

# Pendine Park News

The newsletter of the Pendine Park care organisation

Issue 3



Mario Kreft with Sarah Edwards and the award

## DOUBLE CELEBRATION FOR INSPIRATIONAL PARTNERSHIP

The pioneering partnership between Pendine Park and our talented resident artist claimed a prestigious double at a glittering awards ceremony.

Our long term commitment to the arts was recognised at the annual Arts and Business Awards.

At the glamorous ceremony at the Millennium Centre, in Cardiff, Sarah Edwards and Pendine Park proprietor Mario Kreft were presented with the Arts and Business and Sustainability Award. 2008

There was even more celebration on our table when we were also shortlisted for the main prize of the evening, Business of the Year, for which they received a special certificate.

The judges described the work being done with the residents at Pendine Park as "truly inspirational".

Last year Sarah was a winner at the Wales Care Awards when she was praised for helping the residents to lead fulfilled lives.

It's believed that Pendine Park was the first nursing home in Wales to employ an artist in residence.

Thirteen years on, such a sustained commitment to art therapy remains unique in the care sector,

Sarah said: "I was surprised but absolutely delighted that we won – not just for me and Pendine Park but also for the residents.

"It was a wonderfully glamorous occasion at the Millennium Centre, a truly unforgettable evening.

"I must pay tribute to Mario and Gill because when I approached them all those years ago, art therapy was virtually unheard of – especially in the care sector.

"They are great lovers of the arts and, luckily for me, they were able to see how art can and does benefit people, enriching their lives.

"I think art gives the residents a focus away from their illness, it provides escapism and creativity – and something different.

"They enjoy the classes and it's a popular activity. I think it enhances the quality of life hugely.

"I conduct one-to-one sessions and regular group art therapy sessions which definitely raise the spirits of the residents. We also regularly visit art galleries."

Mario was equally thrilled that the partnership with Sarah had been given the Arts and Business seal of approval.

He said: "Being recognised in this way has given us all at Pendine Park a real sense of pride – especially as we were up against really big companies like Legal and

General and the Royal Mail.

"Art gives people a sense of purpose and the work that Sarah does has certainly helped residents to lead fulfilled lives.

"Very often, people have not realised that they have an artistic talent – so it gives them an enormous sense of achievement and pleasure.

"They look forward to the lessons and the gallery visits and the exhibitions that we put on here.

"It's a huge positive in their lives – I know that from the feedback I get from their families and themselves."

Among those who sent congratulations was Wrexham AM Lesley Griffiths who has visited Pendine Park and seen the benefits of art therapy at first hand.

She said: "Sarah's work at Pendine has been truly pioneering and winning this award was very well deserved.

"Through her work, Sarah has encouraged residents at Pendine to express themselves through their own creativity and this has produced some amazing pieces of art.

"Pendine Park Care Homes deserve a lot of credit too, for employing an artist-in-residence. The beneficiaries of this move have undoubtedly been the residents."

LEFT: Singing star John Owen-Jones presents the award to Mario and Sarah



Page 8  
Unsung  
heroines

Page 2  
Tower of  
strength



## Margaret is a tower of strength

Margaret (right) with Mildred and resident Flora Adams

What was born out of a daughter's devotion to her parents has developed into a much broader caring role for a Wrexham woman.

For Margaret Roberts is now a friend of all residents at Hillbury House Care Home.

She dedicates much of her spare time to ensuring that they enjoy

life to the full and have a variety of activities.

The 68-year-old's work is not only appreciated by the residents of Hillbury and Gwern Alyn Homes, both part of the Pendine Park group, but also by the staff.

Mildred Heyward, manager of Hillbury, which is registered for 65 residents, said: "Margaret is a tower of strength and a tremendous support for me.

"As well as helping to make our new residents feel at home, through the family support group, Margaret plays an important role in putting the minds of relatives at rest when their loved ones move here.

