

NEWSLETTER

WELCOME FROM BRIAN JAMES, CHAIR OF TRUSTEES

2024 was the year that Sheffcare celebrated 30 years as a Charity. It was originally created as a not-for-profit organisation to take over the residential care services previously provided by Sheffield City Council. Reaching 30 was a proud moment and one celebrated by staff and residents alike across the nine homes that make up the Sheffcare family. A true milestone.

In June 2024 our longstanding Director of Operations Tracey Payne retired after 30 loyal years working for Sheffcare (and for 12 years preceding the creation of Sheffcare, when our Homes were operated by the Council). We are extremely grateful for her dedication and the incredible impact she's had on our organisation, and we wish her well. That anyone spends virtually their entire adult life working for one organisation is testament to how much it means to them and how valued they feel by the Charity. Indeed we have many staff who have worked decades for Sheffcare, and whose children have followed in their footsteps. It is a truly special place.

When Tracey left, we took the opportunity to review the role of the Director responsible for the day to day running of our Homes, and decided that since Care was at the centre of everything we do, this should be the primary focus of their role - Care Quality. We were thrilled to appoint Louise Beaumont as our new Director of Quality and Care and confident that she will make an exceptional contribution. To further support this drive to continuously improve care quality, we also appointed Kelly Parker as Head of Quality and Improvement. Both roles will be key to maintaining Sheffcare as the best provider of residential care in Sheffield.

2024 has also been a very good year in terms of our occupancy and fair to say that we have truly bounced back from COVID. Indeed, at the time of writing this, our occupancy is 97%; demand for places in our homes is at an all-time high, and much of this is down to the dedication of our Executive Team, our Home Managers and our fantastic staff, whose amazing efforts ensure that all our Homes are not just Care Homes, they are REAL Homes.

As Chairman and on behalf of the Trustees, we want to thank them all for their dedication.



QUALITY & IMPROVEMENT UPDATE

Annual Quality Report – coming March 2025

We're excited to share that our Annual Quality Report will be published in March 2025. This report will show how we've performed over the past year and reflect the quality of care we provide. It's a chance to highlight what we're doing well and where we can improve. We're proud of the work our teams do every day to make sure our residents receive the best care possible. Look out for the report in March!

Strong occupancy shows high-quality care

We're pleased to see strong occupancy levels across all of our homes, which shows the trust families have in us. This is a sign of the excellent care we provide and the positive experiences of our residents. Families often recommend us because they see the care and support we offer every day. We'll continue to work hard to maintain this high standard and ensure all our residents feel safe, happy, and well cared for.

Annual survey plans for 2025

In January 2025, we started updating our annual surveys to make it easier for you to share your thoughts. This survey is an important way for residents, families, and staff to let us know how we're doing. Your feedback helps us understand what's working well and what we could do better. The updated survey will be quicker and simpler to complete, so more people can have their say. Watch out for more information in the new year!

Making It Real meetings – supporting wellbeing

Last year, we introduced Making It Real meetings to focus on wellbeing. These meetings give residents a chance to share what matters most to them. They're a way for us to have open and honest conversations about how we can improve. So far, we've had some great feedback, and it's already helped us make positive changes. We'll continue these meetings throughout 2025 to make sure everyone's voice is heard.

We're committed to providing the best care and creating a supportive, welcoming environment for everyone. Thank you for being part of our community. Together, we can keep making a real difference in people's lives.

CELEBRATING CARE SUCCESS AT SHEFFIELD CARES EXCELLENCE AWARDS

We're absolutely delighted that Kathryn Rawling, Dementia and Wellbeing Manager at Sheffcare, has won the Excellence Award for Residential and Nursing Homes at the Sheffield Cares Excellence Awards 2025!

These prestigious awards, hosted by Sheffield Council, recognise the dedication of everyone who contributes to care and support across the city—including Sheffield's 17,500-strong care workforce, 11,000 unpaid carers, and 7,000 young carers.

Kathryn's passion for dementia care and her commitment to putting residents at the heart of everything we do truly make a difference.

As our Chief Executive Claire Rintoul said: "When resources are tight and staff are busy, having someone like Kathryn, with her deep knowledge and enthusiasm, enables us to do more and do better. She inspires those around her to go the extra mile."

We're also incredibly proud of Helen Gibson, Manager of Springwood Care Home, who was runner-up in the Lifetime Achievement category. Helen has been with Sheffcare since its launch in 1994—an incredible 30+ years of dedication to resident care.

