

care matters

The Newsletter of Two Counties Community Care Limited

Issue 1 • JULY 2006



Hello from Directors Dick and Marion Thorogood

Welcome to the first Care Matters newsletter! We hope that you will enjoy reading news of our company "family" and that you will know some of us a little better by the time you reach the end of page four. Marion and I founded Two Counties Community Care Limited shortly after the implementation of the Community Care Act of 1990. Prior to this both of us had worked within the public services for many years. I completed thirty years with the Essex Police as a Sub Divisional Commander, having worked in both C.I.D. and uniform. Marion was a proprietor of Children's Day Nurseries for many years before joining Essex Social Services where she worked as a Home Care Manager for approximately ten years.

Two Counties has grown rapidly over the years, expanding its staff to meet the needs of the growing client base whilst at the same time achieving recognition from national official bodies and care authorities. The company constantly strives to maintain the very highest level of service provision by carefully selecting our staff and by continually monitoring our quality standards. We look forward to the future with confidence and will endeavour to bring you regular updates in our future newsletters.

The Only Way to Move Office is by Tractor!

The expansion of our care services in recent years has led to an overhaul of the management and administration at our headquarters offices located in the delightful village of Finchingfield in Essex. For some years we have occupied six barns at Great Wincey Farm, enjoying the Summer perk of picnic lunches out on the grass surrounding our offices. However, the directors and staff recognised that operations could be more efficiently run with all staff working closer together as a team and geographically located in three barns instead of six. The restructure and removal has been completed and we are settling in well. Dick and Marion want to say a huge "thank you" to all the staff who have taken a very positive approach to the restructuring of the company and who have worked relentlessly to continue the daily operations of Two Counties whilst moving barns the hard way... using Andrew's tractor and trailer! A special thank you to Andrew, our landlord, for helping us out so generously. It wasn't the conventional way to transport all the equipment, but it worked a treat. What a shame that none of us remembered the camera to capture the moments!

A "Who's Who" in the restructured office now looks like this...

Directors	Dick and Marion Thorogood
P.A. to Directors	Ros Hood
<i>Daily Care Service</i>	
Daily Care Manager	Joyce Cripps
Deputy	Jan Mizon, Sue Allard, Linda Pankhurst
<i>Live-in Care Service</i>	
Senior Care Co-ordinator	Carol Elliott
Care Co-ordinators	Dani Venables, Dot Wheeler, Heather Peglar
Quality Monitoring Manager	Julie Vanhinsburgh
Wages and Accounts Manager	Christine Kenny
Office Manager	Tracey Sharpe
Live-in Care Administrator	Glenda Owen
Invoice and Care Standards	Marie Childs
Human Resources Manager	Myrtle Lednor
Human Resources Assistant	Sarah Woulfe
<i>A Matter of Fact Training</i>	
Trainer	Deborah Howdle Smith
Care and Liaison Trainer	Julie Guyon
Trainer and Deputy Care Manager	Jan Mizon
Administrator	Jo Pease



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Editor's Column

Dear Reader

I just love this time of the year when all the blossom is on the trees and the fragrance of Summer is in the air. Even those who are unable to get about much can gain such enjoyment from looking out of the window and watching nature at work. My great pleasure is to see the arrival of the house martins and to watch as they perform their aerial acrobatics in search of the best nesting sites. They spend a great deal of time discussing the various merits of possible nest locations before setting to work on the building programme, but from then on they never seem to stop. It is always a joy to see them swooping through the air in their constant search for nesting materials or food for the chicks. Whatever the view from your window, I wish you a really enjoyable Summer.

Heather Waters

Editor

Happy Birthday Honora!

An evening of good food, good company and plenty to drink was enjoyed by all those who were at Honora Lawson's 60th birthday celebration. The birthday girl demonstrated that not only is she an experienced carer... but also an expert jiver who can steal the dance floor! Keep on dancing, Honora... we're all looking forward to celebrating your 70th!!

Footnote from Honora

A huge thank you to everyone who attended the party and helped to raise the sum of £340 for the Sudbury charity Do It For Dan which provides wheelchairs, on an individual basis.

Qualifications for Carers

All Two Counties care staff, irrespective of which of the company's services they work within, attend a four day induction programme. The training is provided internally via our training division A Matter of Fact and it includes training on policy and procedure, moving and handling, kitchen matters, infection control, CREST (basic first aid including resuscitation), protection of vulnerable adults, dementia, care skills and medication. This complies with the requirements of the Commission for Social Care Inspectorate which sets minimum standards of training for care workers.

The Government intends that all staff who work in the care sector should achieve NVQ level 2 in Health and Social Care, although the deadline for this is still unclear. At Two Counties some of our carers have achieved their NVQ level 2 via our own A Matter of Fact company training. Other carers have been supported by our local college and have achieved their NVQ awards via this route. It is hoped that more staff will be able to follow this route through college and we eagerly await decisions on Government funding for these courses.