"She does a tremendous amount of work in assisting us ensure that our residents lead fulfilled lives.

"With Margaret's help, the link between the home and the families is an additional way for families to provide support.

Margaret, a retired head of an infants school in Holywell, in Flintshire, first became involved with the home in 1998 when seeking accommodation for her

parents David and Janet, both of whom were 98 at the time and living in Derby.

"They were unable to care for themselves any longer and so we looked for somewhere in the Wrexham so they could be near us," she said.

Margaret and her family helped her parents move to Hillbury which recently been purchased by the Pendine Park group from the Sisters of Nazareth.

Though David and Janet were very happy at Hillbury Margaret felt she would like to promote more activities for the residents.

At the time, there was no family support group to organize such things – although they were in place at the group's other homes – so she helped to form the "Friends of Hillbury".

The group was quite informal in the early stages but when fundraising became increasingly important a committee was elected and constitution adopted.

David and Janet celebrated their 75th wedding anniversary at Hillbury in 2003 but sadly Janet died shortly before her 100th birthday. David remained at the home until his death at the age of 102.

Margaret's interest in the welfare of the residents continued, and she still as busy as ever in helping to provide a regular programme of activities, nearly all of which need funding. She is supported by her

husband Denis in much of her work.

"We have outings, such as a canal trip, concerts, other functions, and raffles, and we pay for extra materials which are required by the activities organiser," she said.

"But just as important as all that is giving our time, because many of the residents need to be accompanied on outings and so on," said Margaret, who is treasurer of the Friends.

Many of the activities are shared with residents at Gwern Alyn, which is registered for 41.

Margaret, of Bryn Lane, Bowling Bank, Wrexham, said: "Even though my parents have now passed away I carry on doing it for the sake of the other residents and I feel it's very worthwhile."

Mario Kreft, the proprietor of Pendine Park, paid tribute to Margaret's unstinting devotion to the residents.

He said: "She is a remarkable lady and the residents of both Hillbury and Gwern Alyn think the world of her – and rightly so.

"Margaret also provides invaluable support and guidance to the families of our residents, particularly.

"Anyone who has had a close relative entering a care home will understand that it is a very important and sometimes a difficult time. Peer support can be extremely beneficial at this time."

# Praise for caring care organisation

Pendine Park has been hailed as a shining example for the rest of the care sector in Wales.

The glowing praise came from Gwenda Thomas AM, the Welsh Assembly Government's Deputy Minister for Health and Social Services, during a recent visit.

Mrs Thomas was there to help the organisation celebrate achieving a major milestone in its history.

Fifteen years ago, Pendine Park was the first nursing home in the United Kingdom to be awarded British Standard 5750, now known as ISO 9002.

According to the Deputy Minister, the fact that the quality assurance accreditation had been maintained since then underlined their commitment to providing high quality care.

Mario Kreft, the proprietor of Pendine Park, has been at the forefront of driving up standards in the care sector in Wales for more than two decades.

He is Chair of the North Wales Care Homes Association and the honorary chief executive and a founder member of Care Forum Wales.

Mrs Thomas said: "It is significant that not only did they do the work here 15 years ago to qualify for this quality assurance accreditation but they have maintained it by providing care of a consistently high standard.

"I believe we have seen an improvement in standards across Wales but there is too much inconsistency as well.

"The standards here are very high and I would like to congratulate everybody who has been involved in developing the site.

"I feel they are showing the way for the rest of Wales especially in the way they work in partnership with others involved in the care sector.

"We know that Mario is involved in Care Forum Wales and he works closely with the local authority and the Care Council for Wales.

"You can see the result of successful partnership working in the quality of care being provided here."

Wrexham AM Lesley Griffiths also had words of praise for Pendine Park for retaining the quality assurance accreditation for a decade and a half.

She said: "I think it sends a very positive message. Certainly when I speak to people across Wales they know about Pendine Park's success, about all the different units here and what they have achieved in the area.

