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CareNet



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COMPASSION • ENGAGEMENT • PROFESSIONALISM

CareMalta Group's far reaching vision for consolidation and excellence

As we unveil this year's edition of CareNet Magazine, we are thrilled to announce a significant milestone for CareMalta Group. This year marked the beginning of our operations at the new care facility, Dar San Ġużepp, in Ġhajnsielem, Gozo. This expansion is a testament to our commitment to providing top-tier care services and underscores our theme for this year: consolidation.

Consolidation is not merely about expanding our physical presence; it's about unifying our efforts, strategies, and values to enhance the quality of care we deliver. This theme is reflected in every article of CareNet as we delve into the different aspects of the Group.

One of the core elements we explore this year is shared leadership. At CareMalta Group, we believe that leadership is collective. Shared leadership fosters an environment where every team member feels empowered to contribute their expertise and ideas, leading to more innovative and effective care solutions.

Another critical focus of this edition is integrated care in the community, a principle that CareMalta Group holds in high regard. Integrated care ensures that our residents and service users receive holistic and continuous care that addresses their needs.

The dynamics within our teams are also a highlight in this year's magazine. We delve into the synergy that arises from the collaboration between Vassallo Group and CareMalta Group. This synergy is a powerful force driving our mission forward, enabling us to leverage our collective strengths and expertise to provide exceptional care services.

Moreover, this edition of CareNet Magazine is dedicated to sharing the experiences of those at the heart of our operations – our residents, employees, and their relatives. Their stories reflect the compassion, engagement, and professionalism that define CareMalta Group. By featuring these personal experiences, we aim to provide a deeper understanding of the impact of our services and the dedication of our team.

This year's CareNet Magazine is a celebration of our growth, our commitment to excellence, and our unwavering focus on the well-being of those we serve, with compassion and integrity.

I hope you will enjoy all the great contributions in this year's CareNet Magazine.

Amy



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The way forward: Embracing shared leadership

In today's rapidly evolving business landscape, traditional leadership models are being challenged by innovative concepts like shared leadership. CareMalta Group CEO James Sciriha sheds light on how the organization navigates this transformative approach while maintaining effective leadership.

How are you embracing the concept of shared leadership?

We must make a difference between traditional leadership and shared leadership. In traditional leadership, you have a delineated vertical hierarchy with a CEO and an executive team; the vision and strategy lie with that person or team. Shared leadership, on the other hand, suffuses accountabilities and responsibilities. The first step in shared leadership is empowering people. Of course, there will also be a person in charge, but you need to be open to change and criticism because that is where change starts. The most difficult part of shared leadership is to be able to teach people how they are accountable and responsible because the people who will come up with the proposed changes, vision, and strategy are the same people who must implement those changes.

Can you give a day-to-day example of how you're trying to implement this shared leadership concept?

Over the past two years, we have appointed two dynamic teams that are responsible for specific areas. One is the Activities Committee, which is responsible for organizing, planning, and implementing the activities across all Care Malta Group, including the service users. The other is the Patient Safety Committee, responsible for identifying and implementing changes when it comes to the safety of the residents and our facilities. We also encourage our facilities to come up with proposed changes.

Recently, Care Malta launched Dar San Ġużepp in Gozo. How important was this step for the company in terms of growth, expansion in Gozo, and also when it comes to consolidation of the services offered?

This was a very important milestone for Care Malta. Gozo has been on our radar for quite some time now. Dar San Ġużepp gives us great opportunities because we believe that all the services that exist in Malta when it comes to the elderly sector should be available also in Gozo.

What is the next milestone for the company?

One of the next big milestones is the digitalisation of all our processes, which will become completely paperless. This will give us a huge boost when it comes to the service we offer to our residents. Relatives and consultants will also be able to receive these live updates. We are excited about this project, and it will be fully implemented in all facilities soon.

How do you plan to address the growing demand for elderly care services?

Malta has an ageing population, which brings about several challenges. Elderly care was completely different five years ago because the sector is continuously evolving. So, we are always keeping abreast of what is happening around us, the new challenges and opportunities, and we keep improving the services we are offering. We are also currently looking at new models of care.



What do you find most rewarding in your role as CEO? And could you share a success story that you are particularly proud of?

The best part of the job is when you meet residents, service users, or their relatives and they tell you how we left a positive impact on their lives, how much they like their stay, and perhaps that they suggested CareMalta Group to their family and friends. Both CareMalta and HILA have a very good reputation and obviously we work very hard to keep that name. Every year, we conduct a survey with our residents and every year the comments are very positive – they express how grateful they are for the level of care we offer. I also love sitting down with the residents and listening to their unique stories. Regarding a success story, I would say the development of our management team. One of the first decisions we took once the new executive team was appointed two years ago was to develop and invest in our employees. When I look at our management team today, I can see that most of them were promoted internally. They studied and proved themselves, and that makes me extremely proud of them. ●



The future is what we aspire for

CareMalta Group continues to drive Vassallo Group to fulfil its commitment to ethical business practices and community engagement, and to being a private company with a conscience. Vassallo Group Chairperson Natalie Briffa Farrugia delves into her strategic vision for the group, the vital role of CareMalta Group, and the challenges and opportunities that lie ahead.

What is your overarching vision for the group and how does CareMalta Group fit into this vision?

CareMalta Group has always been the heart of the group and will remain so. Although we started as a construction company, we always wanted to be a private company with a public conscience, and CareMalta Group fulfills this holistically. Our distinguishing features as a group are our ethical business aspirations and values. I believe that is the path we should continue to follow to take us into better futures.

How do you balance the strategic priorities of CareMalta Group with those of the other companies within the Group?

Vassallo Group and CareMalta Group have strategies that align. We are lucky that as a group, we are very much interconnected, although every company has its remit. So, from a group perspective, we continue to believe in the potential of CareMalta and HILA and their place as one of our core competencies. That is how CareMalta Group aligns with the strategic views of our group as such.

How do you see Vassallo Group now benefiting from the growth within CareMalta Group?

One of our strengths is that we are continuously reassessing ways and means of how to do things better, even our internal dynamics. We are proactive and always choose the best practices. The world is not the same post-

COVID, so it is also an interesting time where we continue to see how things develop within these challenging frameworks and ensure that every company embraces the new realities. Over the coming years, we will also continue focusing on our contribution to Environmental and Social Governance (ESG).

What are the biggest challenges facing CareMalta Group and how is the group addressing them?

From a care perspective, the biggest challenges are the realities of higher care needs. Today, our people have greater needs than they have ever had before. We have the backbone to cater to this vast experience in gerontology and geriatric care successes achieved throughout the years.

What do you find most rewarding about your role as Chairperson overseeing such a diverse group of companies?

I think the greatest satisfaction is that I am in a position to envisage the future. We have challenges every day but the future is what we aspire for. Together with the involvement of all board members and directors, I am able to help the group venture into its future. We have to work on the future now, and this is how we can give a better future to those who come after us. I believe we must continue to lead in both this contribution to society and in our grounds of ethical business. •



CareMalta Group as a pillar of Vassallo Group

Group CEO of Vassallo Group, Pio Vassallo highlights the synergy between CareMalta Group and other companies within the Group. Going forward, CareMalta Group will not only drive growth within Vassallo Group but will also help it continue reaching its aim of contributing to society.

Being Group CEO of Vassallo Group seems like a daunting task given the varied portfolio of the Group. How do you manage to deal with such diverse sectors?

My biggest challenge is obviously my timetable. There are only so many hours in a day so you need to prioritize. Diversification is great, but it presents its challenges. However, I see that the experiences of one business help me support the needs of the other because from experience, you begin noticing a lot of similarities. In my role, I have this sort of helicopter view. My motto is to be a servant leader to all our CEOs, and I try to support them as much as I can without imposing. I also believe that I need to be there both in the good times and also when things are challenging. My motto is also about taking a bigger share of the responsibility and a lesser share of the credit.

How do the companies within the Group complement each other, and how do you describe the synergy between Vassallo Group and CareMalta Group?

CareMalta Group is one of our pillars. It has been operating for over 30 years, so it is a long-term investment. It is a very solid contributor to the Group, and it contributes a lot both in terms of strength, but also challenges. CareMalta Group also supports other businesses, in the sense that other subsidiaries provide their services in its projects. For example, when we open a new facility, subsidiaries like Vassallo Builders provide construction and joinery works. Through that, we are also achieving our goal of leaving a positive impact on society, which is one of the main missions of the Vassallo Group. CareMalta Group has also now ventured into niche markets, like the disability sector. The growth of CareMalta Group will sustain also the growth of the Group in general and continue to increase this positive impact on our society.

Would you say that the ethos and values of CareMalta Group are reflected across the entire Group?

Yes, we are here to offer a quality service in a safe manner. We do all our business with integrity and we try to promote that throughout the hierarchy of the group. We are continuously trying to evolve and develop, and we try to do everything with dignity. We have a lot of pride, be it in offering a service in care, receiving tourists in our hotels, or building homes for people to live in.

How do you balance the strategic priorities of CareMalta Group and those of other companies in the Group?

Our belief is that each business should be autonomous and independent, so nothing will be hindering CareMalta Group from continuing to expand. The strategy for CareMalta Group has to be in line with the strategy of the whole Group, but they are in line. ●





Collaborative synergy in CareMalta Group's operations

CareMalta Group COO Noel Borg sheds light on the intricate workings of managing and operating as a cohesive Group. A vital aspect that he emphasizes is the underlying synergy that exists within the Group, originating from a shared core mission of caring for others.

How do the entities within the group operate in synergy, and how do you approach them, from a management perspective?

The synergy comes from the fact that the actual core business in itself revolves around care. So, primarily, the ultimate objective is to respond to the needs of someone. Whether it is CareMalta or HILA, the need is very much in sync. Even from a management point of view, we are very much in sync because you need to manage properly to stay in line with your aims.

How has your background in nursing influenced your approach to managing operations in the sector?

Whatever I do, and in whatever position I am, I am firstly a nurse. This was one of my biggest life lessons. It helps me a lot not only because nursing is a beautiful profession, but also because the elements that constitute nursing guide me in my approach to different situations and different people who require care, whether they are elderly, people with other needs, or people in alternative care.

What are the key operational challenges you encounter?

Key operational challenges vary, primarily because several variables constitute such challenges. This includes, for example, the fact that we care for different cohorts of people with different needs. Then there are also external factors. At CareMalta Group, we firmly believe that we must address any operational challenge or foresee any operational indicator as revolving around the person.

What are your key priorities for the next three to five years and how do you plan to achieve them?

From a personal perspective, I would like to grow further in helping others. This is a disclaimer that I try to always keep in the back of my mind, in our growth we must help others. From a professional perspective, I would say the same thing. If I were to ask myself, where I see the professional aspect going in the next three to five years, I see the sector evolving in a much more professional way and evidence-based way, and ultimately reaching out to whatever is happening on the international platform. I believe that the sector needs to be mature and proactive enough to gear up and actually change, to position itself better, and try to meet better the needs of the people.

How do you anticipate the early care industry to evolve over the next few years?

I have worked in this sector for 18 years now, and I think at times it evolves faster than it can understand itself. I believe this sector needs to continue evolving through change. But we also need to put a very fine balance between what is qualitative and quantitative. I think that the rapid growth in service provision and in the actual understanding of the service itself led to a very positive situation in terms of welfare and addressing the needs of people. But on the other hand, when you try and address something that is greater than what can be handled, quality can be a concern. So, I hope that in the next couple of years, we see a pure divergence from quantity to quality. •





Integrated Care: HILA's journey in community-based mental health

In the realm of healthcare, adaptation and evolution are not just desirable traits; they are essential for meeting the dynamic needs of society. One notable example of this evolution is the journey of HILA, which has expanded its horizons to embrace new frontiers in disability and mental health services. CareNet speaks to HILA CEO Janet Silvio.



How important are community-based services, as opposed to traditional hospital or institution-based services?

The entire world is currently going through reforms in mental health and the disability sector, and everyone is pushing for integrated care, which is a holistic approach to care delivery involving integration of services among various healthcare providers, environments, and practices. Integrated care is beneficial not only because resources are used better, but also because it facilitates access to more services and helps minimize the stigma associated with mental health. Although Malta already has some community-based services, there's still a long way to go to reach the level that is planned. What HILA has started offering over the last few years in the social sector is like a stepping stone, where people are cared for in the community rather than in an institution.

Malta has serious challenges when it comes to community-based mental health care. Where do you see HILA fitting in the broader picture?

Malta was unprepared for the effects of the pandemic and the recent population boom, both in terms of physical care and mental health. Our dream is to be able to be a one-stop shop for all services needed. This is no easy task because, first of all, you need a lot of evidence-based research. You also need the right kind of professionals and a model that integrates not only the medical but also the psychological, sociological, and even spiritual aspects. Over the past seven years, we have done a lot. Now that we have this experience and understand the high need there is, we wish to keep introducing services within the community.

What are the plans for the coming few years?

Firstly, we will be consolidating what we have achieved so far. It's good to grow fast but you also need to take stock and understand how to strengthen what you already have.



We are also looking to maintain our strong relationship with the ALS Foundation, something which we are very proud of. We want to offer more specialised community services within the mental health care sphere, and structures, to help people live a dignified life and work towards their recovery.

Why did the CareMalta Group feel the need to go into this sector?

In reality, this had been on the group's mind for years. Initially, the company decided to specialize in the elderly sector because it takes many years to research, to establish yourself, and to find strong grounds. Over time, the social sector needs began to grow and more persons were reaching out to us to start offering new services. Since our Group has grounded roots within the elderly sector, we decided in 2014 that it was the right time to start researching new sectors and diversify our services with the social sphere. After two years of research and seven years in operations, through HILA, we now offer four different services in five separate structures.

What are the challenges you face in this sector?

Unfortunately, mental health issues are becoming more prevalent and are affecting individuals at a very young age. This situation presents numerous challenges. We need to shift our mindset from viewing those with mental health diagnoses as people who need to be "protected" to seeing them as individuals who need support. It's crucial to understand that the major obstacles they face are often created by society, not by their conditions. Education from an early age is essential, not only in terms of accepting others but also in taking care of ourselves. The concept of "well-being" should be integrated into our daily lives rather than being seen as just a trendy term. Another significant challenge is funding. It is disheartening that only two percent of global funding is allocated to mental health, a much smaller proportion compared to physical health. Lack of human resources, both in terms of numbers and specialisation, is another challenge that all countries have been experiencing and which needs to be seriously addressed to keep these services efficient, effective, and sustainable in the long term. ●

An ongoing investment for top-quality care

Investment decisions at CareMalta Group are driven by long-term vision and feasibility studies, Financial Controller Chris Gauci explains. Gauci highlights the Group's strategy for the coming years, which includes strengthening existing services and ensuring top-quality care in an increasingly competitive sector.



