

CARENET MAGAZINE

ANNIVERSARY EDITION

# Casa Arkati



1993 - 2013

*A journey of a lifetime*



# Contents

---

Casa Arkati's 20th Anniversary .....	01
CareMalta's Evolutionary Process .....	02
Casa Arkati..the story so far .....	06
Remembrances of Casa Arkati's Past Residents ...	12
Timeline of Events.....	16
The foundation of Casa Arkati .....	18
Newspaper Clips.....	20
Analysis of Casa Arkati Residents Records.....	23
20 years of service.....	24
Crossing Memories .....	27

Editorial Co-ordinator – Gail Fenech  
Research, interviews & copy-editing – Martin Hampton  
Editorial Board – Natalie Briffa Farrugia, Charlo Bonnici & Carl Caruana  
Contributors – Connie Cacciattolo





# Casa Arkati's 20th Anniversary

**NATALIE BRIFFA FARRUGIA** CEO CAREMALTA

It is a year to rejoice and celebrate as we witness our first private home for older persons, Casa Arkati, turn 20. We could not let this occasion pass us by without dedicating a special Carenet edition to mark this milestone offering a historical repertoire of the developments since our inception. Casa Arkati has been the pioneer facility which was purposely built privately owned residential home for older persons, and throughout the years it has become a national leader in innovative residential care, specialized nursing services and quality care. We are proud that hundreds of older persons, not just from around the corner, but also from ashore, have resided at Casa Arkati and hence became part of our large family.

As we celebrate this anniversary, I cannot help but reflect on our 20 years in this field and take pride in the fact that, despite significant challenges, we have stayed true to our core principles upon which the company was founded. From the beginning we have been committed to providing a high quality of care, giving importance to the dignity of our residents and offering a professional service. Our services encompass a holistic view of our clients giving importance to their occupational, social, intellectual, spiritual, emotional and physical needs. The focus on the environment was surely a distinctive feature in the approach to wellness of our residents and its importance lives with us this till very day.

Doing so, has helped us to build a trusted reputation which has made

CareMalta the largest leading care provider of services to older persons in Malta's marketplace, with Casa Arkati being the benchmark for all the other facilities to follow. Today, we are no longer alone working in this field. In a competitive environment it can be easy to blur the line between right and wrong, but our core values of dignity, quality, safety, integrity, development, have proven to be among our greatest assets.

From the beginning, we set out to create a company culture of success through honest practices, where the client comes first and with a focus on the residents and their well being, everything else falls in place. We have seen amazing advancements and growth. We have increased access and breadth, seen quality and expertise improve, we expanded into our independent living facilities, our rehabilitation services offered through Livelife and electronic, mobile and support health care services offered through emcare. The growth is allowing CareMalta to meet increasing demand for its services in an innovative way, while maintaining its person-oriented care approach and encouraging older adults to remain active and hence a key role players in both the community and society.

The importance of our work creates passion among people, and in the end, that is what makes us who we are today. Here I would like to express my special 'thank you' this time in particular to all the employees that have served at Casa Arkati – past and present – for their

hard work, dedication and loyalty to the company. You are definitely the biggest part of the success and achievement that we are celebrating today.

Our philosophy is 'Ageing with Dignity'. Age should be seen as an integral part of life. Every individual who choose to come to us has a unique history and our role is to maintain that history through our everyday work. We believe that older persons should not be seen as mere receivers but be seen as partners in care. They should have a 'voice' and 'choice'. Our role is to provide the ideal environment whereby, the older persons can still remain unique individuals, and hence still remain active players in society.

Our story does not stop here. We are motivated and inspired to continue to serve our older persons in the best way that we can. We will continue to build on our strengths, the great potential of our people and the aspiration for a better quality of life for all of us involved in this service. The challenge for the future will be to continue to provide environments that engage older adults in ways that enable them to fulfill their passion and purpose in life. Without revealing any secrets, I am sure that the expansion of Casa Arkati in the coming days will accentuate this aspect in the quality of services that we can give.

I conclude by inviting you to flip through this special edition of CareNet and stroll down memory lane: revisit the history of Casa Arkati, take a look at the photos and witness how CareMalta has evolved over the years. Enjoy browsing!



# CareMalta's evolutionary process

**NAZZARENO VASSALLO** CHAIRMAN, VASSALLO GROUP

## **Why did you opt to build a home for elderly persons in the first place, when there were other more profitable ventures?**

As a company we have now been in business for the last 67 years, and we were always based in Mosta. When we managed to acquire this land, situated in such a prime position overlooking the picturesque valley, we decided straightaway that a unique property like this could not be exploited in the usual manner, i.e. build a block of apartments, sell them, reap the profits and that's it. We wanted to develop the area into something special that would remain closely associated with Mosta. We therefore identified three potential projects – a private school, a private hospital, and a private home for the elderly. Subsequently we carried out three feasibility studies in line with these options, and the end results of our market research indicated that the sector most likely to develop locally, and thus create a demand in future years, was that connected with care for the elderly. Having been in the construction business for all these years, we realised that if we were to go ahead with such an original project, we first

needed to appoint experienced local architects who would be able to come up with a state of the art design for this first ever private residence for the elderly. In line with our principles as building contractors, the home had to be, first and foremost, an aesthetically pleasing architectural statement. Secondly, we sought to acquire the expertise that is needed to efficiently run a home for the elderly. Being an entirely new and specialised sector for us, we identified a British company, highly experienced in the management of such homes, which showed an interest in this project. As a result we created a joint venture and offered them 25% of the total shareholding. Our UK partners were initially responsible for the overall management of Casa Arkati, but gradually we started acquiring the experience needed, and began taking over the home's running until eventually we bought them out. This however did not affect our close partnership in any way because the two directors that were first appointed by the British company more than 20 years ago are today still serving on the Board of Directors of CareMalta. One of them continues to offer his vast

expertise in the field of elderly care in his capacity as Vice Chairman, while the second one still represents the insurance company that was originally involved in the initial set up of the organisation.

## **Did you come across any particular problems when deciding to develop what was a prime site overlooking such a scenic valley?**

There were a number of problems, but not directly related to the location as such. The original design of the building took into careful consideration the contours of the valley, and we were also very cautious not to encroach onto this beautiful landscape in any way. Moreover, the layout of the home's garden area was planned in such a way as to merge completely with the surrounding countryside. The main challenge was that of a novel private company entering the arena of elderly healthcare for the first time and competing against two established contestants. For a good number of years this sector had been dominated entirely by the church, which used to offer accommodation in its homes against a moderate fee. Then the state followed suit and started opening similar residences



*"the company's maxim is reflected not only in the fine buildings and care for the residents, but also in the staff that is the company's principal resource"*

which were free of charge. Up till then, the mentality of trusting the care of one's elderly relatives in the hands of a private institution, while at the same time paying standard rates for such services, had not yet caught root in Malta, and so the first months and years of this new concept were an uphill struggle.

#### **How are the residents in the home made to feel that they are still part of the larger community?**

Some important issues that we tried to tackle at Casa Arkati, and which were reflected also in the other homes that followed in later years, were that a home has to be fully accessible to cater for all categories of residents, whether mobile or wheel-chair bound, and that the elderly continue feeling part of the community. With this in mind the large outdoor terrace was designed purposely to allow residents to have a full view of the activity in the street, interact with people going about with their errands, children on their way to/from school, etc. On the other hand, those residents

wishing to have some peace and quiet still have access to the private gardens overlooking the valley, where they are guaranteed to be fully secluded and well away from the noisy street life. Both these features try to create a delicate balance in which the elderly feel close to and in constant contact with the external community, while at the same time having the facility of retreating in private and tranquil surroundings when the need arises. The home is also equipped with a chapel which was open to non residents and visitors during the first years of operation. Now that the home's occupancy is full to capacity this service is only available to residents, who by right should have precedence over others. One also has to keep in mind that most residents had spent the better part of their lives in a village or town centre, participating in the locality's various activities. As a result the home organises annual events, such as the one held in August for the village feast of Santa Marija, to try and instil in the residents a sense of belonging

towards the local community. Finally, for the last number of years, we have been trying to encourage our residents to assume wherever possible an independent and active lifestyle, through our Active Ageing concept.