"I think it's very important to have facilities of this quality for people who are very often vulnerable.

Also among the VIPs was Cllr Aled Roberts, Leader of Wrexham County Borough



Council, who said: "The thing that hits you when you arrive here is the warm welcome.

"The residents are very happy here and say that the quality of the service here is very high. As an authority, that's the most important thing.

"There are increasing demands on us as a local authority and we have to be wiser in the way we use our money.

"I think that provision like this ensures that we as a council are able to meet the increasing demand."

Mario added: "We're absolutely delighted that the Deputy Minister has taken the time to come and see what we do here.

"The residents were particularly pleased to see her and I think it's a vote of confidence that shows that social care is being valued.

"I think our ethos has always been about empowering individuals and trying to provide the best services that we can.

"The staff are marvellous. We are trying to do innovative things with our staff training and development programme and we received a National Training Award for that work.

"It's all part of our drive not just to protect vulnerable people but also to enrich their lives, to reach out into the community and to do the very best we can."

## Manager Cindy leads the way

A ground-breaking initiative has been unveiled to give extra protection to the residents and staff of care homes.

The scheme to officially register Care Practitioners has been launched by the Care Council for Wales.

At the moment, registration is voluntary but the Care Council hopes it will eventually become mandatory.

The idea is being championed by one of the organisation's leading members, Mario Kreft, the proprietor of Pendine Park.

Mario said: "We believe that registering the workforce is giving vulnerable people confidence that the people caring for them have been properly vetted, are qualified and importantly are continuing their personal and professional development.

"The registration scheme also gives Care Practitioners confidence that they are being recognised as a profession."

Among the first to register was Cindy Clutton, the manager of Gwern Alyn House, a residential home that's part of the Pendine Park group.

She has been working in the care sector for 26 years after leaving school at the age of 16.

Cindy said: "I have had a lot of support from the company through training and personal development.

"The registration scheme has filled a big gap in the care sector. This helps promote the standing of people who work in the care sector."



Cindy Clutton with resident Agnes Davies

## Green light for new centre of excellence

Plans for a £4 million centre of excellence at Pendine Park to care for people with dementia have been given the go ahead.

The news came as it was revealed that the best selling fantasy writer Terry Pratchett has donated £500,000 to help fund a cure for Alzheimer's Disease, the most common form of dementia.

After being diagnosed with the disease, the 59-year-old author has described how it "strips away your living self a bit at a time."

According to Professor Bob Woods, one of the UK's leading experts on dementia, the new centre in Wrexham will be one of major regional importance.

He was speaking after it was confirmed that Pendine Park had secured planning permission for the pioneering project.

The new centre, to be called Bodlondeb (place of contentment), will look after 64 people with dementia who need day care, respite care or residential services.

It will be divided into eight small, family-like units so that the residents receive as much individual care and attention as possible while benefiting from the back-up of a larger organisation.

The aim is to build on the specialist dementia care already provided at Pendine Park.

There will also be a big emphasis on staff training and development at organisation's Teaching Care Centre to support the carers who work at Bodlondeb.

Proprietor Mario Kreft said the sad news about Terry Pratchett underlined how dementia could strike anybody – regardless of social class or ability.

He hopes the expertise and training available at Pendine Park will be of benefit to the whole of the care sector in understanding how to provide better and more effective care.

It is also a boost for the area's economy as the development will create up to 75 new jobs, taking the number of people employed by the Pendine Park group to more than 500.



# ART EXHIBITION PUTS MAYOR IN THE PICTURE

Our residents have staged an exhibition of their art work and it's had the thumbs up from Wrexham's Mayor.

Cllr David Griffiths was at Pendine Park to enjoy the artistic efforts of over 70 of the regulars at the home's art classes and he was impressed.

It was all part of Social Care Week which spotlights the work done at care homes across Wales and the opportunities open to their residents and staff.

Cllr Griffiths said after touring Pendine Park: "I'm mightily impressed with them and with what they've done."