How do you prioritize and allocate resources to balance quality care and at the same time financial performance?

You always need to strike a balance between the two. In my role as Financial Controller, my top priority would be cost-effectiveness. However, this cannot come at the cost of lower-quality services. This is why you involve people like the COO, to ensure that we have the right balance between quality and cost. Sometimes, you need to make some changes during the year, depending on the circumstances, but you always have to take the right decision with the right tools in hand.

How do you identify and implement efficiency improvements within the organization?

At CareMata Group we are lucky because we have several facilities, and this helps us bring on board different ideas from different personnel. Technology is very important at the moment. We are planning to go completely digitalized. We have a set of internal audits taking place and we also have a new Quality Assurance Manager to ensure that the quality levels are there.

What are the biggest financial challenges facing the elderly care sector, and how do you address them?

A significant challenge is the increased competition in the sector, which leads to competing prices. While sometimes you have to lower prices to remain competitive, this cannot affect the quality of your service.

How do you approach investment decisions?

Both at Vassallo Group and CareMalta Group levels, we lay out a strategy for the next five years. When planning a new investment, we do our research first. Our studies showed that there was a great need for a better service in Gozo. So, after we did our financial homework, it was clear that this project was viable and we went for it.

What do you find most rewarding about your role?

The biggest reward for me is the smiles on our residents' faces. Visiting our homes and seeing the quality of service we offer and the difference we are making in their lives gives me a great sense of fulfillment. ●



Balancing operational efficiency and high standards

Vassallo Group, renowned for its dedication to quality, particularly in the elderly care sector, balances financial performance with its commitment to high standards of service. Group Finance Director Stephen Borg sheds light on the financial strategies and operational approaches that underpin the success and sustainability of the company.

What are the key financial strategies you have implemented to ensure the sustainability and growth of the company?

Perhaps the key financial, as well as, operational strategy has been the size of our homes – always limiting size to ensure operational efficiency together with a healthy Home experience. Growth, on the other hand, was a natural process also taking the group to venture into, new but related areas of care, such as disability and mental care.

How do you prioritize and allocate resources to balance quality care and financial performance?

Care is our business, but of course, business needs to make financial sense to be sustainable. The balance between quality care and performance is a daily constant ensuring that we attain the desired standards within the required financial parameters. In essence, it is a constant balancing act.

How do you identify and implement efficiency improvements within the organization?

Each of our homes and facilities has Key Performance Indicators (KPIs) which are set out at the beginning of the year in discussion with management, based on our industry knowledge and home-specific situations. These are reported every month and are subject to regular discussion with first-line managers. This is one of the basics in our home-specific assessments together with other Group-wide ratio analyses.

What are the biggest financial challenges facing the elderly care sector, and how do you address them?

As in many other industries, rising costs are a major challenge both from a human resource aspect and from an operational cost perspective. This, coupled with the availability of resources, makes it a very challenging sector to operate in and addressing this issue is again a daily agenda item for our Senior Management Team.

How do you approach investment decisions, particularly in areas like infrastructure, technology, and staffing?

The Group doesn't make gut-feeling investment decisions, rather, these are planned, assessed, and discussed most professionally, with the help of our consultants, to ensure the achievement of the company's and ultimately the group's strategic objectives.

Can you discuss a recent significant investment and the rationale behind it?

Dar San Ġużepp in Gozo was the company's most recent addition. The rationale was very obvious, that being a presence on our sister island and the opportunity to raise the CareMalta flag for the first time on Gozo.

What do you find most rewarding about your role as Finance Director in the elderly care industry?

Being part of the decision-making process. Ultimately being part of a project from its inception at boardroom level, to its implementation on the ground and back to the boardroom to assess its performance – the opportunity to be involved full circle. ●

Ensuring quality in Care Facilities and Homes

In the dynamic and sensitive realm of healthcare, ensuring the highest quality of care is paramount. CareMalta Group's Quality Assurance Manager, Matthew Vassallo, shares insights on this critical role.

Can you share your background and what led to your current role as Quality Assurance Manager?

I am a nurse by profession with over 8 years of experience in an acute hospital. In 2019, I started a part-time role with CareMalta, and one of my duties involved drafting Standard Operating Procedures. SOPs are critically important in healthcare because they provide a structured and consistent approach to care delivery, ensuring high standards of care. So, I would say that my passion for caring for others and drafting SOPs naturally progressed into my current role as a Quality Assurance Manager.

What quality standards and benchmarks do you use to measure the quality of care in the organisation?

We follow national standards which are requirements for our services but we also follow internal benchmarks, mainly through our extensive SOP manual. Quality is measured through a variety of metrics including resident satisfaction surveys, clinical outcomes, incident reports, and compliance audit results. We develop quality assurance policies by reviewing current regulations, best evidence-based practices, and as well as internal performance. We involve employees, including Senior Management, Facility Management, and middle management to review policies, ensuring that they are comprehensive and actionable. Following this, implementation involves staff training, regular communication, and continuous monitoring for adherence and effectiveness.

Can you describe a typical audit or inspection process?

We carry out both audits and inspections. A typical audit would be unannounced and involves reviewing documentation and observing practices across all departments, at the end each department is given a score out of 100. The main goal of quality audits is to check for compliance with standard operating procedures, safety protocols, and resident satisfaction and safety. On the other hand, inspections are announced, and they are not as rigid as when you are carrying out a typical audit and you must follow a checklist. The process is less structured and is usually concluded with a report outlining findings, areas of non-compliance, and recommendations for improvement.

How do you incorporate feedback from residents and perhaps also their families into your quality assurance processes?

We actively seek and incorporate feedback from residents and their families through annual surveys, suggestion boxes, and regular meetings. This year we are also launching a feedback campaign so that we try and to get a better understanding of the gaps in our service on a more continuous basis.

What do you find most rewarding about your role?

The most rewarding part of my role is knowing that the efforts we put into quality assurance directly improve the lives of our elderly residents. Seeing the positive impact on their well-being and receiving gratitude from residents and their families is incredibly fulfilling. •





“The bonds you form and the support you receive, turn a facility into a true home”

At 85 years old, Romeo Camilleri, originally from Dingli, has found a new chapter of life in the vibrant community of Casa Marija in Sliema. Having spent the last two years at this facility, Romeo's story is one about the importance of human connection.

Romeo's journey to Casa Marija began after a significant turning point in his life. Due to an unfortunate accident that caused him an arm injury, it was increasingly difficult to manage daily tasks on his own. Recognizing the challenges of living independently and the necessity for assistance, Romeo embarked on a search for a new home that could provide the care and support he needed. It was then that he discovered Casa Marija, a place that would soon become his new home.

For Romeo, the decision to move to Casa Marija was driven by more than just the need for physical care. A strong sense of community had always been central to his well-being. Having spent four decades in the entertainment industry, for Romeo social interaction and the joy of meeting new people is paramount. His business had also instilled in

him a deep appreciation for friendship. Casa Marija, with its dynamic activities and frequent outings, provided the perfect environment for Romeo to continue experiencing social connections and a place where he feels truly at home.

Romeo speaks fondly of the events organized by the facility, which offer him the chance to explore new places and meet new people.

A key aspect of Romeo's positive experience at Casa Marija is the exceptional staff. During his interview with CareNet, he expressed his admiration for their unwavering friendliness and support. “The staff's dedication to addressing the residents' needs and their genuine care for each individual give a certain warm and welcoming atmosphere to the facility, and for me, this support is not just professional but also personal, as I feel valued and cared for,” said Romeo.

Reflecting on his experience, Romeo offers heartfelt advice to other older individuals who may be living alone. He encourages them to consider the possibilities that care facilities like Casa Marija offer by finding a family in a place they never expected. •

Embracing new beginnings

MaryAnne, 87, and Lawrence Bugeja, 85, have shared a life filled with love, faith, and resilience. Married for 62 years, the couple has faced their share of challenges and achievements. For the past two years, they have resided at Casa San Paolo, a decision they made in 2022 after facing health issues and realizing that living independently in their Sliema home had become increasingly difficult. They had also decided to make adjustments to their home to better suit their needs. However, despite the modifications, they found that daily life was becoming more challenging.

Lawrence, a skilled carpenter for 60 years with a shop opposite their house in Sliema, and MaryAnne, a dedicated housewife, cherished their life in the vibrant town. Yet, they understood that a change was necessary for their well-being.

Adjusting to life at Casa San Paolo was initially a challenge for Lawrence. "At first, I found it a bit hard to adjust to the facility," he explained. The transition from their home to a new environment was overwhelming. However, with the supportive management and staff at Casa San Paolo, the Bugejas began to settle in. "With time and with the help of the facility management, we adjusted easily," said Lawrence. The couple gradually grew accustomed to their new surroundings, made new friends, and even found time to venture out on their own.

MaryAnne, who has a hearing impairment, depends a lot on her husband. Despite this, she remains an active participant in the events organized by the facility and the Activities Committee of the CareMalta Group. "I don't let my hearing impairment keep me away from the events," she said with determination.

Their days are brightened by regular visits from their three children and six grandchildren, a highlight in their weekly routine that brings immense joy and a sense of continuity to their family-centered life.

During an interview for CareNet, both MaryAnne and Lawrence shared their secret to a strong marriage. "The presence of God in our daily lives," they said. This spiritual foundation has been their anchor through six decades of marriage, and it continues to guide them now that Casa San Paolo is their home. Their family and their faith continue to be the cornerstone of their lives, proving that even in the later stages of life, there are new adventures and new memories to be made.

The story of MaryAnne and Lawrence has also shown that adaptation and support can make all the difference and that their journey with CareMalta reflects the organization's commitment to providing a nurturing environment where residents can thrive despite the challenges of aging. •





A life with new memories and a new beginnings

Maurice Zammit, an 84-year-old resident of Mellieha Home, has spent the past year in a welcoming and vibrant community. After the passing of his beloved wife, Maurice lived alone for two years. It was his longing for social interaction that led him to join Mellieha Home, where he has found not just a place to stay, but a new family.

Maurice's life story is one of dedication and passion, especially when it comes to his professional career. In his younger days, he was deeply involved in the restoration of old buildings, including historic museums. As a manager, he led a team of 60 people, ensuring that every project was completed with meticulous attention to detail.

Married at the age of 24, Maurice and his wife built a loving family together. They were blessed with three daughters, whom they raised in Mellieha. For Maurice, family was always at the heart of his life, and the bond he shared with his wife and children remains one of his most treasured memories. Maurice spent much of his childhood and teenage years helping his father at the Tunnara in Ghadira Bay. These early years were filled with the simple joys of hard work and family.

At Mellieha Home, Maurice has found a renewed sense of purpose and connection. His daughters, who visit him regularly, feel reassured knowing that their father is in a place where he has everything he needs. They take comfort in knowing that he is surrounded by friends and engaged in activities that bring him joy. The supportive and lively environment of Mellieha Home has been a source of great comfort not just for Maurice, but for his entire family.

Maurice simply loves socialising. Every day, he goes to a stationery shop in Mellieha to buy the newspaper, a routine that keeps him connected with the outside world and gives him a sense of independence. His passion for chess has also found a new avenue at Mellieha Home, where he participates in a chess tournament.

When asked about his favorite activities at Mellieha Home, during the interview for CareNet, Maurice found it hard to choose just one. He described all the events and activities as fantastic, each offering a unique experience and a chance to bond with others, as for him Mellieha Home, is not just a place to live, but a place where his personality can thrive. •



Choosing CareMalta enriched my life and brought peace and reassurance

At 87 years old, Mary Doris Frendo has found a new sense of life at Roseville, where she has resided for the past two years and four months. Her experience at this facility has been nothing short of wonderful, bringing her joy and a renewed sense of community.

Mary's journey to Roseville began after a fulfilling and active life. She worked as a nanny and later as a nurse in physiotherapy, dedicating her time to caring for others. This nurturing spirit extended to her family; she is the proud mother of four children, grandmother to eleven, and great-grandmother to five. Her life took a different turn when she lost her husband eight years ago. This loss marked a turning point, as Mary realized she could no longer live alone, despite her family's love and frequent visits. She needed the support and companionship that only a community like Roseville could provide.

From the moment Mary moved to Roseville, she immersed herself in the vibrant community life. Known for her active lifestyle, she quickly started participating in the events and

initiatives organised by the facility that are tailored to meet the residents' needs and interests. Mary embraces each opportunity with enthusiasm as excursions allow her to explore new places, meet new people, and maintain an active and engaged lifestyle.

Knowing she is in a supportive environment where her needs are met around the clock has given her family peace of mind. The staff at Roseville provide excellent care, ensuring that Mary and all residents receive the attention and assistance they require at any time of day.

Reflecting on her experience, Mary often expresses her gratitude for the warm and caring environment at Roseville. "It's truly a home away from home," she says. She encourages anyone considering an elderly care facility to visit one of CareMalta's facilities. "You will instantly change your mind and decide to go for it," she assures. Mary's positive experience stands as a testament to the excellent care and vibrant community life at Roseville, making it an ideal choice for those seeking a supportive and engaging environment in their later years. •

Nurturing a compassionate and resilient workforce

In the ever-evolving landscape of healthcare, the recruitment and retention of a skilled and compassionate workforce are paramount. CareNet speaks to Elisa Camilleri, HR Manager of CareMalta Group, on the company's approach to ensuring the right people are not only recruited but also retained within the organization.

What strategies do you use to attract high-quality staff?

Recruitment has never been easy and likely never will be. We ensure our job advertisements provide clear role descriptions, highlight our company values, and offer competitive, fair salaries. To attract top talent, we create a supportive and safe environment, offer numerous professional development opportunities, and promote a culture of respect, teamwork, and compassion. This approach ensures our employees feel valued and fulfilled in their roles. Apart from skills and experience, we also look for empathy, dedication, patience, and a genuine passion for helping others.

Recruitment is one thing, but retaining employees is another. How do you approach this?

