

SPRING 2026 NEWSLETTER

News from Elizabeth Finn Homes



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A message from our CEO

Spring is a time of renewal, and across Elizabeth Finn Homes there is a wonderful sense of energy and optimism as we move into the year ahead. This edition of our newsletter celebrates just some of the moments, achievements and people that make our homes such special places to live and work.

I was particularly proud recently to represent the voices of our teams at a reception hosted by The King and Queen at Windsor Castle. Happily, this included a good chance to speak to Prime Minister Keir Starmer at some length, which gave me the opportunity to share the insights sent to me by our frontline colleagues about the joy and importance of working in care for those in later life. Their dedication, compassion and professionalism are what truly define Elizabeth Finn Homes.

We are also delighted to have been named one of the **Carehome.co.uk Top 20 mid-size Care Home Groups for 2026**, based on reviews from residents and their families. Recognition like this means so much because it reflects the everyday experiences of those who live in and visit our homes. It is a testament to the kindness, skill and commitment of our staff across every department.

Throughout this issue you will find stories that capture life in our homes: from celebrations and creative activities to beautiful gardens coming into bloom. You will also meet some of the remarkable people who shape our organisation, including Michelle Francis, our Head of Nursing and Care, whose passion for compassionate care shines through in everything she does.

At Elizabeth Finn Homes, we believe that care is about far more than meeting physical needs. It is about creating places where people feel valued, connected and able to continue living full and meaningful lives. That spirit runs through everything we do – from our lifestyle programmes and hospitality to the warmth of everyday interactions between residents, families and colleagues.

Thank you to everyone who contributes to making our homes such vibrant and welcoming communities. I hope you enjoy reading this edition and sharing in the many moments that make life at Elizabeth Finn Homes so special.

Olivia Curno,
Chief Executive

Out & About with our CEO



Olivia was honoured to attend a reception hosted by the King and Queen at Windsor Castle, representing the voices and insights of our frontline care teams.



Admiring the fabulous birthday party arranged by and for a beloved resident at Rashwood.



Celebrating being a Top 20 Care Home Group 2026 with the team at Rush Court.

We made the Carehome.co.uk Top 20!

We have been named a Top 20 mid-size care home group 2026 by Carehome.co.uk.

This prestigious award recognises the highest rated providers based on reviews from residents, family and friends, highlighting excellence in care. A big thank you to everyone who sent in a review and to all our staff for being so brilliant at what they do.



5 minutes with... Michelle Francis Head of Nursing and Care



Across her career in palliative care and oncology, Michelle has held a range of senior roles including Lead Clinical Nurse Specialist, Lead Cancer Information Specialist for Macmillan Cancer Support's mobile service and Director of Clinical Services within hospice care. Following a time as Head of Clinical Services for a private oncology provider, Michelle moved into social care and is currently our Head of Nursing and Care.

Why did you choose care as a sector to work in?

I am passionate about making a positive difference in people's lives, especially during the moments that matter most. My experience in palliative care showed me how powerful compassion, dignity, and genuine human connection can be for both individuals and their families.

What are you most proud of in your career to date?

Establishing a hospital-based palliative care service from the ground up while being externally employed by the hospice. We had to earn trust, influence culture, and support teams to think differently about care. The service grew, gained real credibility, and went on to win awards.

What has been your biggest challenge?

Leading a provider through the full CQC registration process for the first time. This involved building the case for why registration was required, then mapping and developing every element needed: policies, training, governance, and team readiness, with a workforce entirely new to CQC expectations.

What would you say to someone wanting to start a career in Nursing in a care setting?

Don't be misled by outdated stereotypes. Nursing in the care setting is dynamic, complex, and demands highly skilled, confident, and autonomous practitioners. It offers real scope to lead care, make independent clinical decisions, and shape services around people's lives. The sector opens diverse career pathways and gives nurses the opportunity to grow, influence, and practice at the top of their profession.

What is the biggest issue currently with regards to nursing in the care sector?

Building and sustaining a workforce with the skills and confidence to meet rapidly increasing clinical complexity. Today nurses are supporting people with multiple long-term conditions, frailty, and highly individual needs yet the sector still battles outdated perceptions that can impact recruitment and recognition. Addressing this means we must attract talented nurses, champion the expertise, autonomy, and leadership the role truly requires.

What is your favourite place to visit?

A tiny village called Chitterne in the middle of Salisbury Plain. It is where I spent the early years of my life, there is no phone signal, few houses and the place that I always go to for peace and connection back to nature.

What would we most likely find you doing when not at work?

Walking my beautiful black Labrador Arthur. He knows all there is to know about me!

Do you have a life philosophy?

