that has taken place over the past 12 months at Maria Mallaband Care Group (MMCG).

Thinking back to the start of last year, we all hoped that 2022 would bring an end to the pandemic and with it allow us more freedoms to spend time with our loved ones and enjoy what life has to offer. It continued to be a rollercoaster, with more vaccines and self-isolation for most – to which everyone showed incredible resilience and flexibility. All our colleagues kept us going, always putting the people living with us at the heart of everything, deserving of a big thank you!

We had some real highs and lows – celebrating The Queen's Jubilee in our homes and then mourning her passing, welcoming lots of new faces and sadly saying our goodbyes to some too.

A year of firsts

It was a year of firsts for MMCG, one where we focused again on thanking our colleagues and showing our appreciation – seeing the return of our annual MMCG Care Awards in person, the launch of our 'Induction for All' – new staff induction day, Future Leaders management development programme, a host of improved colleague benefits, the *Doing More Lifestyle Award* and so much more.

We celebrated International Nurses Day, MMCG Carers Appreciation Day and Ancillary Day which were great opportunities to express our thanks and gratitude to our colleagues who are the backbone of our homes.

Towards the end of the year, we were thrilled to begin the roll out of our Hospitality programme 'Hug on a Plate' to our 25 pilot homes – with more emphasis being put on our dining experience and the quality and consistency of the comfort foods made available to those people living with us. We also

continued with the rollout of our exciting *More...Lifestyle* programme and the development of our Dementia Pledge.

What a year it was – we made real strides despite the challenges faced by the care sector and I am truly grateful for everything.

Looking at 2023

As we begin the new year, we should not lose sight of the immense economic challenges in front of us and be planned in our approach to spending money in a wise way.

The main thing for us, is to remain truly focused on the delivery of exceptional care and quality compliance, as well as the continued implementation of our new Quality Management System and relaunch of the governance and management of medication within our care homes.

Continued investment in our colleagues remains pivotal to our success, including our exciting new state-of-the-art home in Dawlish, on track to open in December 2023, with more in the pipeline.

Thank you

All our colleagues play a big part in everything we achieve at MMCG and have made a tremendous contribution to the business and to those who live with us and their family and friends – I am grateful for all our colleagues do and I am looking forward to the year ahead.

I have loved reading through this round-up of our year and hope you do too.

Thanks,

Phil Burgan

Owner and
Executive Chairman



General News Update

There've been hundreds and hundreds of articles produced this year with all the wonderful work going on across the group. Here are just a few of the stories generated this year:

Trees for the Jubilee

In spring MMCG was honoured to take part in the national Queen's Green Canopy initiative for the late Queen Elizabeth's Platinum Jubilee.

Every home across the group was invited to plant a tree in their grounds and install palace-approved plaques. It was a wonderful way to add beauty to the homes and create a lasting legacy in honour of the Queen's incredible service to the nation.



Future PM opens MMCG care home

Rishi Sunak, the then Chancellor of the Exchequer and Conservative MP for Richmond, Yorkshire, visited Rosedale Nursing and Care Home in the village of Catterick at the end of April to open their newly refurbished Lodge, cutting the ribbon on the residential unit following a £600k overhaul.

Mr Sunak, who has since become Prime Minister, was welcomed to the home by Executive Chairman and Founder of MMCG Phil Burgan and took time to chat with some of those living at the home and their relatives, as well as members of the team.

Flexible working policy trialled

This year saw us launch an exciting new approach to flexible working with a recruitment policy inviting new permanent employees and bank colleagues to 'consider hours that work for them' being trialled in 20 homes.

We hope this will be a game-changer, helping colleagues work in a way that suits them, with the flexibility they need to keep up with all the other demands on their time, including caring for children and relatives.

We look forward to seeing how this trial progresses and working towards being more flexible in 2023.



Exciting new dementia suite

Early in 2022 MMCG opened the Springwater Suite at Belmont House in Harrogate.

This first-class £500,000 dementia suite includes a café, lifestyle kitchenette area, spa bathroom, and memory areas reflecting the history of the local area.

We're so proud of this vibrant home, which helps those living there keep their independence and continue to enjoy positive experiences.



Windsor Court Care Home wins award

Windsor Court, our brilliant new £8m luxury care home which opened in Great Malvern in 2021, was recognised by the Malvern Civic Society for enhancing the look of the area.