"To see the variety of the work they have on display is excellent and it shows the skills they have and have been able to develop here."

"They should be very happy with what they have done and with the patience required to do what is often very intricate work – it's been a wonderful day and I'm really pleased they have invited me."

"Social care is an important part of life today and we all have our parts to play and this home is playing an excellent role."

The exhibition was organised by Pendine Park's award-winning artist in residence, Sarah Edwards, who has been working there for 13 years.

She said: "We work with about 70 people both in groups and one-on-one and we encourage people to join in and enjoy art even if they can't physically participate."

"That means visiting galleries and exhibitions and we regularly go to the Walker and Tate Galleries in Liverpool, the Lady Leverhulme Gallery and the Lowry Gallery."

"For those who do take part there are four classes a week and they are very popular and we feel it adds to their lives and we get very positive feedback from the residents."

Sarah trained at university in Cardiff and worked with an artist in residence at the Royal Gwent Hospital in Newport before deciding to try and introduce art into the care environment.

"I did some voluntary work with Pendine Park and they decided to take me on and I've been here ever since," she said: "I believe it gives the residents a real sense of purpose and achievement as well as a goal to focus on."

"It often provides them with an experience they've never had before and enables them to discover a talent they never knew they possessed."

"And for the Mayor to come and see an exhibition of their work gives them a real lift as well."

Resident Norma Jones, originally from Pontybodkin, near Mold, has been at Pendine Park for 14 years and was one of the original members of Sarah's classes.

She said: "I've got five pieces of work in the exhibition and I've been working with Sarah from the start."

"I love painting and art and have learned a lot but I just try and do my best."

Fellow resident Paul Beaumont, aged 28, from Ellesmere Port, is another keen artist: "Before I came here I wasn't very good with my hands at all but this makes me use them more and concentrate better."

"I enjoy it because I can do things I never used to do and I've come on tremendously because of it."

Gerry Humphreys, Activities Manager at Pendine Park, said: "The residents have produced some really good art work and when they heard they were having a visit from the Mayor they were really excited."

"They were all down here early to make sure they didn't miss him."

Pendine Park is thought to have been the first nursing home in the UK to employ an artist in residence when they took Sarah on and owner Mario Kreft said: "Art gives people a sense of purpose and the work that Sarah does has certainly helped the residents to lead fulfilled lives."

"This exhibition is just part of a programme of activities to mark Social Care Week which we at Pendine Park have organised at our care homes this week."

Other events at Pendine's Wrexham care homes have included a Garden Party at Gwern Alyn and a Strawberry Fayre at Hillbury and Mr Kreft added: "Social care is largely undervalued by society other than by the people who receive it and those affected by it, the families of residents."

"Social Care Week focuses on the positive aspects of what we do and just this week one of our senior carers said she couldn't imagine doing

anything else because she found her job so rewarding.

"It does take a special sort of person to want to look after people and that's the vocational aspect and what we're trying to do is to raise its status and value in society."

"Together with the Wales Care Awards in October, Social Care Week gives us the chance to show the work that is done and all the activities that are taking place in care across Wales."

"Pendine is very typical of that. Art exhibitions and classes and gallery visits, garden parties etc are not just things we are doing this week but activities which are going on all the time."

"What is so special about social care is that people are prepared to give up caring for and being with their own families, even on Christmas Day, to care for members of other families."

"That takes a special kind of person and Social Care Week and the Wales Care Awards are ways of raising the appreciation of social care and those who provide it."

Earlier in the week Gwern Alyn Home, in Pen y Bryn, Wrexham, staged a Garden Party for residents, complete with suitable refreshments and with music provided by organist Vince Cochran.

As residents sat in the summer sunshine, Home Manager Cindy Clutton said: "We invited the residents and their families and they have all been looking forward to it."

"It's great fun for them and we will have them singing and dancing along to Vince who regularly entertains them here."



