



Annual Report 2017-18



www.quantumcare.co.uk

JOINT REPORT OF THE CHAIR

As ever, David and I would like to start by personally thanking all of our wonderful staff and managers for the hard work, enthusiasm and excellent care standards that they have maintained throughout these challenging times. We would also like to thank all of our residents and their families/carers for their very active support and feedback. Without your commitment and passion, Quantum would not be the company it is today.

2017/18 has been dominated for social care by the still-to-appear and long promised Green Paper. There were high hopes that it could revolutionise and influence social care policy and financing for the next 10 to 15 years. Alas as the year progressed, it has become more and more obvious that such ambition is unlikely to be fulfilled. The year has also seen many worrying reports from key sector bodies highlighting growing financial, workforce and service access concerns in social care. Care home insolvencies continue to increase and many key providers are handing back home care, residential and nursing care contracts across the country. The rest of 2017/18 was mainly dominated by the BREXIT process - a further concern for many providers.

Despite the continued pressures we and the whole care sector face, we are pleased to report that this year has seen yet another strong performance from Quantum Care. We continued to see strong occupancy levels and extremely pleasing Care Quality Commission compliance performance ratings. In fact we were most pleased to see that we were rated by Laing & Buisson - the healthcare research and intelligence specialists - in March 2018 as in

the top four best residential care providers in England and by Which? the UK's leading consumer magazine in their annual 2017/18 rating as one of their top five care providers. Our Laing & Buisson rating has since improved to number two of the top residential care providers in England!



David Priseman
Chair

AND CHIEF EXECUTIVE



Maria Ball
Chief Executive

due to maintaining high levels of occupancy and through a continued focus on providing high quality services for our residents and building our strong local reputation in the areas in which we operate. As ever, as a strong value-based not-for-profit company, this enables us to maintain high levels of internal investment in our care services and the infrastructure of our homes. Importantly, it also enables us to invest in our staff through high quality training and excellent terms and conditions. Our fundamental belief that high quality staff deliver high quality care, remains as strong as ever.

As part of our long-standing strategic partnership with Hertfordshire County Council, building work on our new care home in Welwyn Garden City, Anson Court, was completed in Autumn 2017 and the much planned-for replacement of our older home in Welwyn, Hyde Valley House, successfully delivered. The home continues to fill rapidly and its high specification and strong reputation is attracting considerable local interest.

We continue to invest in new technology and to work with our lead Commissioners and Care Provider Association to pilot and support a wide range of innovations in care services. This currently includes being an early local adopter of NHS mail, taking part in a local 111 service trial for care homes and piloting a new digital healthcare system which detects and alerts care staff to early warning signs of clinical changes. Although still in its infancy, we believe that during 2018 this latter pilot could be extended across many of our care homes, short stay and day care services. This type of early detection will provide both our care and local clinical staff the opportunity to work together to manage long term conditions in our increasingly frail residents and service users more effectively.

2017/18 saw Quantum Care launch a new Apprenticeship Scheme which we are highly committed to and believe will help our company build our next generation of high calibre, passionate carers and future managers. We have invested strongly in our scheme providing dedicated staff support, alongside full integration with our own in-house, highly acclaimed training and development programme.

Despite ever increasing cost pressures, we have again reported a solid financial performance. This was mainly

NON EXECUTIVE DIRECTORS



Chris Bow



Graham McClelland



Tony Mills



Cecilia Miller



Trisha Robinson



Barbara Williamson



Rob Kember

JOINT REPORT OF THE CHAIR AND CHIEF EXECUTIVE

2017 was also a Birthday Year for Quantum Care; we were 25 years old and we took the opportunity to hold not just one or even two celebrations, but a whole year of them! The year was filled with Silver themed events throughout all our homes and by our two major company-wide, year-long silver campaigns; Silver Wishes and Silver Walks. Our Silver Walks - all 26 of them - were regular bi-monthly calendar events during which residents, relatives and staff walked between all of our homes in a planned circular route through Hertfordshire, Bedfordshire and Essex. All in all we covered nearly 250 miles through sun, rain, snow and most recently, our heat-wave. Homes embraced the challenge with their usual passion and enthusiasm; many raising hundreds of pounds to enhance the lives of our residents. Our Silver Wishes campaign grew from a small idea to one where we have aimed to fulfil the Silver Wish of as many of our residents as possible. We are anticipating this may reach well over 500 by the end of the campaign.

Once again this year, we had finalists in a number of prestigious national awards including the Great British Care Awards (East of England and National division), the Hertfordshire Care Providers Association Awards, Caring UK Awards, and the 3rd Sector Awards. As always, we are extremely proud of these opportunities to publicly recognise the genuine kindness, compassion and respect our staff show every day to our residents and their families.