The new home, which was designed to fit in with its Conservation Area surroundings, was awarded the 2022 plaque by the Malvern Civic Society.

The plaque is now proudly displayed at the entrance to the home.

Howgate House invites key workers to 'take a break' with them

Howgate House in Idle, West Yorkshire, hosted a special event for local key workers who were invited to 'take a break with us' and pop in for free cake and hot drinks on one day in July.

Manager Nicola Murphy said: "We wanted to show them, in this small way, what they mean to us, and how much we appreciate all they do."

New Director of Development

In June MMCG welcomed a new Director of Development Elliot Fudge, a Chartered Surveyor who specialises in land and development within the UK healthcare sector.



Elliot is taking the lead in with MMCG's development programme, which includes plans for more luxury new build homes.

Healthcare assistant wins BBC 'Make a Difference' Award

Caitlin Burke, who works on the dementia floor at Lace Hill Manor Care Home in Buckingham, has been recognised with a 'Make a Difference' Award from BBC Three Counties Radio Station.

She was nominated by a colleague, Olivia Moor, in the Key Worker Award category, dedicated to key workers who have gone above and beyond their call of duty to help others.

Congratulations Caitlin, from the whole MMCG family.



Loyal staff notch up 121 years' service

A mini-celebration was held in honour of seven core team members at Croft House in Ossett, West Yorkshire, after it emerged that they have notched up an impressive 121 years of service between them.

The staff work in a range of roles, and include the most long-standing member of the team, Margaret Clapham, who works as a Domestic Assistant in the laundry and has been with the home 27 years. Such a fantastic contribution!



Falls prevention app piloted in Cheshire care homes

Four of our homes in Cheshire were pleased to be invited to pilot an innovative mobile app designed to prevent trips and falls.

Hope Green, Carmel Lodge, The Belvedere and The Westbourne trialled the Safe Steps app, which was co-designed with the NHS and Care Home Commissions.

The clever app guides carers through a three-minute falls risk assessment to be done each month, helping homes address issues and potential hazards before falls happen. A great idea!



A warm welcome at Brunel House

Brunel House in the village of Box, Wiltshire, has opened its doors to elderly people in the community over winter.

The home has offered a warm welcome at drop-in sessions for older people who may be struggling to keep their homes warm during cold weather.

The idea was part of a new chapter for the home and follows major investment in the dementia care suite and the appointment of a new leadership team who are looking forward to helping the home be an even bigger part of the community.



Fundraising for Alzheimer's charity

The Hawthorns Care Home in Norwich raised money for The Alzheimer's Society research programme with its Easter raffle and spring fair.

The home was also delighted to welcome a representative from the charity for tea and cakes and to receive the cheque.

Thank yous, celebrations and helping others

All our colleagues appreciate each other and continued to share their appreciation and thanks during 2022. They are kind-hearted and pass on this kindness to the people living with them and their local communities too. Look at our round up below!

Winning awards

Winner of our Carte d'Or and Unilever competition, **Amanda Healy**, Head Chef at Lace Hill Manor was presented with a £250 hamper worth of goodies for creating amazing desserts with Carte d'Or products.



Cedar Court Lifestyle team reached the final of the National Activities Providers Association (NAPA) 2022 Awards for their excellence in activity provision. A celebration was held in the home.

Elisabeta Mzhika, Home Manager, Copland, scooped top prize in the Brent Adult Social Care Awards for driving her team towards improvement – well done!



Delma Dela Cruz, home Manager, Amber Court won Highly Commended at the Great British Care Awards for her dedication to Palliative Care.



NAPA awarded special recognition to homes across the estate for their amazing Queen's Platinum Jubilee Celebrations.

Gateford Hill

The Hawthorns

Parksprings



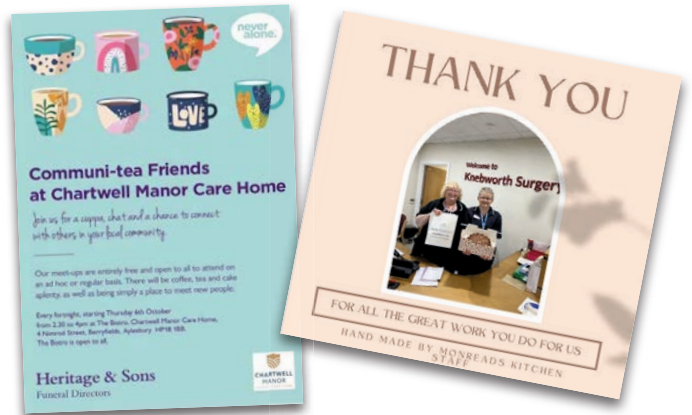
Links with the community



Willowbank worked closely with their local community and received a surprise delivery of treats from their local Tesco Superstore.

