



Setting Standards for
Retirement Communities

ST GEORGE'S PARK

Going the extra mile at St Georges Park Retirement Village.

The Associated Retirement Community Operators (Arco) is the main body representing the Retirement Community sector in the UK.

In late May Arco asked people who live and work in retirement communities to nominate people for their role of honour who had made a real difference to them during the pandemic.

Paul Ray Grain, Village manager here at St Georges Park Retirement Village was nominated in the category '**amazing individuals**'. These nominations were from residents and colleagues for his dedication and leadership during the pandemic.



Paul commented. "I am extremely grateful to my hardworking team for the extra effort and commitment they have shown the village and our residents. Without them we wouldn't have been able to implement the changes smoothly and effectively. Our residents have felt comfortable secure and safe"

Paul has ensured that he adapted to the challenging times which has instilled confidence in his team and residents alike.

CEO Philip Smith

"Paul has been ever present throughout the lock down always making sure that all the residents are cared for, walking the village each day and ensuring that he and his staff speak to every resident every day. He has at all times had the safety of his staff at the forefront of everything that has been implemented"

Susan James a St Georges Resident also commented.

I have felt safe and cared for and less anxious than I would have been had I needed to go shopping. We are trying to keep the Village safe and this has helped enormously.

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<https://www.arcouk.org>