Always choose kindness. No matter how challenging the day or how difficult the circumstances, kindness has the power to steady, reassure, and uplift. A moment of compassion can be the difference between making or breaking someone's day.

Who do you most admire?

Harold Macmillan. Not dissimilar to Elizabeth Finn, his drive and desire to help provide cancer support at low or no cost has grown into the most amazing legacy. People who are driven by their determination to make things easier for others are a source of inspiration.

If you could do any one thing in your life, what would that be?

It would be to learn to swim so that I could explore the ocean, experiencing marine life through scuba diving, swim in beautiful seas, and find a new connection with nature that would help me see the world differently.

Activities Across Our Homes

It has been another busy start to the year with lots of activities and visitors in all our homes. Here are some of the things we have been up to.

Burns Night at Grove Court



Happy Chinese New Year

Chinese New Year was celebrated across our homes with delicious traditional food and activities to inspire and inform.



Cotswold Home Baking

Our residents love to bake, continuing the homely pastimes they are familiar with.



Amaryllis Planting

Our residents at Grove Court have been busy potting amaryllis bulbs ready to go into our polytunnel.



Rashwood Art Gallery!

Residents, families and the local community came together to enjoy a very special art exhibition at our Rashwood Care Home in Droitwich.

The exhibition, held at the end of February, showcased work from a range of talented local artists as well as work created by the Rashwood residents.



Dog training at Merlewood



Following an inaugural Dog Show last year, we are delighted to welcome back Stressless Dog Training and Coaching, who are now holding their classes from the spectacular grounds at our Merlewood Care Home.

Mother's Day

And finally, we appreciated all mothers this Mother's Day, with lots of flowers, family members and of course cake!



Creating the perfect lifestyle in our homes

We believe that life in a care home should be joyful, creative and full of purpose. Lifestyle in an Elizabeth Finn home means creating an environment that ensures the lives of our residents are as fulfilling as possible, where there is ambiance, activities, events, hospitality and overall love and warmth. A place to thrive and flourish.



Channelling ideas from our new Head of Lifestyle, Carolann Hinson, we aim to maintain the highest standards of hospitality in all our homes. This covers a range of things – from furnishings and decorations, activities, events and community liaison – as well as overseeing menus and food provision.

A good care home does not just provide a safe environment and medical care. It provides a lifestyle that is person-centred and holistic, focused on nurturing the emotional, physical, social and spiritual wellbeing of all who live and spend time there.



We want our residents to feel at home and to enjoy the everyday moments in comfort. There is always an opportunity to meet new people and build friendships, to learn new things and chat over shared memories, maintain customs and share things that matter. We work hard to provide a varied programme of activities with something to suit everyone. And for some quiet time, there are daily papers and a range of books, magazines and games.



Our care homes do not exist in isolation, they are part of the local community and often act as a hub, hosting local groups of all shapes and sizes! Lifestyle at our homes also includes families and friends who are welcome not only for specific events but at mealtimes and to join in with our host of activities.

We ensure that residents of all denominations have a chance to practice their faith, that we celebrate the key dates in all cultural calendars and in so doing, we provide an opportunity to broaden cultural boundaries.

Lifestyle at Elizabeth Finn Homes means providing a space for enrichment, enjoyment and comfort.

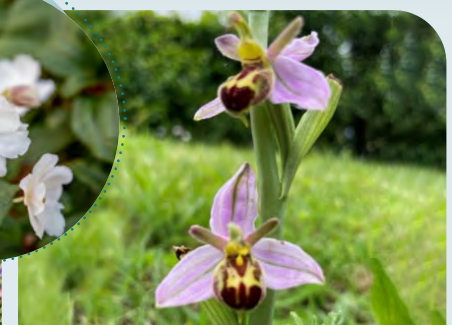
Spring in our gardens

Spring is finally on its way and our gardens are readying themselves for their first blaze of colour.

We have some amazing outdoor spaces at our Elizabeth Finn Homes, where you can find an abundance of vibrant flowers, a huge variety of trees, both ancient and new, and even a rare bee orchid. The gardens attract a variety of wildlife which we do our best to encourage with bird boxes, ponds and flowering plants. We have resident herons and melodious nightingales among many other species of birds and other wildlife such as rabbits and squirrels that delight our residents.



Our dedicated gardeners do an amazing job, creating and maintaining these beautiful spaces. Residents also enjoy getting their hands dirty, taking part in various



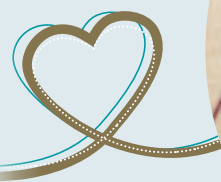
gardening activities that bring joy and a sense of accomplishment. The gardens not only enhance the aesthetic appeal of our homes but also provide a serene and therapeutic environment for all. A heartfelt thank you to everyone involved in keeping our gardens so beautiful.

