

Annual Report 2018-19



Chair's Annual Report for 2018-19



David Priseman
Chair

On behalf of the Board of Directors, I would like to thank all our staff for their outstanding efforts on a daily basis. I use the word 'outstanding' in both its general and specific sense, as increasingly we are seeing our homes achieve an Outstanding rating by the Care Quality Commission for individual Key Lines of Enquiry. We also continue to be regularly identified by independent sector consultants such as LaingBuisson as one of the country's top providers of care to elderly and vulnerable residents.

Much of this success can be attributed to the hard work and dedication of our staff,

together with their commitment to our values which are intrinsic to our organisational culture. This is reinforced by the excellent training we provide at all levels, offering genuine career opportunities to our colleagues.

In a sector which is notoriously slow to innovate and adopt new technology, we have actively embraced both, from electronic care monitoring systems to virtual reality headsets, which not only enhance the quality of care we deliver, but also the quality of life of our residents. As an organisation we have also participated in the Care Innovation Hub, an initiative sponsored by the National Care Forum, which allows us to support young entrepreneurs in the sector and stay aware of emerging trends across the sector. At the same time, we are acutely aware of the risks that new technologies can pose, so have stepped up our IT security in order to protect the organisation from cyber-security threats.

Our improved financial performance, together with our long-term commitment to delivering high quality care, makes us an attractive partner for institutional funders. Over the last year, as part of our strategy to develop brand new care homes, we have begun to engage with infrastructure funds and property investment companies seeking to fund the construction of new care homes. I am pleased to say that we have made excellent progress in this area and expect to make some exciting announcements soon.

Positive partnerships with Hertfordshire County Council and others remains central to our success as a care provider. To that end, our senior management team has regular operational and strategic meetings with the council, and the Local Authority's Director of Adult Social Services attended a recent Board meeting to discuss the



future direction of this key relationship. We also engage with our other Local Authority partners and stakeholders in adjacent counties.

Whilst there is reason to be vigilant about the additional challenges to staff posed by Brexit, we have lower staff turnover than the sector average, in a region of near full employment and where there are a great many alternative employment opportunities. We believe that our ethos, training and focus on career development will continue to make us an attractive employer.

Ensuring legislative compliance is another key focus of the Board. Following the Care Homes Market Study 2017 – carried out by the Competition and Markets Authority - which focused on the fairness and effectiveness of the elderly care home market, new consumer law advice was subsequently published in November 2018. The Board is now overseeing the implementation of this guidance in order to meet the compliance date of November 2019.

Finally, the Board remains committed to the highest level of corporate governance that enables the Non-Executive Directors to monitor, support and where appropriate constructively challenge the Senior Management Team. This is achieved through regular Board meetings; two away days a year to facilitate in-depth strategic reflection; committees which allow detailed scrutiny of the organisation; frequent visits to our homes to speak with Home Managers; external attendance at seminars and conferences; and engagement with peers and professionals across the sector.

Therefore, whilst we are always very conscious of the challenges we face, we are optimistic that our reputation for high quality care delivery, our improving financial strength, our medium and long term strategy and our ability to execute this strategy, will enable us to successfully navigate these challenges in the years ahead.

Chief Executive's Report



Maria Ball
Chief Executive

I would like to echo David's words by also personally thanking all our wonderful staff for their continuing hard work and dedication. We are exceptionally fortunate to have such enthusiastic, loyal and talented staff teams, without whom our excellent care services could not be provided.

I would also like to extend huge thanks to all our residents, their families/carers and our volunteers, including our Board members, for their very active support and feedback. Without their commitment and passion, Quantum Care would not be the company it is today.

2018/19 was, for the second year running and as is the norm across the whole care sector, dominated by the still-to-appear Social Care Green Paper. The sector's original high hopes that this could finally revolutionise and influence social care policy and financing for the next 10 to 15 years unfortunately continues to diminish as time progresses. This is despite the ever-growing list of significant organisations and individuals highlighting the increasing financial and workforce challenges of the sector. 2019/20 also sees further political uncertainty as the BREXIT negotiations continue.

In such uncertain times, and with individual care homes and care providers sadly closing around us, I am particularly pleased to report

that 2018/19 has seen yet another strong performance from Quantum Care.