ABOVE LEFT: Some of the art on display

TOP: The Mayor of Wrexham, Councillor David Griffiths with Norma Jones, left, and Doreen Jones

ABOVE: The Mayor with resident artist Sarah Edwards, senior carer Gerry Humphreys and resident Margaret Davies

LEFT: The class in full creative flow

# Patient Power Campaign for DJ

A charismatic care worker is at the centre of an extraordinary patient-power campaign.

Carmichael Arcobillas, better known as DJ since his days as a disc jockey in the Phillipines, was an instant hit when he provided temporary cover at the Penybryn neurological centre.

So much so, that the residents have now launched a petition in a bid to secure the 34-year-old care practitioner's services permanently.

The problem is that DJ works full time at another of Pendine Park's nursing homes, Cae Bryn, where he is also extremely popular.

Opened last year at a cost of £3 million, Penybryn is a regional centre of excellence for younger people who have suffered head injuries or have other neurological disorders like acquired brain injury and conditions like Multiple Sclerosis and Stroke.

The "We want DJ" petition was launched by two of the residents, Paul Williams, 55, and Paul Beaumont, 26.

Paul Williams explained: "DJ came over to us for a week to help us out and he did such a good job over here that we want him back."

"He is full of fun, he's a great guy. We had a great laugh with him - he's a special all-round guy."

"The petition is going really well. In the first 15 minutes, we got 23 names because he's so popular with everybody."

Fellow campaigner Paul Beaumont added: "DJ is very helpful, if you get stuck with anything he's there to help you. He was only here for a week and he did extremely well."

"He loves dancing and he likes music. When I play music he dances around."

"We're really hoping that we will succeed with the petition. The other members of staff at Penybryn are great but DJ is something special."

DJ, who has been working at Pendine Park for three years and is training to



be a nurse, was completely taken aback by the reaction at Penybryn.

He said: "I am absolutely gobsmacked with this, I certainly didn't expect it but I am happy that someone needed my services. I'm speechless."

"The two Pauls are brilliant guys and I would really like to work with them but it's up to my manager in Cae Bryn. I don't want to let the people there down either."

Managers at the care organisation say they've never seen anything like it before and the situation has left them with a dilemma.

No final decision has been taken yet but they're hoping to reach a compromise so that DJ can be shared in some way.

Cae Bryn manager Ann Chapman said: "In all my years of nursing, I have never ever experienced anything like this - and I started in 1972."

"I just find it so incredible - these guys have pestered the life out of me, they have hounded me!"

"I think that DJ is a character that is totally unique. In care giving, you look for feel-good factors and he's got that in spades."

# Guides will stand out in yellow

A group of North Wales Guides heading for the Alps this summer are sure to make an impression, thanks to our training company, SmartCare.

With hundreds of girls expected to descend on the Swiss village of Abelboden finding your colleagues in busy venues could prove tricky.

But the 21 Guides from the Wrexham area are sure to stand out as they have been provided with dazzling yellow polo-shirts by Smartcare, part of the Pendine Park Teaching Care Centre.

The girls will spend 10 days at Our Chalet, the name given to the World Centre for Girl Guides and Girl Scouts, where they will take part in a range of activities including dry tobogganing, hiking and putting on a show.

Each girl has to raise a minimum of about £350 for the trip but they have also raised funds towards the cost of the activities and other pieces of uniform by helping shoppers bag their goods in supermarkets and holding tombola sessions.

Among those accompanying the girls, who come from Wrexham, Hanmer, Johnstown and Marford, will be Tracey Evans, who works as a training manager with Smartcare, and it was she who approached the owner of Pendine Park, Mario Kreft, for sponsorship.

"He has always been very supportive of young people's activities and puts



a lot back into the community," she said.

"We decided on the bright yellow shirts because they will enable our girls to stand out in a crowd," she said.