Retaining employees can be challenging, but it becomes manageable when you create an environment where they feel a sense of belonging and are valued as individuals, not just numbers. Additionally, promoting work-life balance and facilitating regular feedback opportunities contribute significantly to employee retention.

What kind of training and development programs do you offer to employees?

Training is vital, and we invest significantly in it. We provide ongoing training for all roles to keep everyone updated. Employees can discuss their visions and goals with their managers, and we offer guidance and support to help them achieve these goals. Training is essential to staying ahead of trends and changes.

What initiatives do you have in place to boost employee well-being?

Understanding the stressful nature of our environment, we have a comprehensive well-being strategy. Through workshops, team-building activities, and mindfulness sessions, we ensure our employees feel motivated and empowered. We also focus on communication, through an open-door policy and one-to-one meetings. We also support work-life balance and mental health through professional counselling and coaching services.

How do you handle performance evaluations and feedback at CareMalta Group?

Feedback is crucial and is provided in a constructive and supportive manner. We highly also encourage open dialogue between managers and employees to ensure that goals are aligned and performance expectations are clear.

What steps do you take to promote diversity and inclusion within your workforce?

We foster a positive workplace through mutual respect, inclusivity, and diversity. We recognize the invaluable contributions of each employee, appreciating their unique backgrounds and perspectives. We organize cultural and diversity activities, such as showcasing traditional dances or sharing and cooking traditional foods.

What do you find the most rewarding about your role as HR manager in this sector?

The role of an HR Manager requires significant time and energy investment, but the rewards are immense. Seeing the direct impact of our HR initiatives on employee satisfaction and resident care is highly rewarding and listening to feedback from employees and residents enhances this rewarding experience. ●



An inspiring journey of perseverance and growth

Maria Dolores Saliba, a dedicated mother of two, has been the head chef at Casa Marija in Sliema for nearly a year. Her journey to this position is a testament to her hard work, resilience, and the opportunities provided by CareMalta.

Maria Dolores' career with CareMalta began several years ago at Casa Arkati, where she started as a dishwasher. Her determination and passion for cooking soon led to her promotion to assistant cook at Zammit Clapp Residential Home. Her hard work paid off, and she was offered the position of head chef at Casa Marija.

In an interview with CareNet, Maria Dolores expressed immense pride in her team, which consists of 13 members, including herself. The team is formed by employees of different nationalities and cultures, creating a dynamic environment built on mutual respect and teamwork. "We all bring something unique to the table, and that diversity is what makes us strong," she says.

Reflecting on her journey, Maria Dolores admits that she never envisioned herself in her current role when she first joined CareMalta. She credits the company's commitment to employee development for her career progression. "CareMalta has always given me opportunities to learn and grow. They value loyalty and invest in their employees, which has made all the difference," she explains.

One of the main challenges Maria Dolores faces in her role is cooking for over 200 people. However, she emphasises that with the support of her team and facility management, nothing is impossible. "With the right people and cooperation, we manage to deliver quality meals every day".

Maria Dolores recalls one of her most memorable experiences while working at Zammit Clapp Residential Home. In the summer of 2023, as part of CareMalta Group's 30th Anniversary events, they organized a BBQ for 150 people. She was responsible for food preparation and cooking, and despite the challenges, the event was a huge success. "It was an incredible experience. Seeing everyone enjoy the food and knowing that I played a key role in making it happen was incredibly satisfying," she recalls.

For Maria Dolores, the greatest satisfaction in her job comes from the feedback she receives from the residents. "When residents tell us they enjoyed their meal, or when their relatives express their gratitude, it makes all the effort worthwhile". The recognition of her team's hard work by the residents and their families is a source of pride and motivation for her. •



“CareMalta always believed in my potential”

Shirley Turner has been working at Mellieħa Home since its inception in 2008. Her journey with CareMalta, the company managing the facility, is a testament to her dedication, resilience, and unwavering commitment to the care and well-being of the elderly.

Shirley embarked on her career with CareMalta as a domestic worker, joining the team part-time. For six years, she performed her duties, demonstrating an exceptional work ethic and a passion for serving the residents of Mellieħa Home. Her hard work did not go unnoticed. When a vacancy for a receptionist opened up at the facility, Shirley seized the opportunity. She applied and was successfully transitioned into this new role, marking the beginning of a significant phase in her career.

For nine years, Shirley served as the welcoming face of Mellieħa Home, handling the responsibilities of a receptionist. Her ability to connect with residents, families, and staff made her an invaluable team member. In her words, “The experience I gained with CareMalta started from nothing, but I always believed in the company, and the company believed in my potential”.

Shirley’s dedication and growth within the organization did not stop there. A year ago, she was appointed as the Facility Administrative Assistant (FAA) at Mellieħa Home. This new role brought with it a set of challenges, the most significant of which has been managing the workload related to the introduction and implementation of the newly audited nursing contract at Mellieħa Home and other government homes and clients. However, Shirley’s confidence and the strong teamwork at Mellieħa Home keep her optimistic about overcoming these challenges.

Throughout her career, Shirley has always found support from the management of the facility and the Senior Management of CareMalta Group. This support has been instrumental in her professional development and in handling the demands of her roles effectively.

One particular moment that stands out in Shirley’s journey is deeply moving and reflective of her compassionate nature. There was a resident at Mellieħa Home who was nearing the end of her life, alone and without any family. Shirley stayed by her side, holding her hand and providing comfort in her final moments. “It was heartbreaking, but I know I did not leave this woman on her own,” she recalls. This act of kindness shows Shirley’s dedication to the residents of Mellieħa Home, ensuring that they feel loved and cared for until the very end.

Shirley describes CareMalta as a company with a great social conscience, where mutual respect between employees and management is paramount. She feels that this mutual respect is what drives everyone to work hard and maintain the high standards of care for which CareMalta is known. •



Caring for others is not a profession but a passion



Jean Leizle Aquino, from the Philippines, has made Malta her home for the past nine years. Her journey in Malta has been both challenging and rewarding, particularly through her work at Casa Apap Bologna under HILA, a sector she finds immensely fulfilling.

Jean's professional journey took a significant turn in August 2018 when she joined Casa Apap Bologna as a Support Worker. By 2021, she was promoted to the role of Key Worker. Jean's decision to work with HILA was driven by her profound interest in the sector. This move allowed her to apply her extensive experience in healthcare while embracing new challenges and opportunities for growth.

Before her time in Malta, Jean's career was rooted in the healthcare sector across different countries. She spent 13 years working as a midwife in Tripoli, where she honed her skills in handling sensitive situations and providing compassionate care to her clients and their families. Jean's background as a midwife gave her a deep sense of empathy and compassion, qualities she brings to her current role at HILA.

Jean's choice to work in the caregiving sector is driven by a heartfelt desire to care for others. She believes in sharing her love and compassion with the service users, which aligns perfectly with HILA's mission.

One of the most challenging aspects of Jean's role involves managing the often difficult behaviours of the service users. However, she views this challenge as an opportunity to ensure that the service users receive the best possible care. Through effective teamwork, coordination, and support, Jean and her colleagues strive to provide a supportive environment for their service users. Despite the difficulties, Jean's ability to remain calm and compassionate helps her navigate these situations effectively.

The most rewarding part of Jean's job is witnessing the improvement of the service users. Seeing them make progress and knowing that their relatives are pleased with the care provided at HILA brings her immense joy.

For Jean, working at HILA is not just a job, it is her world. The sense of community and mutual support among the staff and service users creates a family-like atmosphere, which is integral to her professional and personal satisfaction. Her story is a powerful reminder of the impact that compassion and commitment can have on the lives of those in need. ●

Creating a lasting impact on the lives of others

In 2023, Paula Sultana's diligent efforts and dedication to her work were recognized when she was appointed as the Facility Administrative Assistant, FAA, at Casal Nuovo, a home managed by HILA. This promotion came as a result of her exceptional performance as a receptionist since May 2021, showcasing her commitment and reliability, which did not go unnoticed by the management at HILA and Casal Nuovo.

Paula's journey with HILA began after nearly six years of service at CareMalta. Her career at CareMalta Group started in 2015 at Casa San Paolo, where she worked as a kitchen assistant and later as an assistant cook. This initial role allowed her to develop a strong work ethic and a deep understanding of the inner workings of the facility's kitchen operations. By the end of 2017, Paula transitioned to Villa Messina, where she embraced a completely new role as an Active Aging Coordinator. This position marked a significant shift from her previous kitchen duties and showcased her versatility and willingness to take on new challenges. In 2018, she returned to Casa San Paolo, this time as a cook, reaffirming her culinary skills and her commitment to the residents' well-being.

In May 2021, Paula made a pivotal move to Casal Nuovo, marking the beginning of a new chapter in her career with HILA. This shift allowed her to explore a different aspect of the CareMalta Group, broadening her understanding and enriching her professional experience. At Casal Nuovo, Paula found a renewed sense of satisfaction in directly interacting with the service users. She became an integral part of their daily lives and routines, a role she found deeply rewarding despite its challenges.

One of the most significant challenges Paula faces in her current role is maintaining professional boundaries with the service users. While she cherishes the bonds she forms with the service users, she understands the importance of not becoming emotionally attached. This balance is crucial for providing the best possible care and support to them, ensuring their needs are met without compromising professional boundaries.

For Paula, her role at Casal Nuovo is not just a job; it is a mission. She feels a profound sense of pride in being part of HILA, an organization that strives to break down societal stigmas surrounding mental health challenges and disabilities. Paula is aware of the misconceptions that often surround individuals facing these challenges, and she is determined to fight these negative perceptions through her work. She finds it disheartening that society sometimes views these individuals as failures, but this only fuels her passion to make a positive impact.

Paula encourages others to consider careers in this field, highlighting the deep fulfillment that comes from making a difference in the lives of others. •



“Working at HILA has been a transformative experience”

Melanie Muscat, a dedicated and experienced carer, has embarked on a new chapter in her career by joining the team at Dar Bjorn in Żebbuġ, operated by HILA. With 23 years of experience in the caregiving sector, Melanie has brought a wealth of knowledge and compassion to her role, having previously spent seven years working with CareMalta, where she also served as a carer.

Transitioning from CareMalta to HILA presented Melanie with significant challenges. At CareMalta, her primary responsibility was caring for older persons. However, at Dar Bjorn, Melanie found herself facing a different set of challenges, as the service users are often younger individuals with specialised needs. This shift required Melanie to adapt her approach and develop new strategies to effectively support and care for a younger demographic.

One of the most profound challenges Melanie encountered was on an emotional level. “It was quite challenging for me initially,” Melanie shared in her interview with CareNet. “At Dar Bjorn, the service users are younger, which required me to adjust not just my caregiving techniques but also my emotional resilience.” Despite these challenges, Melanie has successfully overcome this transition over the past year, with the support of HILA CEO Janet Silvio and Home Manager, Asha Kirar.

Melanie credits much of her smooth transition to the encouragement and foresight of Noel Borg, the COO of CareMalta Group. “Mr Borg was very positive about this career move,” Melanie said. “He believed it would help me grow professionally, and he was right. I feel very happy and fulfilled now.” Her gratitude towards CareMalta and HILA reflects the strong professional relationships she has built over the years.

“HILA is a company that makes you feel seen as an employee and you are not just a number,” explained Melanie. This sense of recognition and value has been instrumental for her as she has discovered new ways to connect with the service users, enabling her to deliver care that truly makes a difference in their lives.

Melanie’s commitment is evident in her words. “To work in this sector is not an easy job; you need to feel a vocation,” she noted. “The sense of reward that this job gives me is immense. I’ve learned a new way to connect with the service users, reflecting the values that HILA applies every day: Choice, Dignity, Safety, Development, and Equality.”

Melanie Muscat’s journey from CareMalta to HILA demonstrates the resilience and adaptability required in the caregiving profession. Her story is proof of the profound impact that dedicated carers can have on the lives of those they support, and her ongoing commitment continues to inspire those around her. •



WHAT WE BELIEVE IN

QUALITY

Is non-negotiable. We work hard to deliver excellence, strive for continuous improvement, and respond vigorously to change.

SAFETY

Is central to all our practices and we go a long way to secure a safe environment in all our facilities.



INTEGRITY

As a company, we gain our residents' full trust and remain leaders in care by ascertaining that each one of us works every day with the proper sense of integrity.



DEVELOPMENT

We strive to create an environment for individual and organisational learning and development.

DIGNITY

An important part of feeling valued is being treated with dignity and respect. We recognise each person's value and treat people the way we would like to be treated.



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Adapting to individual needs in care

Maintaining high standards and adapting to individual needs is crucial for providing the best possible care. CareNet speaks with Zvetlana Debono, Nursing Manager at CareMalta Group, about the quality of care provided, ongoing training and safety measures implemented to ensure the well-being of residents.



How do you ensure that the quality of nursing care provided meets CareMalta Group's standards and resident needs?

Experience has taught me that meaningful and continuous dialogue with facility management, staff, residents, and relatives helps me affect change and make necessary decisions in care and nursing. Since such decisions affect both staff and residents, I try to ensure that I consider both perspectives, for the benefit of all. Quality nursing care is achieved when the service users remain the main focus in whatever we are doing. I truly believe that, in whatever we do, if we fail to meet the needs and expectations of our service users, we cannot say we are giving high-quality care. I feel it is my duty to encourage and embrace our company values and move away from a one-size-fits-all mentality.

How do you assess and respond to the individual care needs of residents?

Dialogue is central to our approach to assessing and responding to the individual care needs of residents. We respond to these needs as a team, which primarily includes the facility management team. Our dialogue often extends

to a multi-disciplinary team, including a geriatrician, a GP, nurses, physiotherapists and occupational therapists.

Are there different levels/types of care required across the different facilities operated by CareMalta Group?

There are different levels of care depending on the needs of service users. Some elders require total assistance whilst others require support to be independent. Community participation is encouraged through a range of activities organised at the facility level and through activities organised by our Active Aging Committee Group.

What measures do you have in place to ensure the safety and well-being of residents?

CareMalta Group employs qualified nurses and carers and carries out ongoing training. Policies and procedures ensure that evidence-based best practices and safeguards are in place. In addition, care services are audited internally biannually to ensure that all systems are in place according to both internal policies and national legislation. CareMalta Group has a Patient Safety and Quality of Care Committee that holds monthly meetings to discuss any arising issues and recommendations that safeguard patient safety. ●

A smooth-running maintenance operation

Preventive maintenance, planning and staff training are key in minimizing faults and inconveniences at CareMalta Group's facilities, Maintenance Manager Michael Zerafa explains. His team is tasked with keeping the CareMalta Group machine well-oiled and running at all times.