We finished the year with a solid outturn, including a better than budgeted financial performance, continuing strong occupancy levels and improving Care Quality Commission compliance performance ratings. We have also progressed our development strategy, making significant steps to put in place the key elements of a full five-year new home development programme. Alongside this, we have successfully maintained our high levels of internal investment in our care services, in the infrastructure of our existing homes and in our increasingly important community day services. Finally, and importantly, we have continued to maintain high levels of investment in our staff through quality training programmes and competitive salary terms and conditions. Our fundamental belief that high quality, well trained and supported staff are essential to deliver high quality care, remains as strong a commitment as ever.

From the Board of Quantum Care downwards, our not for profit status and embodiment of our organisational values remains a major priority for the organisation. To keep our values as fresh and as relevant to these changing times, the end of 2018/19 saw us

start a company-wide consultation process to review and refresh our values – named "Values for the Future". As part of this, we will be focusing our 2019 Care Awards exclusively around the staff and services that embody our organisational values.

Meanwhile, our Community Benefit status continues to enable us to commit significant investment in new 'Namaste' end-of-life and 'Being Me' equality and diversity training programmes, in new technology and in working with our commissioners and care providers' association to pilot and support a wide range of innovations in care services. We have also unveiled our new Digital Transformation Strategy which focusses on our role in the communities we serve, and in actively supporting the wellbeing, independence, safety and engagement of local older people and their carers.

Finally, we are truly looking forward to 2019/20. We are confident the great work of our homes will be recognised by further Outstanding ratings, high and sustainable levels of occupancy, achievement of budgeted financial and performance targets and most importantly for our residents, new programmes and innovations which continue to improve their wellbeing and the quality of their lives.

Non Executive Directors



Chris Bow



Graham McClelland



Tony Mills



Cecilia Miller



Trisha Robinson



Barbara Williamson



Rob Kember

Executive Directors



Wanda Spooner



John Farmer



Stewart Mynott

HR and Learning and Development Review

As an Investor in People, Quantum Care continues its commitment to investing heavily in our staff training and development activities. This helps to ensure all our staff have the training and development required to offer the highest quality care to residents.

We continually strive to encourage and enable all of our staff, in both our head office and across all of our homes, to gain qualifications and develop their careers. In 2018/19 almost 250 staff members gained qualifications including BTEC Level 2 in Dementia Care and NVQ/QCF Levels 2/3/5 in Health and Social Care.

In addition to our qualification portfolio, we also offer fast track development programmes for our Care Team Managers and Deputy Managers to prepare them for the next step in their career.

REACH! Programme

The REACH! Programme for Care Team Managers, which has been running since 2013, is one example of Quantum Care's commitment to professionalise and celebrate our committed workforce. The introduction of this course has been a welcome and successful addition to our suite of development programmes for senior care home staff and this year saw 10 staff members participate.

Furthermore, the introduction of the Lead to Succeed programme developed by Skills for Care last year has provided us with an opportunity to integrate this training into REACH! which brings a benchmark element to the initiative.

The programme focusses on developing both required behaviours and practical strategies that can support managers in their day to day work, as well as considering how they could implement these behaviours and strategies, now and in the future. It is designed around the Level 4 Certificate in Principles of Leadership and Management in Adult Care and Manager Induction standards. It also provides an element of the underpinning knowledge for the Level 5 Diploma in Leadership and Management in Care.



The objective of this programme is to identify and develop individuals who are already working for Quantum Care and who have the potential to become Deputy and Home Managers.

Being Me

Our 'Being Me' initiative was launched in the Autumn of 2018 and is aimed at raising awareness of diversity issues for service users across Quantum Care. We have developed our learning and development programme to ensure we meet the recent Skills for Care recommendation that diversity awareness and an understanding of dignity and person-centred care should be refreshed at least every 3 years for care staff.

The programme includes specific training for Home Managers on the legal aspects of diversity issues, including the Equality Act and its associated protected characteristics. 'Being Me' workshops have been so successful that we have now rolled out the training across the organisation. The workshops focus on raising awareness of protected characteristics (specifically ethnicity and culture, LGBT+, physical disabilities and sensory impairment) and how these impact on residents' care and support needs. The purpose is to share best practice, challenge stereotypes, and raise awareness of how these factors impact on the wellbeing of residents in our homes.

