

Excelcare celebrates Team Appreciation Week 2021



We have been celebrating Team Appreciation Week this week across the Excelcare family from the 23rd to 29th August.

Each year, this special event shines a spotlight on our supercalifragilistic team members, and we take the opportunity to thank them for all of the incredible work they do.

This year, each day of the week was dedicated to celebrating a different region in which we operate by sharing gifts, donning a colour of the rainbow, and hosting a rainbow party in each of our care homes.

Thursday was also dedicated to celebrating our long service team members, who were presented with awards for their hard work and long serving dedication to the Excelcare family - be that 10, 15, 20 or 25 years!

Chairman Ozzie Ertosun sent an email to the group, praising their hard work and dedication throughout the pandemic and beyond. In his heartfelt message, he wrote *"I know we have tough days and there will be many more ahead, but we tend to have more good days than bad! It is the good days that make us smile, laugh and feel good about the difference we make, and I look forward to seeing you all play a key part in creating more good days across our family."*

Each care home celebrated in their own special way, taking their time to honour and celebrate our amazing teams.



Cambridge

Aliwal Manor Care Home

The team at Aliwal Manor Care Home in Cambridge made sure to dress for the occasion, and all came into work wearing their dedicated colour: orange.

When they arrived at work they were treated immediately, and presented with doughnuts and goody bags from Ozzie and Sam.

The people living at Aliwal Manor were also asked to say a few words about the team, which they had typed out and attached onto orange hearts, displayed on the wall for everyone to see. Some of the most notable compliments included 'Friendly home', 'They do anything for me', 'They make me happy', 'They are caring with a capital C', 'Nothing is too much trouble', 'I have never been refused a request', and 'They look after me well'.

Donna also celebrated working at Aliwal Manor for 22 years as this is such a long time! Her sister Carol was also not far behind her, having worked at the home for nearly 19 years.





Brook House Care Home

The friends and family of the people living at Brook House Care Home have been very generous this Team Appreciation Week, inundating the team with donations and personal praise.

A Zoom session had been set up in the afternoon so that the team, residents and family members could all join together and celebrate. One by one, relatives thanked the team for looking after their loved ones so well, especially during these extremely challenging times.

Then, for the first time in 18 months, everyone at the home was able to watch live entertainment take place in the garden. They enjoyed a performance by KJ Entertainment and everyone danced and sang along, even dusting off the tambourines and shakers for the occasion!

Once the performance was over, everybody settled down to enjoy a delicious barbeque, and gifts were handed out to members of the team. As well as this, Carer Carole received a Long Service Award for 10 years as part of the Excelcare family.

Dave, the newest resident of Brook House, closed the day by serenading everyone on the piano. It was the perfect end to the perfect day, and exactly what the team needed.



Buchan House Care Home

Buchan House had plenty to celebrate on Team Appreciation Day, with two of their team members receiving Long Service Awards, having been a part of the Excelcare family for 15 and 20 years.

The people living at Buchan wanted to show the team how much they mean to them, so they made some decorations to dress the home in and really add some cheer to the festivities!

The team gathered to collect their gifts, both from Ozzie and Sam and also the families of the people living in the home. They made sure to applaud each team member as they collected their gifts, letting them know just how loved and appreciated they are.



Home Manager, Anca, was so proud of everyone, saying that “the team at Buchan House are all extraordinary people who make such a difference to the residents’ lives. I can’t thank them enough for their passion, dedication and support.”

Once the gifts were given out, everybody tucked into a wonderfully prepared buffet, as well as a Romanian coffee and walnut cake, homemade by Anca to show her appreciation to her team.

Etheldred House Care Home

The team at Etheldred House Care Home were met with a great surprise when they arrived at work to see that a picture of every single team member had been pinned up on the wall.

Alongside these photos were kind words written by the people living at the home and their family members, which the team took great joy in reading! A team favourite was a message that read “If we could give you one thing in life it would be the ability to see yourself through our eyes, only then you would realise how special you are.”

The garden was decorated beautifully with a balloon arch and big signs that read, “We appreciate you” and “We are proud of you!” This provided the perfect location for their afternoon and evening barbeques, catering for both the daytime and the late-night teams.

To add to the fun, a photobooth was assembled, and each team member received a bag full of gifts, which were so greatly appreciated.