Monread Lodge spent more time out and about in the community during 2022 – with one special visit being to their local GP surgery with a delicious home-made cake.

Chartwell Manor have been developing close links with their community, through a 'Communi-tea Friends' initiative – which includes tea, coffee, and cake a-plenty.



Spreading love, kindness, and opportunity

MMCG pledged £10,000 over four years to support a Southeast Asian school, their pupils and teachers following a visit by Phil Burgan, our Owner and Executive Chairman and three of his close friends.

Phil said: "During the visit last year I was moved to tears at the welcome we received and the pure love for life shown by all, despite them having very little.

"We spent time at the school talking to the teachers and found out they only earn £1,500 a year to support themselves and their families.

The pupils at the school also received very little to no material to learn with – but made the best of what they had.

"My friends and I were in a position to help and decided that's what we would do – we each have pledged £10,000 over four years – so a total of £40,000 for the teachers and pupils to thrive – supporting their wages, learning materials and supply of fresh, clean water."



Long Service Awards

10 Years



Natalie Smith celebrated 10 years of working as a Care Assistant with us at Alexandra Court – the team describe her as a 'true gem'.

14 Years

Leroy Clarke, our dedicated driver at Kent's Hill, celebrated 14 years with MMCG and was thanked by all his team for the beautiful memories he helps them create with the people living in the home.



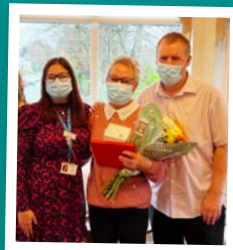
20 Years



Nicola Bell, Home Manager at Earsdon Grange, reached her 20-year milestone with MMCG.

41 Years

Lorraine Cotterill, Housekeeper at Ashfield Court, celebrated 41 years of service and was thanked with a special Red Letter Day gift and flowers.



121 Years



Colleagues at Croft House have a combined 121 years of service between 7 core members – an amazing achievement with the longest serving colleague working at the home for 27 years.

Wimbledon activities

Tennis tournament – Wimbledon – was enjoyed in our homes with creative Lifestyle team-led activities with balloons and rackets.



World Cup Celebrations

Celebrations took place across our homes, with parties, themed rooms, and lots of singing!



New Dementia Development Lead will drive us forward into a new era in dementia care

This year the group has appointed a new Dementia Development Lead to drive forward our commitment to delivering the best possible care for people living with dementia in our homes, and providing the best training and support for the teams in the homes.

Laura Steward has devoted her entire career, spanning more than 25 years, to social care, specialising in dementia education from 2012.

The appointment saw her take the reins of MMCG's Dementia Strategy, a multi-pronged approach which includes upskilling staff and sharing best practice with the aim being to enable those living with dementia to live as well and as independently as possible.



Laura Steward
Dementia Development Lead

This year and as part of this strategy, we established the role of Dementia Ambassador. These trained specialists work in homes and take the lead in educating colleagues, sharing knowledge, skills, and evidence-based strategies and tools.

Laura Steward said:

"We want every member of the team to have the right knowledge, strategies, skills and compassionate understanding

to respond to and care for people living with dementia across our homes in the best possible way.

"Having devoted a lot of my professional time to mentoring and coaching others I believe the most successful way to educate is harnessing that flow-down of learning.

"Our specially trained Dementia Ambassadors will show, train, lead, mentor, guide and inspire their colleagues, so that every member of the team has the confidence and know-how to improve the daily lives and experiences of those living with dementia in their care."

Laura, who has completed vocational training throughout her career, gained a Post Graduate Certificate in Person-Centred Dementia Studies from the University of Worcester earlier this year.

She also brings to the role a broad range of experience including developing and delivering dementia education programmes and designing and improving dementia care services, with a strong focus on person-centred care.

