

OUR NEWS

Our future is clear:
the light at the end
of the tunnel **p2**

Operations Update:
our next six months. **p3**

Renaissance Care
Olympic Games. **p8**

Renaissance Care
welcomes Malin Court
Care Home. **p10**



Onward and Upward

2021 seems to have been a very quick year so far. One where everyone at Renaissance Care has put in a tremendous effort to keep each other and our residents safe – well done and thank you.

I'd also like to say a very warm welcome to all the staff and residents of Malin Court care home by Turnberry. Just this month, we have taken over the management of Malin Court, a wonderful care home on the west coast of Scotland. We look forward to meeting and introducing you to the rest of the Renaissance Care family as soon as it's safe to do so.

Despite all that we have been through over the past 15 months, and the challenges the pandemic has presented us with; I remain very positive about our future and the direction in which we are heading. As we tiptoe out of this period of lockdowns and restrictions, and as we learn to adapt to life in the 'new normal' - I am very confident that

we will emerge stronger from our combined experiences and knowledge.

All of our very hardworking staff have been truly amazing throughout this pandemic – for which I will be eternally grateful. You've shown great care and dedication looking after our 'second families', the vulnerable elderly in our communities, and I am very grateful and appreciative of all of your efforts - continually going above and beyond. You have all been absolute shining stars in a very dark sky.

I have just been to receive my second vaccine jab. I am very keen and passionate that all of our care home staff are vaccinated, not only to best protect our residents but also to make sure you remain safe

and healthy through what continues to be uncertain times. We want the very best for our workforce and I would urge each person to give very serious consideration to getting fully vaccinated.

I greatly miss visiting all our homes to meet with our wonderful people and experience the fantastic care that is delivered. I am very much looking forward to visiting you all very soon and to thank you personally for all that you have done and continue to do – keep well and safe and see you soon.

With all my very best wishes and heartfelt thanks to you all.

*Robert D. Kilgour, Executive Chairman,
Renaissance Care (Scotland) Ltd*

OUR FUTURE IS CLEAR

The pandemic has been, without a doubt, the most challenging and difficult time that we have ever faced in social care. However, with the vaccination and testing programmes now in full swing, we are seeing some 'light at the end of the tunnel'.

I appreciate that having to endure testing three times a week, as well as having two vaccinations, is not pleasant and I really want to thank all of you for doing this, especially to protect the residents that you have done so well to care for.

Over the next year, we hope to see a return to normality, or more likely a new normal. We have already seen visitors return to the care homes and hopefully soon, visiting will become less of a time-consuming task for staff, and less restrictive for residents and their families. These family connections and the 'buzz' people bring to our homes is something that we've all greatly missed but we are determined to recover and create this inclusive environment once again.

In the journey ahead, we will also see the re-start of all the projects that were launched in 2019, that were put on hold. This will include re-focusing on enhancing the dining and hospitality services within all our homes and investing in our people and properties: we have already started refurbishments at Letham Park, Torry and Kingsmills. We hope to continue with our upgrading and redecorating programmes across the group with greater refurbishment activities identified for homes that require. This investment will of course be dependent on our overall business performance and inevitably, how well we recover our occupancy. Increasing our occupancy positively affects the cost-effectiveness

"We can confidently say that the journey ahead will be smoother than the track we have all recently been through – learning from our experiences and gaining positive knowledge will bring opportunities both personally and professionally."



of how our homes operate. As occupancy increases, it also enables us to reinvest in our homes.

In some homes, the recovery of occupancy has been challenging since wave two of the pandemic. We know there are several contributing factors to this, however, the focus on increasing occupancy will be a continued priority across the group. Over the next few months, we will be working closely with our Marketing Manager, to implement additional means of promoting and supporting our homes. The increase in occupancy will of course improve our financial sustainability, but it will also help rebuild the busy and bustling homes that we were all accustomed to pre-pandemic. Developing our customer experience and enquiry management process continues to be an ongoing entity.

I am sure that the next year will bring many different challenges, including implementing the National Infection Prevention and Control Manual for Care Homes and continued Care Inspectorate and Scrutiny Team inspections. However, we can confidently say that the journey ahead will be smoother than the track we have all recently been through – learning from our experiences and gaining positive knowledge will bring opportunities both personally and professionally.

Thank you again and as always, stay safe.
Louise Barnett, Managing Director

OPERATIONS UPDATE

Our next six months focus will be to continue to do what we do best; providing safe, comfortable and compassionate environments for those people who experience care.

We are currently going through a period of reflection and encouraging people to take the time to look back on all our experiences over the past 15 months. To consider all that has happened; the good and the bad to try and find acceptance. To understand we did our best to do things right for all those in our care, these were unprecedented times and there cannot be any guilt or blame.