We are also very pleased to have this opportunity to thank all of our Board members for their very active support of our company and the considerable time commitment they all make in attending a wide range of events including our prestigious internal care awards, Silver Walks and our annual residents' Christmas party. During this year we said goodbye and thank you to Martin Sidders, who made a considerable contribution to our company during his 18 month term on the Board.

Finally, we find ourselves looking forward to 2018/19. We are entering a new stage of our company's future - with a brand new five year business plan being developed to coincide with the building of a new level of strategic partnership with Hertfordshire County Council, exploring and piloting new care service innovations, developing and reviewing care home design and requirements for the future.

The changing UK and European political context will no doubt dominate the agendas of health and social care providers and commissioners alike over the coming year. Despite the same challenges we have faced for many years: worsening health and social care finances, the ever increasing frailty of our residents and wider sector difficulties with staff recruitment and retention, we will continue to focus on providing the highest standards of care possible for our residents.

As ever, our values and not for profit status will underpin our constant drive to ensure quality care remains high on our agenda and through our wider sector involvement, high on the agenda of politicians, government and commissioners alike.

HR REVIEW



We not only recruit the most compassionate and committed carers, we offer them the support and opportunities they need to help them stay with us and carve out careers within social care.

HR REVIEW

Apprenticeship Scheme

Care Worker Apprenticeships Creating the Next Generation of Quantum Carers

Within the social care sector, recruiting and retaining a hardworking and skilled workforce has been a continuous challenge for care providers. With an increasing number of older people requiring specialist dementia care, the pressure to find a solution to staffing challenges is increasing day by day.

Never one to shy away from a challenge, we at Quantum Care have come up with a number of innovative ways to make sure we not only recruit the most compassionate and committed carers, but that we offer them the support and opportunities they need to help them stay with us and carve out careers within social care.

One of these innovative projects has been the introduction of our bespoke Adult Care Work Apprenticeship scheme. Unlike Apprenticeships offered by other organisations, who might simply offer administrative Apprenticeships, our scheme focuses on the training and development of those who work delivering care to our residents. The specially tailored scheme consists of a 13 month fast-track programme which combines both practical care work and formal education at one of our carefully chosen partner colleges.

At the end of the scheme, Apprentices will have earned their Care Certificate, Level 2 Award in Dementia Awareness and a Level 2 Diploma in Health and Social Care, in about half the amount of time it ordinarily takes. Throughout the programme, our Apprentices work a 37 hour week and are paid well above the standard apprenticeship pay with a further pay rise after a successful completion of the first six months.

We have found that offering a mix of practical care work and formal education is not only the best option for our organisation but has been a deciding factor for many of our Apprentices to join the programme. It offers the Apprentices a chance to gain more practical skills whilst becoming accustomed to the values, environment and quality requirements of our homes. This exposure to the practical elements of care work from such an early point in their career increases the quality of care for our residents and the retention rates of our staff.



As well as shaping the next generation of carers, a main aim of our Adult Care Work Apprenticeship scheme has been to professionalise care work. The formal approach we have taken of a structured Apprenticeship scheme, which includes a dedicated Co-ordinator based at Head Office who provides additional out-of-home support, is helping to shift perceptions about the professionalism of care work both within the industry and the wider community as a whole.

A further defining element of our programme is its inclusivity. The shortened programme and generous pay has enabled Quantum Care to recruit the most ambitious and talented Apprentices from a variety of different backgrounds. Without this new entry point into care that our programme has created, many individuals would not have had the opportunity or capability to commit to a career in care through the traditional educational route.

Within our programme, our Apprentices are not all young school leavers, with three being over the age of 30 years. The financial support they receive through the programme allows them to finally make the career change into care whilst still being able to support themselves and their families. The programme has also proved to be popular amongst school leavers who have decided that university is not for them, and who recognise the potential our programme offers for a life-long career in care. By having younger individuals on the programme, we are hoping they will become powerful advocates for the career opportunities the care sector has to offer. This will in turn lead to an increase in younger people pursuing a career in care, alongside the much needed recognition that care work is a highly respectable professional career path.

Although this programme requires significant investment of time and money and is in no way a whole solution to the recruitment and retention challenges the sector is facing, we are beginning to reap the rewards of our investment. It takes time, patience and a lot of commitment to create a programme that is beneficial to both our organisation, our Apprentices and to the sector as a whole. These schemes are not only an investment in the future of our organisations but in the future of the social care profession.

