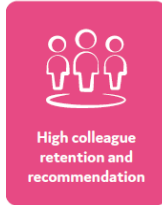


# Good to Great Road Map

## High colleague retention and recognition



Our new Team Engagement Forum will hold its first meeting on 5th March. The aim of the Forum is to bring together a number of colleagues from a variety of different roles across the Group to provide a voice for all team members. Regional Managers and Heads of Department nominated potential members who will share ideas and good practice, discuss any learnings or concerns from across our teams and shape future practice guidance. More details to follow as this important initiative progresses.

We have started to make industry award nominations and have already achieved some initial success – finalist in the HealthInvestor Awards for Residential Elderly Care Provider of the Year and Jacqui has been shortlisted for Businesswoman of the Year at the Leading Women in Care Awards. We are proactively considering other awards and again have asked Regional Managers for their suggestions so watch this space!

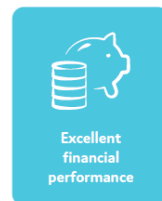
## Excellent care quality for residents



Our commitment to eMAR is progressing well with home level demonstrations now completed, which involved teams from Lansdowne and Benarty View, as well as members of the Care Quality team. Our plans to commence the rollout out in the Spring are on track.

Our Group-wide survey of residents and relatives is one of the many ways in which we can gain important feedback from our customers to better understand how satisfied they are and to identify areas where we can improve. This is also important evidence for our regulators. Thanks to Home Managers and care home teams for encouraging survey completions – we received over 1,700 responses and each home will receive their results in March.

## Excellent financial performance



The commercial training sessions for Home Managers to provide support on the complexities of excellent financial management has now been rolled out across the country with lots of positive feedback. Further training will be provided in April.

The launch of our new-look Group website, which replaces the two separate brighterkind and Four Seasons websites, is imminent. This is an exciting development as it brings our two brands closer together, whilst ensuring that the individual elements which make each of our homes unique and special are showcased.

## Culture of continuous improvement



25 homes now have whole-home Wi-Fi coverage. A further 21 installations are booked in March and April, with all homes due to be completed by 26<sup>th</sup> April. This is making a big difference to those in these homes from improved use of systems, communication and virtual meetings to the use of the Magic Moments portal with residents.

The Magic Moments portal will be available to family members to support positive visiting in March as part of our launch of The Four Seasons Feel Good Club. The Oomph! accreditation and training for Magic Moments team members will be taking place throughout April and May.

Alongside the new Team Engagement Forum, establishing new focus groups for key Group initiatives, such as those we've held for conference planning, eMAR, and Magic Moments, will become more commonplace, alongside the use of surveys for regular feedback.