We are beginning to emerge from this pandemic, however, we must remain cautious to COVID 19 whilst continuing to check in on each other; to show that same kindness and compassion we did throughout the pandemic, and to continue our shared sense of togetherness.

To ensure our ongoing success, we will continue to adopt best practice and use the most up to date guidance in all our homes. The new National Infection Prevention and Control Manual has been launched for care homes and is now mandated which means we must comply. Throughout the pandemic, we rigorously followed all Scottish Government and Health Protection recommended guidance, however, this new manual will require us to review our quality assurance

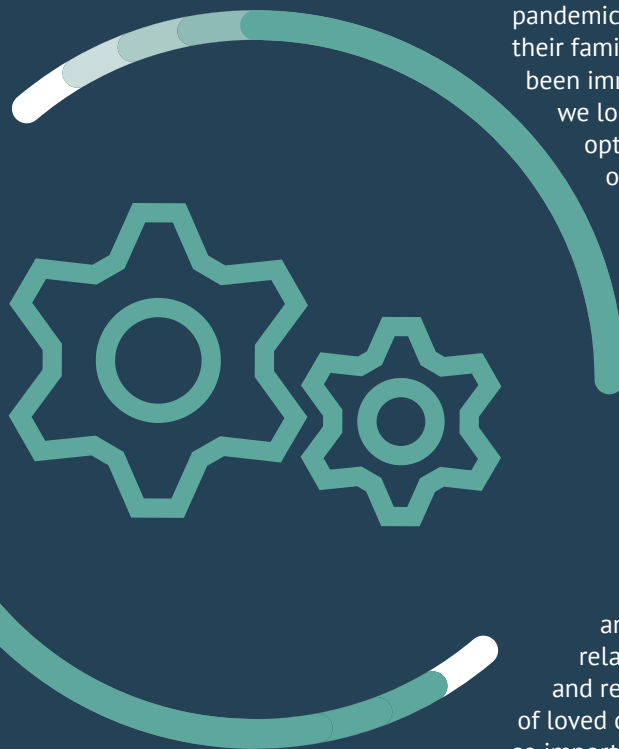
systems, reporting methods and general staff induction and training to ensure we meet the new standards – we will be inspected against these.

The Health and wellbeing of our people is always our primary objective, yet we know that the past 15 months has challenged that notion of how we deliver it in practice. The impact of the pandemic on those we support, their families and our staff has been immeasurable. However, we look to the future with optimism and a new sense of perspective and excitement. Supporting our homes to get back to their new normal is our priority.

A key objective has been to open the homes to visitors again, it is something we all missed and waited such a long time to reintroduce. Connecting with and investing in those relationships; to build trust and recognise the contribution of loved ones within our homes is so important. We want friends and family to share in entertainment, attend outings and join the daily events within the homes – there is no greater sound than hearing the fun and laughter that regularly filled our homes, we will get this back.

We promise this will get better – we just need to look after each other and stay focused.

**Yvonne Mackenzie,
Operations Director**



To support this, we are excited to announce a change to our Operational Structure to include Clinical Governance Managers, who will specialise in clinical support to our homes including, nursing teams and supporting best practice in all clinical areas. This role takes recognition of the clinical focus required to support positive outcomes for those who experience care.

PEOPLE SERVICES

We would like to take this opportunity to thank everyone for their inspiring efforts throughout the past, challenging 15 months. You have gone above and beyond for our residents and we know that they, and their families hugely appreciate it.

EMPLOYEE ASSISTANCE PROGRAMME

Hopefully we are now moving onto more positive times, transitioning out of the pandemic and, as we do so, supporting you, our workforce, couldn't be more important. To that end, we are delighted to announce the extension of our employee assistance programme which will now include:

- **6 face to face (or virtual) counselling sessions for staff**
- **24/7 assistance line providing counselling**
- **support with life issues including bereavement support, legal and financial advice and medical advice.**

You can access this support via the following:
www.caresourcer.com/eap or calling **0800 028 1256**
Username: Caresourcer | Password: EAP

OCCUPATIONAL HEALTH PROVIDER

We are also pleased to advise of the introduction of a permanent Occupational Health Provider to provide OH support across the company. Medigold have significant experience supporting the health and social care sector in Scotland and we will be partnering with them from June. More details to follow.