Congratulations to the following candidates who completed their NVQ level 2 awards in November 2005

Paulette Gerussi, Sarah Hockley and Joanna Bakali.

Also to candidates who have completed the work and are currently awaiting certification Veovisa Tjitunga, Tracey Nyangoni, Thembiso Mazabani, Sadzi Chiota, Beatrice Moyo, Precious Masawi, Dani Venables, Concillia Jekanyika, Peter Lagden and Claude Beroli.

Introducing Joyce Cripps,

Registered Manager - Finchingfield, Essex

Joyce joined Two Counties in October 2003 and is currently Daily Care Manager. Her background of care spans twenty-one years including sixteen years as Homecare Manager for Hertfordshire Social Services. Immediately prior to joining Two Counties she was working as Head of Care at Hargrave House in Stansted.

Soon after taking up her employment with us Joyce achieved her Registered Manager's award, having successfully juggled the workload of Daily Care Manager with the mountain of studying that was required. She still manages to find time for her husband and grown-up family and for her own special project...her 'museum' of collectables from the 1950's and 60's.

A message from Julie Vanhinsburgh

Quality Monitoring Manager

Julie says "We are in the process of reviewing our service user quality questionnaire to ensure that it covers all new areas for development. We hope to gain honest feedback from our service users which will guide our future development programmes. It is our aim to understand the real issues affecting our user group so that we can maintain a comprehensive service that is tailored to meet the needs of each individual."

Two Goodbyes

to **Tracy Warren** who leaves us after two years as Domiciliary Care Office Administrator and who will be much missed by her colleagues;

and to **Fiona Watson** who says that she has enjoyed working for us and has gained valuable experience which she will take forward to her new employment.



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News From the Isle of Wight

On 1st April 2006 Two Counties Community Care Limited took over carer support from a company named Crossroads. The takeover meant that existing staff were given the opportunity to transfer to our company and continue their work and training with us. Crossroads Manager Janis Mundell has decided to move on so will leave us in June. Mary Cracknell has been overseeing the transition and will now take over from Janis as Manager.

A Celebration - *This Is Your Life Mary Cracknell*

Mary Cracknell began working for Two Counties in 1996 and has held various roles within the company over the years. Most recently she has been involved in setting up the Daily Care Service on the Isle of Wight, recruiting the staff and supporting the new manager. Currently she is developing the Live-in Care and other services on the island.

In recognition of Mary's contribution to the setting up of the company's services on the Isle of Wight a special celebration was arranged for her. Held at Landguard Manor, Shanklin on 8th February 2006, the celebratory lunch was followed by a surprise This is Your Life presentation with Dick Thorogood taking the role made famous by Eamonn Andrews and Michael Aspel. Several staff from the Essex headquarters travelled down to the island - Dick and Marion Thorogood, Ros Hood, Lucinda Wilson, Honora Lawson, Alan Harland, Joyce Cripps and her son Justin - to join with the Isle of Wight staff for the celebration. Mary's real surprise visitor was Guy Kingston, a service user for whom Mary had been a carer in her early days with the company.

A Matter of Fact Training (I.O.W.)

A Matter of Fact Training is currently supplying training workshops to Portsmouth Social Services with courses booked well into 2007. The workshops cover the subjects Aggression and Challenging Behaviour and Depression in Older Adults, with a new addition Sexuality and the Older Person. We are very proud to have been invited to tender for the training of residential care staff employed by Portsmouth Social Services, one of only three companies selected for tender.

A series of ad hoc training workshops has also been held, covering various mental health subjects and attended by staff from residential and nursing homes. These courses have been booked individually by the homes with the greatest volume of bookings coming from the IOW Housing Association. This Association has now block booked in-house training during the month of June and we look forward to an ongoing programme if this venture proves successful.

We are also delighted that M.I.N.D. in Portsmouth has commissioned A Matter of Fact Training (I.O.W.) to design and facilitate a Team Building Day at Landguard Manor to support their forthcoming organisational changes. In addition to this M.I.N.D. has booked a training course for their staff on the subject of Aggression and Challenging Behaviour, which was held in June.

Who's Who Isle of Wight

DOMILICIARY CARE SERVICE

Manager Elna Ferreira

Deputies Kate Thompson
Suzanne Davison

Team Leaders

Jenny Bartlett, Terry Bessant,
Judith Harris, Eileen Goudie
Eileen Falla, Wendy Williams
Paul Templeman

Office Administrators

Darcy Walters, Sarah Parker

Finance Administrator

Sue Brown

Training Project & Development

Manager Sylvia Morse

ISLAND CARERS' SUPPORT SERVICE

Manager

Mary Cracknell

Administrator Cherry Kingdom

A Welcome

Elna Ferreira joined Two Counties as Registered Manager, Shanklin, on 27th February 2006. She is married with three grown-up children and lives in Shanklin. Elna moved to the U.K. from South Africa in July 2003 and worked for the Abbeyfield Extra Care Society in Ryde, Isle of Wight as a registered manager until she joined our company. She qualified in South Africa firstly as a Registered Nurse in 1970 and then as a midwife in 1972 (although not practising in the UK). She completed her Registered Manager's Award in 2005 and her Assessors Award in 2006. Elna regards her new role as a challenge and continues to improve the running of Two Counties, Shanklin

...and a Wedding

Congratulations to one of our daily carers, Amanda Fairweather, who married Paul Wareing on Saturday 15th April. The wedding took place at the United Reformed Church in Shanklin. Although it rained for a while it was a very enjoyable day and we wish Amanda and Paul every happiness for the future.