#### **How is the company's motto "A private organisation with a public conscience" reflected in Casa Arkati?**

I think the company's motto reflects itself not just in Casa Arkati, but in the overall operations of CareMalta. Casa Arkati was the first home to be opened, but in a span of twenty years we are now catering for eight homes all over Malta. This is a sensitive sector that is highly specialised, wherein potential investors seeking financial gain had better look for other more profitable ventures. Even the personnel have to fully understand that such employment is more of a mission than a career, and as such is not suitable for everyone. Having said this, nowadays CareMalta employs over 700 people, most





of them ex-housewives who, after years of caring for their families, are returning to work as nurses or carers. So in reality the company's maxim is reflected not only in the fine buildings and care for the residents, but also in the staff that is the company's principal resource. Each and every employee is given regular training in his/her respective field, and practically all of them are in possession of City and Guilds certificates. CareMalta is fully accredited to carry out these courses in-house, with such qualifications not being restricted for use solely within the company, but can be used elsewhere both locally and abroad. One of the specific courses is about caring for persons suffering from dementia. This is a highly specialised field that is becoming more and more in demand due to the ever-increasing incidence among the elderly. As you can see the company's motto is therefore reflected in every aspect of Casa Arkati and the range of persons that are affected is truly widespread.

**Do you feel vindicated about your resolve to carry on with such a novel experiment despite any initial resistance?**

Yes, especially when today I look back and recall that twenty years ago we had started the first day with just

two residents, and six employees to look after them! Gradually the numbers started picking up but it was still an uphill road, because one must consider that, unlike a hotel, the resident population in a home for the elderly fluctuates considerably. However today we can safely state that, with 1,100 residents staying in eight different homes and cared for by over 700 employees, we are by far the largest service provider in the elderly healthcare sector on the island. Here I wish to stress that the number of personnel mentioned does not include many other persons who are involved in ancillary work related to the running of the homes. The fact that our company is contributing so much to the local labour force is in itself a huge source of satisfaction. But I

think my greatest fulfilment comes from seeing these elderly people trusting their golden years in our care. Along the years we had a number of residents who were prominent figures in Maltese society, and this in itself gives us additional confidence to continue offering our services. Such satisfaction can never be measured in hard currency, and by far surpasses any handsome dividend received at the end of the financial year, even though we are ultimately in the business to generate a profit.

**What plans are in the pipeline for the future with regard to the healthcare sector?**

CareMalta has evolved in a great way during these last twenty years. In 2012 the company branched out in two different sectors, even though still related to healthcare.

One of them has to do with the novel idea of technological health monitoring, which will be managed by our newly created company,



*"As a company we firmly believe that we are now in an ideal position to be able to utilise the expertise we have acquired over the years"*

emcare. The concept is being developed in partnership with GPM, another company in which we have a shareholding. We believe that the notion of healthcare should not be limited simply to the elderly sector, but needs to encompass also people who suffer from various other conditions such as diabetes, high blood pressure, etc, and even younger people who may be sick. In this regard we consider that our first priority is to try and keep prospective patients within their own environment. This allows the individual to go on living his/her active life in the community thus retaining their level of independence. Contrary to the normal procedures adopted in elderly healthcare, e-monitoring does not require patients to be admitted into a clinic or hospital, as they can be easily observed remotely within the comfort of their own home. Although in theory this could appear ahead of its time, we truly feel that extending such a service is definitely the way forward. The second investment is related to the field of rehabilitation, where we realised that there was a vacuum in this particular sector. This form of therapy can work wonders with patients' lives. A person who has suffered a stroke more often than not ends up in a home for the elderly for the rest of his life. Through our services at the Physical Rehabilitation Centre one now has the option of undergoing treatment which, more often than not, could help improve and prolong one's



active life by a number of years, apart from retaining the precious sensation of feeling completely independent.

CareMalta plans to continue increasing the number of beds in its homes, more so now that we are the only provider in the private sector that is licensed by the authorities to cater for the care and treatment of dementia patients. This condition is unfortunately increasing at a rapid pace and projections estimate that the number of patients will double in the years to come. When we opened Casa Arkati twenty years ago residents suffering from dementia were very few and far apart. Nowadays this condition became more prevalent due to the fact that people are living longer – according

to recent statistics the death rate among elderly people has fallen by 50% in the last twenty years. We wholly believe in this vital sector and aim to continue striving to remain at the top on the local scene, not only by increasing bed space and employing more personnel, but also by utilising the latest technologies available in this field. We are moreover setting our sights overseas. As a company we firmly believe that we are now in an ideal position to be able to utilise the expertise we have acquired over the years. Therefore we are actively seeking possible opportunities abroad in this regard. This move will hopefully help to further consolidate CareMalta's contribution to the healthcare sector, not only here in Malta but also beyond our shores.





# Casa Arkati... *the story so far*

## Beginnings

Casa Arkati, Malta's first purpose-built luxury residence for the elderly – a home designed and managed entirely by the private sector – can best be described as the pet project of Vassallo Group Chairman, Mr. Nazzareno Vassallo. When his first company acquired the piece of land situated at the edge of the picturesque *Wied il-Ghasel* in 1980, there were three different prospects for developing such a site: either as a school, a hospital or a home for the elderly. In the end Mr. Vassallo opted for the latter, because he felt that it was this venture that symbolized most the company's maxim: *"A private company with a public conscience"*. He was perfectly aware that such an investment would hardly classify it in the high profit-making category, and yet he still wanted to build something that would be of social benefit to the community. When Casa Arkati welcomed its first residents in June 1993, his vision was finally realised in an impressive manner. Such an achievement took on an additional

significance when the home was inaugurated in the very same year that the European Union had purposely dedicated to the elderly. Before Mr. Vassallo decided to go ahead with his plans, he commissioned a professional survey prepared by Malta University Services. This feasibility study was carried out among 500 men and women between the ages of 55 and 70, randomly selected across the socio-economic spectrum.

The resulting conclusions clearly vindicated his decision, since over 50% of the respondents had clearly stated that their perceptions of an ideal home for the elderly were not at all fulfilled by the state-provided facilities of that time. To further strengthen his resolve, the late 80s and early 90s had since witnessed a steady rise in the island's level of affluence, with the ensuing result that the Maltese were becoming more demanding in matters related







to quality standards. People were no longer willing to settle for mediocre services and understood that comfort comes with a higher price tag. Nevertheless, before 1993, there were as yet no plausible alternatives for elderly people who were willing to pay more for the sheer satisfaction and convenience of living in a good quality home. Up until that time, most people still thought of elderly residences in the traditional sense, i.e., the conventional homes run by the church or the state.

Mr. Vassallo's ultimate goal was that Casa Arkati would not be equivalent to the superseded homes the Maltese had been used to so far. He wanted to introduce a new concept in caring for old people. The principal aim was to give residents a comfortable, safe and pleasant stay, supported by a team of qualified and experienced staff. Casa Arkati would merge the best of both worlds: group retirement homes as already experienced abroad and old people's homes as they were understood to be locally, where residents would

not have to move on if they became ill or bedridden. Another innovation that was introduced permitted residents to book short stays, be it a few days, weeks or months. This was a welcome initiative in respite care, because it allowed elderly persons to be cared for, while at the same time relieving their family members of their daily responsibilities, and enabling them to take a well deserved holiday or rest.

To carry out this ground-breaking endeavour in a professional manner

Mr. Vassallo realised that he had to work in partnership with somebody who already possessed reputable expertise. As a result, in 1992 his company teamed up with Mr. Richard Clough, Managing Director of Haven Services in East Anglia - one of Britain's major developers and leaders in the field of care for the elderly - to form Healthcare Services Limited. This British company brought in not only fresh ideas as regards the efficient running of such homes, but also took overall responsibility for the top management's intensive training.