FINANCIAL REVIEW

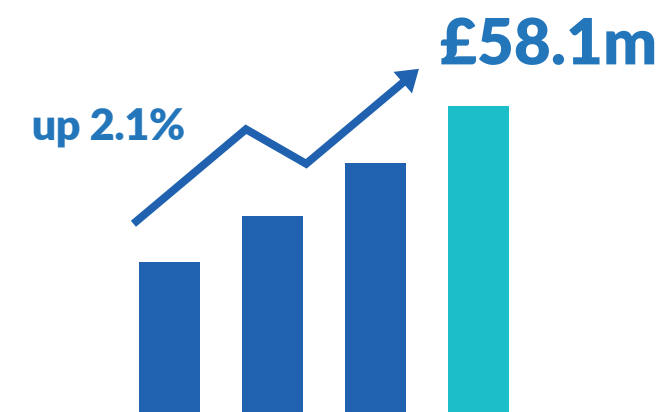
Anson Court

As a 'not for profit' Community Benefit Society, we invest our resources into the quality service and experience that our staff and care homes can provide to residents.

FINANCIAL REVIEW

Our Results

2017/18 has been a year of continued investment in our staff and our homes. Despite this investment and a couple of one-off charges we are pleased to report that the underlying results show strong underlying financial performance.



Our income has grown by 2.1% to £58.1m.

Strong budget management has enabled us to deliver a small operating surplus (before interest payments relating to the Local Government Pension Scheme and a bank loan of £0.4m). However, this relatively low 1.3% return on turnover is delivered in the context of continued underfunding in the sector coupled with the challenging state of health and local authority finances and the strain of the pension scheme deficit.

As a “not for profit” Community Benefit Society, we invest our resources into the quality service and experience that our staff and care homes can provide to residents. Based on the results of recent benchmarking exercises, it is evident that Quantum invests almost twice as much money in staff training as the benchmark average, provides 25% more contact hours per resident and invests again, almost twice as much into the buildings and fabric of our homes than other benchmarked care providers.

We invested heavily in our homes in 2017/18 with a programme of kitchen, lounge and dining room refurbishments across our portfolio. We also upgraded a number of bathrooms and fitted them with specialist equipment to meet the needs of our increasingly frail residents.

We continued with the next phase of re-provisioning the Hertfordshire County Council homes. Anson Court, our first-class new 75-bed home in Welwyn Garden City opened in November 2017, replacing our very old, but extremely popular local home.

Our average overall bed occupancy across the year remains high within the sector, contributing to the year on year growth in income.

We have identified separately within the Income and Expenditure Statement, the total impact of the movement in the Local Government Pension Scheme (LGPS) deficit in accordance with FRS 17 (see The Balance Sheet relating to FRS 17). These costs continue to be material in terms of the cash impact, with total payments including employers' pension contributions and lump sum deficit payments totalling around £1million in 2017/18.

Looking forward the sector faces further significant challenges. The challenged state of Local Authority finances mean that chronic underfunding is likely to persist and the needs of our residents will become ever more complex. However, with careful financial management and planning for these risks, Quantum Care is in a strong position.

Balance Sheet and Working Capital

In 2017/18, the company paid more than £22million on nearly 27,000 invoices. We paid 78% of all supplier invoices by value within 30 days, and 89% within 60 days, the latter being the Government’s Business to Business standard. By volume of invoices paid, the payment performance is 79% within 30 days and 91% within 60 days.

Our Balance Sheet continues to be impacted by the provisions of Financial Reporting Standard 17 whereby we are required to introduce our share of the deficit of the Hertfordshire County Council Local Government Pension Scheme. This final salary scheme has been closed to new Quantum Care employees since 1998 but because of the rather prescriptive nature of the accounting regulation (FRS 17), this annual valuation is particularly sensitive to a number of factors. On a positive note, this year’s LGPS deficit has fallen by £1.3m from £11.8m to £10.5m at the balance sheet date.

Our cash balance built to £4.2m at 31 March 2018, strengthening our working capital and ability to reinvest in the business.