What are the key responsibilities and daily tasks involved in your role as maintenance manager?

The goal of the maintenance department is to provide a safe and comfortable environment for our service users, relatives, and staff. This entails the setup, direction, and oversight of the upkeep and maintenance of the facility. About daily tasks, there's the planning of maintenance schedules, the execution, and the giving of technical direction. Of course, it encompasses communicating with the operations team, the management, and the individual facilities. I have an assistant maintenance manager also, with whom I keep regular communication. Basically, we take care of the whole infrastructure of the buildings.

How do you prioritize maintenance tasks and ensure that critical issues are addressed promptly?

First of all, you need to have a preventive maintenance structure to reduce faults and breakdowns. I think the main task to prioritize maintenance is to give training to the staff. If there is a fault, they need to be able to know what to do first, if it's going to affect the whole facility or just one person. That will start to define what is the priority. For example, a water boiler, if not maintained, can break down, and this will affect an entire facility. The same goes for electricity supply. We need to prioritize those things.

How do you schedule and manage this routine maintenance to minimize disruption to residents and staff?

Good communication is important, both within this department and with others. Any issues would be reported to us by the facility managers. We would then discuss with them the best time to carry out repairs or maintenance.

What are the biggest challenges in this job and how do you overcome them?

One of the biggest challenges is ensuring that the staff have the necessary know-how. That will make a big difference whether they will be able to solve the problem or make it worse. This is overcome by giving them training, which is something that we do continuously. Another challenge arises from the sheer number of areas our department is involved in, from electric to carpentry, to plastering and tile-laying. It's a vast system. I believe that challenges can be overcome by good people management and communication. And also, by perseverance, patience and understanding that there's a solution to every problem. ●



A hands-on approach

Claire Coldman, Services Manager at CareMalta Group, provides a glimpse into the important role of overseeing the front office, housekeeping, kitchen, and dining services. Her hands-on approach and dedication to providing standard high-quality services highlight the importance of direct communication and proactive problem solving.



Can you tell us a bit about your role?

I mainly oversee the delivery of services to the Housekeeping, Kitchen and Front Office Departments of our facilities to ensure that these are executed efficiently whilst maintaining the satisfaction of our service users. I also help to develop and implement service standard strategies to improve our services and address any service gaps or areas that would require improvement.

How do you ensure the quality and effectiveness of services?

Since ensuring the quality and effectiveness of services is an ongoing process that requires commitment, collaboration with facility management, and continued evaluation of the services that we offer, I regularly visit facilities and maintain open lines of communication with facility management and the head of the services departments. Additionally, we also involve residents and their families to provide us with feedback and suggestions on the services that we offer and keep them updated about any changes related to the services that we offer.

What are the biggest challenges you face in managing services and how do you address them?

I would say that the biggest challenge is in consistently fulfilling the evolving demands and service expectations of our service users. To tackle such challenges, our objective is to deliver consistent and high-quality standard services in all our facilities through regular monitoring, analysis of service performance metrics and implementation of remedial measures where necessary. Additionally, promoting effective communication and collaboration within teams can greatly contribute to resolving difficulties efficiently.

How do you foster collaboration and effective communication among different departments to ensure seamless service delivery?

I strongly believe that the most important factor in guaranteeing a seamless service delivery is achieved by maintaining direct communication along with personally involving the respective team members to clearly define and communicate the overarching goals and objectives of the company.

What do you find most rewarding about your role?

Our industry provides a multitude of intrinsic rewards that arise from the fact that we have the potential to improve the quality of life of the persons who receive our services. Additionally, this profession has assisted me in my personal development by fostering a more profound feeling of thankfulness for life in general. ●



Procuring excellence

Procurement plays a crucial role at CareMalta Group, ensuring that the organization can efficiently and effectively fulfil its mission of delivering high-quality care to its residents. Christine Valente, Senior Procurement Executive of Vassallo Group, speaks to CareNet about the importance of knowing exactly what needs to be procured and having a stream of reliable supply partners.

includes obtaining quotes, adjudication in both technical and financial aspects, negotiating terms with suppliers, issuing POs and contracts, and coordinating with each facility's deliveries

Can you give us some insight into your role as Senior Procurement Executive?

The Procurement Department plays a vital role in sourcing products and services based on several parameters thus ensuring that the supply chain within the group's operational activities remains uninterrupted. As a Senior Procurement Executive in a team of eight, my role focuses on specific areas, namely CareMalta and Hila, in particular their ongoing requirements. The role entails establishing long-term relationships with suppliers, entering period contracts, day-to-day operational requirements as well as sourcing for project-based requests.

Can you give us an example of what these day-to-day operations and projects involve?

Day-to-day procurement includes the sourcing of products and/or services required for all CareMalta and Hila facilities and homes which may include amongst others operational and medical equipment, laundry services, maintenance products, and repairs along with any consumable products such as cleaning or linen requirements. In terms of sourcing this

What would you say are the biggest challenges you face in this line of work and how do you address them?

One of the major challenges for us is to try and source the correct item with its correct specifications at the correct price and promptly to meet our client's needs. The client is any company within Vassallo Group. To be effective, we must be familiar with the portfolio of products and services offered by suppliers as well as keeping abreast with innovative products and trends introduced in the market.

What do you find most rewarding about your role as Senior Procurement Executive?

It is very rewarding when you work on a project, and you see it finally coming together – to be part of the process that starts with a Bill of Quantities and ends with a finalised project. It gives me so much satisfaction when I walk into a facility, go into the rooms, and see the results. Working in a company that is involved in so many sectors and that has such a wide knowledge base is by itself rewarding too. The job entails meeting with many people and hence this is a particularly exciting aspect of my role. ●

The importance of community and professional support in life's toughest challenges

Mary Dimech has been a pillar of strength and resilience throughout her life. Her journey has been marked by challenges, heartache, and unwavering dedication to her children. For the past six years, her son Josef has been residing at Casa Apap Bologna in Mosta, a residence managed by HILA, which provides specialized care for persons with disabilities.

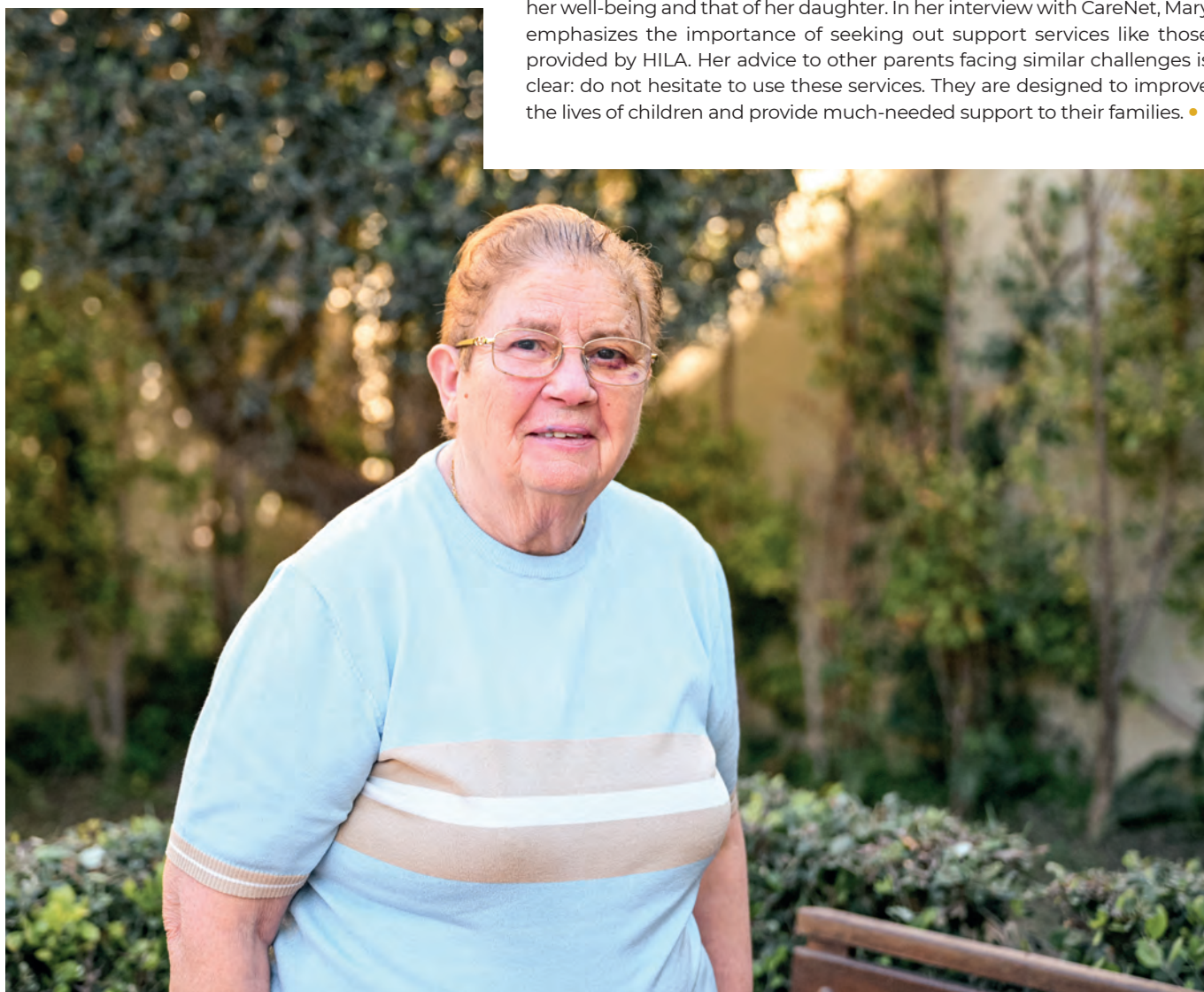
Mary lost her husband around 40 years ago when Josef was still a child. This tragedy left her to raise Josef and his older sister on her own, a task that proved to be incredibly difficult given Josef's unique needs. From an early age, Mary noticed that Josef's development was not typical. He took longer to take his first steps and utter his first words. She sought various medical opinions and was eventually informed that Josef might not develop as expected. As he grew older, Josef also faced significant learning difficulties.

The loss of his father was particularly devastating for Josef. Mary recalls how he struggled to comprehend his father's absence. This confusion and sorrow deeply affected him, impacting his emotional well-being. It wasn't until years later, when Josef saw his father's tombstone during a visit to the cemetery after his grandmother's passing, that he seemed to find peace.

Raising Josef was not just a matter of managing his development and learning challenges; Mary also had to face the societal stigma that came with it. She still remembers the hurtful words and lack of awareness from others, which added to her burden.

Throughout all these challenges, Mary's primary concern was always the future of her son. She worried about what would happen to Josef when she could no longer be able to care for him. This worry was a constant presence in her life. She also wanted her daughter to have a normal life as possible, free from the burden of her brother's needs.

Today, with Josef in the care of HILA at Casa Apap Bologna, Mary has found a sense of peace. HILA's mission to make a difference in the lives of individuals has provided Josef with the care and support he requires. This has lifted a significant weight off Mary's shoulders, allowing her to focus on her well-being and that of her daughter. In her interview with CareNet, Mary emphasizes the importance of seeking out support services like those provided by HILA. Her advice to other parents facing similar challenges is clear: do not hesitate to use these services. They are designed to improve the lives of children and provide much-needed support to their families. •





“We are grateful for the support and the community that embraces our son”

James and Sylvana Zammit Fava, from St. Julians, have led a life marked by both joy and profound loss. Now residing in St. Paul's Bay, the couple's journey has been one of dedication to their family, especially their son Antoine, who currently lives at Casal Nuovo, a home managed by HILA.

After their marriage, James and Sylvana moved to Australia where James worked as a panel beater and sprayer, while Sylvana was employed at a biscuit manufacturing company. During this period, James's parents were also living in Australia, providing a support system. It was here that their son Antoine was born.

The Zammit Favas were blessed with four children. Tragically, their lives were touched by the loss of two daughters. One daughter passed away at the tender age of nine months, and another died at 37, leaving behind four children. Despite these heartbreaking losses, James and Sylvana embraced their role as guardians to their grandchildren, demonstrating resilience and endless love. Their third daughter lives in Australia, maintaining a close bond despite the distance.

From the moment Antoine was born, they sensed challenges were ahead. As a newborn, Antoine struggled to drink milk. It was the start of health complications, including difficulties in speech and mobility. The initial shock of his condition was immense, but James and Sylvana's faith in God and their unconditional love for Antoine provided strength and guidance.

Upon returning to Malta, the family faced continued hardships, but they also found a more robust support system.

In September 2023, Antoine joined Casal Nuovo. Before this transition, he had been at Mount Carmel Hospital. During their first visit to Casal Nuovo, James and Sylvana were struck by the warm welcome, the cleanliness, and the pleasant surroundings. They felt an immediate sense of relief and happiness, seeing that their son was in a place where he could thrive.

Letting go of Antoine was not an easy decision for them. They had reached a point where caring for him at home was no longer feasible due to the demands of his condition. However, they found peace of mind knowing that under HILA's care, Antoine would receive round-the-clock love and attention. Their frequent visits to Casal Nuovo reaffirm their decision, as they see Antoine happy and well-cared for in a community that values him. •

HILA has given my son the chance to thrive, bringing peace and happiness



Fani Attard Rodoti, a devoted mother, has witnessed a remarkable transformation in her son Uriel, thanks to the dedicated care he receives at Santa Rosa, a home managed by HILA. Uriel, who has autism, has been a service user at HILA for three years, beginning his journey at Casa Apap Bologna before using the services at the new home in Mosta.

In a heartfelt interview with CareNet, Fani shared the challenges and triumphs of raising a child with autism. From a young age, she noticed certain behaviours in Uriel that reminded her of a relative with autism. This early recognition led to a proactive approach to seeking the best care and support for her son.

The most challenging period for the family came during the coronavirus pandemic. Fani had to stop working, and with her mother, who was a great help to Uriel, living with them, the household faced tremendous pressure. The restrictions imposed due to the pandemic were particularly hard on Uriel, who struggled to understand why he couldn't go out and maintain his usual routine.