Fitzwilliam House Care Home

Fitzwilliam House made sure that they decorated the home in advance, ready for a fun day of Team Appreciation.

Gifts had been supplied by Ozzie and Sam, but Home Manager Claire made them extra special before giving them out, by adding personalised gift tags to each one, and tying a bunch of lavender to them. Each gift tag contained a note from Claire, thanking each individual team member for what they bring to the family. For example, her one to Deputy Manager, Reme read "You are caring with a very big heart. Thank you for being my right-hand lady, I could not run our family without you!"

The Banjo Man was booked as an entertainer for the day, and everyone gathered to watch him sing and play his banjo. Then, once he was done, Jakes Kitchen supplied pizza and cakes for all of the team members.

Fitzwilliam also chose to continue their celebrations this Friday, with an International food themed feast, where more gifts will be distributed; this time from family members of the people living in the home.





Glennfield Care Home

Everyone at Glennfield Care Home has been celebrating Team Appreciation Week with a variety of different activities!

The people living at the home ensured that the home looked the part, by decorating their own rainbow coloured bunting. Then, the team members donned all of their orange clothes, coming in during the week in Cambridge's dedicated colour. However, they did not just stop at clothes! Many outfits also included masks, headscarves, wigs and much more!

Ozzie and Sam kindly supplied gifts for every single team member, which resident Jayne helped to distribute to the team, thanking them all for their kindness and everything that they do.

Once they had received the gifts, they were also able to tuck into some very delicious cupcakes from Eileen, Chris and Elizabeth. Then, they watched as two members of the team received Long Service Awards, for outstanding dedication to the Excelcare Family.



Hunters Down Care Home

The team at Hunters Down Care Home pulled out all of the stops, decorating the Reception area orange as this was the dedicated colour for the Cambridge region.



They also decided to show their team appreciation by setting up a team shout out board, where everyone could write compliments to each other. Some of the favourites included "Housekeeping Team, you're amazing!", "Shoutout to Jan for always being so cheerful!" and "Well done to the Office Team for handling the busy Reception as well as their own responsibilities!".

Jayne, the Home Manager, went around during the day to personally deliver each team member their gift, and thank them for their dedication and hard work. Then, everyone tuck into takeaway pizza and doughnuts, to congratulate them for their continuous hard work and dedication.

Primrose Croft Care Home

The people living at Primrose Croft Care Home had spent a few weeks and activity sessions working towards Team Appreciation Week.

First, they had made orange paper angels, which were used to display the words 'OUR HEROES', and hung up for the party outside. Then, an activity session was used to come up with some words that the residents wanted to say to thank the team. These were then written down and made into scrolls for the team to read on the day.

Residents' families were asked if they would like to donate anything towards Team Appreciation Day in advance, and they were all very generous. Thanks to their amazing donations, each team member received a £20 voucher and a gift from the family members, as a token of gratitude for the work that they do.

The home also hosted a special free raffle for all the team members who were there, with the prize being a large teddy bear, a bottle of champagne, and some chocolate. Ryan was the lucky winner, walking away with all of the prizes.

The gifts from Ozzie and Sam were handed out to the team during a barbeque, where lots of singing, dancing and laughter took place!



Rheola Care Home

The team at Rheola Care Home were so surprised when they saw the vast amount of gifts that had been donated by family and friends to show appreciation! These gifts were then shared among the team in a free raffle, which everybody enjoyed.



After the raffle, the team tucked into a beautiful cake that was made by Yvonne's family, which had an Excelcare logo on it and read "Thank you to all the amazing staff at Rheola Care Home".

Since also received a Long Service Award for 10 years of dedication to the Excelcare family.



St Georges Court Care Home

The day kicked off to a sunny start, as the people living at St Georges Court made some large orange sunflowers to display around the home to show their appreciation.

As orange was the dedicated colour for Cambridge, many team members and some of the regional team took to the challenge, showing up to work dressed entirely in orange. In true St Georges style, they all gathered together and referred to themselves as 'The Knights of St George'.

Emma the Home Manager then went around and handed out gift bags to all of the team members, stopping so they could all have their photos taken.



Finally, a special Long Service celebration was held for João and Majeci two wonderful team members who had been with the St Georges family for 15 years!