She added:

"Improving the quality of care for those living with dementia is my passion, and I have developed particular interest and skills in reducing levels of distressed behaviour and developing tailored, holistic approach to care practice for each individual.

"I'm very focussed on delivering the right training and support for team members. By making sure we pay close attention to teams' working experiences we can ensure it's less draining for them, allowing them to give their best to those in their care."



It has been an incredibly busy year for our ground-breaking **More...Lifestyle** programme which is enhancing how those living with us spend their time.

More... is transforming our approach to activities, hobbies, trips, and social events in our homes. Based around key themes including socialising, connection, relaxation, innovation, creativity, movement, thinking, technology, sensory and fresh air, this transformative programme brings new activities, new equipment, and fresh opportunities for engagement and fun!

The past 12 months have seen us roll out **More...** across 45 homes, including the two new builds which opened this year, and we look forward to continuing this work across the rest of the portfolio through 2023.

Our newly appointed Regional Lifestyle Managers Amber and Rebekah have been instrumental in supporting the home Lifestyle teams, and regular contact and idea sharing at our Regional Networking Meetings have been an amazing way to keep the momentum going.

At the helm, our Lifestyle Steering Group meets quarterly and

continues innovating and developing future Lifestyle initiatives as we push **More...** even further.

The focus and investment in Lifestyle development by MMCG has been incredible, with Hospitality and Dementia also coming under the umbrella of **More...** earlier this year. Our new Head of Dementia, Laura, was the final piece of the puzzle, working closely with the **More...** Programme team to provide a five-star overall Lifestyle offer.

2022 has also seen us continue our close relationship with The National Activity Providers Association (NAPA). All homes have NAPA membership and can access training opportunities and resources, and we're looking forward to the continued development of lifestyle team members via NAPA next year. Also, congratulations to the activities team at Cedar Court, named as a finalist in the 2022 NAPA National Awards.

There really is incredible work going on everywhere, and to celebrate that we also launched the **Doing More** Award this year to recognise those people who are going above and beyond to support lifestyle in homes.



more
...technology



more
...movement



more
innovation



more
creativity

More... Movement, More... Technology, More... Personalisation

We've been working closely with suppliers to develop more movement and activity opportunities. Just Bowl now offers accessible bowling activities in 25 homes, with another 20 lined up for 2023. Relish, who specialise in the manufacture of quality Dementia resources, have supplied product boxes to 45 homes, and Oomph Exercise training sessions are running in many homes with more to follow in the New Year.

Investment in technology has continued with Oomph on Demand online resources in 45 homes, and sensory and interactive tables now in 12 homes. The amazing Motiview virtual cycling kit is up and running in four homes, proving very popular in all of them. We're also piloting Inmu sensory cushions at Kings

Manor's sensory café and a Virtual Reality Headset at Monread Lodge.

An important step in 2022 was beginning the roll out of one of the tools which will be a key element of the whole programme going forwards. The More... About Me life story toolkit helps staff members gather valuable detailed information about each individual in their care, enabling them to shape the Lifestyle programme on offer to that particular person and across the home.

We're also pleased to share the success of More... Moments, which is starting to spread across homes. This is something so simple with staff carving out 10-15 mins every day to sit and engage with those living with them. ►►►



Even More... in 2023

As we look ahead, we've got some wonderful things lined up, including our 'quarterly events'. This involves setting themes for each quarter of the year to provide a specific focus for activities in each quarter of the year starting with Music and Rhythm in early 2023, then Gardening and Plot to Plate, moving on to Health and Fitness, before bringing in an intergenerational focus in the final three months of the year.

We've seen that when homes join together for special events wonderful things happen - such as with all the engagement for the late Queen's Jubilee celebrations this year. Likewise, we look forward to celebrating the King's Coronation across all our homes in 2023.

With our Greener MMCG Project Group established, we can also expect the development and roll out of our Green Policy in 2023. The group is looking at energy saving initiatives, carbon

footprint, supplier credentials, and waste management, and we are excited to look ahead to seeing some key changes and innovations making a difference in the coming months.

Within new build business development Lifestyle has had a key part to play and with two new homes in the pipeline for late 2023 / early 2024, we're anticipating a lot more Lifestyle training for the newly established teams - everything from how to provide the warmest welcome, to getting to know each other and those people living with us.