The last time any of the girls visited Our Chalet was in 2005, and though the trip was a great success the red shirts they wore meant that they merged with Guides from many other countries.

One who went in 2005 and is looking forward to returning is Katie Tickle, 15, a member of the Bishop's Own 5th Wrexham Guides.

"It's a really good trip and I thoroughly enjoyed it last time. These shirts will really stand out and make us more conspicuous," she said.

Tracey Evans said they were seeking more sponsorship and anyone wishing to help should contact her at Smartcare.

Mario Kreft said: "We were delighted to be able to support the group and I am sure the Guides will be great ambassadors for the Wrexham

area."

Photographed in their new polo shirts are Dianeke McHugh and Tracey Evans (centre) surrounded by (bottom left/right) Stacey Sievwright, Alison Drew, Lauren McHugh, Marisa Edwards, Becky Davies, Diane Spencer, Kathryn Egerton, Emily Davies, Cara White, Katie Tickle and Shannon Tennant.

# Student double at the double

Two of our carers have achieved a prestigious study double from a further education college.

Janet Collins and Diane Smith, from Pendine Park's Gwern Alyn home have been named Students of the Year on their respective courses by Llysfasi College.

They both completed NVQ courses with flying colours - and in double quick time.

Gwern Alyn Head Housekeeper Janet, from Garden Village, gained her NVQ in Team Leadership in just nine months for a course scheduled to take 18.

Janet, who heads up a team of four, admitted: "It was a bit of a shock to me that I had been given the award but I'm obviously delighted."

"The course involved key skills, managing a team, problem solving and health and safety and I was able to do it here at Gwern Alyn with my tutor visiting to liaise with me and check on my progress."

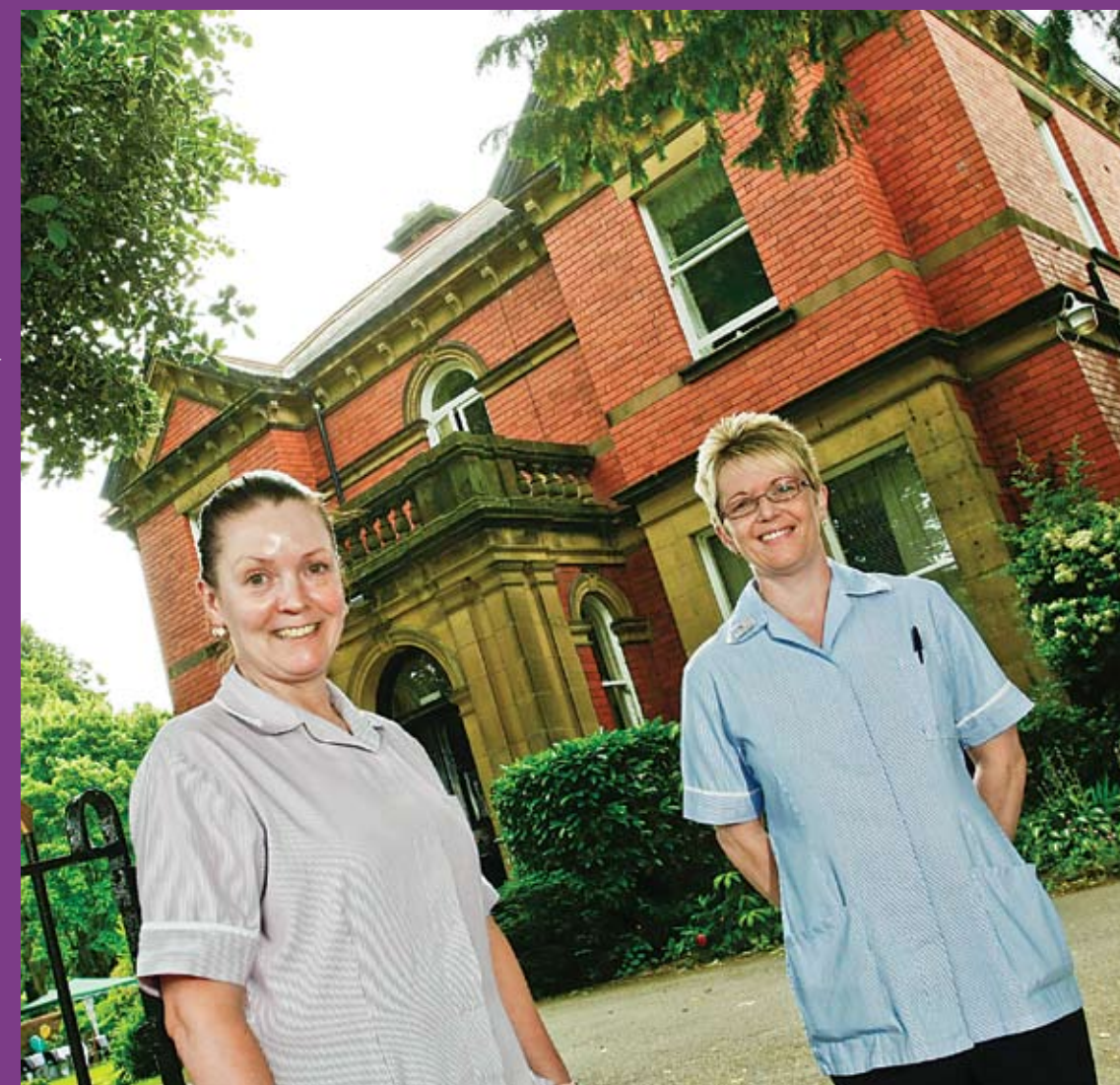
Janet, whose duties include stock-taking and ordering, began as a carer at Gwern Alyn nine years ago and is now determined to gain further qualifications: "I really enjoyed the course and the tutor was excellent," she said.