Income And Expenditure

Income
Our charges for residential care and other services amounted to

Expenditure
From this income we had to meet all the operating expenses of our homes together with our central administrative costs, which were

This figure represents our Operating Surplus/(Loss)

Added to this is interest receivable/(payable)

The Surplus/(Shortfall) of Income over Expenditure is

Note: the above figures include:
Charges relating to the Local Government Pension Scheme:
Deficit payments on account

Exceptional item – backdated rent

Year Ended 31 March 2018 £000s	Year Ended 31 March 2017 £000s
58,075	56,845
(57,292)	(56,409)
783	436
(375)	(491)
408	(55)
(992)	(1,006)
-	(693)

Balance Sheet

Assets
Our Fixed and Current Assets inc Debtors and Bank Balances total

Less: Liabilities
Current Liabilities such as Trade Creditors and Accruals and Provisions for Liabilities and Charges together with a Bank Loan amount to

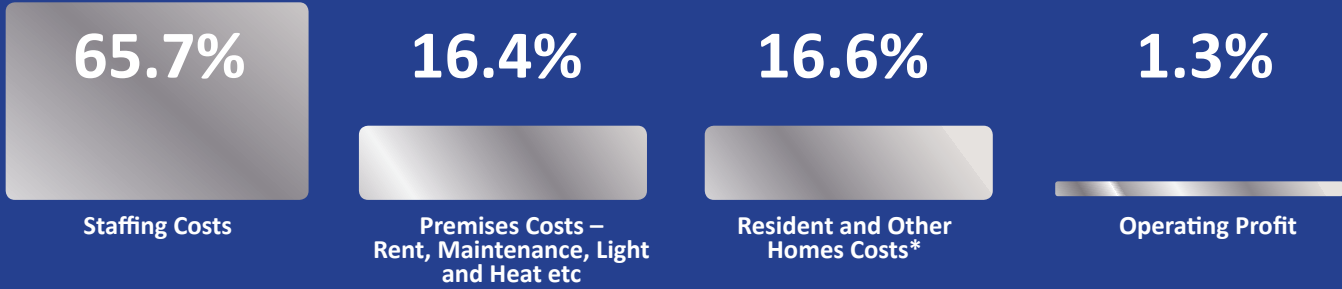
These are our Net Assets but without the Pension Liability

The Pension Liability is the subject of an annual Actuarial Valuation and reflects our share of the deficit of the Herts County Council Pension Scheme

Which leaves us with Reserves of

As at 31 March 2018 £000s	As at 31 March 2017 £000s
22,843	23,920
(9,693)	(10,676)
13,150	13,244
(10,547)	(11,843)
2,603	1,401

Where Does Our Income Go?



*Other costs include marketing, training, HR and all support services such as facilities, finance and IT.

CARE SERVICES REVIEW



*Delivering
25 years
of excellence*

Recognition for Quality Excellence

Continually improving standards of quality and service has been a keen focus at Quantum Care and we were therefore delighted to have been ranked as one of the best providers in the country by both the Which? magazine and Laing Buisson.

In their January annual ranking of residential care providers, leading consumer magazine Which? rated Quantum Care 5th in the country for quality of care. This fantastic news was then topped in March when Quantum Care were named the UK's fourth best company for quality by Laing Buisson, the research and intelligence specialists.

Chief Executive Maria Ball said "I want to pay tribute to every member of the Quantum Care team, for their unwavering commitment to delivering the best quality care to our residents. This is a testament to our strong shared values which guide our drive to deliver high quality care through innovation, valuing residents and investing in our staff".

Cutting Edge Care

Whzan Technical Trial

At Quantum Care, we are always looking for new and better ways of working which will help us to improve our service for our customers and work better with our health and social care partners. Working with the Hertfordshire Care Providers Association (HCPA) we have been trialling a new piece of healthcare technology called Whzan.

The Whzan System is a wireless digital system which connects a tablet to a number of devices that collect readings for blood pressure, Oxygen saturation, pulse rate, respiration and temperature. This data is then collated to produce a NEWS (National Early Warning Score) which can enable us to determine whether a resident requires medical intervention. The information is also linked to the local GP who can review their patient's condition very quickly.

The hope is that the Whzan System will help homes to detect serious illness quickly, as well as ensuring our residents receive the appropriate level of on-going healthcare they require. Homes taking part in the project include Beane River View, Belmont View, Garden City Court, Nevetts and Richard Cox House.





Amenities at the home include bedrooms with en-suite shower facilities, large household kitchen/lounge/diner with patio or balcony, fully landscaped gardens with greenhouses, full wi-fi coverage, Best Friends Café, shop, beauty salon and much more.

New Developments

In November 2017 we opened our latest care home Anson Court in Welwyn Garden City. The home is built to the highest specification, and features all the latest in care home design and technology. The home is one of the few care homes in the country rated as BREEAM Excellent. BREEAM rated developments are more sustainable environments that enhance the well-being of the people who live and work in them, help protect natural resources and make for more attractive property investments. Each development is based on environmental, social and economic sustainability performance, using standards developed by the Building Research Establishment.

The home was built in partnership with Hertfordshire County Council as a replacement service for Hyde Valley House which was an older style home built in the 1960s. 45 residents were transferred to Anson Court in November 2017 and were absolutely delighted with their new home.