If 2022 was busy, we can promise plenty More... to come. As we continue to shape and develop our lifestyle offer across MMCG we will be sharing all the fabulous work, innovations, and ideas through our More... newsletter keeping everyone up to date.



New homes

MMCG's vision of providing five-star care in the highest-quality, luxury setting means we continue to invest heavily in developing new purpose-built homes as well as acquiring existing homes - and 2022 has seen us make some impressive new additions to our UK-wide portfolio.



Lace Hill Manor

The beautiful Lace Hill Manor in Buckingham opened its doors in the spring, a year after work on the £9.5million care home began. With beautiful interiors and state-of-the-art facilities, this 62-bed care home, offering residential, dementia and nursing care, is a fine addition to the MMCG family.

Demand has been high for its sector-leading care and facilities, which include large en-suite rooms, some with private patios, lounges, restaurants, communal areas, and landscaped gardens. It's laden with luxury facilities, including an orangery, leisure suite, wellness retreat, and bar and bistro.

It is a truly exceptional place to live and work, and already a much-appreciated part of the Buckingham community.

Creggan Bahn Court

At the end of the summer, we welcomed Creggan Bahn Court in Ayr, on Scotland's south-west coast to MMCG.

This impressive home, which dates back to the 1870s, has provided nursing and residential care for the Ayr community since 1997, building a reputation for excellence during those 25 years.

A spacious and luxurious 58-bed building, it has retained many original features and is set in landscaped gardens. MMCG was pleased to welcome not just this grand home but the wonderful community living and working there too, including Nurse Manager Samantha Baxter-Hendren and her experienced team. We're so pleased to welcome them to the MMCG family.



Chartwell Manor

Our newest home Chartwell Manor in Aylesbury was launched in September.

This purpose-built £10m luxury care home was launched with an open event for the community to show off the truly impressive accommodation.

There are 61 ensuite bedrooms, with wet rooms in larger suites, a variety of living areas and lounges, a bar and bistro, wellness retreat and movement room – a first-class setting for the best possible care.

The new team and those moving in are fast-forming a thriving, outward-looking community, engaging in partnership work with local charities and organisations and welcoming the wider community into the home.





Learning and development

Here at MMCG we are really proud of our thriving learning and development programmes, which this year have once again seen hundreds of team members work towards and earn qualifications and move forward in their careers.

Not only do we have in-house training and continuous professional development opportunities available, but we also work with higher education institutes and other partners to provide further education, from Apprenticeships to Masters degrees, all funded by the company.

In 2022 165 team members started apprenticeship programmes and 34 people completed their training.

As we roll into 2023 there are 146 team members still on apprenticeship programmes, and we expect many more to get started.

Over the past 12 months, eight trainee nursing associates qualified as Nursing

Associates, and we have four Nursing Associates undertaking the top up programme working to become Registered Nurses. It is always wonderful to see people, through their own hard work and our support, fulfil their career dreams.

We were also delighted to welcome 108 overseas nurses to join the MMCG family, supporting them through the training and transition process. 76 of those have already gained their Nursing and Midwifery Council PIN number, with others still going through the process.

This year also saw the launch of our Future Leaders programme, with two cohorts, one from our homes in the North and one from homes in the South, embarking on this leadership development programme which came to an end with the final module as we saw out the year. We look forward to continuing this fantastic opportunity during 2023.

We've also opened two new dedicated training suites – one at Eltandia Hall Care Centre in London, named the Mallaband Suite and the Maria's Training Suite at the Leeds head office – both provide a dedicated space for all learning and development needs

The official opening of Maria's Training Suite in November took place ahead of the first 'Induction for All' session at Head Office. This event, previously held off-site, is for new starters across the group, launching their careers with inspirational training and a good understanding of MMCG's history and ethos. It has already had more than 500+ attendees, getting their MMCG careers off to a flying start.

We have also fully recruited all our training partners to support staff development across the company.

This dedicated team supports all of our colleagues training requirements, both clinical and generic courses ensure everyone has the most up to date knowledge, which ensures the people who live with us receive the best care possible. We have appointed a new Head of Organisational Development and an Organisational Development Partner to help drive this work forward.

Learning and development continue to be at the heart of MMCG's approach, underpinning all our recruitment and retention efforts. We know by investing in colleagues and helping them achieve their potential, they're able to bring their best to those in their care and enjoy more fulfilling careers themselves.

