

Maria Mallaband Care Group The Grapevine



Our Mission – “to be the best quality, most highly regarded Care Provider in the United Kingdom”

Welcome Readers to the latest Edition of The Grapevine. Firstly, may I wish you all a very happy and prosperous 2012.

Care is always hitting the headlines but often for all the wrong reasons. Articles of neglect and mistreatment will always remain a hot topic in the media. Here at Maria Mallaband Care Group we strive to deliver the best possible care at all times. We have a person-centred approach and ensure all our residents are treated with dignity and respect, whilst ensuring they remain as independent as possible. Since the launch of its sister company *Countrywide Care Homes*, MMCG now operates 144 properties in its portfolio. Countrywide Care Homes was set up to manage the homes of 36 Southern Cross homes and plans to grow the operation to 70 sites in the next few years. With 15 years already behind Maria Mallaband, we have the experience and knowledge to know what we are doing. Commenting on the expansion, Philip Burgan, Chairman & CEO said: “We have grown quickly through word of mouth by delivering first class care in a five star hotel environment. The Southern Cross deals moves us into a new sector and our excellent staff will be working hard to impose the same high standards on the homes we have acquired. I believe Countrywide Care Homes will be a valuable addition to the group.” To find out more about our quality care homes, visit www.mmcgcaregroup.co.uk or www.countrywidecarehomes.co.uk.

OVER 50'S HOUSING AWARD 2011

The UK Over 50's Housing Awards is to celebrate and reward excellence in the UK Over 50's Housing Sector.

The awards have been created by the UK Over 50's Housing Weekly On-line News and this is the third successful year. These awards collectively represent a celebration of the Top 20 performers in the UK Over 50's Housing Sector in 2011 and this year they were held at Central Hall Westminster, London on 24th November 2011. Philip Burgan (Chairman & CEO), Lynne Burgan (Director), Chris Ball (Managing Director), Chris Womack (Business Development Director) and James Burgan (Commercial Director) were at the event to collect the award.

Commenting on the award, Philip Burgan, Chairman & CEO said: “The Over 50's Housing Weekly On-line News takes things very seriously and they are extremely keen to keep a close finger on the pulse of the care sector as a whole. This award reflects the contributions that all my employees have made to our business and I am extremely proud of them as a team.



Philip Burgan/Maria Mallaband Care Group Limited has been adjudicated 'The Most Outstanding Care Home Operator in the UK Over 50's Housing Sector 2011.'

Head Office Fit Out Complete

After our last move in 2008 to larger premises at Westcourt, Maria Mallaband commissioned Avanta to come back to us with a solution to try and accommodate 16 additional staff - all within the same office space on Gelderd Road. This space needed to house additional finance staff and also had to have plenty of hot desking for Area Managers and QAMs. David Beattie (Avanta UK) and Lisa Denison (MMCG) worked closely together during October to ensure the refurbishment programme hit its deadline, its budget and met its usual high quality standards. October was an extremely busy month for everybody concerned at head office and for Avanta's fit out team, but over the course of a few weekends and evenings, it was successfully completed.



THE WESTBOURNE CARE HOME & RETIREMENT VILLAS HOLMES CHAPEL, CHESHIRE

Our luxurious development will be complete at the end of February 2012.

Anyone who has previously shown an interest in the care home will soon receive a personal invitation to the open day event.

To ensure you don't miss out on this great opportunity to view our magnificent development, contact Head Office on 0113 2382690.

**OPEN DAY
COMING
SOON**



Details about other developments including Bangor, Surrey and Bath can be found on our website.

Visit www.mmcg.co.uk or call our Head Office 0113 2382690.

SHACKLETONS SOLE FURNITURE PROVIDER

Maria Mallaband Care Group have struck a deal with Shackletons Ltd to be the sole furniture provider for MMCG and its sister company Countrywide Care Homes.

Shackletons have been in the furniture industry for over 50 years and are famous for designing, manufacturing and creating comfortable, long lasting craftsman-made furniture for the nursing and care home industry. MMCG have been using Shackletons furniture since it began in 1996, so we know the quality is good and is specially designed for its functionality, practicality and comfort. After we launched Countrywide, we felt that these care homes also needed the special touch of Shackletons and we are now incredibly pleased to be able to announce this partnership.