These workshops send a clear message about how recognising and supporting the diversity of individuals is an essential component of person-centred care and Quantum Care's Rhythm of Life standard.

Feedback has been very positive, with staff very actively engaged in the sessions. The relevance of the training to people's work was rated as very good or good by all participants, with staff commenting;



Respecting & Supporting Diversity

"I have a better understanding of issues that could affect our residents. I feel I could deal with issues related to diversity. It has been mind opening and interesting to see things from a different perspective."

"I'd like to do it again! It was interesting - learned things I had not thought about."

"This training is really important."



Developing Namaste provision to residents at the end of life

Namaste Care is a structured programme, originally developed by Joyce Simard. The programme integrates compassionate care with individualised activities for people with advanced dementia in a group setting. 'Namaste' is an Indian greeting which means 'to honour the spirit within'.

Namaste sessions are multi-dimensional, and include physical, sensory and emotional elements. The purpose of Namaste Care is to give comfort and pleasure to people with advanced dementia through sensory stimulation, especially the use of touch.

In autumn 2017 our Rhythm of Life audit identified that not all homes were accommodating the engagement needs of people living with late stage dementia or who were cared for in bed. To address this, Jo Reid, Quantum Care's Rhythm

of Life Coordinator, developed and delivered a series of Namaste workshops throughout the year and is monitoring the implementation of Namaste in the homes, putting in additional coaching where this is needed.

Initially the focus of the training was on Activity Workers who were not yet delivering Namaste, however it has now developed to include training for care workers in each home. It is clear that in those homes where Namaste happens regularly it makes a significant contribution to the wellbeing of frail residents, with care staff actively involved in its delivery.

As we increasingly provide care for very frail residents, Namaste will be a valuable element of Quantum Care's end of life care provision.



Financial Review

Our Results

2018/19 has been another year of good financial performance and this has led to continued investment in our staff and our homes. We are pleased therefore to report that the underlying results show a very strong financial performance.

**Our income
has grown by
6% to £61.6m.**



This growth in income and strong budget management has enabled us to deliver an increased operating surplus, before the costs of the Local Government Pension Scheme and bank loan interest. Our operating surplus has increased by £1m in the year to £1.8m from £0.8m, which is 2.9% of income. This increased operating surplus has been delivered in the context of continued underfunding in the care sector coupled with the challenging state of health and local authority finances.

As a "not for profit" co-operative and Community Benefit Society, we invest our resources into the quality of service and experience that our staff and care homes can provide to residents. This financial strength gives Quantum Care the opportunity to invest more money than other private care providers in staff training; providing more contact hours per resident and into the buildings and fabric of our homes. We invested heavily in our homes in 2018/19 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.

Our average bed occupancy of over 95% across the year is comparatively high within the care sector, contributing to the year on year growth in income. This has been achieved through our good reputation, high Care Quality Commission ratings and our continued emphasis on delivering community-focused services for our residents.

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 accounting standards. 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 over £1m in 2018/19.

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.

The Balance Sheet and Working Capital

In 2018/19, the company paid more than £24m on nearly 28,000 invoices. We paid 79% of all supplier invoices by value within 30 days, and 91% within 60 days; the latter being the Government's Business to Business standard. By volume of invoices paid, the payment performance is 80% within 30 days and 92% within 60 days.

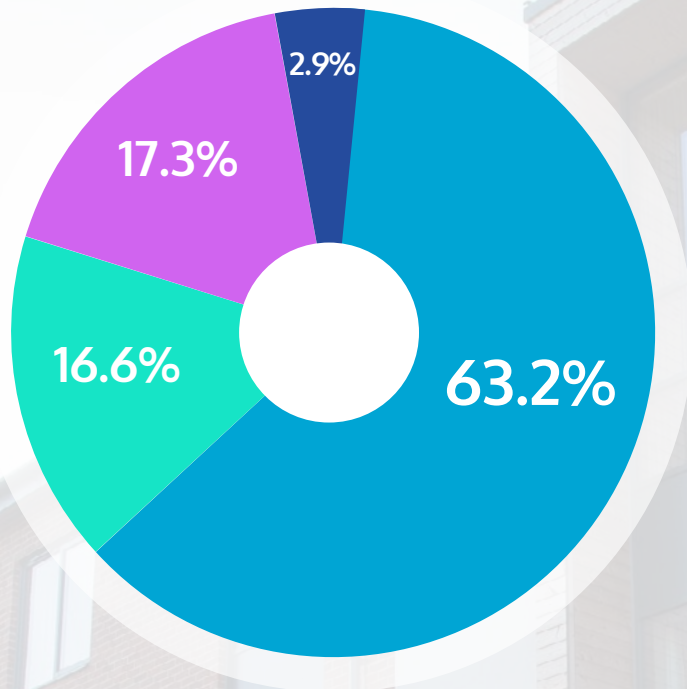
Our cash balance stands at £3.7m as at 31 March 2019, strengthening our working capital and ability to reinvest in the business.