NHS Care Vanguard Programme

The Vanguard programme was a national initiative which aimed to improve outcomes for people receiving Health and Social Care Services. In Hertfordshire, there were 11 individual projects running across the county with Quantum Care being involved in several, including Complex Care, Impartial Assessors and Medicines Optimisation. In March 2018, the Vanguard project came to an end. Thanks to the success of the initiative, many of the individual projects will now be accepted into general policy and practice. In particular, the greatest outcomes were achieved through the Medicines Optimisation project, where savings of over £50,000 were achieved in one home alone through a partnership with the home, pharmacist and GP. As a result Quantum Care were invited to take part in a BBC Look East broadcast which highlighted the success of the project ahead of a national roll-out of the programme.



Supporting our nominated Charity

For many years, Quantum Care has been supporting Cancer Research UK, and this year was no exception. On Sunday 4th June, the Silver Court Quantum Carers once again put on their running shoes and pink tutus to take part in the Race for Life. The team run every year to raise money for Cancer Research UK, in support of colleagues, residents and friends who are fighting cancer and in memory of those who have sadly been lost to the disease. On the day, 13 ladies crossed the finish line, raising an incredible £970 for the charity.



Celebrating our Award Winning Care

At Quantum Care we believe in the importance of celebrating the outstanding achievements of our staff and so every year we hold our Quantum Care Awards ceremony, where we invite members of staff to a special evening where we can publicly thank them for their contribution to our homes and residents. We receive hundreds of nominations from residents, colleagues, families and friends each year who want to tell us about very special people who work in our homes. The awards then give us the opportunity to recognise their achievements.

On Friday 9th November, 230 guests from Hertfordshire and beyond came together at the Holiday Inn at Elstree for the awards. The theme for the evening was the 25th Anniversary of Quantum Care, which made for a fun and festive evening. The event began with a champagne reception, followed by a three course meal and then the awards ceremony began. We were delighted to welcome special guest presenter for the night Vic Rayner, Executive Director of the National Care Forum, who led the presentations. Winners in each category were presented with their trophy and certificate and runners up with certificates and flowers. It was a wonderful evening and a showcase of the wonderful staff we are proud to call Quantum Carers.



We were also delighted to have winners and finalists in the following National Awards:

Maria Ball (Winner) - Leader in Care Award, Care Home Professional magazine
Dawn Curtis, Belmont View (Winner) - Front Line Leader Award, East of England Care Awards
Maureen Coplen, Fourfields (Winner) - Care Home Worker Award, East of England Care Awards
Belmont View (Finalist) - Innovative Quality Care Outcomes Award, Third Sector Care Awards
Maria Ball (Finalist) - Making a Difference Award, Third Sector Care Awards
Quantum Care and Immersicare (Finalists) - Technology Award, Third Sector Care Awards
Quantum Care (Finalist) - Care Group of the Year, Caring UK Awards
Treetops Unit, Belmont View (Finalist) - Most Innovative Residential Care Team Award, Hertfordshire Care Providers Association Awards



ANNUAL REVIEW



SILVER
WISHES

99-year-old Ernie's dreams came true when he made his wish to get out on the water in Portsmouth and see the Naval ships where his military career in the Royal Marines began.

Celebrating 25 Years of Delivering Outstanding Care

In order to celebrate the 25th Anniversary of Quantum Care in July 2017, we decided to mark this momentous occasion by embarking on a year of events across the organisation, all linked to a central Silver theme.

In preparation for the anniversary, a group of staff from across the group came together to decide how we should celebrate. From this meeting, the Silver Wishes and Silver Walks campaigns were born, alongside a whole host of events including silver-themed parties, arts and crafts and challenges.

Silver Wishes

The initial plan for Silver Wishes was very simple. Every resident in each of our care homes would be asked to make a wish, and each home would grant one wish at random, by way of a name picked out of a hat. The main aim of the plan was to engage in a reminiscence-type activity which would involve all residents and draw out some lovely conversations about all the things you would do if you could, or the things you wished you had done etc. The one random wish would be supported by a Head Office Team who would then make it happen.

That was the original plan until staff at one of our homes, Fosse House in St Albans, found that when reading the wishes of their residents, they simply couldn't leave a single wish unfulfilled. The very same day, Fosse House had already created a Silver Wishes Facebook page and set about trying to grant a wish for each of their 80 residents, which got an amazing response from their local community.

It was this act of kindness and tenacity that persuaded the newly formed Silver Wishes committee that the campaign should be more ambitious and aim to make a wish come true for all residents in Quantum Care homes, so from there, the Silver Wishes campaign blossomed. A new website was created and all the wishes were uploaded. Social media sites were also set up. Very soon, lots of wishes were being granted with the help of many different people in our homes and local communities.