### Planning

From the very start, meticulous attention was given to the general design of Casa Arkati, in order to come up with a totally new concept that was completely different to that of the worn-out refurbishments carried out in other homes. When the original five storey building was first built, it was vertically interconnected by means of two elevators, both designed to be accessible by wheelchair users. One of these lifts was also large enough to fully accommodate a stretcher in cases of emergency. Each of



the five levels was to have at least one common area. Next to the entrance hall at ground floor level, the architect purposely catered for a lounge area where residents could relax and watch what is going on outdoors. This layout was considered beforehand as an important aspect in the overall plan, since it was imperative that residents should feel that they still formed an integral part of the community. To further strengthen this interactive approach, the chapel was planned specifically in the heart of the home, and non-residents were encouraged to attend and interact with the residents on a regular basis. To balance this feature, the administrative offices were also planned in a position which allowed them a clear open view of what was going on in the main entrance. The third floor, overlooking the double height main lounge, is an intermediate one, hidden behind the arches that constitute the main feature of the external facade. This same level hosts the library where residents have the opportunity to spend some time reading. Each of the two other storeys has fourteen rooms plus a common room. Although identical in shape, these areas have two distinct functions. The first is reserved for television viewing, whilst the other one is utilised for more quiet activities such as reading, socialising or playing cards. Another prominent characteristic of the building is found on the fifth floor where six traditional Maltese-style closed balconies blend very well with the rest of the exterior design.

### Facilities

Accommodation services for the residents include both double and single rooms, all furnished to hotel standards. For safety and



comfort each room was designed as a separate home, to ensure privacy, independence and the sensation of living in one's own space. Residents were even permitted to bring along some of their own pieces of furniture, and are allowed to take meals at their own convenience. The idea was to break away from the traditional, yet undesirable effects of regimentation and lack of personal care and attention. All rooms are fitted with air-conditioning units, specially planned bathrooms and furniture, mini-kitchen facilities, nurse call system, television and

telephone system. All residents have access to the chapel, common rooms, occupational therapy and physiotherapy rooms, multipurpose hall, in-house medical consulting rooms, nursing facilities, laundry, in addition to, what was then, state-of-the-art bathing and showering facilities using Parker baths that were tailor-made to meet the specific needs of the infirm. Residents can also enjoy relaxing moments in the open air, sitting or walking in the manicured gardens, offering a panoramic view of the surrounding serene countryside as well as the silent city of Mdina.







### Growth

In the space of eight years, the services offered at Casa Arkati were so much in demand that the home could not accommodate any more residents due to full occupancy. Because of this pressing situation, a decision was taken to try and expand operations in the residence. The new building development consisted of an entire new top floor and a lateral annexe along one side of the existing home. The extensive development was carried out by Vassallo Builders Group in a record breaking four month period, during which time the residence managed to continue operating on a normal basis. This new extension was officially inaugurated by the former President of Malta, the late Professor Guido Demarco on 4<sup>th</sup> June 2002. Thanks to this expansion, 26 new residential rooms were added to the home's accommodation facilities. Besides providing additional residential rooms, the annexe of Casa Arkati also increased the facilities available to residents. These included a larger and more spacious main dining room, a new emergency staircase, a new bed lift connecting all floors in the building, a new nurse call system,



an upgraded air conditioning system and a new digital telephone exchange with direct dialling-in facilities. Two years later, in 2004, Casa Arkati underwent yet another refurbishing project. All the public areas and residential rooms were totally redesigned from scratch. The main lounge and main dining room were completely refurbished to offer more comfort and elegance. The residents' rooms, on the other hand, were revamped with new soft furnishings, while the furniture was completely redesigned, resulting in a more spacious and pleasing ambience.

In a span of twelve years, CareMalta (the rebranded name of Healthcare Services since 2002) had grown to become the market leader in the provision of healthcare and accommodation for the elderly. It was employing a total of 400

employees and caring for no less than 550 residents. Apart from Casa Arkati and Villa Messina in Rabat, it was also managing two government homes in Zejtun and Cospicua. At the same time additional sites were already earmarked for the development of another two new purposely built private homes in Sliema and Attard.

The fundamental philosophy behind Casa Arkati was one that creates an attractive home-away-from-home environment for those couples and singles who wished to carry on with their independent and active lifestyle, while at the same time feeling pampered, cared for and secure in the knowledge that their every need was seen to day and night. Judging from the overwhelming response from satisfied residents

during the first twenty years of operation, one could safely state that such an objective had been successfully reached.

### Events

However, the successful operation of a private home for the elderly cannot be measured merely by the style of the architecture, the interior design or the choice of furnishings. Such attractive features would count for nothing if the residents' welfare was not adequately catered for. During the course of the years, the administrators of Casa Arkati made it a point to try and involve as much as possible the elderly in the daily life of the home, through regular activities held throughout the year. It would be next to impossible to list all the events that took place at Casa Arkati during the last two decades. The greater part of the activities are organised on a regular basis and so are mentioned collectively, but some others had special connotations and are been dealt with in more detail. A fixed date on the home's calendar is the annual anniversary night organised every August to commemorate the opening of Casa Arkati. This usually takes the form of an *al fresco* dinner which is held in the garden grounds that are specially lit and adorned for the occasion.



The evening is made complete with the accompaniment of relaxing musical entertainment. In 2003 a special commemoration was held to mark the home's 10<sup>th</sup> anniversary, an event that was attended also by a number of distinguished guests. The evening started off with a special thanksgiving mass celebrated by the Parish Priest of Mosta, Rev Joseph Carabott. This was followed by a cultural soiree consisting of performances by the *Sine Macula* Choir from Hal Safi, classical dance by students from the Ballet School, and a musical recital by Mro. Victor Vella, Patrick Xuereb and Claire Caruana. The pleasant evening was ably presented by Ms.

Marbeck Spiteri, who also took time to recite to all those present excerpts of Maltese poetry. In 2012 the residents of Casa Arkati were treated to a lunch with a difference in the lush gardens of the home. The main attraction during this year's event was not the usual musical entertainment, but a choir composed of the Association of Lyceum Past Students (ALPS), who grabbed the attention of all those present with their melodic singing. Another yearly appointment eagerly awaited by all residents is the Christmas reception, during which everybody is treated to an evening of fine food, lively entertainment and, above all, gift presentations. In December 2004, the staff at Casa Arkati decided to put up a special talent show. The evening's programme consisted of carol singing by a choir of 12 staff members who were directed by Ms. Lydia Debono and Ms. M'Anne Sultana, and ably accompanied by Mr. Omar Debono on the guitar. This was followed by an amusing comedy acted out by a cast of 20 employees, a number of different dance routines, and a performance by comedian "James Bondin". Mother's Day is one other regular





occasion that is celebrated at Casa Arkati. Residents are encouraged to invite their relatives to join in this event where entertaining music, good food and gifts consisting of fresh flowers are presented to all the mothers attending the event. Another popular activity is the summer outing to Gozo, which is usually organised in conjunction with residents from the other homes administered by CareMalta. In 2002, the group that went up spent the first part of the morning shopping for souvenirs and then at noon went together to mass. They were then entertained to an exquisite lunch in a hotel overlooking the scenic harbour of Mgarr. In the afternoon the residents were taken on a coach tour of the island, visiting the main seaside attractions, before boarding the ship once again to return to Malta, tired but happy with the positive outcome of the trip. Another event was held in 2012, but this time it consisted of a 3 day weekend trip to our sister island. This was purposely planned to help the residents interact better with their care assistants, giving them the opportunity to tour Gozo, dine out and participate in other outdoor activities.

A novel activity was launched in May 2005 in the form of a Sports Day. This was open for both residents and staff members, and turned out to be a huge success, especially when noticing that the elderly were so eager to participate in the various activities that were held. As a result this day was held again in the following year, during which the residents enjoyed competing in several games such as target throwing, basketball free throws and potato races. The year 2006 will also be fondly remembered by six residents for the first-ever organised pilgrimage to Lourdes. During this successful trip the elderly travellers were accompanied by five staff members

A popular event which had a good following is the keep fit session held once weekly. During these classes residents are first assessed individually and grouped according to their different abilities. This is followed by a warm up and some fun games, to help the residents unwind and interact better between them. The main part of the class is a good workout of various parts of the body, designed to maintain mobility and improve stamina. The last stage

consists of a cooling down session involving breathing and stretching, after which the residents have time to socialise over a cool drink. Residents are also encouraged to take up crafts and, on a particular occasion in 2008, they were taught the skills of basic frame-making using cardboard, clay, crêpe paper, and poster colours. The scope behind this activity is to stimulate the use of one's fingers and hands while concentrating on a given task. Such a prolonged exercise requires minimum exertion but helps to enhance tolerance and hand-to-eye coordination. Another monthly hands-on activity that is very popular is Residents' Cooking Day, wherein participants decide beforehand on a three course menu, and then set out to carry out all the necessary preparations such as cooking, table laying, and even the chore of cleaning up!