Our Net Assets have increased from £2.6m to £3.9m, an increase of £1.3m as at 31 March 2019.

The Balance Sheet continues to be impacted by our share of the deficit on the Hertfordshire County Council Local Government Pension Scheme. But on a positive note, this year's Local Government Pension Scheme deficit has fallen by £0.4m from £10.5m to £10.1m at the balance sheet date.

Where Does Our Income Go?

- Staffing Costs. **63.2%**
- Premises Costs – Rent, Maintenance, Light and Heat etc. **16.6%**
- Resident and Other Operating Costs. **17.3%**
- Operating Profit. **2.9%**



INCOME AND EXPENDITURE

	Year ended 31 March 2019 £000	Year ended 31 March 2018 £000
Income		
Our charges for residential care and other services amounted to	61,574	58,075
Expenditure		
From this income we had to meet all the operating expenses of our homes together with our central administrative costs, which were	(59,758)	(57,292)
This figure represents our Operating Surplus	1,816	783
Added to this is interest receivable/(payable)	(354)	(375)
The Surplus/(Shortfall) of Income over Expenditure is	1,462	408
Note: the above figures include:		
Charges relating to the Local Government Pension Scheme: <i>Deficit payments on account</i>	(1,012)	(996)

BALANCE SHEET

	As at 31 March 2019 £000	As at 31 March 2018 £000
Assets		
Our Fixed and Current Assets inc Debtors and Bank Balances total	22,944	22,843
Expenditure		
Current Liabilities such as Trade Creditors and Accruals and Provisions for Liabilities and Charges together with a Bank Loan amount to	(8,888)	(9,693)
These are our Net Assets but without the Pension Liability	14,056	13,150
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	(10,155)	(10,547)
Which leaves us with a Capital and Reserves of	3,901	2,603



Care Services Review

Reducing Pressure on Acute Services

Each year, emergency department visits for respiratory conditions such as influenza-like illness and pneumonia increase, with hospital bed occupancy often at unsafe levels.



To make sure Quantum Care played its part to reduce the incidence of respiratory conditions and other illnesses such as Norovirus, we adopted our own 'Germ-Busting' campaign in late 2018. The aim was to reduce serious illnesses spreading in our care homes, and therefore reduce the pressure on acute services such as our local hospitals. Staff across the organisation felt it was their duty of care to not just protect their residents but also themselves, throughout winter and beyond.

The campaign was launched to staff by way of messages on their payslips, detailing what they could do personally to reduce the amount of illness in their homes. This was to increase the chances of all staff reading the message and remembering the advice. The next step was to implement the 'Germ

Busting Roadshows' which involved the Support Services Team visiting every home to talk to staff about infection control and hygiene issues. They were given information about how they could help reduce infectious outbreaks through measures such as proper hand washing techniques, using protective clothing and equipment and getting themselves immunised against flu by having their free flu vaccine. In order to make sure that night staff were also included, the Germ Busters set up shop in each home early in the morning. They also targeted visitors to the home to ensure they also understood what they could do to help.

In addition, we introduced an Infection, Prevention and Control (IPC) Champion in every home. The role of the IPC Champion was to have an overview of all things IPC, as well as being able to give advice and support to staff, residents and visitors. Each Champion was also invited to attend a bi-monthly meeting where they received regular training and updates.

For the campaign to be successful it was important for everybody within the organisation to be involved and therefore we encouraged participation not only from staff, but from residents as well. A competition was held where residents designed their own Infection Control posters and the home of the winning poster received a prize, all supported by a social media campaign where people could rate their favourite poster. This created a great deal of competitive spirit amongst the homes, but most important of all, got lots of people talking about their role in Busting the Germs. The campaign was also introduced into Quantum Care's Day Centre Services, where

clients living in the community were given advice and support as to how they could protect themselves against becoming unwell. This valuable service helps vulnerable people to remain in their own homes for longer, and Germ Busting is one way of supporting them to do just that.