Essex

Abbot Care Home



Ashlyn Care Home



Longfield Care Home

At Longfield, the team collaborated with residents to make their home party ready using a variety of rainbow themed decorations.

The team dressed up in colourful party hats and took a party trolley around the home, whilst playing Bonnie Tyler's popular song, "I need a hero".

Residents had a brilliant time partying with the team members and taking the opportunity to unwind.



Stanley Wilson Lodge Care Home

Celebrations took place at Stanley Wilson Lodge Care Home and the Saffron Club Day Centre as team members were handed awards for their long service.

Home Manager Sue Clayden, Daycare Manager, Debby Jack and Healthcare Assistant, Susan Wilson have shown impressive dedication to the home as they have worked at Stanley Wilson Lodge for 28, 29 and 26 years. With 83 years of care experience between them, they are especially proud of their service and that they are shown continued appreciation by Sam and Ozzie.

Debbie said, "I feel very proud that we have all been here for so long and making each and every person who is at Stanley Wilson and the Saffron Club's life a happy one."



St Fillans Care Home

The team at St Fillans celebrated Team Appreciation week with the people they care for, by taking part in games throughout the week with prizes up for grabs. Multicoloured decorations also filled the home, creating a colourful space for their rainbow party.



Sweyne Court Care Home



The team at Sweyne Court Care Home showed appreciation to their colleagues this week by encouraging members of the team to write positive comments about individuals or teams within the home.

All of these lovely comments were taken and displayed on a notice board so everyone could read them. This filled everyone with joy as reading all of the meaningful comments about themselves and the people they work with filled them with pride and a sense of personal achievement.

The gifts from Chief Operating Officer, Sam Manning and Chairman, Osman 'Ozzie' Ertosun were very well received and everyone was very grateful!

To show how thankful they were, the team each wrote a letter on their rainbow coloured bags to spell out the word 'thankyou'. They posed for a picture together and sent this to Ozzie and Sam to return their appreciation.

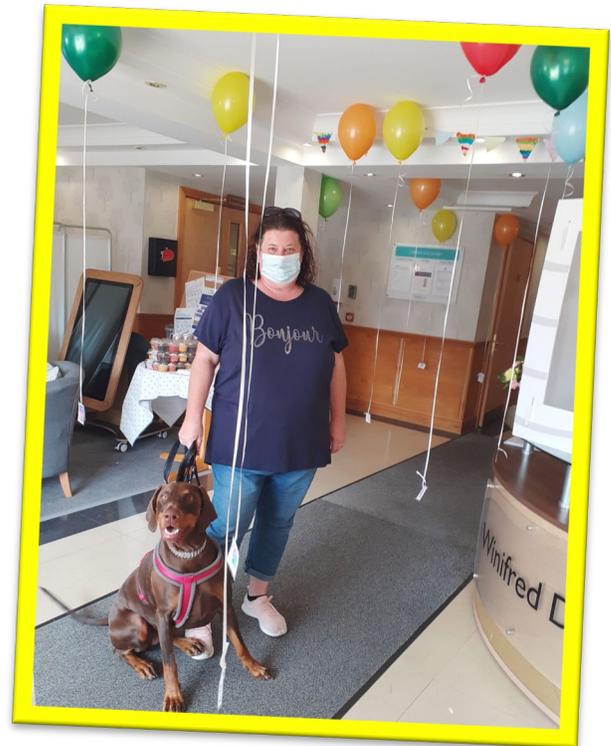
Winifred Dell Care Home

At the start of the week, the team at Winifred Dell hosted decoration making activities with the people who live there so they could get involved in the rainbow celebrations.

Residents helped to make paper chains and bunting together, whilst discussing how much they appreciate the team members who care for them.

On Wednesday, they hosted their Rainbow Party where games were played and sweets, drinks and a large buffet was available.

As the day drew to a close, they hosted their own awards ceremony, where gifts and long service achievements were handed out.



London



Park Avenue Care Home

The team at Park Avenue showed their commitment to team appreciation by all showing up to work in London's dedicated colour: green!

At first, they weren't sure that the colour green would suit them all, but in the end they admitted that they all looked fab!

They thoroughly enjoyed the gift bags they received, which contained an Excelcare flask, a rainbow chocolate bar and a gift card, and a fun quiz was prepared by Home Manager Gemma, with questions about care, and Park Avenue as a whole.