If you want to know more about how to develop your career with MMCG, then contact Alyson Thompson on email - alyson.thompson@mmcg.co.uk

Nurses and nursing associates

Message from Chief Nursing Officer Anna Masheter

Our incredible Nurses, supported by Nursing Associates and care staff, are absolutely integral to MMCG's ability to provide the best possible care in every home.

We saw the team grow from strength to strength in 2022, with ongoing internal recruitment, recruitment of our new overseas nurses, and the addition of our home-grown Nursing Associates and Nurses.

The new clinical steering group of nurses has worked hard to spearhead improvements to systems and services, our nurse supervision seminars have been a great success, and we have continued working with the RCNi to ensure that MMCG nurses have free access to their up-to-date nursing journals and education courses to support their continuous professional development.

By supporting each other we have overcome the challenges of the past few years, and it has been lovely to see more normality restored. I want to thank each and every one of you, from the newest additions to the longest serving team members, for everything you have given and continue to give.

Looking ahead I want to renew the commitment from myself and the leadership team to supporting you to deliver the kind of compassionate care and clinical excellence that you entered into this profession to provide.

Welcoming overseas nurses

We were delighted to welcome an incredible 44 nurses from overseas, supporting through the requisite competency tests to achieve registration with the Nursing and Midwifery Council, and in adapting and developing their knowledge and skills to their new working environment. ►►►

We support them in every way to make the transition, providing them the warmest of welcomes to life in the UK and help them get set up and comfortable in their adopted country.

We believe our overseas nurses recruitment campaigns are a huge success not only for bringing much needed skills and experience into, but we also enrich our care home communities with a wide range of cultures and backgrounds, helping create a vibrant and inclusive environment for all.

Seizing opportunities

Our training and development programme is something that we're so proud of; with MMCG in their corner, those who aspire progress in their nursing can work to achieve that dream.

Congratulations to all those who have graduated from our trainee nursing associate programme, and those who have gone on, through our nurse top up programme, to transition to registered nurses in 2022.

And the progression opportunities don't end there. We continue to offer university courses to all nurses via the Learning and Development platform, including the advanced clinical practice MSc.



Nurses Day

On May 12 we were delighted to celebrate International Nurses Day, with homes across the group finding ways big and small to pay tribute to their nursing teams and thank them for their contributions.

Nurses were presented with a small gift from MMCG and the day saw them gifted flowers, treats and cards, celebrated with parties and heartfelt tributes and words of gratitude, with plenty of #Bestofnursing stories shared on social media too.

Hospitality

Our chefs and hospitality teams have outdone themselves this year working to ensure everyone living in our homes and their visitors and guests are greeted with the warmest of welcomes and the deepest respect.

They work so hard to make every dining experience an enjoyable one, from their commitment to understanding the likes and preferences of those in their care, to the unhurried assistance and support they offer at mealtimes.

Whether they're catering parties and events, making sumptuous cakes, or creating the day-to-day menus, they ensure every individual can enjoy the kind of varied, nutritious and delicious food that boosts wellbeing and makes them feel at home.

Here are just a few of the highlights and new additions to the hospitality calendar this year, on top of the fantastic work the teams do making everyone feel happy and at home day in and out.

Easter cake competition

Our brand new Easter cake competition was a sweet success, with more than 50 entrants over the course of a month.

Chefs were invited to work with those living in their home to create chocolate-themed Easter cake and submit a photo to the judges.

A winner was picked each week, with the overall winner named as Appletree Court for their incredible design which featured a packet floating like magic above the cake with Maltesers appearing to pour out. Amazing!

The prize was £500 for kitchen equipment and £500 for a party in the home – but with so much delicious cake to be eaten up, everyone was a winner really!

Hug on a Plate

October saw the Pilot launch of the Hug on a Plate for 10 homes across the south, with a special event held at Reading's Madejski Stadium for an audience of chefs, home managers, lifestyle staff along with external speakers from the wider sector.

A hug on a plate
Part of our Lifestyle Programme

This innovative initiative is all about adding another dimension to mealtimes in homes, harnessing the power of food to boost wellbeing, unlock happy memories, and foster social connection.

Each home is building a recipe bank of familiar or special dishes suggested by those living there and their loved ones to weave into their weekly menus.