### In conclusion

When one looks back and assesses objectively the innovative and enterprising Casa Arkati experiment that was initiated twenty years ago, one can safely state that it definitely turned out to be a successful one. The three other homes that followed – Villa Messina, Prince of Wales and Villa Roseville, all under the same management – are ample proof of this. But the most significant acknowledgment in these two decades must surely be the high standard attained in the local healthcare division, an achievement that has certainly set an elevated benchmark for this sector in Malta and Gozo for many years to come.



### Sources

The Times: 8 April 1993, 30 April 1993, 23 May 1993, 13 July 1993, 2 August 1993, 20 February 1994, 17 May 1995, 5 June 2002, 9 June 2002, 31 May 2004  
Care Net: September 2002, April 2003, October 2003, June 2004, December 2004, September 2005, April 2007, August 2008, May 2009, February 2011, February 2012, February 2013  
Design Connection: Summer 1993

# Remembrances of *Casa Arkati's* *Past Residents*

SIR ANTHONY MAMO was born in Birkirkara on 9th. January 1909. He graduated as lawyer in 1934, and was awarded a scholarship to follow two courses at the London University and the University in Perugia. He married Margaret née Agius in 1939 and they raised three children.

In 1936 Sir Anthony was appointed a member on the Commission for the revision of laws. During the war he served as Protection Officer for Birkirkara, and in 1942 joined the office of the Advocate General, reaching the top most position in 1955, when Sir Anthony was also appointed Honorary Queen's Counsel. During this time he became Professor of Criminal Law at the University of Malta.

In 1957 he was awarded the O.B.E. and appointed Chief Justice and President of the Court of Appeal. Two years later Sir Anthony received the knighthood. In 1962, the Queen appointed him as Acting Governor and Commander-in-Chief. Sir Anthony became the first President of the Constitutional Court in 1964. Following Malta's Independence,



he served as Governor General in the absence of Sir Maurice Dorman. He was also President of the Council and Pro-Chancellor of the University.

After the 1971 elections the Labour government appointed him Malta's first and only Governor General. During the 1971-1976 legislature, Sir Anthony was instrumental in bringing together the two political parties to discuss constitutional changes for setting up the Republic of Malta. On 13<sup>th</sup> December 1974 he was appointed as the first President of the Republic, a position he held until his term of office ended in 1976.

In 1992 Sir Anthony was awarded the highest Maltese honour in the order of *Ġieħ ir-Repubblika* - the *Sieħeb il-Ġieħ*. In 1994 he was made *Kumpann ta' l-Unur ta' l-Ordni Nazzjonali tal-Meritu*. When Lady Mamo fell ill in 1995, she and Sir Anthony came to live at Casa Arkati. On 18<sup>th</sup> March 1996 the Mayor of Birkirkara conferred on him the honour of *Ġieħ Birkirkara*. Lady Mamo passed away in 2002 and Sir Anthony continued to live here until his death on 1<sup>st</sup> May 2008 at the age of 99. The government granted him a state funeral which was held on Friday 3<sup>rd</sup> May.



**LENA GANADO**, née Micallef, was born on 19 July 1909 in Sliema, where she was raised, and even lived there during the first years of her wedded life. In 1933, 23 year old Lena married Lieutenant Lewis Ganado of the Royal Malta Artillery. They had no children, and she was widowed in 1966.

In 1948 Lena got to know about a vacancy for the post of an announcer that had arisen on the local cable radio station, Rediffusion. At that time the company was managed by Commander Edward Hamilton Hill, a retired Naval Officer, who incidentally she happened to know. Lena applied for the job and was requested to attend an interview to test her language skills, since prospective applicants were expected to be able to read and write in English and Maltese. She had a very good grasp of the English language as her grandfather was British, and

at the same time spoke Maltese fluently. As a result she was accepted straightaway. Lena spent 10 years at Rediffusion, where her duties included reading the news in both languages. Apart from her duties as announcer she also took part in plays and serials that were put on air quite often. Lena eventually left Rediffusion in 1958.

However Lena's true love was acting, a passion she pursued for most of her life. She had taken no formal training of any sort and always insisted that she was born with this God given talent. Lena was also a good singer and this made it easier to be included in musical shows. She readily accepted parts in both English and Maltese, and had no difficulty whatsoever acting in serious and comic plays alike. Lena was kept busy performing regularly at the Royal Opera House and the Manoel Theatre. Two of the many



plays she took part in are "The Belle of New York" and "The Geisha", but the most favourite part she ever played was as the mother of the Empress of Russia in "Anastasia".

Lena entered Casa Arkati in May 1997, at the ripe age of 88 and passed away a year later.

*Courtesy of Stephen Teager*

**MARIJA TONNA** was born in Mosta on 7th December 1919, to Joseph and Ganna Tonna. Being the eldest of six children, she fulfilled her role of helping in the upbringing of her siblings as was customary in those days, while at the same time giving her part also in the running of the family farms. At the young age of 16 Marija got married to Emanuel. She supported her husband in the farming business, and spent her early wedded years

bringing up their 11 children. Despite such a large family she was still able to find enough time to help out working in the family fields. During this period Marija suffered the loss of three of her children, and in 1966 her beloved husband passed away. This great personal tragedy however brought out the inner strength of this woman's formidable character. As a matter of fact she managed to bring up all her children singlehandedly, and despite sacrificing her own financial and personal gains, she was always able to provide the basic needs for all her daughters. Marija can best be described as the family's solid cornerstone, having also helped her daughters to bring up their own children. In 1977, she suffered the

loss of yet another daughter, Emanuela, who was a nun under the name of Sister Genoveffa and died at the tender age of 32. Marija was well known in Mosta for her religious convictions, as well as her lively, hardworking, friendly and charitable character. She was well renowned for selling farm products at her own doorstep, and for baking the best pies. In her spare time she used to love going round the town visiting the elderly. After suffering a stroke, Marija was received as a resident at Casa Arkati where she was provided with the best professional care for her personal needs, while at the same time continuing to receive the constant daily support of her family and daughters. Marija passed away at the age of 84.





**JOE DARMANIN** was born in Vittoriosa on 27 March 1926. He was educated at the Central School and the Lyceum. On 28 February 1948 he joined the Civil Service as an Executive officer and was posted at the Public Works Department where he stayed until 1974. During this time he spent 10 years as Personal Secretary to the Director. On 1 February 1974 Joe was promoted to Assistant Head of Department. A few months later he was transferred to the Treasury Department where, as Assistant Accountant General, he helped set up the Treasury Central Supplies Section which he headed until 26 April 1977 when he retired from the Civil Service due to ill-health.

Joe was a bachelor and a great lover of the sea. He was a very good swimmer and often intervened whenever swimmers were in difficulty. One time Joe managed

to save two young ladies from drowning together in Vittoriosa. In 1953 Joe went for a swim with his friends at Ghajn Tuffieha Bay, when the sea was quite rough. A woman was holding on to a rubber ring and was being helped to get ashore by her husband and young son. As the woman was not making any headway Joe went to her assistance and pulled her to the beach. That same afternoon, a man who was about 50 metres away from the beach, called out to Joe for help. Joe swam over to him, got hold of his left arm and began pulling him towards the beach, thus saving his life. He then realised that the gentleman was none other than Dr Ġorg Borg Olivier, the Prime Minister at that time.

Joe played the classical guitar, attended the theatre and seldom missed the musical concerts at the De Porres Hall in Sliema. He read



lots of books, mainly about WWII, and really enjoyed going for long walks in the country, especially along the coast from Vittoriosa to Marsaxlokk.