"I now hope to go on and do a framework course to gain another NVQ certificate and also to start a Customer Services course."

Diane Smith, a Senior Carer at Gwern Alyn, has gained an NVQ Level Four Care Practitioner's qualification which is equivalent to a university degree.

She is from Southsea and has worked in the care sector for nine years, the last six at Gwern Alyn: "I never expected to gain a Level Four," she said: "But I've really enjoyed it."

"I'd like to do more now and I am looking at doing an NVQ assessor's course so that I can help others gain qualifications as well."



Her course involved health and safety awareness and policies and procedures for carers and she adds: "I always wanted to work in social care and I've been involved in it for nine years now, first at a small home and for the last six at Gwern Alyn."

"I really enjoy it here. We're all like one big family."

Pendine Park owner Mario Kreft was delighted with the double award: "I am thrilled for Janet

and Diane because for both of them to win student of the year is a tribute to their hard work and professionalism and to the caring way they go about their work at Gwern Alyn."

"It proves the quality of the work being done in the independent social care sector and the high calibre of people involved in it."

"It's really good for Pendine Park as well and gives a human aspect to what we do because staff development is very important to us."



## MY JOB: Bev Halifax, aged 50, married with two grown-up sons, lives in Smithfield, Wrexham, a Senior Care Practitioner with Pendine Park at Gwern Alyn Home in Wrexham.

**Q: How long have you worked at this job?**

A: I have worked for Pendine Park at Gwern Alyn for four years but I have worked in the care sector for ten.

**Q: What time do you start work?**

A: We work shifts so I either do 7.30am to 4pm or 1.30pm to 9pm.

**Q: What do you like best about your job?**

A: It's nice getting to know the residents and listening to their stories and just being there for them.

We're their family and often they've got no-one else.

**Q: What do you like least?**

A: I don't like it when they get upset. Some of them

become very lonely and then we have to try and comfort them but at least we are there for them.

**Q: How many holidays a year do you have?**

A: I get four weeks but I spend it at home, I don't go abroad.