The campaign was extremely successful and saw an overall reduction in infectious illnesses in the homes, as well as a marked uptake of the flu vaccine amongst staff. This in turn led to a reduction in hospital admissions for these types of illness. Due to its success, Germ-Busting will now become a permanent annual campaign.

Improving Care Through Research

At Quantum Care, we are keen to ensure that we are at the forefront of positive change across the social care sector which is why we engage and work with our local and national Universities and charities to participate in the latest research.

Music for My Mind

In July 2018, we began a study partnership with Hertfordshire-based charity 'Music for My Mind'. The aim of the study was to find out if listening to music from the past could help improve the lives of those living with dementia. The study was based on the idea that everyone has a soundtrack to their lives and the power of music can bring back treasured memories. Researchers from Music for My Mind worked with residents and their families to develop a way to create and deliver personalised music playlists of 100 songs based on their background and musical interests.

To measure response to the music, residents wore a monitor on their wrist, like a watch, or on their headphones. These monitors measured movement and the resident's pulse as indicators of emotional responses to music. In addition, the music listening sessions were filmed to enable the researchers to study changes in facial expressions. The research project will continue throughout the next year and through measuring levels of wellbeing, it is hoped the evidence will show that music really does improve quality of life.



NIHR Research into Fundamental Care

In January 2019 we embarked on a project with the University of Exeter Medical School in conjunction with the National Institute for Health Research (NIHR). The NIHR was established in 2006 under the government's health research strategy, Best Research for Best Health. The goal was to create a health research system in which the NHS supported outstanding individuals, working in world-class facilities, conducting leading-edge research focused on the needs of patients and the public. The study focused on a communication intervention aimed at improving fundamental care for people living with dementia in nursing and care homes. Staff in our homes contributed to

the project by watching a short video which looked at how the care experienced by those living with dementia can be improved through the use of communication tools. They were then asked a set of questions about their thoughts and views.

Being part of research projects such as this helps to ensure that Quantum Care is at the cutting edge of developments in our sector.

Bringing Generations Together

Bringing older and younger people together has always been important in our homes and we have had links with our local schools and colleges for decades. In the last few years however, and with the much publicised national success of the 'Old People's Home for 4 Year Olds', we have seen a new wave of intergenerational projects which bring a whole new level of connection between the generations.

'Play with Care'

At Pinewood Lodge in South Oxhey, children from local St Joseph's School joined residents and Day Service users every Wednesday to carry out a range of activities specifically chosen to ensure that both groups could engage in them together. As part of a 'Play with Care' initiative with the local Three Rivers District Council, activities included decorating biscuits, making bird feeders, jewellery and Valentines cards. They also had joint lessons in circus skills and magic training. As the weeks progressed, the participants became more confident with each other and friendships emerged. An evaluation of the project showed that both older and younger people felt an increase in positivity and well-being both during and after the sessions.

Going forward, we are pleased to announce that we will be working in partnership with the University of Hertfordshire, as part of the ANIHR Applied Research Collaboration (ARC) for the East of England (EoE). The ARC funding and support is for applied health and care research and to support implementation of research into practice, making tangible improvements for patients, the public and to health and care services.



Book Buddies

In partnership with their local Aldwickbury School in Harpenden, Willow Court residents became Book Buddies to a group of Year One students. The 5 and 6 year olds walked to the care home from their school and brought with them their current reading book. They were partnered with a resident who listened to them reading every week and gave them support and helpful pointers along the way. Following a trial of the project, the outcomes for both young and old were so positive that this is now a regular feature of the Year One curriculum.



Delivering Outstanding Care

2019 saw Quantum Care celebrating our first ever overall Outstanding rating. Belmont View in Hoddesdon was inspected by the Care Quality Commission (CQC) in February and awarded the 'Outstanding' rating; the highest grade that can be given by the Regulator.

In the glowing report, the CQC observed the "new and innovative ways" the home found to engage with residents and noted that there was a "relaxed and friendly" atmosphere in the home. Staff were commended on the compassion they showed residents, and inspectors said that every person they talked to explained how staff went the extra mile to support their dignity and independence.