The scheme will be launched for 10 homes in the North with an event in January, and further developed with additional initiatives included such as revised dining standards, Dignity in Dining and Plot to Plate to be rolled out over 2023.

Further supported with the introduction of the latest dementia-friendly crockery to support independence and enjoyment for those living with dementia, Hug on a Plate will help everyone get the most from mealtimes in 2023 and beyond.

Welcome Matt

The hospitality team were delighted to welcome aboard Matt Knott who joined as Regional Hospitality Manager (South) at the end of November.



Matt, who will be working closely with Group Head of Hospitality Allison Frew, will be bringing a host of experience, energy and ideas, and working hard to support the fantastic teams in homes across the south.

Best British Boxing Day buffet

Our annual Christmas competition, sponsored this year by Brakes, was an absolute corker, with homes invited to lay on a bountiful Boxing Day spread, working with those living in the home to come up with ideas and recipes.

From leftover Christmas cake creations, to bubble and squeak, to turkey curry – the range of tasty dishes and imaginative ideas was impressive.

Homes entered by sending in a photo of their spread and their menu ideas with the 'Best British Boxing Day Buffet' winner set to be announced in January.

The Queen's Platinum Jubilee

All our homes celebrated the Queen's Platinum Jubilee in their own way to mark Her Majesty's 70-year reign.

There were garden and street parties, royal decorations, tasty new menus, and creative activities and displays galore.



Plant a tree for the Jubilee

One of our initiatives to celebrate the Jubilee across our homes was the planting of a tree as part of the Queen's Green Canopy Initiative – the marking of the occasion with a tree and plaque all approved by the Palace.



The MMCG Care Awards 2022

Our eighth annual company-wide awards returned in 2022 – what felt the most special yet – and the first time in person since the start of the pandemic.

Many of our colleagues give their all day in day out and this was shown in the volume of nominations received for all categories. From care, nursing, hospitality, housekeeping and training to Lifestyle, maintenance and management. Each award celebrated outstanding achievement, with a number having more than one deserving winner!

Phil Burgan, Owner and Executive Chairman said:

"It was great to see everyone face to face again and I remember how amazing everyone looked on the night. The awards returned for an eighth year, and it was certainly one to remember, we had Sponsors attending and supporting different categories, with extra gifts and prizes, singing waiters and comedian Tom Allen, who lit up the room.

"These awards take place to show our appreciation for all the incredible work that takes place throughout the year, and I look forward to the next one."

Our Winners



Home of the Year – White Rose Lodge

Among the prizes was the coveted Care Home of the Year category – which went to White Rose Lodge, our 33-bed home beside the sea in Bridlington.

The home has good reviews, good CQC ratings, high-occupancy and an all-round great team environment that benefits all of those living with us.

This year the Home of the Year won a bedroom pack from award sponsors, Spearhead. It was presented to a 104-year-old lady living with us, who was delighted with the outcome. The room was fully decorated with furniture, cushions, and custom-made curtains.

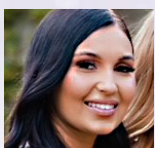


Our other fantastic winners included:



Support Service Superstar

Kerri Smith,
Regional Sales and
Marketing Manager

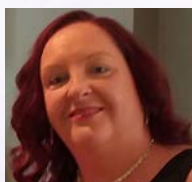


Highly Commended:
Jenni Harrison,
Learning and Development
Administrator, Head Office