Two Counties Live-In Care

This service began in 1995 with approximately half a dozen service users in Essex and Suffolk organised by Dick, Marion and Liz Lloyd. How the times have changed! Currently we are supporting service users throughout thirteen counties from Northants to Hampshire. Our co-ordinators' responsibilities include ensuring the smooth running of their areas, providing out-of-hours cover, carrying out assessments, spot checks and supervisions, making new service user assessments and commencing new service packages as well as the supervision of the handover of carers. Spot checks, supervisions, moving and handling updates and assessments are all required by the Commission for Social Care Inspection, a Government body which carries out regular inspections to ensure that we abide by their guidelines. Most importantly our co-ordinators ensure that all aspects of each service user's needs are met whilst promoting harmony between the service user and his or her carers. The thirteen counties covered by our Live-in Care team are Buckinghamshire, Cambridgeshire, East Sussex, Essex, Hampshire (including the Isle of Wight), London, Norfolk, Northamptonshire, Oxfordshire, Surrey, West Berkshire and West Sussex.

Two Counties Community Care Limited

Island Carers' Support Service

Island Carers' Support Service provides a variety of breaks for family and 'informal' carers. These are the people whose support and assistance enables many adults and children with disabilities, chronic illnesses, learning disabilities and frailty resulting from old age to remain at home amongst family and friends rather than having to go into long term hospital, nursing or residential care. Most family carers don't regard themselves as that – they are simply looking after their loved ones – but they need time off to recharge their batteries and to enable them to have that special time just for themselves. Island Carers' Support Service likes to be thought of as a professional friend, offering help to those carers who need support in dealing with the stress and pressures which often come with the caring role.

Island Carers' Support Service recruits, police checks (to enhanced level) and trains professional support workers who, once introduced to the families, visit on a regular basis and 'step into the shoes' of the carer. This enables the carer to go out (if they choose) while our support worker provides a range of support for the adult or child with care needs. This includes personal care, assistance with meals, conversation, help and participation with hobbies and therapeutic programmes as well as taking out for recreational trips.

Great care is taken to find the appropriate support worker for each family. Our manager selects the support worker once the agreement to provide a break for a particular carer has been made. The care plan for the family is explained and any additional training needs are identified before the support worker is introduced to the family. Sometimes it takes more than one visit for the service user to feel comfortable with a new person - this is particularly so with the elderly or children. The minimum duration of each visit is two hours, normally on a weekly basis, but this can be extended as each visit is tailored to the individual needs of the carer.

Island Carers' Support Service understands that being a support worker can be lonely at times – it is a demanding and important role. We look after our support workers with comprehensive training (to NVQ levels 2 and 3), regular staff meetings and supervision. As our service includes provision of personal care Island Carers' Support Service complies with the National Standards for Domiciliary Care. Also, as a provider of services for carers, we comply with the King's Fund Standard for Carers' Services and have comprehensive policy and procedural guidance to ensure compliance with these standards.

MEDICAL FEATURE

Recognising a Stroke

Symptoms of a stroke are sometimes difficult to recognize but if a stroke victim can be diagnosed and taken to hospital quickly then there is an excellent chance of a full recovery. The vital time limit is three hours from stroke to treatment.

As an untrained person you may be able to help with a quick diagnosis if you are the first on the scene - by asking the suspected stroke victim to perform these three basic tasks...

1. Smile for me please
2. Try to raise both your arms
3. Repeat after me "The sun is hot today" (or any other simple sentence)

If he or she has difficulty with any of these tasks call 999 immediately and describe the symptoms to the dispatcher.

Widespread use of the above tests could result in the speedy diagnosis and treatment of a stroke, thus preventing brain damage.

This really is life-saving information.

Smile a While Corner

GREAT TRUTHS LITTLE CHILDREN HAVE LEARNED

1. If your sister hits you, don't hit her back – they always catch the second person.
2. You can't trust dogs to watch your food.
3. When your Mum is mad at your Dad don't let her brush your hair.

GREAT TRUTHS ADULTS HAVE LEARNED

1. Laughing is good exercise. It's like jogging on the inside.
2. Families are like fudge – mostly sweet, with a few nuts.
3. Today's mighty oak is just yesterday's nut that held its ground.

THE FOUR STAGES OF LIFE

You believe in Santa Claus
You don't believe in Santa Claus
You are Santa Claus
You look like Santa Claus