The CQC also noted that wider company values were embedded in day-to-day life at Belmont View, with Quantum Care's ethos and values being delivered to residents, relatives and staff. One resident was quoted as saying, "It's sometimes the little things they do. They know how I like to look every day and take time to make sure I look my best" while another noted that "Quantum Care as a whole is a family organisation... we are all treated as individuals and that is clear across the company and this home."

Inspectors also praised the home's "in-depth training" in areas of dementia, continence, falls and nutrition. This led to people's care being improved as a result. The Home Manager Sharon Howe and Deputy Manager

Dawn Curtis were championed for "developing a staff culture of coaching and mentoring among the staff team to improve the care people received." The inspectors stated "The registered manager, deputy manager and senior leadership team led by example. People, staff, relatives and health professionals felt their views were important to the leadership team and that their opinions were listened to. All staff were valued by the registered manager which encouraged staff to look at partnership working that improved the quality of care people received. Leadership values were inclusive and set high professional standards for staff to adhere to. Staff spoken with were long standing and

spoke with pride about working for Quantum Care, feeling valued by the processes in place to support them."

Whilst this was our very first home rated as overall Outstanding within Quantum Care, we are confident that there will be more to follow. Our drive to provide an outstanding experience for those that live and work in our care homes is central to the organisation as a whole.



Annual Review



Making Dreams Come True

In June 2018 we rounded off our 25th Anniversary Silver Wishes campaign with a spectacular afternoon at the Spotlight Theatre in Hoddesdon where we granted the wishes of over 100 residents, in a magical, dream-making afternoon.

Residents from 19 of our homes had their wishes granted on the day, including having a huge cake to eat, being surrounded by beautiful flowers, having a giant basket full of sweets and being given vouchers for a shopping trip.

Amongst all the excitement, one of the stars of the show was Jean who fulfilled her lifelong dream of singing live on stage when she joined the St John's School choir to sing her own rendition of Rule Britannia.

Residents and guests were also treated to entertainment from 60 children from the St John's School choir, and dance troupe The

Gatsby Girls, who not only delighted their audience with performances of jive, Irish dancing and famous numbers from West End shows, but also made one resident's day by granting their life-long wish to watch a ballet performance live.

Staff were also included in the festivities with a special presentation from Chief Executive Maria Ball, who awarded gifts to those staff and volunteers with over 25 years of service.

This was the final event in our 25th Anniversary celebrations, marking over 25 years of delivering specialised residential, respite and dementia care. It was also the culmination of our innovative Silver Wishes project in which staff committed themselves to granting one wish, no matter how big or small, to each of our 1,600 residents.

Quantum Care Awards

Every day we hear new and inspiring accounts of how our staff team have gone above the call of duty to improve the lives of residents from across our homes. This is why we are proud to recognise the fantastic work carried out by our staff team through our annual in-house award ceremony. It is wonderful to be able to thank our staff for a job well-done and to encourage them to reach their full potential.

This year, our award ceremony was held at Sopwell House in St. Albans. Guests were treated to a champagne reception followed by a delicious three course meal. The ceremony was hosted by Stewart Mynott, Director of Operations, before the guests then took to the dance floor. It was a fantastic occasion and we extend our appreciation to our sponsors for helping make this event happen.



Celebrating Older People's Week



Because Quantum Care is a Community Benefit Society we believe that one important part of what we do is to work with other health and social care partners to support those older people living in our communities.

On Saturday 29th September, local older residents from around Hertfordshire attended

an event to celebrate Older People's Week. The event was a joint venture between Age UK Hertfordshire, Hertfordshire Independent Living Service and Quantum Care as part of National Older Person's Week which is an initiative which aims to mark and recognise publicly the achievements and contributions that older people make to society.

There were many organisations at the event offering health, leisure and well-being services for older people, including The Hertfordshire Library Service, Hertswise, Herts Action on Disability, Trading Standards, Countryside Management and many more. Each organisation was on hand for a chat, and there were also demonstrations of the type of local events on offer, such as Oomph chair exercises, Zumba Gold and arts and crafts. The highlight of the day was the chance to sit down and relax with complimentary tea, coffee and cakes.

