

EUROPEAN CARE GROUP



Newsletter Summer 2011



A note from the Chairman and CEO, Anoup Treon



Dear Colleagues,

I write first to thank you for all your hard work, dedication and commitment in caring for our service users. The current economic climate is, of course, making demands on our sector and we are having to respond accordingly – not least with our continuing Group wide wage freeze. Despite these difficulties, I am very pleased that the quality of our services is sustained and improving. I am grateful to all of you for the personal contribution you make day by day. It is critical that we continue to progress all our quality improvement programmes and that we adhere diligently to our Policies, Procedures and QA systems.

I am happy to report that our Group financial performance is improving and that we are well supported by our banks and investors. I am confident of our ability to finance our growth plans, responding to local needs, for both Lifestyles and Care Homes.

The articles in this newsletter are testament to the growing strength and achievements of our teams throughout the UK in caring for some of the most vulnerable children and adults in society. On behalf of myself and all the Board, I offer you both congratulations and gratitude.

A handwritten signature in black ink, appearing to read 'Anoup Treon'.

Anoup Treon

Chairman and CEO,
European Care Group



EUROPEAN LIFESTYLES

European Lifestyles awarded “Investor in People” Status

We are delighted to announce that European Lifestyles has been recognized as an Investor in People in all of its services.

‘Investor in People’ is a non-profit organisation which recognises and supports organisations which show commitment to improving their performance through their people. Investor in People status brings public accreditation for real achievements measured against rigorous national standards.

European Lifestyles’ children and education services have also been recognised as centres of excellence for transitional planning, for the second year running, in the government issued “Diverse Britain” publication.



European Lifestyles Tenants at the shops, Cheshire



Congratulations Carol!

Carol Carney has been promoted to Head of Operations and Director of LD and Autism Services. Carol has a Social Work Diploma and a Management Certificate specific to the field of Learning Disability. She has over 33 years experience within Liverpool Social Services and the Independent Sector, 17 of which were as a Senior Manager.

New Developments: North Wales

European Lifestyles Mental Health Division has re-branded its North Wales Service as “Cae Glas” (formerly Minffordd). The new name reflects an important development in the person-centred service model—towards rehabilitation and supported living.



Cooking class in a European Lifestyles school

Manchester

European Lifestyles has opened brand new services for children (both residential and educational) in Manchester. The services have been designed and developed in close liaison with Local Authorities. We wish every success to these new additions to our Group



EUROPEAN CARE HOMES

St. Josephs Receives Letter of Thanks

When my wife, a stroke victim, was ready to be discharged from hospital she hoped to return to her own home, unfortunately this was not permitted. When I told her that she would have to live in a nursing home at first she was very worried and cried. Prior to her discharge I visited twelve nursing homes situated within 10 miles our home. I had compiled a questionnaire and St. Josephs was the only one to tick all the boxes, and luckily had two empty beds. My wife was able to choose the bed she wanted.

Being a stroke victim my wife, Poh Yit, known to her friends as Julie, was unable to speak, or swallow and was paralysed on one side. Communication was limited her only response to questions could be a smile, tears, a nod or a shake of the head. Right from the start, the staff at St. Josephs's treated Julie with dignity and made her feel very welcome. She was treated with considerable care, and made to feel as if she was part of the family. Without a doubt, after almost four years Julie considered all the staff to be her best friends.

When Julie suddenly died she was still treated with dignity. Our new friends, the staff, were very helpful and comforting to me. I would like to say that St. Joseph's must be the best Nursing Home in Essex and I would willingly recommend it to anyone who has to go into a nursing or care home. Ladies and gentlemen of St. Joseph's you made the last four years of Julie's life feel special. I wish to extend my heart felt thanks to you all, if medals were issued to nurses and carers you should all receive one.

Thank you all, Brian Abel

Refurb Update & a Selection of our New Developments:

The PSPI £16m refurbishment and extension program is progressing well.



The newly re-built **Rushyfields Care Centre** in Durham, celebrated its re-launch in May. The home has been described as having "hotel style and quality combined with a homely feel".

Construction of a single-story extension at **Hawkesgarth Lodge** in Yorkshire, completing this Autumn, will create an additional 14 beds. Extension work at **Forest & Sherwood View** in Derby will be completed by winter 2011.

Refurbishment and extension work at **Bridge House**, Lancashire is also going well.

Refurbishment work at **Canterbury House** in Rhyl, Wales and **Levensglenn** in Scotland is on target and going well.

European Care Homes Celebrate the Royal Wedding!



(photographs from **Arundel Park & Greenheys Lodge**, Liverpool).



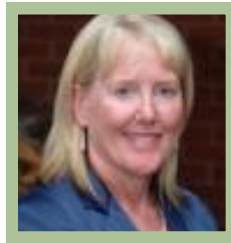
EUROPEAN CARE GROUP

European Care Group Welcomes:



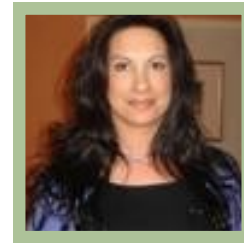
Baljit Johal
Finance Director,
European Care Group

Baljit Johal joins European Care with over 20 years experience in the financial management of company portfolios. He has worked extensively within the venture capital and private equity sectors, specialising in mergers and acquisitions and re-structuring. Baljit is a chartered accountant and has overall responsibility for accounting and finance functions within the Group.



Barbara Cotman
COO, England,
European Care Homes

Barbara is a qualified Nurse and specialist practitioner holding management qualifications in strategic operations and an MBA. She has over 15 years of Senior Executive experience across various segments of the Long Term Care industry in both public and private sectors and has managed teams working with special needs, LD with mental health, Physical disability, Brain Injury/ Neuro-rehab and elderly & EMI/Dementia care.



Liz Schumacher
Divisional Director,
European Lifestyles

Liz has over 16 years experience working within the NHS/ Social Services and independent sectors. She holds a Professional Mental Health Nurse qualification and a Degree in Mental Health. Prior to joining European Lifestyles, Liz was the Locality Manager for Mental Health & Older People's Services for a Health Care Trust in Northern Ireland. Liz has day-to-day operational responsibility for Mental Health and Acquired Brain Injury services in European Lifestyles.

Meet Our Supervisory Board

Sir John Hanson has 45 years experience in senior positions in public life; as CEO of The British Council and Principal of Green Templeton College (University of Oxford). As Supervisory Board Chairman, Sir John offers an exceptional breadth of experience.



Professor Sir John Grimley-Evans (MA MD FRCP FFPH FMedSci) is Professor Emeritus of Clinical Geratology at University of Oxford & Emeritus Fellow of Green Templeton College, Oxford. Sir John is Clinical Advisor to EC.

Jayne Treon completed an MBA and Law degree from the University of London after 8 years in banking. She has been studying alternative medicine for the last 9 years and focuses on special projects for EC.



John Wyn Owen CB has held senior positions in both public and private sectors, including Secretary of the Nuffield Trust & CEO of NHS Wales. John is currently Chairman of the University of Wales Institute at Cardiff.

For more information on our services please visit:

www.europeancare.co.uk

www.europeanlifestyles.co.uk

www.europeancarehomes.co.uk

Find us on Twitter: @europeancare



European Care Group
28 Welbeck Street
London
W1G 8EW

Tel: +44 20 7034 3220

Fax: +44 207 224 1160