Faced with these difficulties, Fani and her family made the tough decision to have Uriel use the services offered by HILA. Initially, it was a heartbreaking choice, but over time, they realized it was the best decision for Uriel. At Santa Rosa, Uriel receives professional care tailored to his needs, enabling him to integrate with other children effectively. This social interaction has been crucial for his development, and he has made friends, showing significant improvements in various aspects of his life.

"Seeing Uriel happy and thriving at Santa Rosa has been a source of immense relief and joy for us," Fani remarked. "It's not easy for a mother to accept that her child is happy without being 100% under her care, but the support offered by HILA has helped me embrace this reality."

The progress Uriel has made since moving to Santa Rosa has been astounding. He is not only happier but also more integrated into a community that understands and nurtures him. This transformation is a testament to the quality of care provided by HILA and the dedication of its staff.

For Fani, regular visits to Santa Rosa and weekly outings with Uriel are essential. These moments allow her to maintain a strong bond with her son, ensuring he continues to feel the love and support of his family. "We see that he is happy, and that makes us happy. He found himself at Santa Rosa," Fani said, reflecting on the positive changes in Uriel's life. ●



TRADITION. INNOVATION. DIVERSITY.

With a heritage spanning over seven decades, Vassallo Group is one of Malta's most well established and successful companies, with a staff complement of over 1,900 and investments in a large variety of key macro sectors mainly in:

- | CONSTRUCTION | CARE | CATERING | PROPERTY MANAGEMENT
- | HOSPITALITY | BESPOKE FURNITURE | ENERGY | EDUCATION



VASSALLO GROUP
SINCE 1946

Enhancing Quality of Life: Dar San Ġużepp and Gozo's Vision for Elderly Care

CLINT CAMILLERI

Minister for Gozo and Planning

As the Minister for Gozo and Planning, I am immensely proud to have inaugurated, together with Prime Minister Robert Abela, Dar San Ġużepp, a testament to our unwavering commitment to the well-being of Gozo's elderly population. This milestone event not only marked the culmination of extensive planning and collaboration but also heralded a new era of compassionate care and community solidarity.

Prime Minister Abela's emphasis on the significance of Dar San Ġużepp in enhancing the quality of life for elderly Gozitans resonates deeply with our shared vision for a thriving and inclusive society. This state-of-the-art facility, equipped with 120 rooms spread across four floors, stands as a beacon of hope and comfort for our seniors, offering spacious areas designed to prioritize resident comfort and dignity.

In partnership with the Church and the private sector, the Government has demonstrated its unwavering commitment to addressing the needs of our elderly population, showcasing a successful model of cooperation and shared responsibility in delivering essential services.

Looking ahead, Prime Minister Abela's strategic vision for Gozo over the next decade underscores the paramount importance of improving the quality of life for all Gozitans, particularly our elderly citizens. By encouraging active participation within their communities and residential care settings, we can harness the transformative potential of our demographic shift to foster greater social inclusion and connectivity.

As Minister for Gozo and Planning, I am deeply heartened by the positive feedback received from the initial residents of Dar San Ġużepp. Their experiences serve as a testament to the facility's dedication to setting the highest standards of care and hospitality, ensuring that our seniors receive the support and respect they deserve in their golden years. Moreover, I wholeheartedly echo Prime Minister Abela's sentiment regarding the importance of active living for the elderly. Whether residing in the heart of the community or within the nurturing environment of a care home, our seniors must continue to remain engaged and involved in meaningful activities that enrich their lives and contribute to the vibrancy of our community.

In a close-knit community like Gozo, we can take solace in the knowledge that our elderly citizens will continue to be valued members of society, cherished for their wisdom, experience, and contributions. Indeed, the small size of our island ensures that those who enter a care home like Dar San Ġużepp will remain active participants in community life, forging bonds of friendship and camaraderie that transcend age barriers.

As we embark on this journey of compassionate care and community empowerment, let us reaffirm our commitment to prioritizing the well-being of our elderly citizens and ensuring that they enjoy a dignified and fulfilling quality of life. Dar San Ġużepp stands as a shining example of our collective determination to honour the legacy of our seniors and build a future where compassion, solidarity, and inclusivity reign supreme. Together, let us continue to strive towards a Gozo where every individual, regardless of age, is valued, respected, and cherished. ●

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Fostering innovation and excellence in care services





The 11th of April 2024, marked a significant milestone for CareMalta Group as we proudly inaugurated the first facility for the elderly that CareMalta will operate in Gozo, Dar San Ġużepp in Ġhajnsielem. The inauguration ceremony was held in the presence of Prime Minister Robert Abela, Gozo Minister Clint Camilleri, the Chairperson of Vassallo Group Malta, Natalie Briffa Farrugia, CEO of CareMalta Group James Sciriha, CareMalta's Board of Directors, Vassallo Group's Chief Executives, and CareMalta Group's Management Team.

Dar San Ġużepp, set on three hectares of land, is designed to accommodate 120 residents, offering the highest standards of care and living. The facility features expansive social spaces and green outdoor areas, fostering an environment where residents can lead active and fulfilling lives within the heart of

the community. This achievement is a testament to CareMalta's commitment to enhancing the quality of life for the elderly, and it marks a new chapter in the Group's mission to expand its exceptional services to Gozo.

In this section of CareNet Magazine, we delve into the significance of this facility with a collection of photos from the inauguration ceremony, capturing the essence of the day and the joy it brought to the community. Additionally, we feature insightful comments from key figures within Vassallo Group and CareMalta Group.

This historic inauguration not only enhances CareMalta's footprint but also signifies the unwavering dedication of Vassallo Group to fostering innovation and excellence in care services.



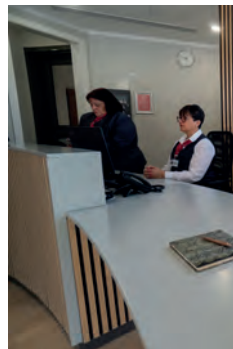


Natalie Briffa Farrugia
Chairperson Vassallo Group

The year 2024 marked a significant milestone for CareMalta and the people of Gozo with the opening of Dar San Ġużepp. This achievement highlights our dedication as Vassallo Group to providing essential medical and social services to the community of Gozo. We are proud that this new facility is a testament to unwavering commitment to expanding CareMalta Group's services in Gozo. It also reflects our long-term vision for comprehensive health and social care. Through CareMalta, as Vassallo Group we will continue to strengthen our mission to improve and support the lives of others.

Pio Vassallo
Group CEO, Vassallo Group

Witnessing CareMalta Group's continued expansion and dedication to excellence reaffirms its position as the leader in care. This facility operated by CareMalta represents our commitment to innovation and quality in service, ensuring we provide the best care possible. This achievement also showcases the remarkable synergy between our companies at Vassallo Group and I extend my gratitude to Vassallo Builders for completing the project in record time. I look forward to further growth and success within the Vassallo Group family.





Ruben Vassallo

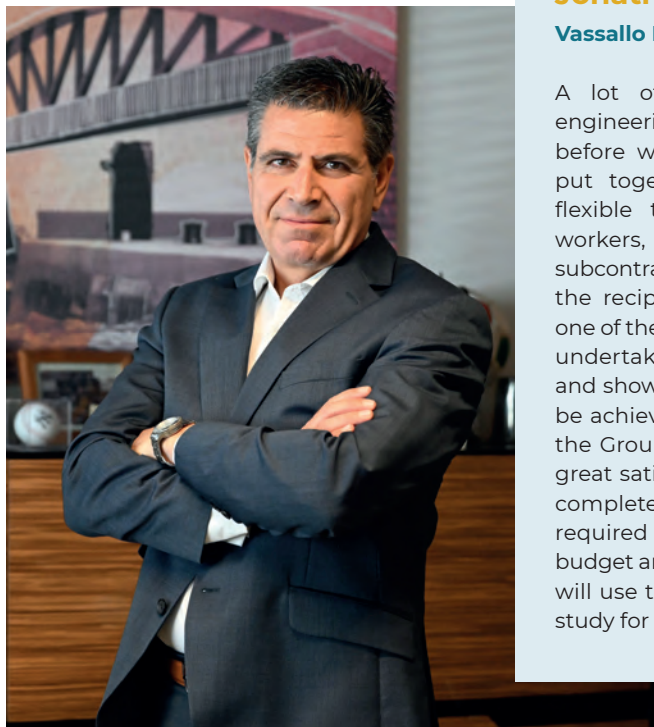
Shareholder and Director, Vassallo Group, Group Architect

Dar San Ġużepp was designed with care and every space aims to enhance the wellbeing of the residents at this facility. This was possible thanks to the incredible team at Vassallo Builders Limited for their exceptional coordination and dedication. Despite facing numerous challenges, their unwavering commitment ensured the project was completed in an impressive six months. This achievement is a testament to the hard work and resilience of everyone involved. We now look forward to the positive impact this project will have on the Gozitan community.

James Sciriha

CareMalta Group CEO

I extend my heartfelt gratitude to everyone involved in this ambitious project, particularly our dedicated employees whose tireless efforts ensured its completion within a six-month deadline. This milestone is highly significant, marking the beginning of a new chapter in CareMalta Group's history as we extend our services of excellence into the heart of Gozo. Their unwavering commitment and hard work have made this possible, and I am deeply appreciative of each one of you. Together, as the leaders in care, we are setting a new standard for care and support in our community.



Jonathan Buttigieg

Vassallo Builders CEO

A lot of planning and value engineering went into this project before work started on-site. We put together an excellent and flexible team of management, workers, suppliers, and subcontractors which proved to be the recipe for success. This was one of the smoothest projects ever undertaken by Vassallo Builders and showed once again what can be achieved when the synergy of the Group is at work. It gives me great satisfaction to see a project completed on time, to the required specifications, and on budget and I hope that all involved will use this experience as a case study for our future projects.



The art of creating a home away from home

PAULA MIFSUD BONNICI

Shadow Minister for Active Ageing

Creating a home away from home is a meaningful and comforting motto for all care homes as it emphasizes the importance of providing a warm, welcoming and homely environment for residents. Moving into a care home is a big change. Leaving your own home in which you have lived for years, changing your routine and environment, leaving your family and old friends can be very challenging and disturbing.

I strongly believe that every care home should be committed to offer a sense of belonging, comfort and familiarity to the elderly who are transitioning to a new living arrangement. It is so important to have care homes and their staff fostering relationships, promoting well-being, and enhancing the quality of life of every resident in their care. I laud CareMalta Group's unwavering commitment to cultivate this supportive and nurturing atmosphere in all its homes making their residents feel valued, cared for and part of the community.

CareMalta Group is now also present in our sister island Gozo and it has managed to transform Dar San Ġużepp in Ghajnsielem into a marvellous space giving dignity, quality care and quality life to our fellow Gozitans. I believe wholeheartedly that our elderly should be given the right to choose where to go and should be allocated a home nearest to their own home. Our Gozitan older persons have finally been granted this opportunity. I cannot but express my heartfelt thanks to all those involved in this project as I know it was not an easy task primarily due to the various legal issues which arose around the public tender issued by the Ministry of Gozo, even though CareMalta Group was the successful bidder. CareMalta is finally extending its care and high quality service to the heart of Gozo.

As Shadow Minister for Active Ageing, I strongly believe that our policies should be further enhanced to continue to promote dignity amongst residents and their carers. As dignity has been shown to have an important influence on the elderly care journey, choice is also very important. Choice should always be key to the empowerment of our residents and to the preservation of their dignity. Unfortunately, we do sometimes tend to forget that older persons have a mind of their own and that it is important for them to be part of the decisions concerning their own care and dignity.

Physical environment can also impact on care and dignity and hence it is also important for our homes to be properly regulated to make sure that we are offering the best environment for our elderly. The care which we provide should also be tailored to the specific needs of our elderly if we really believe in patient dignity. This becomes more relevant and important when it comes to residents who have increased dependence due to impaired health since the more dependent a resident becomes, the more vulnerable they are to a loss of dignity.

It pains me to hear that older persons are considered a burden on our society. Let us all make our endeavours to make sure that these persons who have worked so hard during their lifetime are given the best care and dignity during their vulnerable times. Let us push hard to shield the most vulnerable and provide them with the love, care and dignity they truly deserve. ●

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CareMalta Group is now also present in our sister island Gozo and it has managed to transform Dar San Ġużepp in Ghajnsielem into a marvellous space giving dignity, quality care and quality life to our fellow Gozitans

The Economics of Elderly Care

JOE FX ZAHRA

Economist

We have seen over these last thirty years in Malta the emergence and development of private care homes. This is a complex and delicate sector that cannot only be studied with a single, entrepreneurial perspective. Considerations have to be made on a wider social level with the intricacies of demographic, economic, health and public policy factors. Today, nursing and care homes play a critical role in Malta's social welfare system.

It is a fact that an aging population creates new social and economic challenges. The shift from the traditional extended family with care being provided in the family is today nearly impossible as all family members are engaged in external work away from their homes. The general move has been towards facilities and residencies that provide formal care services, such as nursing and care homes as well as assisted living facilities. The challenges to the private sector to invest in such facilities while providing quality and reliable services are numerous. In Europe, these were further highlighted during the COVID-19 pandemic when the vulnerabilities of elderly care were exposed with high rates of infections and mortality among residents.

Operating and maintaining homes for the elderly is expensive, particularly in countries with high standards of care and stringent regulations. Costs including staffing, facilities maintenance, medical supplies and administrative expenses are increasing, while funding by government is competing with other public sector demands. Ensuring high quality care can be challenging, and failures in care provision can lead to serious negative outcomes including poor health, neglect and abuse. Perhaps the biggest problem is that of staffing. Recruiting and retaining qualified caregivers is a considerable cost factor for homes. One has witnessed in Malta a surge of foreign carers to meet the demand. The sector is characterised by high turnover rates and staffing shortages. Besides, the work is a highly strenuous one, with carers being under continuous pressure. Another challenge is that of maintaining modern facilities and investing in technology. This is complicated by the fast rate of technological advancement in both the technical support services and the infrastructure, including the implementation of electronic health record systems, providing assistive devices and medical equipment. All these require a substantial financial investment.