Due to suffering several strokes he could no longer live alone and in early 1998 he came to Casa Arkati where he remained until his death in 2009.

**CHEVALIER JOSEPH MAMO DINGLI** (1919 – 2003) married Mary de Bono in 1944 and had two daughters Magda and Isabelle. He was educated at the Lyceum Grammar School, Malta, matriculated at the Royal Malta University, and he read for a Diploma in Economic and Social Administration, at the London

School of Economics and Political Science of the University of London.

He joined the Malta Civil Service in 1937 and held various posts within the Service, amongst which Private Secretary to successive Ministers of Works and Reconstruction amongst whom Dominic Mintoff and Joseph Ellul Mercer from 1948 to 1958; Secretary to the Gas Board from 1952 to 1955; Assistant Secretary in the Economics Division, Ministry of Economic Planning and Finance from 1960 to 1964; Member of the Malta Electricity Board from 1963 to 1964. He was appointed Deputy High Commissioner for Malta in London from 1964 to 1967 and was a Member of the Malta Delegation to the United Nations General Assembly in 1965, 1966 and 1969 (Autumn session October to December). He was appointed Envoy and Deputy Secretary of

the Ministry of Commonwealth and Foreign Affairs in 1967 up to 1970, Permanent Representative of Malta to the Council of Europe from 1967 to 1970, Ambassador to the Sovereign Military Order of Saint John of Jerusalem, of Rhodes and Malta from 1967 to 1970, and Ambassador to the Holy See from 1968 to 1970. He was Acting Secretary in the Ministry of Commonwealth and Foreign Affairs from 1969 to 1970 and was appointed Malta's High Commissioner to Australia in 1970 and retired in 1971. He was the International secretary of the National Association of Pensioners, Malta from 1975 to 1986.

He was created Knight Grand Cross of the Order of Pope Pius IX by Pope Paul VI in 1969. He enjoyed woodwork, reading and travelling and loved the countryside.





MAY AGIUS died in February 2013, after living at Casa Arkati for five and a half years. Her working life began during one of the most interesting periods of Maltese history. At the beginning of WW2 she was employed by Miss Mabel Strickland to work at the Times of Malta and found herself on the night shift, recording the telegrams sent to the newspaper by Reuters – a job which required her to sign the Official Secrets Act. Her work made it necessary for her to live in the office and she rarely went home to the family in Sliema, sheltering in Valetta to avoid the bombs.

During May's life-long work with Miss Strickland, both at the paper and as her personal secretary, she occasionally found herself being loaned out by Mabel to visitors to Malta, such as Lady Edwina Mountbatten, who required

confidential secretarial assistance. Thus May would find herself in the centre of many of the important events happening at the time.

Photography was a passion and May recorded many objects of unique Maltese significance. Many of these photos were published in the Sunday Times. They can now be seen in Malta's National Archives as part of the "Agius Bequest".

May was a keen promoter of the Girl Guides and became an important figure in the Malta Council of Women. She was an enthusiastic scribe and wrote many diaries of her travels abroad as well as numerous book reviews for the Times of Malta.

In her role of aunt, May showed a great interest in her five nephews and nieces. Her wisdom and integrity was much respected by



them as was her strong faith which she practised at the "English Parish" of St. Patrick's in Sliema.

May had a long career of service to her country and to her family and lived a long and eventful life. She will be remembered as a strong and independent lady by those who knew her.

JAMES ALAN MORDEY was born on 5 December 1913 in Derby, the son of a railway worker. After secondary school, he was employed as a junior engineer. From 1941 he joined the Ministry of Agriculture where he specialised in land drainage, irrigation and frost protection. When James was 28 years old he broke his wrist on the right hand while operating an excavator and a nurse suggested he take up



embroidery to restore his flexibility. At first he used to carry out the usual work on the corners and centres of tablecloths. Then one day he received a Christmas card from Japan and decided to create his own system of solid embroidery, which is often mistaken for tapestry work, but is much more difficult and requires further time. In a span of 56 years he managed to finish 45 pieces depicting interpretations of Van Gogh and Picasso, as well as a collection of Japanese prints. In 1999 James' works were on public display for a month at the Museum of Fine Arts. He kept up this pastime till 1996 when Parkinson's disease affected the use of his left hand.

Another lifelong passion of James was writing. He started at 15 and during his lifetime composed hundreds of poems, sixty sonnets, several short stories and three books. His poems appeared in different anthologies

published by the International Library of Poetry. In 1998 he received a certificate for outstanding achievement and a year later was nominated as a distinguished member of the International Society of Poets.

James and his wife had two sons and three daughters. In 1971 both of them retired to Ireland where, due to his great love of plants, he took up horticulture, and even trained local farmers to find irrigation sources through water divining! A large Japanese company got to know about this talent and built a factory a few miles away. A friendship developed between them and James, so much so that he visited Japan on three separate occasions.

James finally settled in Malta in 1983, and in 1997 chose to conclude his colourful life at Casa Arkati.

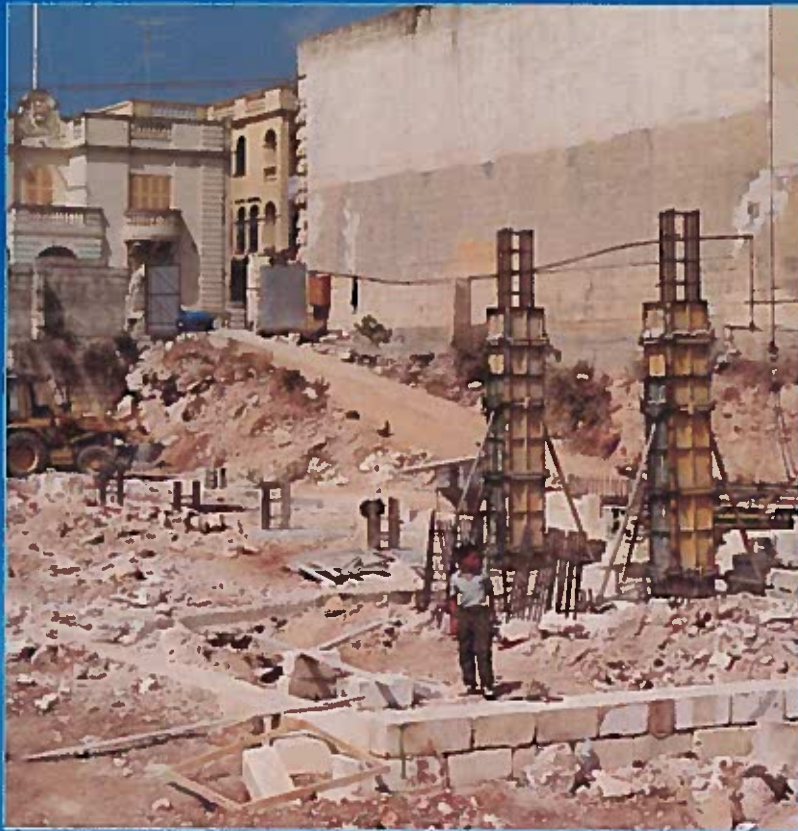
*Courtesy of Stephen Teager*



# TIMELINE OF EVENTS



## Healthcare Services Ltd



**1980** Vassallo Builders Ltd acquires a stretch of land overlooking Wied il-Ghasel. The area is immediately earmarked by Mr. Nazzareno Vassallo, the company's Managing Director, for the development of Malta's first private luxury home designed especially for elderly persons.

**1992** A new company, Healthcare Services Ltd, is established following reciprocal agreement between Haven Services of UK and Vassallo Builders Group, to set up a joint venture with the aim of targeting specific and proficient geriatric care.

**1993** Opening of Casa Arkati, a brand new, state-of-the-art residential home for the elderly that can accommodate up to 94 persons. The residence is administered entirely by the private sector and is managed to hotel standards by professionally trained staff.

1994



ZEJTUN HOME

1996



VILLA MESSINA

1999



COSPICUA HOME

2000



PRINCE OF WALES HOME





**2002** A new extension to the home is inaugurated. This consists of an entire floor and a lateral annexe to one side of the existing building. As a result of this development, 26 rooms will now be able to accommodate an ever-increasing number of requests from new clients.