The night team were also given a quiz at 11:30pm, and had lots of fun answering each question. In the end, the winners of each quiz were the Rose Suite Team (Cecille, Nicola, Marcia and Rachel) on the day shift and the Peony Suite Team (Robin, Wayne, Seyi and Mazamba) on the night one. When tallying up the points, it was revealed that the night team won overall!

As well as this, the team enjoyed a fantastic takeaway the next day, and are all looking forward to their rainbow party on Saturday, which they plan to post about on their [Facebook Page](#).



Westport Care Home

The team at Westport Care Home were thrilled when they came into work and saw the gift bags that Ozzie and Sam had sent them!

The team have worked so hard in general, but particularly during COVID, which has been an incredibly demanding and challenging time. So, the Senior team thought it was very important that they felt appreciated this week, and spent time celebrating the way that they have shone in these challenging times, working to maintain the health and wellbeing for not only the people living at Westport, but each other.

They were also excited to present Healthcare Assistant Linda with a Long Service Award, as she has been working at Westport for a grand total of 20 years!

The week was incredibly fun and rewarding, and Westport would like to thank Ozzie and Sam for supporting them and making this week special.

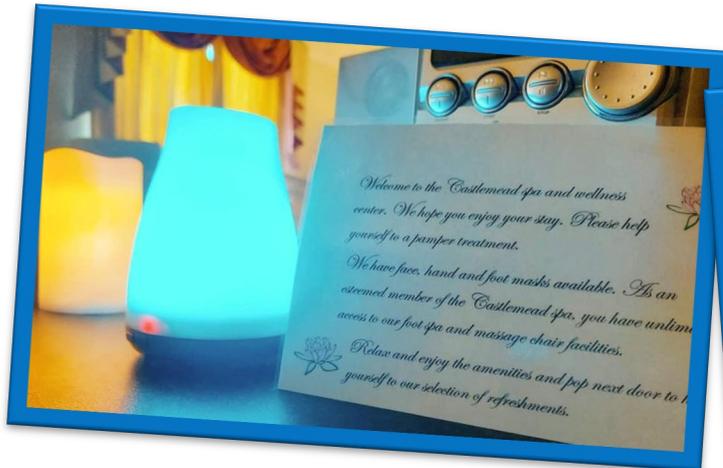
Milton Keynes

Castlemead Court Care Home

At Castlemead Court, they hosted their own spa and wellness day, encouraging colleagues to take some time to unwind, have their nails done and take a seat in the massage chair.

Residents also joined in with the spa experiences and said they felt very relaxed afterwards.

The spa day was followed up with tea, refreshments and a good old chat.



Neath House Care Home



The Willows Care Home

The team enjoyed celebrating with their new Home Manager, Rob Ashton, as he hosted a celebratory session with the team, in which he gave out gift bags and long service awards.

The home was adorned with colourful rainbow decorations and on Friday, the home hosted a BBQ for the team and all of the people they care for.

It was a week full of celebrations, colourful cheer and smiles all around!



Water Hall Care Home

The team at Waterhall enjoyed playing games together and eating some delicious food for their team appreciation day celebrations.

Each of the team was delighted with the gift bag they received and said they felt so appreciated.

It was a lovely day, which was topped off by seeing smiles on the faces of the people they care for.





Homecare

Superhero celebrations were in full swing at Homecare's office this week as they congratulated their team and gave out gifts.

There were lots of team members celebrating their long service to the Excelcare family too, with special gifts and awards being handed out to these people.

As the team are usually out of the office, it was great to see them together, celebrating their individual achievements and enjoying some time in each other's company.



Support Office

Celebrations began the second the team members at Central Support walked into the office, as they were greeted with a rainbow themed reception display.

Waiting for them at reception not only was a rainbow balloon arch, but also a pot of gold, which hosted packs of rainbow cookies that they were invited to take with them to their offices to share with their colleagues.

When they arrived at their desk, they were excited to find rainbow coloured gift bags from Ozzie and Sam, which contained a flask, a chocolate bar, and a gift card thanking them for their hard work behind the scenes.

But the surprises did not stop there! Halfway through the day, everyone received an email from Sam Manning, letting them know that she had bought doughnuts that were now waiting for them at reception!