Commenting on the deal, James Burgan, Commercial Director said: "We have grown quickly in a short space of time and they have always been committed and shown dedication and compassion to our own changing needs. The Countrywide Care Homes will take our group into a new sector – this is a very exciting time for both organisations. We expect the same high standards, quality and comfort from the furniture and furnishings we use in all our care homes, and we are positive that Shackletons will not only meet, but exceed our expectations. It has been a pleasure working with Shackletons over the years and long may this continue."

Jason Bloom, National Sales Manager, commented: "Shackletons are very proud to be associated with a caring, progressive and superior quality care home group such as MMCG. Our corporate goals and that deserving of our furniture, is to align ourselves with the very best operators in the sector and MMCG and Countrywide Care Homes are certainly one of those. We look forward to extending our already successful relationship."

SHACKLETONS

CREATING COMFORT



A resident at Batley Hall was reunited with a long lost piece of heritage. The piece of furniture was made and designed by the resident in the 1950's for his own children. His Granddaughter bought the chair unaware that it was actually made by her own Grandfather!



The Care Manager (Pat Pickford) and her team (pictured right) at **The Belvedere** were privileged to be shortlisted for *The Great North West Care Awards* at the end of 2011. Even though not winners this time round, it was a major accomplishment to be shortlisted for two nominations. The Family & Friends Forum were the people behind nominating the home for the care awards. Carole and Audrey would like to thank all the relatives for the support they gave to this event. Audrey wanted to let the staff know how much they are all appreciated for the excellent care they provide to the residents. Audrey spoke personally after the awards dinner with Philip Burgan (Chairman & CEO), who also thanked the relatives for supporting the team and how pleased he is with the on-going developments at The Belvedere. Preparations are now underway for this year. Watch this space!

Sadly we say goodbye to Ann Rhodes who finally hung up her HR hat at the end of December 2011. Ann joined the group in 1999 when we operated just 4 care homes - now Maria Mallaband operate



over 28 homes in the UK. Maria Mallaband also recently set up its sister company Countrywide Care Homes, so Ann has been around to witness many changes throughout her years as HR & Training Manager. Ann said: "I will truly miss the friendships I have

made whilst working at Maria Mallaband and wish the company well for the future." Ann departed on a high note and is now looking forward to some quality and well deserved 'me' time.

HEAD OFFICE STAFF MOVERS & SHAKERS

Whilst we say goodbye to Ann and wish her well for the future, we would like to wish Susan Harbridge & Sarah Elwess all the best in their new HR Manager roles and Vicki Rundle who joined just before Ann's departure as HR Administrator. John Housecroft has become IT Manager for MMCG and Paul Robinson has joined as IT Assistant.

Managers at **Cavendish Court** and **The Belvedere** have achieved Advanced Apprenticeships in Business Administration (Level 3) with Qube training. Kim and Pat have worked on this development since February 2011 to enhance their knowledge and skills, and

to enable them to improve business delivery. Tom Davison (Registered Nurse) & Erwin Bufi (Chef) have achieved Advanced Apprenticeships in Team Leading (Level 2). Glynn (Chef) at **Batley Hall** was recently entered into the Care Home Nutrition & Hydration Award at York National Railway Museum. Well done Glyn for all your efforts. We would also like to wish all our new **Care Managers** the best in their new positions. New Care Managers have started at: Bowerfield House, Bridge House, Hope Green, Troutbeck, and Windmill Court.

SUPPORTING DEMENTIA

MMCG are proud to support www.jan4dementia.co.uk. Jan's husband was diagnosed with dementia seven years ago and she decided to put her efforts into raising awareness & fundraising for the Admiral Nurses in Hertfordshire. Monread Lodge Nursing & Dementia home is situated in Woolmer Green and so we felt this only right to support her dementia campaign. Monread Lodge will also be supporting Dementia UK again this year by holding a 'Time for a Cuppa' event.



INVESTORS
IN PEOPLE

However you prefer to communicate . . . get in touch

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Email: clare.boitelle@mmcg.co.uk to opt out of our mailing list