A huge congratulations to Kathryn, Helen, and all our amazing Sheffcare team—you are the heart of everything we do!



VALLEY WOOD ACCREDITATION UPDATE

We're committed to providing the highest quality care for those living with dementia. That's why our Quality Team and Valley Wood are working towards Dementia Accreditation, a prestigious recognition that will establish us as a Centre of Dementia Excellence. This accreditation will also provide Sheffcare with an industry-recognised quality kitemark, reinforcing our dedication to outstanding dementia care.

As part of this journey, our staff will be undertaking Dementia Mapping training, a powerful tool that helps improve care by understanding the lived experiences of residents with dementia. This training enables our team to observe, evaluate, and enhance the support we provide, ensuring a truly person-centred approach.

Achieving this accreditation is a significant step forward in our mission to create homes where people with dementia feel valued, supported, and empowered. We're excited about the progress ahead and look forward to sharing more updates as we continue this important work.

DEMENTIA AWARENESS SESSIONS

Sheffcare is committed to supporting families and friends of our residents living with dementia. We are pleased to announce that Kathryn Rawling, our Dementia & Wellbeing Manager, is holding regular Dementia Awareness sessions across all Sheffcare homes.

These free training sessions provide a safe and welcoming space for you to learn more about dementia, its impact, and how to best support your loved one.

Here's what you can expect to gain from the sessions:

- A deeper understanding of dementia and its different stages
- Communication strategies for effective interaction
- Techniques for managing challenging behaviours
- Resources and support available within Sheffcare and the wider community

For more information and to book your place, please contact Kathryn Rawling on 0114 2808888 or via email at kathryn.rawling@sheffcare.co.uk

CELEBRATING A VOLUNTEERING HERO AT DEERLANDS RESIDENTIAL HOME

A huge congratulations to our volunteer Kath, whose dedication and kindness have been recognised with a special national award from Room to Reward!

Kath, a volunteer at Deerlands care home in Parson Cross, goes above and beyond to support residents—whether it's joining outings, encouraging social connections, or simply being there for a friendly chat. Her warmth and dedication help reduce feelings of isolation and create wonderful memories for all.

Thank you, Kath, for making such a difference!



WALKING ON THE WILD SIDE AT SPRINGWOOD

Residents at Springwood residential care home were delighted to have a visit from the animals of celebrated community farming project Heeley City Farm.

“It really is moving to see the reaction of many of our residents who clearly have a deep love and respect for animals and who respond so well to this sort of close interaction,” said Springwood manager Helen Gibson

“We’re really are thankful to everybody at Heeley City Farm for making this visit possible.”



INTERGENERATIONAL CONNECTIONS IN OUR CARE HOMES

At Sheffcare, we've seen first-hand how intergenerational connections can bring joy, purpose, and meaningful relationships to our residents. Research shows that intergenerational interactions can improve mental and emotional wellbeing, reducing feelings of loneliness and isolation. For many residents, visits from children or teenagers light up their day and give them something to look forward to. These moments create a sense of purpose and an opportunity to pass on wisdom, skills, and knowledge.

The benefits aren't one-sided. Children and young people also gain so much from spending time with our residents. They learn about history, resilience, and kindness, gaining insights that only older generations can provide. These interactions often help young visitors develop empathy, patience, and a deeper appreciation for the value of building relationships with people from different walks of life.

Thanks to partnerships like the Adopt a Care Home scheme and The Sheffield Nurseries at Sheffield College, we've been able to nurture these wonderful connections. Looking ahead, we remain committed to creating even more opportunities for intergenerational activities, ensuring our homes continue to be vibrant, inclusive, and full of life.

Want to get involved? We'd love to hear from you!



Photos courtesy of The Sheffield College Nursery Service

INTRODUCING THE KNOWLERS' RETURN

There's a brand-new addition to Mary's Way Croft corridor in the top lounge at Knowle Hill! This welcoming space gives our residents the perfect spot to gather, enjoy a friendly game, and share a drink or two with friends.

Adding a special touch to the pub is a collection of beautiful artwork donated by Lynne, the daughter of our lovely resident Barbara Bidwell from Meadows corridor. Barbara, who loved painting in the late 80s, created these wonderful pieces, and we are proud to display them in our new social space.

With great company, lively conversation, and a warm, welcoming atmosphere, The Knowlers' Return is already becoming a favourite spot for our residents in the Beighton care home.