Here you can see some of the wishes that have been granted...

Michael visits his old Football Club

As a professional football player, 87 year old Michael Cullen's wish was to visit his old club Luton Town to watch a match.

Michael was originally born in Glasgow, and lived there until he was 17, when he was spotted by a football scout from Luton Town. Michael began his professional career with Luton in 1948. He then went on to play for Grimsby and then on to Derby, before finally coming back to finish his career at Luton. His footballing highlight was playing for his national side Scotland against Austria in 1956.



Michael's care home contacted Luton Town who were delighted to have a former player living locally. They were really pleased to be able to make Michael's wish come true and so invited him to attend a home match on a Saturday in March. Michael was absolutely thrilled to be going to the club, and had a wonderful day meeting new and old fans, some of whom asked him for his autograph. Michael was also really pleased to see his name on the Scotland International Board; in fact Michael is the only Luton Town Player ever to have played for the Scotland team. Many thanks go to Luton Town Football Club for making Michael's Silver Wish come true.

Derek and the Wolf

As an active fireman and a keen motorcyclist, Derek's hobby was a little more relaxing. As a keen animal lover, Derek spent a lot of spare time photographing wildlife and visiting his local zoo. One of his photography projects was to photograph a group of hand-reared wolves which he enjoyed immensely.

When Derek was asked about his Silver Wish, he said that he would love to see wolves again and if possible be able to stroke one. Following a local Facebook campaign, Derek's home was contacted by Rob and Susie Louth from Animals UK who provide specially trained animals for the film industry and who said that they would be delighted to make Derek's wish come true.

A few weeks later, Derek made the trip to Lincolnshire to see Rob and Susie and their beautiful wolf Lycan. Derek was able to stroke Lycan which absolutely made his day. He was so delighted to have his Silver Wish come true and thanks go to Rob and Susie Louth for helping us to make it happen.



Joyce meets her Owl

Ever since Joyce was a little girl she had a keen interest in owls. In fact she says that she can remember being as young as 3 when she first had dreams of being able to hold an owl. When it came time to make her Silver Wish, there was no other choice for Joyce than to finally make her childhood dream come true.

On the week after her 90th birthday the care home arranged for a visit from Wings of Freedom, an owl and birds of prey charity. Joyce was the guest of honour and was delighted to make the acquaintance of some of the visiting birds of prey, as well as her first ever owl.



Terri goes back to her Archery days

As a young girl, Terri says she was always bossy, even at school. When she joined her local archery club in Brighton, she knew she had found a hobby in which she could excel and was soon competing at club level. She carried on with her archery even after she moved to Hertfordshire, but gave up as time moved on.

When asked about her Silver Wish, Terri said that she would love to try archery again. To the rescue came Sandra Spinks from Gosling Archery Club who saw Terri's wish on Facebook. Sandra invited Terri to come along and join in an archery session at the club.

Two weeks later, Terri went along to the club and spent a wonderful afternoon enjoying her favourite pastime. She was absolutely thrilled to be at the club and we would like to thank Sandra Spinks and the Gosling Archery Club for their wonderful kindness in making Terri's Silver Wish a reality.



Ernie re-lives his Marine Days

99-year-old Ernie's dreams came true when he made his wish to get out on the water in Portsmouth and see the Naval ships where his military career in the Royal Marines began. Ernie had his Silver Wish granted and he took to the Solent for a tour of Portsmouth's Historic Dockyard, where he saw many of the Royal Navy fleet, including the new aircraft carrier HMS Queen Elizabeth.

As part of his day out, Ernie was also presented with a new blue beret. His original beret marked his service under King George VI and the new one under the current monarch, the only difference being the crown on the emblem.

Ernie was joined on the day by daughter Linda, granddaughter Dawn, Kerry Howlett from the Royal Marines Veteran Association and lifelong friend RN Chaplain Keith Robus. Ernie met Keith when he was first ordained and it was Ernie's wife, who after feeling sorry for a very young looking Keith, invited him round for dinner. They have been friends ever since, so a great day was made even greater by having Keith by his side.

An interview for the Forces Television was the icing on the cake for Ernie, who turned out to be a true professional on camera. Special thanks go to the team at the Royal Historic Dockyard for making Ernie's day so special.

Quantum Care Residents Meet Royal Horses

On a sunny day in March, 4 residents from Quantum Care homes were absolutely delighted to visit the Brunei Stables at the Sandhurst Royal Military Academy.