**2004** Casa Arkati is given a complete facelift. The main lounge and dining room have been completely refurbished to create a comfortable, elegant ambience. The residential rooms were all treated with new soft furnishings, and redesigned furniture was installed to render them more spacious and attractive.

**2013** CareMalta celebrates the twentieth anniversary of Casa Arkati's existence, a success story that has since been augmented with the opening of another three private homes – Villa Messina, Prince of Wales and Villa Roseville.





# The foundation of Casa Arkati

## A WORD WITH THE FIRST CEO

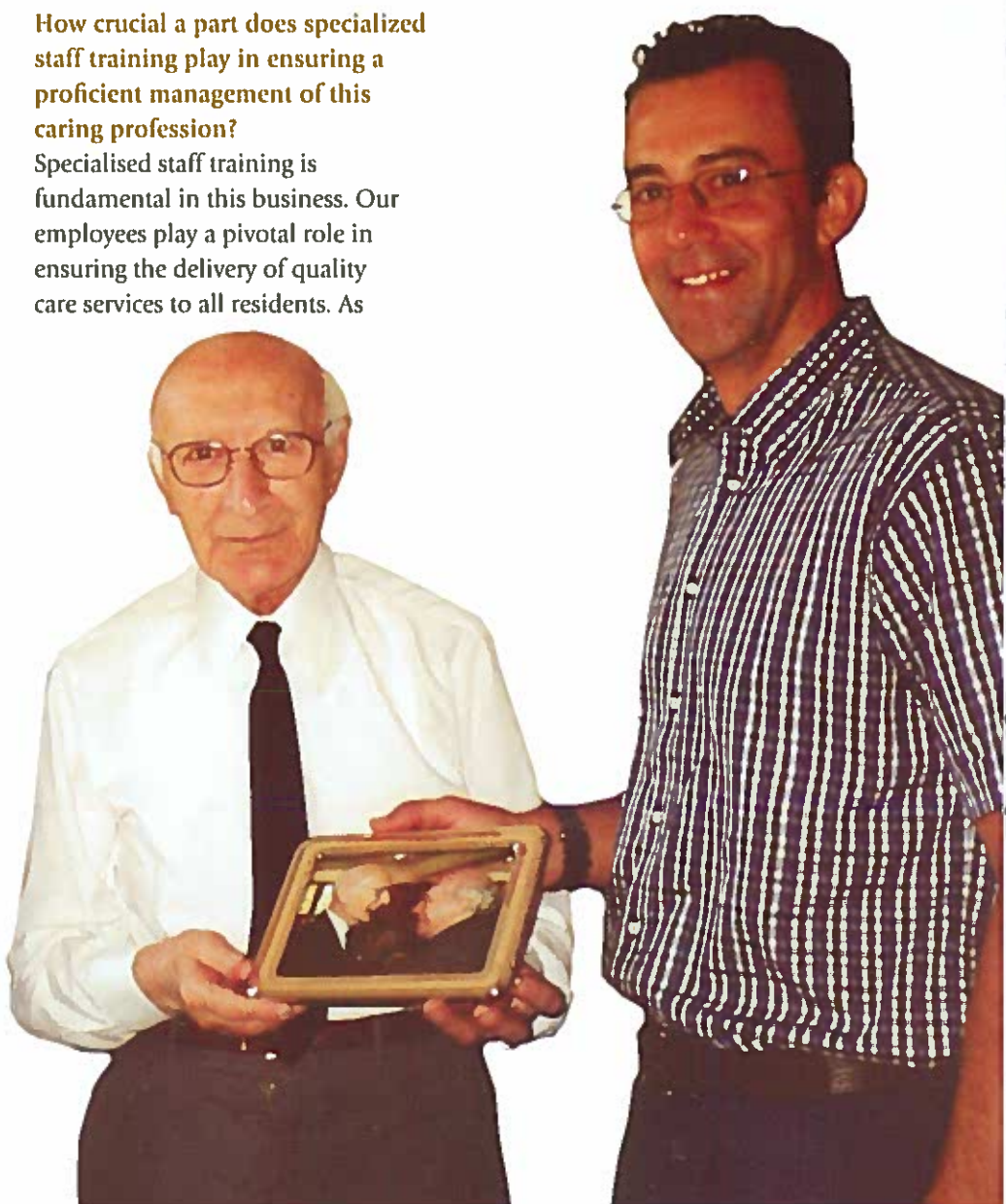
Ing. Alexander Tranter, B.Mech. Eng. (Hons), M.Sc. (Eng.) B'ham., C. Eng. MIEE, served as the first Chief Executive Officer of CareMalta Group for almost 18 years (June 1992 – March 2010). He was therefore directly involved from the very start in the foundation of Casa Arkati. Here are his views on various topics concerning this residence

**In what way/s do you think Casa Arkati stands out from other homes for the elderly (vis-a-vis the church and state run residences)?**

Casa Arkati introduced a new benchmark and reference point for the sector, not only with regards to a purposely designed environment of the elderly, but more importantly, the launching of new standards of healthcare in the market. Casa Arkati was, and remains our company's flagship Home. This facility was living proof of our company's commitment and determination towards quality. Quality not only in the type and standard of the facilities developed, but in the type and standards of care we adopted. We wanted to be recognised as a leader in this market, a mission we continue to fulfil to this very day. Other innovative aspects launched onto the market through Casa Arkati, were the introduction of specialised assisted baths, individual resident care plans, as well as specialised employee training programmes which today have become the norm in this sector.

**How crucial a part does specialized staff training play in ensuring a proficient management of this caring profession?**

Specialised staff training is fundamental in this business. Our employees play a pivotal role in ensuring the delivery of quality care services to all residents. As





a company we always have and will continue to commit towards investing in knowledge transfer towards our employees so as to increase their potential, talents and qualities as individuals. Dealing with older persons on a day to day basis is by no means an easy task. Equipping our employees with the best possible knowledge and training is therefore a key factor to improving our residents' satisfaction levels. We are in a people intensive business, therefore our employees play a fundamental role in the delivery of care, and hence our belief and investment in their education, training and welfare.

**The evident success of Casa Arkati was eventually mirrored in Villa Messina, Prince of Wales and Villa Roseville. Was it sensible to enter also into a private-public partnership to run two state homes?**

I believe that the opportunity to enter into the first public private partnership for the Żejtun Home in 1994 was a strategic step which paved the way for further cooperation to develop and flourish between the public sector and private sector. I have no doubt that Government, at the time, recognised the high standards of care, professionalism and commitment our Company made to this sector with the first privately owned, purposely built home for the elderly in Malta. The possibility to bring our high levels of care, as well as the private sector efficiencies, to the public sector was also important as it brought about a triple win situation - for the government, our company but most of all the Residents. I am proud to state that CareMalta introduced a different and fresh approach and attitude

towards delivering care services to older persons, and this could now be enjoyed not only by residents in our private homes but also in government homes.

**In 2002 a whole new annexe was constructed in just 4 months. How did you manage to carry out such an extensive development without disrupting the day-to-day running of the home?**

The challenge to extend Casa Arkati whilst keeping it fully operational was no easy task. In a way I tend to think that such situations could only be successful and possible when the operator of the home and the contractor entrusted with the extension project both belong to the same Group. This ensured that the contractor respected, and was sensitive to, the needs of the operator of the home and the residents at Casa Arkati. There is no doubt that certain inconveniences could not be avoided due to all the infrastructural works this extension involved, but we always made a joint effort to bring these down to a bare minimum. In fact the Casa Arkati extension was more of a difficult job for the contractor, as the work method adopted was designed to reduce to a minimum the intrusion of these same works upon the everyday lives of our residents. We also took extra precautions to reduce noise and dust as much as possible. We even agreed with the contractor that, during specific hours of the day, works would stop in the afternoon, so as to allow our residents to rest. We were extra sensitive to all these aspects which affected our residents, but notwithstanding these restrictions, the contractor still managed to execute the project on time and within the agreed budget.