FEEDBACK AND SUPPORT

We continue to strive to support you in the amazing work you do every day. If you have any ideas or suggestions as to how we can improve the service we provide to you, please don't hesitate to contact Corinne – our People Services Manager: cmorrison-gillies@renaissance-care.co.uk



FINANCE UPDATE



In our last Newsletter in December I wrote that we'd seen a recovery in occupancy – then wave two of the pandemic hit and all plans and forecasts had to be paused.

Three of our homes were badly hit in wave two; Beech Manor, Croftbank and Milford House. At the time of writing this, occupancy has not yet recovered in these homes. In addition our private homes, Glencairn and Mathieson House have also struggled to maintain occupancy due to the changing customer demands and resident needs.

Thankfully we, in common with the whole sector, have continued to receive support from commissioning local authorities. That support has allowed us to continue investing in our homes with a number seeing a degree of refurbishment. As long as the company generates cash, we will continue to plough the bulk of it back into the business.

Looking forward we remain confident that better days lie ahead. Like the rest of the country, our hopes rest on the rollout of the vaccine – by all accounts, it is proving effective in reducing the terrible impact on the elderly. Over time, our business should normalise though perhaps not quite getting fully back to where we were.

There have been quite a few staff changes in Finance during the last six months. Led by our Financial Controller Declan, we feel that we have a great team. You will be aware that Nikki is now on maternity leave and perhaps will have had her second child by the time you read this. Ela has stepped up to cover Nikki's leave, Lorraine continues to do a great job in credit control with Robyn (cashbook/sales ledger), Paulina (payroll) and Stella (purchase ledger) making up the remainder of the team. Any new job is a challenge but Paulina was thrown in the deep end with the need to administer the governments

Covid Thank You payment – not helped by late payment and poor communication by local authorities. The good news is that everyone should now have received their payment. We are delighted by how well the new team members have settled in.

Otherwise, we have been busy making preparations to welcome Malin Court into the group. Apart from all the legal work to make it happen any new home creates a great deal of work internally as we adjust our systems to be able to account for and report on the home's performance. Work will continue by both Finance and Operations staff to fully integrate a lovely home in a great location.

I think that is all the news for now, so I'll sign off by wishing you a good summer – let's all hope the pandemic is behind us.

William McLeish, Finance Director

I'm Corinne,

and I am the new People Services Manager here at Renaissance Care. I studied a Business and Hospitality Management degree at University followed swiftly by an MSc in Human Resource Management and Chartered Member of the CIPD.

I enjoy learning and have continued my Personal Development throughout my career, achieving a specialist employment law paralegal qualification from Strathclyde University.

My experience in HR started in 1999, I studied part-time whilst also working part-time in an HR role. Since then, I have worked in both the private and not for profit sector, predominantly within legal services, hospitality and retail.

For the past 11 years, I was Head of HR Operations and People Development with the social care provider CrossReach. This has given me great experience in the health and social care sector and was a job I greatly enjoyed. Through my experiences, I try to combine commerciality with genuine compassion for people and ensure that my values are at the heart of all I do.

I am delighted to take on this new challenge at Renaissance Care, supporting all our Managers and staff to enable us all to care for the residents in the best possible way. I look forward to us working together and please do let me know if I can assist in any way.



I am Denise Mote,

and I have recently joined Renaissance Care as the Home Manager at Croftbank House. Having decided to rejoin the Care Home Sector after a period in assessment and reports. Returning to care, I was looking for a company that I felt mirrored my people-centred management style. I felt Renaissance was a great fit and I've loved my time at Croftbank this far – the staff have been so welcoming and receptive.

I aim to create an empowered, knowledgeable and happy team whilst supporting high standards of care and support throughout the home. I will also promote and facilitate joint working with Residents families and our professional partners. I have found everyone within Renaissance to be welcoming and supportive and feel excited about taking Croftbank into its next phase as we emerge from COVID 19 restrictions.

“I've loved my time at Croftbank this far – the staff have been so welcoming and receptive.”



I am Laura Wilson,

the Operations Manager for the Central Region. I started with Renaissance Care in April and it has been a great pleasure meeting many of you during this time.

I am a Registered General Nurse, having worked within the care home sector since 2010 and care home management since 2012. Working my way from Registered Nurse, to Deputy Manager to Home Manager and now Operations Manager – this hasn't been without its challenges along the way but it has been a great journey.

My passion is elderly care and in particular developing high-quality, person centred care for those we care for and those we work with. I believe that if we have a happy team, who feel valued and respected, everything else falls into place.

Having previously worked for a large corporate organisation and now Renaissance Care, I already notice a difference in the atmosphere. There is a clear sense of value, support, openness and transparency here – it has most definitely been a positive change.