Christine, Betty, Mary and Martin had all made wishes to spend an afternoon with horses. The Silver Wishes committee contacted the stables at Sandhurst who said they would be very pleased to help.

On the day, everybody had to get up early to catch the bus that picked them up from each of the four care homes. They travelled to Sandhurst where the day began with a welcome cuppa and a slice of cake. They were then taken on a tour of the stables with Corporal of Horse Daniel Evans and Angie Amey, a member of the stable team, who introduced them to some of the horses and ponies, including past and present horses of the Household Cavalry Mounted Regiment. The visitors were then given the opportunity to get involved with grooming of the horses, which was the highlight of the day.

The afternoon finished with a picnic by the lake in the beautiful Sandhurst grounds. The journey home was full of chatter about how it been a wonderful day that everybody had really enjoyed. Huge thanks go to CoH Evans and Angie from the Brunei stables who made the day possible.





Melvin's Helicopter Dream

Staff at Willow Court care home in Harpenden surprised and delighted resident Melvin Armstrong, by making his wish come true with the help of the National Police Air Service. Mr Armstrong, a former designer for car manufacturer Vauxhall, and a mechanical engineering enthusiast, was granted his wish to visit Lippitts Hill Base in Loughton and see the police helicopters.

When asked by staff what his greatest wish was, Melvin answered that his fondest memory was traveling to the Scilly Islands by helicopter as a young man and that he would love to see a helicopter again, and learn more about them. With the help of Charlotte McGahern, the Tactical Flight Officer at Lippitts Hill Base, and the Willow Court care home's Activities Coordinators Rachel and Muniza, Melvin's wish was made a reality with a VIP tour of the helicopter base. Even more excitingly for Melvin, he was also given permission to sit in the operational helicopter and even got to watch a live-feed of a search and rescue operation. At the end of the visit Charlotte presented Melvin with a National Police Air Service cap and a picture of the helicopter.

Melvin said:

"I was absolutely delighted at the opportunity to visit the Police Air Service base. I really enjoyed the trip and with my design background I was thrilled to be able to get so close to the helicopter. We saw the film about the service and I didn't realise they were involved in so many ways to keep us safe. I was so pleased when they presented me with my cap and helicopter picture. I am now going to wear my hat every day as I feel really proud of what our police force are doing and I want everybody else to know about it too"

Thanks go to the National Police Air Service and a special mention to Charlotte McGahern for organising such a fantastic day for Melvin.

Jean and the Bear

Jean has always had a love of all things teddy bear. For Jean's Silver Wish, there could be only one thing that would fit the bill; the biggest bear in the world! The home then set to work to hunt for the largest teddy bear they could find.

On the day the new teddy bear arrived, Jean was absolutely surprised and delighted to see it and had the biggest smile ever to be seen. She gave the teddy bear a big hug and there was not a dry eye in the house.



Rose visits the Zoo

Local Councillor Frances Button made Rose's dream come true when she stepped up to help staff grant her greatest wish. Rose, originally from St Albans, was asked by staff to name the one thing she wished for most, and as a keen animal lover, who fondly remembers keeping several pets as a child including her favourite white guinea pig Minnie, Rose's answer was that she would like to spend a day with the animals at the zoo. In order to make the dream come true, staff at the care home reached out to Frances Button, their Local Hertfordshire County Councillor, who arranged for Rose to visit Paradise Wildlife Park in Broxbourne.

Upon arriving at the park, Rose was greeted by the Paradise Wildlife Park team and treated to coffee and biscuits, before being given her very own VIP tour by Keeper Scott. Rose was introduced to the animals, including a tenrec, lizard and tortoise, before sitting down to lunch near the tiger enclosure. As an extra surprise at the end of the day, Rose was given a special tour around the Dinosaur Park.

Rose said "I had such a lovely day at the Wildlife Park. I enjoyed seeing all the birds and animals and it was a really special treat to meet some of the animals close up. It brought back so many lovely memories from my childhood and I especially loved the long-haired guinea pig in the farm section. Everybody has been so kind to me and made me feel very special".

Many thanks go to Councillor Button and the Paradise Wildlife park for giving Rose a day to remember.



Silver Walks



With 26 homes, we wanted to be able to celebrate our anniversary by holding a special birthday party in which all of our residents and staff could participate. The Anniversary Group decided that the best way to make this happen would be to hold a series of relay walks between each home, where the arriving walking group from the previous home would receive a warm reception and a special anniversary party. They also decided that if the walks were sponsored, then this would help with funding some of the Silver Wishes. With this in mind, a baton was purchased which was to be taken to each home and handed over to the next team. Each home was then given a date and the challenge began on the 1st July 2017. Almost 9 months later, our amazing teams had walked a total distance of 230.5 miles, raised over £10,000 and eaten 26 birthday cakes and a rather large amount of party food!. A few sore feet, but an amazing sense of achievement all round.