Golden Hearts Awards

Following the success of our inaugural 2025 Golden Hearts Awards, we are thrilled to celebrate and congratulate our outstanding 2026 winners so far!

The Golden Heart Awards celebrate service excellence, recognising the dedication and hard work of staff across all departments who help make our homes exceptional places to live and work.

Huge congratulations to these outstanding colleagues, each nominated for their unwavering commitment, compassion, and for living our values in action. Each winner will be invited to join us at the Annual Award Ceremony, and have a chance to win one of the top spots in the 2026 programme.



Mairi McLeod,
CTC, Eversfield

Letitia Mason,
Chef, The Cotswold Home

Jules Cockran,
Care Assistant, Grove Court

Tina Summers,
Care Assistant, Merlewood

Nicola McBain,
Care Assistant, Rush Court

Tsui Ying Mak,
Carer, Halliwell

Lucy Reizlein,
BSA, Rashwood.

Caroline Hoskin,
RN, The Lodge



Ramadan 2026

We wished all our colleagues, residents and relatives who observed Ramadan this year, Ramadan Mubarak! We understand that this is an important celebration for all practising Muslims around the world.

We are proud to have a diverse and inclusive community at Elizabeth Finn, and we honour the different faiths and backgrounds that make our homes so special.

We wish everyone celebrating a wonderful Eid-al-Fitr, which marked the end of Ramadan on the 19 & 20 March.

Eid Mubarak!

Staff Survey headlines

We would like to say a special thank you to all staff that took the time to complete our Annual Staff Survey. Your feedback helps shape the future of Elizabeth Finn. The 2025 Staff Survey Report is now available in hard copy across all our homes for you to read and explore.

Highlights:

- The overall engagement score – our way of measuring staff pride – saw an increase from 74% in 2024 to 80% in 2025.
- The survey also showed progress in areas such as role clarity, safeguarding and an improved understanding of our unique charity ownership model. Equity, Diversity, Inclusion and Belonging (EDIB) continued to perform well; with more than a 75% positive response rate.



Welcome to our new Head of Lifestyle

We are delighted to introduce Carolann Hinson, who joined us in January as our new Head of Lifestyle. Look out for Carolann across all our homes as she works to create an even more welcoming, homely environment – bringing delicious dining, inviting ambiance, engaging activities and events, and a sense of warmth, care, and hospitality that we can all enjoy.

Career pathways

At Elizabeth Finn Homes we provide career and development opportunities across all parts of the business.

We have been busy developing some career pathways to support career progression in care, nursing, catering, hotel services, maintenance and social events. We highlight a range of career possibilities, and offer to support the practical skills, qualifications and learning journeys necessary to progress in each of these careers with us.

Grove Court: A home for all seasons

Standing in nine acres of stunning grounds, our Grove Court home is located just outside the historical market town of Woodbridge in Suffolk, one of the prettiest parts of England.

This purpose-built residence offers 61 bedrooms and outstanding facilities in a tranquil setting with fabulous views across landscaped gardens which are filled with life all year round.



Wherever you go in this home, there are beautiful views. Restaurant-style dining is enjoyed in one of the two dining rooms, with floor to ceiling windows that offer views

towards River Deben as well as patio access in warmer months. There are also six sitting rooms and a library, so plenty of space to find your own favourite place and view. Bedrooms are light and airy with ground floor homes providing direct access to the grounds.

Our home manager at Grove Court, Kelly Lockwood, has spent 10 years working in care settings and has a real love for her profession. Her passion in delivering person-centred care is evident in all aspects of life at Grove Court, where wellbeing, a feeling of family and enrichment are a key focus.

Kelly and her team are involved in every aspect of each day, taking time to get to know individual resident's needs, creating intergenerational interactions and plenty of opportunity to meet the local community who are very much involved in life at Grove Court.

The home hosts many groups and clubs, from pre-school children to musicians of every kind, crafting groups and even sports days. There are activities for all interests including scrabble night, book club, sketch club, choir, travel talks, quizzes, cinema and shopping trips. The home also grows all its own flowers to create arrangements throughout the year.

The home's grounds include an original cricket pavilion, now a lovely place to sit with views over the old cricket pitch, plus manicured lawns, fruit trees and flower beds offering year-round beauty and enjoyment for residents, families, and visitors alike.

Grove Court is a warm, welcoming and supportive home for residents, on both a permanent and respite basis. It is a truly exceptional place to live and work where love and care can be found everywhere and where extensive grounds offer peace, beauty, and connection with nature.



Elizabeth Finn Homes

A wholly-owned subsidiary of the charity Turn2us

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