The benefits of the sector to society are also multifaceted. Care homes provide round-the-clock care and support to residents, daily living, medication management, medical monitoring and social activities, which improve the elderly's

quality of life. Besides, residencies provide a safe and secure environment, reducing the risk of accidents, falls and other incidents that can happen when they are living on their own. Care homes also provide for socialization and community, engagement which helps to manage loneliness and isolation. Homes also provide relief for families, as they alleviate their burden, allowing them to take breaks and attend to their own needs without stress or guilt.

While the upfront costs of operating homes may be significant, there are long-term socio-economic benefits associated with providing elderly care, by preventing unnecessary hospitalizations, promoting preventive care, and generally improve the overall state of health.

A few recommendations can be made on improving care services and resourcing.





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The shift from the traditional extended family with care being provided in the family is today nearly impossible as all family members are engaged in external work away from their homes

The main focus needs to be made on high-quality care to meet the diverse needs of the residents, which is achieved by staff training programmes, performance metrics, and continuous monitoring, to maintain the safety, effectiveness and patient centredness of care delivery.

Cost efficiency is a necessary to achieve cost control without compromising on the quality of care. This might consist of streamlining administrative processes, optimising staffing levels, and using technology to improve efficiency while keeping operational expenses under control.

The investment in innovation and technology is another factor. Keeping abreast with developments in telemedicine, remote monitoring, electronic health record systems to improve data collection, communication, coordination and efficiency with care teams.

It is also important to integrate care homes with the broader healthcare and social service networks to improve coordination and continuity across the landscape. This can be in the form of partnerships with primary care providers, hospitals and community organisations.

Medium and long term strategies and plans as well as effective leadership are needed at corporate level to build resilience and adaptability in the face of public health, demographic and economic challenges.

Probably the most important consideration is to adopt a customer-centric approach in designing and delivering the service, soliciting feedback from residents, families and caregivers to understand their needs, priorities and desires. Listening to the stakeholders and adapting to changing priorities will contribute to the sustainability of the sector. •

Meet the team

Welcome to the Meet the Team section of CareNet's Magazine. In this edition, we are excited to introduce you to the dedicated individuals who make up the backbone of CareMalta and HILA. This section aims at getting to know better the senior management team, the operations team, and the facility and home management teams, who tirelessly work to turn the values of CareMalta Group into action every day.

JAMES SCIRIHA

CareMalta Group Chief Executive Officer

How do you start your day?

With a run.

How would you describe yourself in 3 words?

Resilient, determined and humble.

Are you blunt or subtle with your team?

Somewhere in between.

What do you consider to be your best achievement?

Leading CareMalta is my biggest achievement and winning the tenders for Dar San Ġużepp and Zammit Clapp in the same year.

Are you a macro or a micro person?

Macro.

Where was your first job?

My first Full Time Job was at Deloitte working as Audit Senior.

What would your perfect vacation involve?

Somewhere near the sea to relax and unwind with my partner.

Are you immune to Monday blues?

Yes.

Where would you go if you could travel back in time?

I would go back to the era where no mobiles and all technology never existed.

What is your favourite music, singer, or band?

I like listening to Italian music or soft rock.

Are you an introvert or an extrovert?

Introvert.

Who or what inspires you?

My grandfather and my parents were my biggest inspirations.

What do you do outside work to unwind?

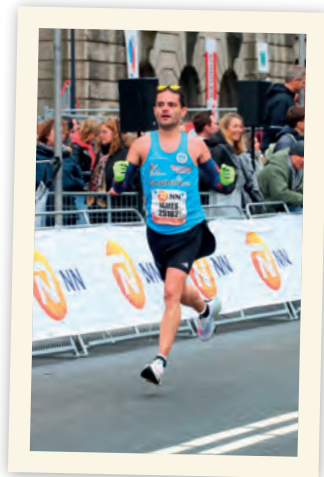
Normally going for a run and spending time with my partner and my loved ones.

What's the best book you've ever read?

The biography of Steve Jobs by Walter Isaacson kept me glued to the book.

What do you hope to be doing in 10 years time?

I hope that I would still be running and CareMalta Group and venture into new services and social sectors.



NOEL BORG

CareMalta Group Chief Operating Officer

How do you start your day?

I take my dog for a walk.

How would you describe yourself in 3 words?

Mindful, ambitious, cheerful.

Are you blunt or subtle with your team?

Blunt.

What do you consider to be your best achievement?

My family.

Are you a macro or a micro person?

Both, depending on the situation.

Where was your first job?

As a student I worked in catering and banqueting and my first full-time job was as a Nurse.

What would your perfect vacation involve?

Stressfree.

Are you immune to Monday blues?

Yes, I am immune.

Where would you go if you could travel back in time?

I would go during my years in secondary school.

What is your favourite music, singer, or band?

Hiphop and my favourite are Sunz of Man.

Are you an introvert or an extrovert?

Both.

Who or what inspires you?

On a personal level, my mother and from a professional level, Martin Luther King, Nelson Mandela and Mother Theresa.

What do you do outside work to unwind?

Going on a ride with my motorbike and boating.

What's the best book you've ever read?

Smart Mice Not-So-Smart People.

What do you hope to be doing in 10 years time?

Nothing different than what I do today.



DR
CHARLENE
VELLA
VASSALLO

CareMalta Group
Director, Business
Development

How do you start your day?

Saying my prayers and preparing lunches for my 5 children.

How would you describe yourself in 3 words?

Disciplined, persistent and sociable.

Are you blunt or subtle with your team?

I am blunt at times when I think I am right.

What do you consider to be your best achievement?

Becoming a lawyer and my master's degree, since my children are not my achievement but my blessings!

Are you a macro or a micro person?

Macro.

Where was your first job?

I was responsible for making photocopies.

What would your perfect vacation involve?

By the sea but also I love the rush and adrenaline of skiing and the mountains. Also, anything that involves roller coasters!

Are you immune to Monday blues?

Yes, I am.

Where would you go if you could travel back in time?

The 60s when life was much slower!

What is your favourite music, singer, or band?

Hill songs – Oceans.

Are you an introvert or an extrovert?

Extrovert.

Who or what inspires you?

When I'm true to myself even if it means going against the current! So, people like Mother Theresa, but also other mothers in my life inspire me to be a better me.

What do you do outside work to unwind?

Watching a film and relax with my family on the sofa.

What's the best book you've ever read?

The unhurried life by Alan Fadling.

What do you hope to be doing in 10 years time?

Involved in the social wellbeing sector and also raising my family to the best of my abilities.



JANET SILVIO

HILA Chief Executive Officer

How do you start your day?

Always with a black coffee.

How would you describe yourself in 3 words?

Passionate – complex – intuitive.

Are you blunt or subtle with your team?

I am both depending on the circumstance, but always with respect.

What do you consider to be your best achievement?

Without any doubt, HILA!

Are you a macro or a micro person?

I am a macro person but go into micro at times depending on the circumstance.

Where was your first job?

A front office clerk and my real first job was in an audit firm.

What would your perfect vacation involve?

Connecting with all the senses, where I am immersed in nature and the culture of the people while enjoying culinary delights.

Are you immune to Monday blues?

I am immune to Monday blues.

Where would you go if you could travel back in time?

The early 18th century as I simply love the gowns they wore at the time! And the 1960s – the Swinging Sixties.

What is your favourite music, singer, or band?

Radio Head and Sigur Ros and my all-time favourite has to be Madonna. I love Italian music too.

Are you an introvert or an extrovert?

Introvert even though many think I am an extrovert.

Who or what inspires you?

Our service users, their relatives, our managers and teams.

What do you do outside work to unwind?

I love training as it helps my mental well-being as well as spending time with my husband and cats.

What's the best book you've ever read?

There are so many! But let's say Who Moved My Cheese.

What do you hope to be doing in 10 years time?

I don't think so far ahead – I live very much in the present.





CHRIS GAUCI

CareMalta Group Financial Controller

How do you start your day?

Preparing breakfast for my children and taking the dog for a walk.

How would you describe yourself in 3 words?

Compassionate, perseverant, trustworthy.

Are you blunt or subtle with your team?

A bit of both, depending on the situation.

What do you consider to be your best achievement?

The progress I made in my career and at the same time taking care of my family and watching my kids grow and help them achieve their own goals.

Are you a macro or a micro person?

I do not consider myself as either macro or micro but I can adapt according to the circumstances.

Where was your first job?

My first part-time job was as a waiter whilst continuing with my studies. Then my first full-time job was as an accounts clerk.

What would your perfect vacation involve?

A relaxing holiday with all my family.

Are you immune to Monday blues?

Yes I am immune.

Where would you go if you could travel back in time?

I would have chosen to be born just after the end of World War II. I believe that people born in the late 40s and early 50s have a better understanding of dedicating their lives to their scope and to the people they love without complaining much.

What is your favourite music, singer, or band?

Soft rock and the bands I like the most are Nickleback and Imagine Dragons.

Are you an introvert or an extrovert?

Mostly introvert.

Who or what inspires you?

My parents are my main inspiration.

What do you do outside work to unwind?

When not at work, mostly I am with my family. However, to unwind, I either play a football match with my friends or go for a tour around our beautiful island on my motorcycle.

What's the best book you've ever read?

"Fuq il-ghajn ta' San Bastjan" The author is Kilin and he describes vividly the area where he grew up in Rabat. It brings back memories of my childhood.

What do you hope to be doing in 10 years time?

I hope to be celebrating more goals achieved with my children whilst still giving my best at CareMalta Group to offer a better workplace to our employees and the best service possible.

MATTHEW VASSALLO

CareMalta Group Quality Assurance Manager

How do you start your day?

I normally start by making a large cup of black coffee. I won't be able to do anything else before my first coffee.

How would you describe yourself in 3 words?

Determined, opinionated, compassionate.

Are you blunt or subtle with your team?

Depends on the situation, but I usually tend to be blunt.

What do you consider to be your best achievement?

Getting published in a renowned scientific journal in my field of research.

Are you a macro or a micro person?

It depends on the situation, but generally, I feel that I am a macro person.

Where was your first job?

My first job was as a cashier and shop assistant while I was still a student.

What would your perfect vacation involve?

A mix of relaxation, shopping, and good food.

Are you immune to Monday blues?

I am immune to Monday blues, but not to vacation blues.

Where would you go if you could travel back in time?

I would love to travel back to the Regency era between 1811 and 1820 which was a period of evolution in terms of fashion, architecture, and style.

What is your favourite music, singer, or band?

I normally tend to listen to pop music, particularly songs that have deep and meaningful lyrics.

Are you an introvert or an extrovert?

Extrovert.

Who or what inspires you?

Anybody who is motivated to better themselves no matter the circumstances.

What do you do outside work to unwind?

Listen to music, write songs, and sing.

What's the best book you've ever read?

The Harry Potter series.

What do you hope to be doing in 10 years time?

I am not a person who looks so far ahead and I tend to live in the present. Whatever I will be doing in 10 years I hope that I will be happy doing it.



ELISA CAMILLERI

CareMalta Group HR Manager

How do you start your day?

I kick off my day with a walk with my dog at 5:30am, followed by a much-needed cup of coffee.

How would you describe yourself in 3 words?

Outgoing, determined, resilient.

Are you blunt or subtle with your team?

Blunt.

What do you consider to be your best achievement?

For me, it's the journey I've taken in my career. Setting a goal years ago and relentlessly working towards it has been incredibly fulfilling.

Are you a macro or a micro person?

I tend to be more of a macro .

Where was your first job?

A waitress, many moons ago.

What would your perfect vacation involve?

Trekking and exploring mountains, lakes, and waterfalls, as long as I'm immersing myself in the beauty of nature.

Are you immune to Monday blues?

Let's just say Mondays and I aren't exactly best buddies, and when they throw in an early Monday morning meeting, it doesn't exactly sweeten the deal.

Where would you go if you could travel back in time?

The Roaring Twenties stands out to me.

What is your favourite music, singer, or band?

I enjoy all genres of music; it depends on my mood.

Are you an introvert or an extrovert?

Total extrovert.

Who or what inspires you?

My family. Their unwavering love and support drive me to be my best, face challenges head-on, and never give up.

What do you do outside work to unwind?

Whether it's hitting the gym, spending time with loved ones and of course, with my furry friend, my dog, getting creative in the kitchen, going out for a walk, or simply immersing myself in a captivating book with a good glass of wine, and some feel good music.

What's the best book you've ever read?

As someone who's utterly engrossed in books (mostly psychological thrillers), narrowing down to a single favourite is quite impossible for me.

What do you hope to be doing in 10 years?

I don't usually map out my future too far in advance, but I imagine myself still exploring the world, thriving in my career, and hopefully being an even better version of myself.



ZVETLANA DEBONO

Nursing Manager

How do you usually start the day?

I like to start my day early with coffee and some quiet time.

How would you describe yourself in 3 words?

Kind, hardworking and loud.

What's one professional achievement you're most proud of?

I am very proud I graduated as a nurse since this was the first step in my career. Anything I achieved or will achieve is thanks to that first step.

What is your favourite travel destination?

So far India has been my preferred destination but every country offers a unique experience.

Which book would you recommend everyone reads once in their lifetime?

The power of now by Eckhart Tolle.

What's your favourite food?

As we call it in Maltese – hobża biż-żejt.

What are your favourite things to do outside work?

I like to find time for myself and read my favourite book.

What was the last Netflix show you couldn't stop watching?

Friends.

What music do you like listening to?

I usually do housework to house music and iron clothes to chill lounge music! Pop and Raggaie are a favourite too. I also love Italy's music festival Sanremo which I follow every year.

What's your favourite part of working with CareMalta Group?

Meeting like-minded people.

What was your first job?

A nurse.

What's your favourite song?

Quello che le Donne non dicono a song of Fiorella Mannoia. The singer herself changed the last line of the lyrics which were written in 1987 instead of 'si' she sings 'No' in all live performances as an action against violence and femicide.

What were your favourite subjects in school?

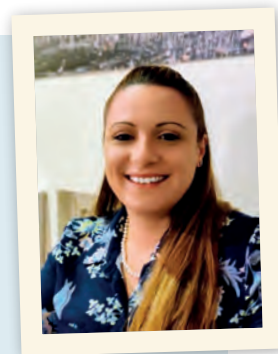
Science particularly physics.

What's something you've always wanted to do but haven't done yet?

To make a small garden at home. I don't have green fingers but wish to try someday.

What's the best piece of advice you've ever been given?

Integrity is a value others will appreciate and respect you for it.



CLAIRE COLDMAN

Services Manager

How do you usually start the day?