**Is it still possible nowadays to offer a professional service for the elderly while maintaining costs at affordable levels?**

The challenge of ensuring that professional and quality services are maintained at affordable levels is a never-ending quest for our company. This is very much a dynamic matter which evolves over time, as residents' expectations increase, standards and regulations intensify, running costs soar, and yet one needs to try and maintain affordable prices for the services rendered. Ensuring sustainable quality care and affordable prices is not easy to achieve, but I must admit that CareMalta has successfully managed to maintain this delicate balance. There is no doubt in my mind that the development and growth of CareMalta, from operating just one home in 1993, to managing eight facilities in 2013, has allowed certain economies of scale in our operation to be achieved.

**These gains have been truly strategic in helping our company maintain the delivery of sustainable quality care services to all our residents. This has developed into a key competitive advantage CareMalta has in the sector today.**













# ANALYSIS OF CASA ARKATI RESIDENT RECORDS OVER THE LAST 20 YEARS 1993-2013]

## GENDER + ORIGINS OF CASA ARKATI RESIDENTS

Town	Total	Female	Male	Town	Total	Female	Male
Attard	1.50%	1.10%	0.40%	Msida	3.00%	0.90%	2.10%
Bahar Ic-Caghaq	0.10%	0.00%	0.10%	Naxxar	2.60%	1.60%	1.00%
Balzan	2.00%	1.80%	0.30%	Paola	2.60%	1.40%	1.20%
B'Bugia	0.80%	0.10%	0.70%	Pieta	1.10%	0.80%	0.30%
Birkirkara	6.00%	4.50%	1.50%	Qawra	1.20%	0.70%	0.50%
Bormla	0.30%	0.30%	0.00%	Hal Qormi	0.10%	0.10%	0.00%
Bugibba	0.40%	0.10%	0.30%	Qormi	1.50%	1.10%	0.40%
Burmarrend	0.40%	0.30%	0.10%	Rabat	1.10%	0.50%	0.50%
Floriana	1.10%	0.80%	0.30%	San Gwann	0.80%	0.50%	0.30%
Ghajnsielem	0.10%	0.10%	0.00%	Santa Lucia	0.50%	0.30%	0.30%
Gharghur	0.50%	0.40%	0.10%	Santa Venera	1.60%	0.90%	0.70%
Ghaxaq	0.40%	0.40%	0.00%	Isla	0.40%	0.10%	0.30%
G'Mangia	0.10%	0.10%	0.00%	Siggiewi	0.30%	0.30%	0.00%
Gozo	0.70%	0.30%	0.40%	Sliema	19.80%	13.50%	6.30%
Gzira	2.20%	1.50%	0.70%	St- Julians	6.50%	4.90%	1.60%
Hamrun	3.10%	2.20%	1.00%	San Pawl Il-Bahar	4.10%	2.70%	1.40%
Iklin	0.70%	0.30%	0.40%	St- Venera	0.30%	0.30%	0.00%
Kalkara	0.10%	0.10%	0.00%	Swieqi	1.90%	1.40%	0.50%
Kappara	0.40%	0.40%	0.00%	Tarxien	1.10%	0.70%	0.40%
Kirkopp	0.10%	0.10%	0.00%	Ta'Xbiex	2.20%	1.10%	1.10%
Lija	1.40%	0.90%	0.40%	Valletta	3.40%	2.60%	0.80%
Marsa	1.10%	0.70%	0.40%	Vittoriosa	0.40%	0.40%	0.00%
Marsascala	0.70%	0.30%	0.40%	Xemxija	0.30%	0.00%	0.30%
Mdina	0.10%	0.00%	0.10%	Zabbar	0.40%	0.40%	0.00%
Mellieha	3.00%	0.90%	2.10%	Zebbug	1.20%	0.80%	0.40%
Mgarr	0.50%	0.50%	0.00%	Zetjun	0.50%	0.40%	0.10%
Mosta	12.50%	8.90%	3.60%	Zurrieq	0.50%	0.40%	0.10%

## CASA ARKATI RATE OF ADMISSION OF 20YRS

	Admission Period	Admission %
1st 10 yrs	1993 - 2002	53%
2nd 10 yrs	2003 - 2012	47%

## APPROX. ADMISSION RATE OF 1 RESIDENT PER WEEK

Year of Admission	Admission %
1993	4%
1994	7%
1995	7%
1996	9%
1997	3%
1998	5%
1999	5%
2000	5%
2001	3%
2002	6%
2003	3%
2004	5%
2005	5%
2006	6%
2007	7%
2008	4%
2009	5%
2010	2%
2011	5%
2012	4%

## AGE + GENDER ANALYSIS OF RESIDENTS AT ADMISSION

### ADMISSION AGE OF RESIDENTS

Age Bracket	Total Residents %
100 - 95	2%
94 - 90	10%
98 - 85	23%
84 - 80	27%
79 - 75	19%
74 - 70	13%
69 - 65	4%
64 - 60	2%

### GENDER OF RESIDENTS ADMITTED BY AGE

Age Bracket	% Female	% Male
100 - 95	2%	3%
94 - 90	10%	12%
98 - 85	23%	23%
84 - 80	26%	28%
79 - 75	20%	17%
74 - 70	13%	12%
69 - 65	3%	5%
64 - 60	2%	0%

### YOUNG OLD VS OLD OLD ADMISSION GENDER

Age Bracket	% Female	% Male
100 - 85	65%	35%
84 - 60	67%	33%

### YOUNG OLD VS OLD OLD ADMISSION ON AGE

Age Bracket	Total Residents %
100 - 85	35%
84 - 60	65%

### TOP 3 TOWNS

#### AVERAGE AGE AT ADMISSION

Sliema/St.Julians: 72years

Mosta: 79years

B'Kara: 82years

#### AVERAGE AGE AT ADMISSION

Female: 75years

Male: 82years

## ANALYSIS OF ADMISSIONS BY GENDER AND REGION

### ADMISSION GENDER SPREAD

Female: 67% Male: 33%

### REGION GENDER SPREAD

Region Spread	Female	Male
North: 28%	64%	36%
Central: 66%	68%	32%
South: 5%	62%	28%
Gozo: 1%	60%	40%

### TOP 3 TOWNS GENDER SPREAD

Towns	Female	Male
Sliema /St.Julians: 26%	70%	30%
Mosta: 13%	72%	28%
B'Kara: 6%	74%	26%

### FOREIGN RESIDENTS

Female: 69% Male: 31%

### FOREIGN RESIDENTS GENDER

England: 10 Italy: 2 Canada: 1





# 20 years of service

- CARMEN DEBONO - LAUNDRY ASSISTANT •
- EUPHEMIA MUSCAT - CARE ASSISTANT •
- DOROTHY INGUANEZ - HOUSEKEEPING SUPERVISOR •



## CARMEN DEBONO

### **What made you choose such a career in the elderly care sector?**

My husband had ended up working on a four day week and so I decided to apply for the job in order to support my family of four. The experience of working with elderly people was not something new to me, as in my private life I had been taking care of my parents who were both advanced in their years.

### **Which special events in these last twenty years do you treasure most?**

An experience I will never forget was the first time Sir Anthony and Lady Margaret Mamo came to stay at Casa Arkati.

The man, whom I had previously only heard about in history books or seen on television, turned out to be a person full of life, love and compassion towards his fellow men. Another memorable event for me was 8 March 2011, when I was chosen as the first female employee to take part in the launch of CareMalta's primary publication *"100 stories 100 women - A journey through words"*.

### **Do you recall any other episode/s that made you smile?**

Fr. Bismay, a missionary from Peru who had been sponsored by Mrs. Miriam Vassallo during his time at the seminary, used to visit Casa Arkati every couple of years for a month's rest. The residents used to really love hearing him narrate stories about the missions. Another



person I remember fondly is former parliamentary representative Mrs. Anne Agius Ferrante. When she came to stay at the home, I was impressed with her sense of altruism, especially when trying to help others.

**What are your feelings on looking back at all the years spent working here?**

Now that I have been working here for twenty years, I feel a great sense of satisfaction knowing that my daily contribution towards the elderly is appreciated.

**What changes would you like to see carried out in the coming years?**

I feel that, in order to continue offering the best service to these elderly persons, we should strive for better teamwork between the staff and the administration.