Lifestyle Pioneers

**Kirsty Higgins and
Stanley Tidbury,**
Lifestyle Coordinators,
Abingdon Court



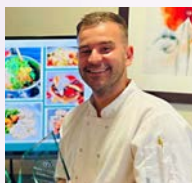
Administrator of the Year

Sarah Orton,
Business Administrator,
Willowdene



Hospitality Hero

Dammi Archibold,
Hospitality Manager,
Riverview



MasterChef

Nick Llubani,
Head Chef,
Buckingham House



Apprentice of the Year

Karl Tomlinson,
Deputy Manager,
Ashfield Court



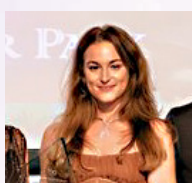
Best Newcomers of the Year

Kwanele Zama,
Care Assistant,
Manor Park



Care Practitioner of the Year

Cosmin Volosetchi,
Care Practitioner,
Cedar Court



and

Jasmine Santan,
Care Assistant,
Buckingham House



Deputy Manager of the Year

Hilary Hasson,
Deputy Manager,
Windmill Court



Housekeeping Highflyer

Beth Moffett,
Head Housekeeper,
Rosedale



Manager of the Year

Elisabeta Mzhika,
Home Manager,
Coplands



Highly Commended:
Niru Gurung, Domestic
Assistant, Coplands



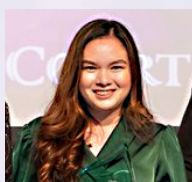
Maintenance Person of the Year

Richard Green, Maintenance,
Dussindale Park



Outstanding Contribution

Rosie Brennan,
Lifestyle Coordinator,
Park Springs



Inspiring Nurse of the Year

Deniece Pagdanganan,
Nurse,
Cavendish Court



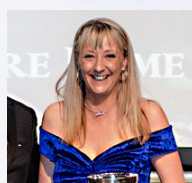
and

Eileen Ward,
Regional Director,
Head Office



Champion Carer of the Year

Leanne Lumley,
Senior Carer,
Rose Lodge



Lifetime Achievement

Catherine Smith,
Home Manager,
Water Royd House



Highly Commended:
Eilidh Karimlar,
Care Assistant,
Glennie House

**Huge congratulations to all
our 2022 winners, finalists
and those nominated.**

Our People and Benefits

Throughout 2022 the MMCG benefits offer has seen real improvements, with changes in providers, enhanced provision and new reward and recognition opportunities for all colleagues.

Here is a roundup of our achievements in 2022:

Simply Health

Back in April we invested in a new, upgraded, company-funded Simply Health Cash Plan, which offered more for all colleagues – access to GP appointments and a qualified counsellor 24/7, the opportunity to claim money back towards prescriptions, glasses, contact lenses and dental treatments and lifestyle discounts such as gym membership.

Since April we have had over 1,100 claims, working out at almost £68,000!

Colleagues have said: "I used the app after I needed a prescription from the pharmacy – I uploaded a photo of the receipt and got my prescription cost back several days later".



CIPD Conference with Simply Health

Our Director of HR Operations, Farouk Mangera spoke at the CIPD Conference about all things wellbeing and our partnership with Simply Health.

He said: "It was a great opportunity for us to put our work with Simply Health and the benefits offer we have available in the spotlight. Over the last 18 months we have worked hard to improve this offer, with the new Our Rewards platform, Early Pay, Simply Health plan upgrade, Cycle2Work scheme, flexible working and much more."

Early Pay

The opportunity to access a portion of your earned pay was launched, with colleagues using it to help them pay for those unexpected bills.

"I had an unexpected bill a week before payday, I used early pay to get access to the money I'd already earned so I could pay the bill on time – it really helped me!"



Cycle to Work

This salary sacrifice arrangement for colleagues to purchase a bike through their salary, to be used to cycle to work is open all year round.



Flexible Working

We shared our commitment to the business and our teams with the offering of more part-time, flexible working. This both supports recruitment to our homes and most importantly, the quality of care we offer to those living with us.

This is a new initiative, and one we will be focusing more on in 2023.

Our Rewards

A new benefits platform 'Our Rewards' for all colleagues at MMCG was launched in September 2022.

The platform replaced 'Perk Box' and included savings covering everything from supermarket shopping, holidays, insurance to fashion – a good selection for everyone to access in 2022 and beyond!

Since its launch, 1,164 colleagues have signed up to Our Rewards

"The site is really easy to log on, and I get discounted shopping which helps to offset the current rise in prices"



Thank you cards

We introduced our new 'thank you' cards in homes and at Head Office.

Pav Kozlowski, Network and Security Infrastructure Manager received his thank you for being helpful and supporting the learning and development team.

Alyson Thompson, Head of Learning and Development said: "Thank you so much for helping me Pav, you truly are a star!"

Wow!

What a year, we
have been busy...



We celebrated

9,200

birthdays across
the group

We've served

4,051,500

meals (yes that's correct!)

We enjoyed

30,000

more... activities

We've done

44,400 haircuts across
the group



And we've made

5,402,000

hot drinks



For further information please get in touch...

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Maria Mallaband
Countrywide