National Awards

We were delighted this year to have finalists in several prestigious National Awards:

National Care Awards

- Zoe Hiscox, Fosse House - Registered Home Manager 2018
- Maureen Bonney, Elmhurst - Lifetime Achievement in Care 2018
- Cemal Ahmed, Belmont View - Care Apprentice 2018

National Dementia Awards

Quantum Care Silver Wishes Campaign - Outstanding Arts & Creativity in Dementia Care 2018

East of England Awards

- Zoe Hiscox, Fosse House - Registered Manager
- Claire Harrington, Fourfields - Care Newcomer

National Association of Care Catering Awards

Willow Court Catering Team

Leaders In Care Awards

Sue Harrison – Innovators in Care Award



Commemorating the WW1 Centenary



2018 was the year that the country marked the centenary of the First World War and both residents and staff were keen to play their part. This was true right across the organisation.

To commemorate the Centenary, residents, staff and families at all Quantum Care homes said a special thank you to those who were either in active service or supported the war effort, each home creating their own tribute to pay their respects. It was also an important opportunity to thank the residents who were involved in active service for their country in the many conflicts that have happened since that time.

As part of the commemorations, we held a competition where each home crafted a commemorative item using poppies as the main theme. Entries were judged by Maria Ball and relative Veteran Ernest Large who looked at visual impact, relevance, personal involvement and creativity of the poppy submissions.

Huge congratulations went to Willow Court and Fosse House for taking the crown, in what was a very tight competition. While the day was extremely emotional, the stories told brought the commemorations to life and served as an important reminder that, indeed, we must never forget.



Quantum Care Annual Christmas Party

Quantum Care ended 2018 in style with not one, but two Christmas parties to wrap up the year.

Our resident Christmas party saw 300 residents, staff and their guests gather at Tewinbury Farm to enjoy a traditional Christmas lunch followed by entertainment and dancing. Children from the Larwood School in Stevenage sang carols whilst the guests enjoyed their delicious lunch. Our very own Quantum Quavers Choir and St John's school in Lemsford then provided the entertainment for the afternoon, with some wonderful renditions of classic Christmas carols. The finale was a visit from Father Christmas who popped in to deliver some special gifts for residents to take home.



Community Christmas Lunch

Jubilee Court in Stevenage opened its doors to members of the local community for Quantum Care's first ever Community Christmas Lunch. The event was held to address the very real problem of loneliness amongst older people, which often worsens during the festive period.

Guests were treated to a three-course meal, which included a traditional turkey dinner with all the trimmings followed by Christmas Pudding or chocolate fudge cake. Following the meal was an afternoon filled with festive entertainment including quizzes, games and Christmas carols.

When it was time to leave, all guests went home with their own Christmas gift (kindly donated by Tesco's Head Office) making sure everyone had something to open on Christmas morning.

The event was a huge success, with some real and lasting friendships made. We are looking forward to organising more community events such as this in the future.



Supporting our Charities

Every year staff and residents take part in events to raise money for our chosen charities and this year was no exception. From running the Race for Life for Cancer Research UK, to Wearing it Pink for Breast Cancer Now or making cakes for MacMillan Coffee Morning, our staff, residents, families and friends have seen us raise over £4,000 for extremely worthwhile causes.



Our Homes

- 1

Anson Court
 Shackleton Way,
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 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, Bedfordshire
 LU5 4FF
 T: 01582 474700
 E: dukeminster@quantumcare.co.uk

6

Elizabeth House
 Elizabeth Close
 Moors Walk, Panshanger
 Welwyn Garden City
 Herts, AL7 2JB
 T: 01707 338821
 E: elizabeth@quantumcare.co.uk

7

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

8

Fosse House
 Ermine Close
 St Albans, AL3 4LA
 Tel: 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, Off Radburn Way
 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
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14

Margaret House
 Parsonage Close
 Abbots Langley, Watford
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15

Mayfair Lodge
 The Walk
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The Mead
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 Borehamwood
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Meresworth
 Dellwood, Field Way
 Rickmansworth
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18

Mountbatten Lodge
 Old Crabtree Lane
 Hemel Hempstead
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- 19

Pinewood Lodge
 Oxhey Drive
 South Oxhey
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20

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21

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Trefoil House
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Tye Green Lodge
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Key for homes with
Q Club Day Centres





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