**What advice would you like to convey to our readers?**

I would like to conclude by saying that I am very happy to be working with CareMalta. Apart from delivering an excellent service to the residents, the company also gave me all the opportunities to continue advancing in my line of work.



Now that I have been working here for twenty years, I feel a great sense of satisfaction knowing that my daily contribution towards the elderly is appreciated

**DOROTHY INGUANEZ**

**What made you choose such a career in the elderly care sector?**

The opportunity to work here came out of the blues. My previous employment in the clothing sector was completely different, so I saw this opportunity to work with the elderly as a challenge and a new experience. My work was as a laundry assistant.

**Which special events in these last twenty years do you treasure most?**

When I first started work at Casa Arkati I immediately experienced the pleasant feeling one gets when interacting with the elderly. The bond you create with them stretches even further to generate friendships with their relatives as well. A memory that is still vivid in my mind was the arrival at the home of Sir Anthony Mamo and his wife, following his retirement from public life. I also remember the celebrations to commemorate the Casa Arkati's 10<sup>th</sup> anniversary, and last but not least my engagement as House Supervisor.

**Do you recall any other episode/s that made you smile?**

I recall the time when I was pregnant and still reporting for work. Every time I would come across an elderly lady from the third floor, she would always make it a point to come over and feel the baby in my womb. Another woman from the second floor had managed to guess the baby's gender months before I gave birth. These memories still bring a smile to my face.

**What are your feelings on looking back at all the years spent working here?**

I feel proud that, through the type of service I have offered, I contributed towards giving the residents an improved quality of life, and helped make their stay a bit more

comfortable. This fact alone gives me immense satisfaction.

**What changes would you like to see carried out in the coming years?**

The expansion of the home has brought also greater activity within the laundry room. I would like to see this area upgraded to cater for the increased load. As Health and Safety Officer I would also like to see employees' responsibilities being properly adhered to.

**What advice would you like to convey to our readers?**

This category of work brings you face to face with people at their weakest period in their lives. At times when they are growing old, people start feeling alone, neglected and reluctant to live on their own. They pluck up courage and come to live in a home for the elderly, trusting us to take care of them. In this home they find love, assistance, peace of mind, and receive whatever they need and wish for. A final message for all those thinking of working in this sector – carry it out with love and commitment and in return you will be filled with satisfaction and great joy.





## EUPHEMIA MUSCAT

### **What made you choose such a career in the elderly care sector?**

I have enjoyed interacting with elderly persons as long as I can remember. Before coming here I used to work privately with an old lady. When I heard that a new home was opening in my home town Mosta, I immediately applied for a job and got accepted.

### **Which special events in these last twenty years do you treasure most?**

A memory I cherish personally is when I was promoted to a higher position by my manager. Another is the time when Sir Anthony Mamo arrived at Casa Arkati. However there were several other personalities who had chosen to trust their care in our hands.

### **Do you recall any other episode/s that made you smile?**

A pleasant memory that readily comes to mind is the relationship I had with this particular elderly woman. There was mutual respect between us, and she used to trust me and love me as though I were her own daughter. I used to consider her as my second mother and will never forget the times we spent together. I also remember fondly the enthusiasm and appreciation of the residents during the activities organised for them by the home.

### **What are your feelings on looking back at all the years spent working here?**

I think that my greatest satisfaction lies in knowing that during these last twenty years I have played an essential part in so many elderly people's lives by helping them when they needed it most.

### **What changes would you like to see carried out in the coming years?**

The home has matured in these last twenty years, and so have I! The number of residents has also increased considerably. I wish that in the coming years I'll continue seeing all employees work in unison, in order to guarantee a brighter future for Casa Arkati and due respect for the residents.

### **What advice would you like to convey to our readers?**

I wish to state that all those caring for the elderly, both the employees and the management, should work towards a common goal – the welfare and benefit of each resident. I am proud to be working at Casa Arkati and feel that the company is achieving its goals. This profession may entail giving your all, but in return one receives a lot of love and satisfaction.



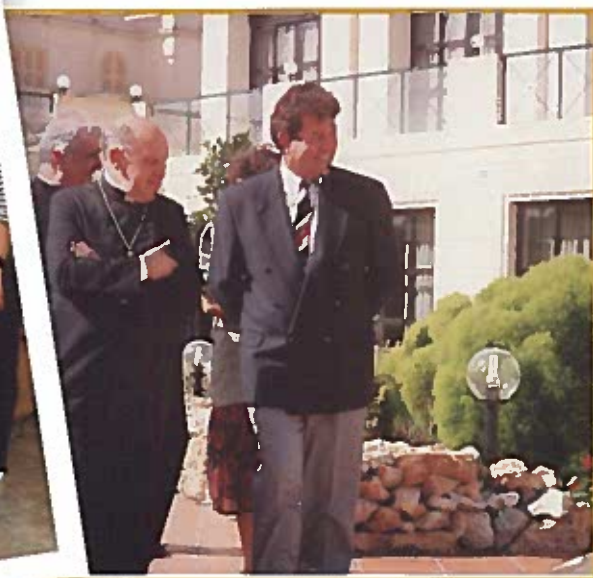


# Crossing memories *past to present*

PAST











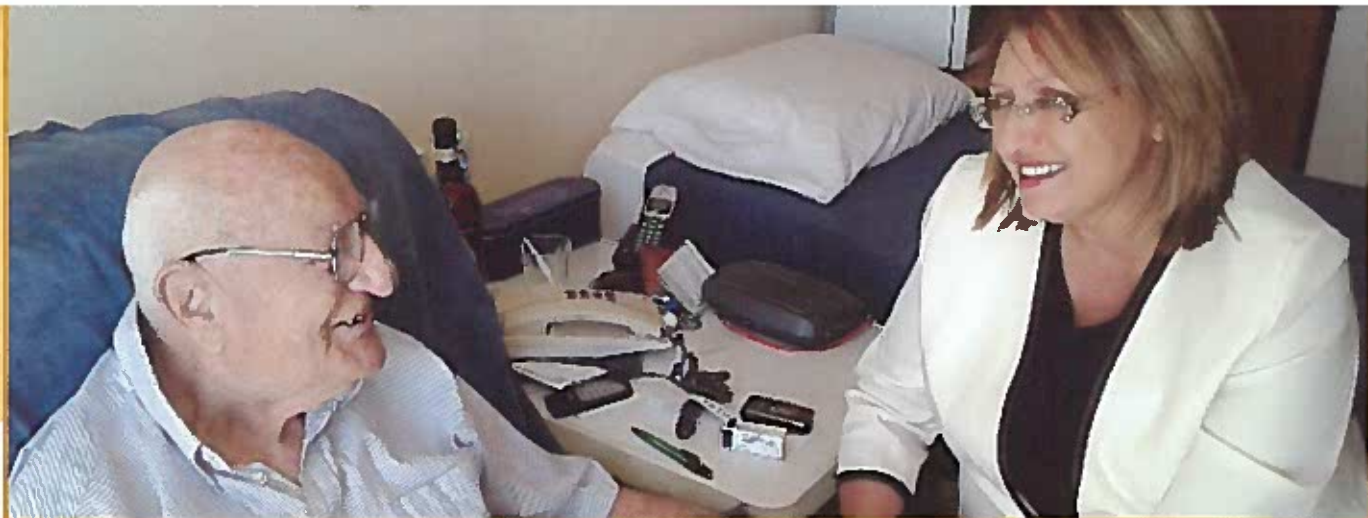
















## Our Philosophy

To maintain a safe, comfortable and efficient environment  
recreating a home like atmosphere.

To encourage independence where appropriate  
and provide sufficient privacy to maintain individual dignity.

To promote at all times social interchange  
between our residents and our staff.

To continuously train and support  
the physical and emotional well being of our residents.





CareMalta 

The Three Arches  
Valletta Road Mosta, MSF 9016, Malta  
T: (+356) 2258 4200 • F: (+356) 2258 4230 • E: [info@caremalta.com](mailto:info@caremalta.com)

[www.caremalta.com](http://www.caremalta.com)

 CareMalta