Although I have only been with Renaissance for a short time, I am enjoying being part of an evolving company that has ambition and I look forward to being part of the journey. I am also looking forward to supporting the home managers and the teams within the homes as we embark on a journey of recovery, from what has been a very challenging year.



✓ Celebration for
70 years of marital
bliss at care home



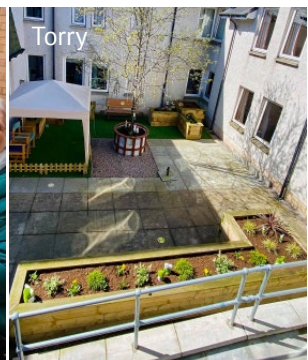
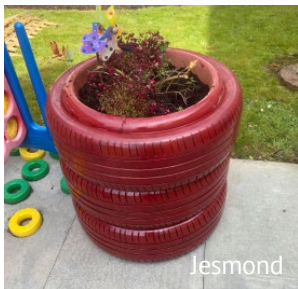
> Renaissance Care
Beech Manor party
set up



> Garden
Competition 2021



>
Snow day



RENAISSANCE CARE

This year, the Tokyo Olympics run from 23rd July – 8th August and we believe it would be a great initiative for the residents and staff at the home to host their own games to encourage everyone to have fun, get active and enjoy some outdoor time.

The sports will be based on Olympic sports with a little twist to make them relevant to our homes:

RENAISSANCE OLYMPIC EVENTS

OPENING CEREMONY

On Thursday 1st July, we will ask homes to host a Tokyo themed opening ceremony for everyone within the home to enjoy. This will officially launch the start of the Renaissance Olympic games. We would encourage you to be as creative as possible with music, food, decoration and entertainment where COVID 19 restrictions allow.

400M WHEELCHAIR AND WALKING CHALLENGE

How many times can you walk or wheelchair 400m in July? We're aiming for residents to do this once a day for the 31 days of July – more or less than this is also great.

We will keep a weekly tally for individual residents and the winner will be the individual who has completed the most 400m walks over the month. 1 walk or 31 walks, it all counts. This can be indoors or outdoors, aided or not.



SEATED VOLLEYBALL

Using a balloon, we would ask a group of residents to see how long they can keep the balloon in the air, batting it to each other using their hands/elbow/knees/feet.

Each week throughout July, we will ask groups to take part in the event and count how many 'hits' the balloon gets without touching the ground. Homes will submit their score each week and at the end of the month, the group with the highest number of 'hits' will win.

OLYMPIC GAMES

BOXING CHALLENGE

The 60-second boxing challenge will ask residents to put on their boxing gloves, staff to hold boxing pads out in front of them, then residents to hit the pads as many times as they can in 60 seconds. This can be any punch but the more variety the better: jab, cross, left hook, right hook, uppercut – you hit the pad and it counts.

Again, we would ask for this to be done weekly and we will keep a running tally for residents. Then at the end of the month, the person who has done the most punches will win the Olympics.



CLOSING CEREMONY

On Saturday 31st July we would ask for each home to host their official closing ceremony to celebrate the involvement and participation throughout the month. Hopefully, we will have some nice weather and be able to enjoy some BBQ's and possibly welcome a few relatives/visitors to join.

There's no official theme for this – just celebrate the achievements of the residents.

TRAINING

We know COVID 19 has had a real impact on the wellbeing of all our people. Therefore, the purpose of the Olympics is to encourage physical and mental wellness in a fun and social way so that we start to reintroduce activity and normality back to our homes.

We would encourage homes to use June as a training month to help build strength and fitness. For example, possibly start at walking 100m, hitting the balloon 10 times, slowly encouraging the boxing movement then over time encouraging speed etc – whatever the level of ability, we'd love people to get involved.

SPORTSMAN SHIP

We want to create a strong team atmosphere mixed with a competitive edge. Create team names for your home, purchase team t-shirts, create support banners that 'cheerleaders' can hold when they're not participating.

Mostly, we want people to have fun and be active.

PITCH N PUTT

This event seeks out the golfing enthusiasts within our homes. Over the month, we would ask residents to complete the nine-hole challenge (placing the putting hole in different locations around the home/garden/community). Residents would start from 20 meters away and see how many times it takes them to get the ball in the hole.

After completing all nine holes, the person with the lowest number would win.



SHOT PUTT

This throwing competition is just as it's seen in the Olympics. Residents can sit or stand, and throw the bean bag as far as they can. It's a one-off event but the training is essential.

Alternatively, the event can be adapted and the ball can be rolled to make this more accessible for residents.

We will announce a date in July when this event will take place. On that day, we'd hope to get as many people as possible involved. There will be two winners to this event, one for the furthest throw, and one for the furthest roll.