Our Homes

- 1

Anson Court
Shackleton Way
Welwyn Garden City
AL7 2FF
T: 01707 379700
E: anson@quantumcare.co.uk
- 2

Beane River View
1 Beane View
Port Vale, Hertford
SG14 3UD
T: 01992 503619
E: beane@quantumcare.co.uk
- 3

Belmont View
Hailey Drive
Hailey Lane, Hailey
Hoddesdon, SG13 7NY
T: 01992 450304
E: belmont@quantumcare.co.uk
- 4

Courtland Lodge
Courtlands Close
Watford
WD24 5GW
T: 01923 681231
E: courtland@quantumcare.co.uk
- 5

Dukeminster Court
Dukeminster Road
Dunstable
LU5 4FF
T: 01582 474700
E: dukeminster@quantumcare.co.uk
- 6

Elmhurst
Windhill
Bishop's Stortford
CM23 2NF
T: 01279 713100
E: elmhurst@quantumcare.co.uk
- 7

The Fairway
Green Lane
Highlands
Oxhey
WD19 4LX
T: 01923 221345
E: fairway@quantumcare.co.uk
- 8

Fosse House
Ermine Close
St Albans, AL3 4LA
T: 01727 819700
E: fosse@quantumcare.co.uk
- 9

Fourfields
Rosedale Way
Flamstead End
Cheshunt
EN7 6HR
T: 01992 624343
E: fourfields@quantumcare.co.uk
- 10

Garden City Court
Whiteway
Letchworth Garden City
SG6 2PP
T: 01462 473100
E: garden@quantumcare.co.uk
- 11

Greenacres
Wellfield Close
Hatfield
AL10 0BU
T: 01707 280500
E: greenacres@quantumcare.co.uk
- 12

Heath House
Elstree Road
Bushey Heath
WD23 1GH
T: 020 8901 0900
E: heath@quantumcare.co.uk
- 13

Jubilee Court
Hayward Close
Stevenage
SG1 5BS
T: 01438 730000
E: jubilee@quantumcare.co.uk
- 14

Margaret House
Parsonage Close
Abbots Langley, Watford
WD5 0BQ
T: 01923 261190
E: margaret@quantumcare.co.uk
- 15

Mayfair Lodge
The Walk
Potters Bar
EN6 1QN
T: 01707 871800
E: mayfair@quantumcare.co.uk
- 16

The Mead
Castleford Close
Borehamwood
WD6 4AL
T: 020 8953 8573
E: mead@quantumcare.co.uk
- 17

Meresworth
Dellwood
Field Way
Rickmansworth
WD3 7EJ
T: 01923 714300
E: meresworth@quantumcare.co.uk
- 18

Mountbatten Lodge
Old Crabtree Lane
Hemel Hempstead
HP2 4EX
T: 01442 244188
E: mountbatten@quantumcare.co.uk
- 19

Nevetts
Bowling Green Lane
Buntingford
SG9 9DF
T: 01763 271737
E: nevetts@quantumcare.co.uk
- 20

Pinewood Lodge
Oxhey Drive
South Oxhey
Watford
WD19 7HR
T: 020 8421 7900
E: pinewood@quantumcare.co.uk
- 21

Providence Court
Providence Way
Baldock, SG7 6TT
T: 01462 490870
E: providence@quantumcare.co.uk
- 22

Richard Cox House
Dog Kennel Lane
Royston
SG8 7AB
T: 01763 249111
E: r_cox@quantumcare.co.uk
- 23

Trefoil House
Birdsfoot Lane,
Luton
LU3 2DN
T: 01582 494158
E: trefoil@quantumcare.co.uk
- 24

Tye Green Lodge
Tye Green Village
Harlow
Essex
CM18 6QY
T: 01279 770500
E: tye@quantumcare.co.uk
- 25

Vesta Lodge
Watling View
St Albans
AL1 2PB
T: 01727 799600
E: vesta@quantumcare.co.uk
- 26

Willow Court
Aldwickbury Crescent
Harpenden
AL5 5SD
T: 01582 466244
E: willow@quantumcare.co.uk





Quantum Care Limited
4 Silver Court
Watchmead
Welwyn Garden City
Hertfordshire
AL7 1TS

Tel **01707 393293**

Fax **01707 368250**

Email **info@quantumcare.co.uk**

www.quantumcare.co.uk



@QuantumCareLtd



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