**Q: Do you work as part of a team?**

A: Yes I do and teamwork is absolutely crucial to the way we work. If you don't work together then it just doesn't work at all.

**Q: Do you see yourself doing the same job in five years?**

A: Yes because I can't imagine doing anything else. I'm not interested in doing anything else. This job is just so rewarding and enjoyable.

# Partnership goes to the top of the class



*Pupils Jessica Harrington and Kirsty Gabriel at one of the computer screens watched by Headteacher John Kenworthy, Edel Greenhalgh and Mildred Heyward.*

A high school's partnership with Pendine Park has helped them gain top marks from a team of inspectors.

According to headteacher John Kenworthy, the inspectors from Estyn were especially impressed with the Health and Social Care GCSE course at St Joseph's Catholic and Anglican High School, in Wrexham.

Pendine Park's latest donation was £1,000 worth of computer equipment used by pupils studying Health and Social Care.

Pupils regularly go on work experience to Pendine Park – two of our residential homes, Hillbury and Gwern Alyn, are across the road from the school.

Mr Kenworthy said: "The inspectors were particularly pleased by this course and the standard of work produced by the pupils.

"This course enabled us to get a Grade One in this particular area and they picked up on the partnership with Pendine Park straight away.

"That was the clinching thing to take us from Grade Two, which is good with outstanding features, into outstanding.

"It was the relationship that did that – we are absolutely flying because it was a fantastic report and I can't wait for it to come out.

"The partnership with Pendine Park is very valuable because it makes the course come alive.

"As it is a vocational GCSE course, the fact that they can go out and get real life practical experience, skills and training makes it more interesting and

more fulfilling.

"The course involves studying a variety of areas of social care, from young children to older people. It's something the kids really get into.

"One thing stipulated by the examination board is that the course work has to be completed on computers.

"The computers we have been able to fund through the sponsorship of Pendine Park have enabled the children to have direct access in every lesson." Pendine Park proprietor Mario Kreft was delighted that the response of the school inspectors had been so positive.

He said: "Naturally, because of what we do at Pendine Park, we are particularly keen to promote social care both as a profession and a positive choice.

"We offer the opportunity to the students to come and experience the work we do here and they interact with the residents.

"We have also been able to provide funding to aid their work and our most recent contribution has been computer equipment as part of our on-going support to the health and social care programme.

"We are very pleased to do that because we want to promote the value of social care as a profession.

"As a member of Care Council for Wales, I can say that it is becoming more difficult to recruit people to enter what is essentially a vocational profession.

"It is demanding work – mentally, physically and emotionally – but it can be extremely rewarding too."

## Unsung heroines singled out for praise

A team of inspectors has given Pendine Park top marks – with our team of housekeepers being singled out for special praise.

Fifteen years ago, Pendine Park was the first nursing home in the United

Kingdom to be awarded British Standard 5750, now known as ISO 9002.

The inspectors from quality assurance accreditation have been back to Pendine Park for their

annual review to make sure their standards are still up to scratch.

Their report said: "The general picture is of a good and effective control, with a high level of commitment from all staff.

"The organisation has demonstrated the establishment and tracking of appropriate key performance objectives and targets and monitored progress towards their achievement.

"It is evident that the housekeeping in all Homes is to an excellent standard," added the inspectors."

Proprietor Mario Kreft was delighted that Pendine Park had retained its ISO 9002 quality accreditation for the 15th consecutive year.

He said: "We are committed to the ISO standard and approach because it gives us the structure not only

to meet the national regulatory requirements but importantly assists us in developing our services above that.

"That's why we're delighted that we have yet again met the standard and exceeded it.

"We're particularly pleased that our nursing and care services did not require any corrective actions and that housekeeping operation was described as exemplary.

"The housekeepers are all very committed and they do an important job – you couldn't have a care home running well without an excellent team of housekeepers and here ours rank with the best.

"They are often unsung heroines so it's great that their important contribution has been recognised in this way.