I have a coffee and go through emails.

How would you describe yourself in 3 words?

Driven, ambitious and loyal.

What's one professional achievement you're most proud of?

As a director of a government entity, I oversaw a unit of 120 employees which had 6 departments that did not communicate together due to past conflicts. By implementing a series of team-building workshops and training sessions we had managed to promote a culture of transparency.

What is your favourite travel destination?

Asia.

Which book would you recommend everyone reads once in their lifetime?

Any of Sidney Sheldon books.

What's your favourite food?

Japanese.

What are your favourite things to do outside work?

Cooking and spending time with my family.

What was the last Netflix show you couldn't stop watching?

Game of Thrones.

What music do you like listening to?

70's music.

What's your favourite part of working with CareMalta Group?

Being able to say that my job is meaningful.

What was your first job?

A waitress.

What's your favourite song?

A sky full of stars.

What were your favourite subjects in school?

None ... ok maybe English.

What's something you've always wanted to do but haven't done yet?

Take painting classes.

What's the best piece of advice you've ever been given?

Not to be afraid to be vulnerable and to always take responsibility for my actions.



JAMES BUTTIGIEG

Projects Manager

How do you usually start the day?

Alarm at 6am, dress up, a quick coffee and off to work.

How would you describe yourself in 3 words?

Helpful, short-tempered and young at heart.

What's one professional achievement you're most proud of?

I managed to help people improve their way of living.

What is your favourite travel destination?

Liverpool.

Which book would you recommend everyone reads once in their lifetime?

San Ġwann by Ġuże' Galea.

What's your favourite food?

Grilled meat.

What are your favourite things to do outside work?

Boating in summer, car racing in winter and hanging out with family and friends.

What was the last Netflix show you couldn't stop watching?

Not interested in shows or TV series, but I like movies. My favourite is Gladiator, Top Gun, and Star Wars.

What music do you like listening to?

80s and rock music, mostly.

What's your favourite part of working with CareMalta Group?

I am always involved in challenging projects that test my abilities.

What was your first job?

Welder/fitter.

What's your favourite song?

The show must go on by Queen.

What were your favourite subjects in school?

Mathematics and Italian.

What's something you've always wanted to do but haven't done yet?

Attend an F1 race.

What's the best piece of advice you've ever been given?

Word of honour, love and respect are of utmost importance in life.





MICHAEL ZERFA

Maintenance Manager

How do you usually start the day?

Have breakfast and watch world news.

How would you describe yourself in 3 words?

Patient, observant, calm.

What's one professional achievement you're most proud of?

Able to work with people of different personalities.

What is your favourite travel destination?

Ireland

Which book would you recommend everyone reads once in their lifetime?

Aesop's Fables.

What's your favourite food?

Hobza biž-žejt.

What are your favourite things to do outside work?

Studying nature.

What was the last Netflix show you couldn't stop watching?

Never watched any!

What music do you like listening to?

Classical music especially symphonies.

What's your favourite part of working with CareMalta Group?

The opportunity to help others.

What was your first job?

Maintenance.

What's your favourite song?

I don't have any favourite song.

What were your favourite subjects in school?

Technical Drawing and Art.

What's something you've always wanted to do but haven't done yet?

Nothing in particular.

What's the best piece of advice you've ever been given?

Listen.

AMANDA BAJADA

Finance Manager

How do you usually start the day?

Waking up before the rest of the household, breakfast preparation follows, then, it's usually time to wake up the children.

How would you describe yourself in 3 words?

Compassionate, resilient, and empathetic.

What's one professional achievement you're most proud of?

Successfully balancing my career with being a dedicated mother.

What is your favourite travel destination?

Florence.

Which book would you recommend everyone reads once in their lifetime?

"All the Light We Cannot See" by Anthony Doerr.

What's your favourite food?

My favourite food is fish.

What are your favourite things to do outside work?

I love spending time in the garden or reading.

What was the last Netflix show you couldn't stop watching?

'Chesapeake Shores'.

What music do you like listening to?

Sometimes I'm in the mood for upbeat pop songs or mellow acoustic tunes.

What's your favourite part of working with CareMalta Group?

Managing the financial aspects ensures the organization operates smoothly and efficiently.

What was your first job?

My first job was as a waitress at a cafeteria.

What's your favourite song?

Stumblin' In. I love the melody and the lyrics bring back some beautiful memories.

What were your favourite subjects in school?

I had a passion for mathematics.

What's something you've always wanted to do but haven't done yet?

I've always wanted to go on a mission trip to Kenya, still on my bucket list!

What's the best piece of advice you've ever been given?

I may not be able to control all the events that happen to me, but I can decide not to be reduced by them.



ANTOINE BORG

Facility Manager Casa Marija

Describe your job in three words.

Challenging, rewarding and compassionate.

What's your morning routine?

Coffee and feeding my two cats, Nik and Gin.



What's the coolest thing you're working on right now?

Renovating a townhouse in the heart of Birkirkara, which I will look forward to soon calling my new home.

What did you want to grow up to be when you were a kid?

A teacher.

Where was your first job?

A waiter.

What's your favourite movie?

Phantom of the Opera.

Last book you read?

Talk like TED.

What book do you wish you could read for the first time again?

Winds of Winter by George R.R. Martin.

What is your favourite food?

Pasta.

What's your favourite time of year?

Christmas period.

Tell us something we don't know about yourself?

I've been involved voluntarily in the administration of St. Helen's Band Clun for the last 17 years, and recently I've been appointed as General Secretary.

Do you speak any other languages besides Maltese and English?

Italian.

What is your favourite travel destination?

Rome.

What has been the best day of your life so far?

30th April 2000, watching my local village football team win the Maltese Premier League.

Who in life has inspired you the most?

Lady Diana.

EDEL BORG MIZZI

Facility Manager Casa Arkati

Describe your job in three words.

Resilient, dedicated and kindhearted.

What's your morning routine?

Coffee and some me time, preparing for my daughter's day and house chores.

What's the coolest thing you're working on right now?

The events and initiatives at CareMalta Group Activities Committee and the projects we are working on at Casa Arkati.

What did you want to grow up to be when you were a kid?

A vet.

Where was your first job?

CareMalta.

What's your favourite movie?

I do not have a particular one.

Last book you read?

The Five Dysfunctions of a Team.

What book do you wish you could read for the first time again?

Denfil, to bring back childhood memories.

What is your favourite food?

Pizza, pasta and burgers.

What's your favourite time of year?

Summer.

Tell us something we don't know about yourself?

I'm a shopping addict.

Do you speak any other languages besides Maltese and English?

Italian.

What is your favourite travel destination?

Asia.

What has been the best day of your life so far?

The birth of my daughter.

Who in life has inspired you the most?

My Aunt Maryanne.



ANTHONY CARUANA

Facility Manager Villa Messina

Describe your job in three words

Wide-varied, challenging and rewarding.

What's your morning routine?

Shower, breakfast and off to work.

What's the coolest thing you're working on right now?

Refurbishing a car.

What did you want to grow up to be when you were a kid?

Airline pilot.

Where was your first job?

Waiter at the time when I was still studying.

What's your favourite movie?

The Lord of the Rings.

Last book you read?

Eat that frog!

What book do you wish you could read for the first time again?

The 7 Habits of Highly Effective People.

What is your favourite food?

Lasagna.

What's your favourite time of year?

Winter.

Tell us something we don't know about yourself?

I flew a plane a few times.



Do you speak any other languages besides Maltese and English?

Italian and a bit of French.

What is your favourite travel destination?

Japan.

What has been the best day of your life so far?

Graduation Day.

Who in life has inspired you the most?

Many have inspired me throughout my life from world leaders, athletes, innovators, etc. But the person who inspired me most is my cousin who passed away at a young age – and not only tried fighting against terminal cancer but used that situation to inspire others, even through her autobiography which was immediately sold out and for which she even received the Pro-Life award.

CARL CARUANA

Facility Manager Mellieħa Home

Describe your job in three words.

To provide peace of mind to others.

What's your morning routine?

Greeting residents, following up on pending matters, and ensuring all departments are in order.

What's the coolest thing you're working on right now?

Preparing for this year's main project, replacing and upgrading the nurse call and telephone systems at Dar il-Madonna tal-Mellieħa.

What did you want to grow up to be when you were a kid?

A priest.

Where was your first job?

Hotel receptionist.

What's your favourite movie?

Ben Hur.

Last book you read?

I prefer reading newspapers and magazines.

What book do you wish you could read for the first time again?

I would opt for newspapers as I follow current affairs.

What is your favourite food?

Rabbit Stew.

What's your favourite time of year?

Christmas.

Tell us something we don't know about yourself?

I enjoy gardening, listening to music, watching football, especially the English Premier League, and watching snooker.

Do you speak any other languages besides Maltese and English?

Italian.

What is your favourite travel destination?

London, there is always plenty to do and discover.

What has been the best day of your life so far?

The day I became a father.

Who in life has inspired you the most?

Pope John Paul II.



STUART CARUANA

Facility Manager Casa San Paolo

Describe your job in three words.

Rewarding, co-ordination and commitment.

What's your morning routine?

Have breakfast, take my dog out for a walk, when it is my turn, and drive to work.

What's the coolest thing you're working on right now?

Revamping the staff canteen and a Core Values Awareness project within the facility.

What did you want to grow up to be when you were a kid?

A professional football player.

Where was your first job?

My first job was a summer job at Menrad Eyewear. I was 16 and worked in the stores.

What's your favourite movie?

Hatchi – A Dog's Tale, The Green Mile, Braveheart, Pulp Fiction, and all the Harry Potter films.

Last book you read?

Gerrard – My Autobiography.

What book do you wish you could read for the first time again?

All the Famous Five books.



What is your favourite food?

Any pasta with fresh fish.

What's your favourite time of year?

January as the world slows down after the frantic festive season and also Spring.

Tell us something we don't know about yourself?

In secondary school, I took part in four Gilbert & Sullivan Operettas.

Do you speak any other languages besides Maltese and English?

Italian.

What is your favourite travel destination?

London.

What has been the best day of your life so far?

When I got married and the birth of my two children.

Who in life has inspired you the most?

The last few years I have been inspired by Jurgen Klopp. Listening to him speak with passion, positivity, and humour is always inspirational. He never shys away from speaking his mind and his huge smile is infectious.

LARA GRECH

Facility Manager Zammit Clapp Residential Home

Describe your job in three words .

Dynamic, coordination and multi-tasking.

What's your morning routine?

On off days I like waking up early, have a coffee alone on the balcony before going for a run or to the gym. On work days, I just wake up early and go to work.

What's the coolest thing you're working on right now?

Trying to get better at Crossfit.

What did you want to grow up to be when you were a kid?

I wanted to become an aircraft pilot.

Where was your first job?

My first job was at McDonalds.

What's your favourite movie?

Pearl Harbour.

Last book you read?

Good to Great, by Jim Collins.

What book do you wish you could read for the first time again?

Trevor Zahra books from when I was young.

What is your favourite food?

Poke bowls.

What's your favourite time of year?

Spring.

Tell us something we don't know about yourself?

I love travelling, new adventures and campings.

Do you speak any other languages besides Maltese and English?

Italian.

What is your favourite travel destination?

Asia.

What has been the best day of your life so far?

The buscade after the graduation.

Who in life has inspired you the most?

My parents.





ROBERT GRECH

Facility Manager Dar San Ġużepp

Describe your job in three words.

Busy, exciting and rewarding.

What's your morning routine?

My prayers, some exercise, I have my breakfast, get dressed and off to work.

What's the coolest thing you're working on right now?

Managing Dar San Ġużepp in Gozo.

What did you want to grow up to be when you were a kid?

In the military.

Where was your first job?

A waiter.

What's your favourite movie?

I recently really liked watching Oppenheimer.

Last book you read?

The Old Man and the Sea.

What book do you wish you could read for the first time again?

The Kindly Ones by Jonathan Littell.

What is your favourite food?

Pies.

What's your favourite time of year?

Easter time.

Tell us something we don't know about yourself?

I enjoy my own company.

Do you speak any other languages besides Maltese and English?

Italian.

What is your favourite travel destination?

Right now the United Kingdom near my son.

What has been the best day of your life so far?

Being present for the birth of my children.

Who in life has inspired you the most?

Anyone who had to brave the rough seas to succeed. Leaders who lead by example.

NICOLETTE SANT

Facility Manager Roseville

Describe your job in three words.

Caring, organising and overseeing.

What's your morning routine?

Going through the night brief before doing the rounds where I get to meet residents and staff alike.

What's the coolest thing you're working on right now?

Organising internal activities for our residents.

What did you want to grow up to be when you were a kid?

A job that allows me to help the most vulnerable.

Where was your first job?

A carer at Casa Arkati.

What's your favourite movie?

The Sound of Music and The Notebook.

Last book you read?

My Residence at Pine Forest Lodge by Prof. Victor Mallia Milanes.

What book do you wish you could read for the first time again?

Diary of Anne Frank.

What is your favourite food?

Pasta Carbonara.

What's your favourite time of year?

Summer.

Tell us something we don't know about yourself?

I am a volunteer with the 18th Marsaskala Girl Guides.

Do you speak any other languages besides Maltese and English?

Italian.

What is your favourite travel destination?

Vietnam.

What has been the best day of your life so far?

Getting our dog Mia.

Who in life has inspired you the most?

Mother Theresa.



ASHA KIRAR

Home Manager Dar Bjorn Qormi and Żebbuġ

Describe your job in three words

Dedication, honest and satisfactory.

What's your morning routine?

I do a quick round at the facility.

What's the coolest thing you're working on right now?

Initiatives to better the lives of our service users.

What did you want to grow up to be when you were a kid?

I always wanted to be a Model and then a Doctor.

Where was your first job?

A Clinical Instructor.

What's your favourite movie?

Kal Ho Na Ho.

Last book you read?

The last Harry Potter book.

What book do you wish you could read for the first time again?

I am not a book lover.

What is your favourite food?

Indian always and pasta with red sauce.

What's your favourite time of year?

Mid-October and November as we have our famous Diwali Festival.

Tell us something we don't know about yourself?

I am a good dancer, and i am so talkative.

Do you speak any other languages besides Maltese and English?

My native language, Indian.

What is your favourite travel destination?

Switzerland.

What has been the best day of your life so far?