Renaissance Care has recently welcomed Malin Court Care Home into the group. The home is situated in the quiet village of Maidens, next door to Turnberry and is surrounded by the spectacular views and beauty of the West Coast of Scotland.

Malin Court is currently home to 25 residents and 57 staff members who already provide excellent standards of care. We are very much looking forward to working with the team at Malin Court and spending time with all the wonderful people who live, work and visit the home.

It's also really important to us that we build our connections within the community to make sure we continue



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RENAISSANCE AT MALIN COURT



to support the quality of life, and lifestyle, our residents already enjoy. This now brings the Renaissance care portfolio to 16 care homes located throughout Scotland. As a group, we now operate:

- Operate 16 care homes throughout Scotland
 - We have 757 registered care beds in total
 - Currently support 666 incredible residents
 - Employ 865 permanent members of staff plus over 400 bank staff.
- The pride we have in all our people has never been greater. We are delighted that we can expand our Renaissance family and hope that over the coming 12 months, our recovery and growth will carefully continue.



MALIN COURT CARE HOME



WILLIAM MCLEISH

RETIREMENT ANNOUNCEMENT



We are proud to announce the retirement of William McLeish, our Group Finance Director at Renaissance Care, after ten years of loyal and dedicated service on September 2nd 2021.

Throughout William's long career at Renaissance Care, he has continually gone above and beyond and he has been absolutely key to and instrumental in the growth and expansion of our organisation. His commitment, dedication and attention to detail have greatly helped to ensure the successful acquisition of a number of care homes over the years by the group resulting in the successful increasing of our operating portfolio to 16 care homes currently which employ over 1200 part and full time staff.

William is well known and widely respected for his business acumen as well as for his financial knowledge and financial skills. It is largely thanks to this, that Renaissance Care

is currently in the strong and stable financial position that it is in today resulting in us being well set up to achieve our future growth ambitions for our company.

The past ten years have seen both challenging and exciting times in equal measure. We are extremely appreciative and thankful to William for everything that he has given to Renaissance Care, always going above and beyond, and for all of his precious and valuable time that he has dedicated to his demanding role with us over this considerable length of time.

William is planning to remain very active in his retirement, especially as he looks forward to spending more

time with his family and his much-loved grandchildren. These past 12 months have certainly demonstrated to us all the importance of health, family and happiness and we wish William every bit of this during his well-earned retirement.

We take this opportunity to thank William, once again, for his contribution and to wish him a long and very happy retirement.

Thank you so much William for all that you have done and contributed over these ten years and our very best wishes for your future journey ahead.

**Board of Directors,
Renaissance Care (Scotland) Ltd**

EU CITIZENS: PROTECT YOUR RIGHTS BY APPLYING TO THE EU SETTLEMENT SCHEME

There is now less than a month to go until the deadline of 30th June 2021 for applications to be made to the EU Settlement Scheme (EUSS).

We would therefore like to remind all of our eligible EU, EEA or Swiss employees, who were living in the UK by 31st December 2020, to apply without delay at www.gov.uk/eusettlementscheme in order to continue to live and work in the UK after 30th June 2021.

Please remember that even EU, EEA or Swiss citizens and their family members who have lived

in the UK for many years, or have a permanent residence document or EEA Biometric Residence Card (BRC), still need to apply to the EUSS (or apply for British Citizenship).

We do not need proof that you have applied but getting status through the scheme will protect your future rights so it is very important that you apply before the deadline of 30th June 2021.

**EU CITIZENS LIVING
IN THE UK BY 31.12.20
DON'T MISS THE
EU SETTLEMENT
SCHEME DEADLINE**



If you need any help to apply there is a range of support available at www.gov.uk/help-eu-settlement-scheme

OVER THE LAST 365 DAYS WE HAVE:



Worn over
900,000
face masks



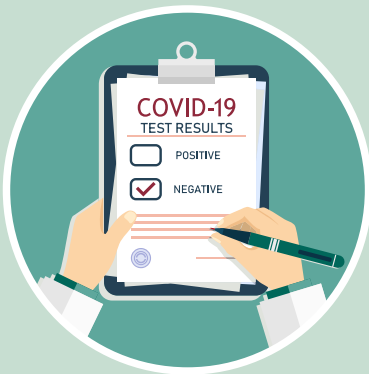
Used
766,500
aprons



Used
793,875
pairs of gloves

Served
678,900
meals

Served over
1,584,000
cups of tea and coffee



Carried out
around
167,700
COVID 19 tests

Changed over
46,500 beds



Supported over
27,375 facetime
calls

Cared for **1,158** amazing residents