When a resident had written a book about the care home and he mentioned me specifically and when the book was launched it was the best day of my life.

Who in life has inspired you the most?

My Family and the Chief Operating Officer of CareMalta Group, Noel Borg.



ALICIANNE SCICLUNA

Home Manager Santa Rosa

Describe your job in three words

Empowering, fulfilling and challenging.

What's your morning routine?

During weekdays... coffee first! Then I walk my dog and on some days I attend fitness classes. On weekends I try to wake up a bit later and take it at a slower pace, my favourite activity is to go for a walk and stop for breakfast.

What's the coolest thing you're working on right now?

Presently I am collaborating with various creative art therapists to enhance the activities of our service users, aiming at promoting over all wellbeing and further development of physical, cognitive and psychosocial skills.

What did you want to grow up to be when you were a kid?

A vet.

Where was your first job?

Sales person.

What's your favourite movie?

I usually go for crime and thriller movies... but Mamma Mia always puts me in a happy mood.

Last book you read?

A book regarding Emotional Intelligence.

What book do you wish you could read for the first time again?

None in particular.

What is your favourite food?

Sushi.

What's your favourite time of year?

Spring.

Tell us something we don't know about yourself?

I enjoy obstacle course training and travelling.

Do you speak any other languages besides Maltese and English?

Italian.

What is your favourite travel destination?

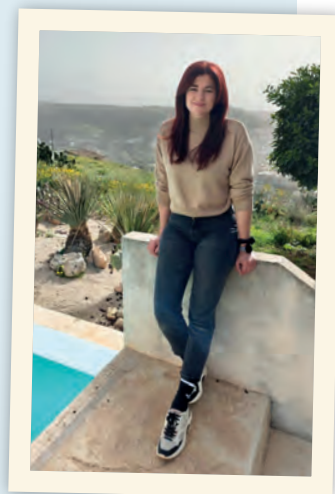
I've been to Thailand and Japan, both 2 amazing experiences. I love travelling around Europe as well. One day I wish to visit New Zealand.

What has been the best day of your life so far?

I find it difficult to choose a particular day. I have many wonderful memories that I am grateful for.

Who in life has inspired you the most?

My parents inspire me a lot as they taught me to be resilient and passionate but also to stay humble. As well as my husband who always motivates me to follow my goals.



RENATA ZAHRA

Home Manager Casal Nuovo

Describe your job in three words.

Challenging, rewarding and caring.

What's your morning routine?

A freshly brewed coffee and then preparing my daughter for school.

What's the coolest thing you're working on right now?

Right now I am working on my Master's.

What did you want to grow up to be when you were a kid?

A doctor.

Where was your first job?

My family restaurant.

What's your favourite movie?

Oh I have plenty of them.

Last book you read?

Operations Management 7th Edition by Nigel Slack.

What book do you wish you could read for the first time again?

I am not a book lover.

What is your favourite food?

There isn't any particular food, but I don't like any food that consists of onions.

What's your favourite time of year?

I love real white winter or springtime.

Tell us something we don't know about yourself?

I have attended for over 12 years and graduated from music school, where I played the accordion, assembly of accordions, singing in choir, and a quintet. Also, I used to play field hockey.

Do you speak any other languages besides Maltese and English?

My mother language is Lithuanian.

What is your favourite travel destination?

Bali and Portugal.

What has been the best day of your life so far?

The moment that I got to know I was expecting my baby girl.

Who in life has inspired you the most?

On a personal level my sister inspires me.



DENISE CACHIA

Facility Executive Casa Apap Bologna

Describe your job in three words

Service, care and life.

What's your morning routine?

Start getting ready for work.

What's the coolest thing you're working on right now?

Refurbishing my home.

What did you want to grow up to be when you were a kid?

A teacher.

Where was your first job?

Facility Administrative Assistant at Cospicua Home.

What's your favourite movie?

Me Before You.

Last book you read?

Dead Simple by Peter James.

What book do you wish you could read for the first time again?

The Poems of Wilfred Owen.

What is your favourite food?

Pasta Carbonara.

What's your favourite time of year?

March and April.

Tell us something we don't know about yourself?

I like adventurous travelling and activities

Do you speak any other languages besides Maltese and English?

I understand basic Italian but don't speak the language.

What is your favourite travel destination?

Scotland.

What has been the best day of your life so far?

Getting married to my husband.

Who in life has inspired you the most?

I try to learn different traits that I like from different people as much as possible. Usually, the focus is on women who have made a difference and who have challenged the 'glass ceiling'.



Enhancing care and support services

CareMalta Group has established three committees to enhance the services it offers: the Patient Safety Committee, the Health and Safety Committee, and the Activities Committee. Each committee has a different Chairperson, to ensure focused leadership and specialized oversight.

Each committee operates with a clear mandate and specific goals, collaboratively working towards the common objective of elevating the quality of care and services provided by CareMalta Group, thereby reinforcing the organization's commitment to Compassion, Engagement, and Professionalism.

Enhancing workplace safety standards

The Health and Safety Committee acts as an advocate for workers concerning health and safety issues in the workplace. Their primary duty is to represent their colleagues' interests by advocating for safer working conditions and ensuring compliance with health and safety regulations. At their respective workplaces, representatives fulfil several functions, including identifying hazards, reporting concerns, participating in risk assessments, promoting safety awareness, assisting in incident investigations, and identifying training needs.

The Health and Safety Representatives Committee plays a pivotal role in safeguarding the well-being of all employees across the facilities of CareMalta and HILA's Homes. Comprising representatives from all facilities, the committee serves as a crucial link between employees and management, aiming to foster a safe and healthy work environment for everyone.

Meetings are held quarterly, providing representatives with an opportunity to discuss matters of common concern. Incidents and near-misses are particularly scrutinized during these sessions to facilitate the sharing of lessons and best practices among representatives.

Members of the CareMalta Group Health and Safety Committee

Chairperson:

James Sciriha

Health and Safety Manager:

Martin Bondin

Members:

Representatives from each of CareMalta's facilities and HILA's homes



Committed to promoting a sense of community and wellbeing

The CareMalta Group Activities Committee (CMAC) was founded in 2022 and was initially chaired by Claire Colman. The CMAC is committed to promoting a sense of community, wellness, and joy by organizing different activities throughout the year that cater specifically to the needs of the residents and service users within CareMalta and HILA. In 2023, the year which marked the 30th Anniversary of CareMalta Group, the committee organized 17 activities and initiatives.

The objective of the CMAC is to initiate and promote valuable and sentimental connections between the residents by providing ample opportunities for socialization. Activities such as the annual sports day and concerts are successful at allowing residents to form new friendships and acquaintances. Alongside, the committee recognizes the importance of

intergenerational relationships, therefore the CMAC aims at organizing activities that bring together younger and older generations to nurture a culture of understanding and respect towards different generations, whilst challenging the concept of ageism.

Apart from attending to the cultural and social needs of the residents, the committee recognizes the value of giving back to the community, therefore the CMAC provides its members the opportunity to volunteer their time, skills, and creative abilities to different projects and events, therefore instilling a sense of purpose and familiarity within its members.

The core philosophy of the CareMalta Group Activities Committee reflects the core values of the Group, thus the importance of having such a committee within the company.

Members of the CareMalta Group Activities Committee

Chairperson:
Edel Borg Mizzi

Secretary:
Amanda Bajada

Members:
Nicolette Sant, Antoine Borg,
Alicianne Scicluna, Ilona Bezzina,
Romina Apap



Addressing safety and quality care

The purpose of the Patient Safety and Quality of Care Committee is to address issues concerning the safety and care provided to CareMalta's residents and HILA's service users, and subsequently improve the quality.

The committee does facility walkarounds and provides a tailored improvement programme specific to the needs of each respective facility and home which are in line with the CareMalta Group established policies and procedures.

By the end of 2024, the committee is committed to visiting all facilities and homes both in Malta and Gozo. The Committee is also committed to addressing matters affecting safety and quality of care by passing recommendations to senior management and operations teams. During each committee meeting, feedback and updates are sought regarding recommendations so there is a record of progress.



Members of the CareMalta Group Patient Safety and Quality of Care Committee

Chairperson:
Zvetlana Debono

Secretary:
Michael Zerafa

Members:
Martin Bondin, Matthew Vassallo
and Asha Kirar

Timeline of events

January 2024



Care in the Heart of Gozo

The Minister for Gozo and Planning, Clint Camilleri visited the final phase of the works at Dar San Ġużepp in Ghajnsielem which were currently underway before the official inauguration in April. CareMalta was responsible for all furnishing and fittings to complete and operate the facility offering the best care services in the heart of Gozo.

March 2024



The yearly Easter eggs distribution

In the spirit of Easter, Mr. Nazzareno Vassallo, founder of Vassallo Group, along with CareMalta Group COO, Noel Borg, distributed Easter eggs to residents, spreading joy and blessings throughout CareMalta's facilities and HILA's homes.



Fostering leadership roles for women

Members from CareMalta's and HILA's Management team attended a conference organised on Women's Day, hosted by The FIDEM Foundation. FIDEM, a Maltese non-profit, champions support & empowerment for vulnerable communities through education and wellbeing initiatives. Discussions ranged from gender equality and economic empowerment to the challenges women face balancing career and family.

February 2024

Moments filled with love and happiness

Every year the amazing staff and the CareMalta Group Activities Committee organize a memorable Valentine's dinner for our couples residing within the facilities and homes of Care Malta and HILA. This year the dinner was held at Mellieħa Home. The atmosphere was simply magical, and seeing our residents enjoying every moment brought so much joy to all.



April 2024



The annual sports day

The annual sports day event organized by the CareMalta Group Activities Committee was another smashing success. Held at Mikiel Anton Vassalli College in Qormi, residents from CareMalta and service users from HILA joined in the fun-filled games. Beyond physical wellbeing, this event fosters social interaction, helps build bonds and most of all spreads joy.



A historic moment in the history of CareMalta Group

The 11th of April marked a historic moment for CareMalta Group as the Group officially expanded its services in the heart of Gozo through the new facility Dar San Ġużepp in Ghajnsielem. Inaugurated by Prime Minister Robert Abela, who was accompanied by the Minister for Gozo, Clint Camilleri, Dar San Ġużepp is another milestone for CareMalta as it continues its mission as the Leaders in Care.

April 2024



CareMalta Group sponsors the EU Falls Festival 2024

CareMalta Group is proud to have been one of the main sponsors of the EU Falls Festival 2024 organised in collaboration with The Geriatric Medicine Society of Malta. The EU Falls Festival is an annual event, which promotes innovation and cutting-edge research in the field of falls and active ageing. For this conference, CareMalta created a poster titled: Ethical considerations in relation to falls in Long Term Care. A review written by Noel Borg, COO of CareMalta Group, Maria Xuereb and Zvetlana Debono Nursing Managers at CareMalta Group, to explore the paradigm shifts within ethical decisions that challenge the principlism approach traditionally expressed in medical ethics.

June 2024

Celebrating Father's Day

Natalie Briffa Farrugia, Chairperson of Vassallo Group, CEO of CareMalta Group James Sciriha, and COO of CareMalta Group Noel Borg visited residents at Casa Arkati, extending their heartfelt wishes for Father's Day. The dedicated facility management team organized various activities, ensuring a joyous and memorable day for all fathers.



May 2024



Welcoming members from the Malta Council of Nurses and Midwives at Roseville

Ahead of the International Nurses' Day, marked on the 12th of May, CareMalta had the privilege of hosting William Grech and Geoffrey Axiaq from the Council of Nurses and Midwives at Roseville, where they delivered short speeches during a networking event for CareMalta's nurses. They acknowledged the invaluable contribution of nurses and described the profession as the backbone of healthcare. CareMalta Group's COO, Noel Borg, who is a nurse by profession, also addressed those present, thanking CareMalta's Nursing Team for their dedication and commitment to ensuring the well-being and comfort of the residents.



CareMalta Group sponsors MCAST's Nursing Symposium

CareMalta Group was one of the main sponsors for a Nursing Symposium organised by The Institute of Applied Sciences at MCAST, IAS, on campus in Paola. The event brought together local and international nursing experts, international guest speakers, academics, students following the BSc Nursing programme at MCAST, and stakeholders from the nursing industry, including CareMalta Group's COO, Noel Borg, a nurse by profession. Also, attending this symposium on behalf of CareMalta Group were Ilona Mercieca and Theodora Mijanovic.

July 2024

The annual Festa Rħula at Casa San Paolo

Festa Rħula is an annual event organised at Casa San Paolo, that brings so many memories to the residents, of the traditional Maltese "festa" that each locality celebrates in Malta and Gozo, during summer. The event was organised in collaboration with Nicolo' Isouard Band Club, Mosta, and residents from CareMalta's facilities attend this "festa".



Our Care Facilities

Our management teams and staff consider themselves as one of the residents' extended family members. Residents expect and deserve respect, dignity, and compassion which are essential elements of care.



CASA ARKATI

Casa Arkati

Triq il-Kostituzzjoni, Mosta

TEL: +356 2143 4342

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Care Malta 



VILLA MESSINA

Villa Messina Home

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Care Malta 



ROSEVILLE

Roseville Home

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EMAIL: roseville@caremalta.com

Care Malta 



CASA SAN PAOLO

Casa San Paolo Home

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EMAIL: casasanpaolo@caremalta.com

Care Malta 



CASA MARIJA

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MELLIEĦA HOME

Dar il-Madonna tal-Mellieħa
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ŻEJTUN HOME

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ZAMMIT CLAPP HOME

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DAR SAN ĠUZEPP

Dar San Ġużepp
Triq l-Imġarr, Ġhajnsielem, Ġhawdex
TEL: +356 2317 4500
EMAIL: darsanguzepp@caremalta.com





CASA APAP BOLOGNA

Residential and Respite Services for Adults
86, Constitution Street, Mosta
TEL: +356 2339 3000



CASAL NUOVO

Community Home
Mater Boni Consigli Street, Paola, PLA 1613
TEL: +356 2180 5143



SANTA ROSA

Residential and Respite Services for Children and Adolescents
227, Santa Rosa, Constitution Street, Mosta
TEL: +356 2141 8885



DAR BJORN QORMI

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DAR BJORN ŻEBBUĠ

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HILA believes in the concept of extended family to achieve our mission of empowering persons through choice and developing individual abilities towards an inclusive and fulfilling life.



CASA APAP BOLOGNA

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