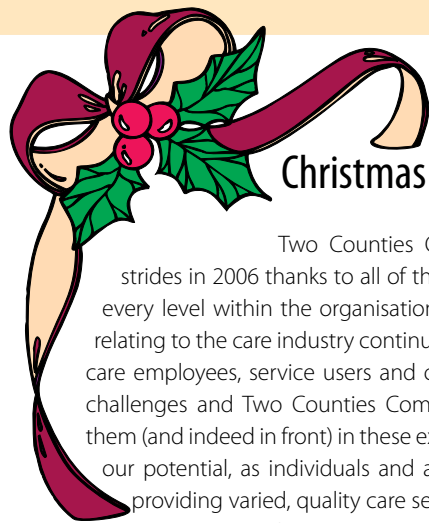


care matters

The Newsletter of Two Counties Community Care Limited

Issue 2 • DECEMBER 2006



Christmas Message from the Directors

Two Counties Community Care Limited has made great strides in 2006 thanks to all of the hard work and contributions from staff at every level within the organisation. It is no surprise that the political agenda relating to the care industry continues to change and this has its effect on social care employees, service users and carers alike. Such changes bring with them challenges and Two Counties Community Care Limited must stay abreast of them (and indeed in front) in these exciting times. By developing and maximising our potential, as individuals and as an organisation, we can look forward to providing varied, quality care services, putting service users at the centre of care, promoting choice, supporting independence and maintaining dignity.

This is the time of year when we reflect and reminisce, but we also look forward with hope to opportunities in the future. It is with this in mind that we offer our profound thanks to all our staff and their families for their dedication and support over the last twelve months.

We would like to wish everyone - service users, their carers and all staff in every department of Two Counties Community Care Limited – a very happy Christmas and a prosperous New Year. With all our very best wishes, Dick and Marion Thorogood



Covering the Counties

We have recently been approved for the provision of 24 hour Live-in Care in Devon. This brings the total number of regions for this service to fourteen (the others are Essex, Cambridgeshire, Hampshire, Northampton, West Sussex, Isle of Wight, Surrey, West Berkshire, Swindon, Oxfordshire, Bournemouth, Portsmouth and Southampton). We are currently waiting to hear from Wiltshire.

For Daily Care we are approved in Essex, Cambridgeshire and the Isle of Wight. On the Isle of Wight we are also approved for Carers' Support.

New Staff at Finchingfield

A very warm welcome to new members of staff **Jodie Dodd** who joined us as General Administrator in July and **Julie Wyatt** who started work with us in November as Daily Care Administrator.

Quality Monitoring

We would like to thank all the service users who kindly completed a quality questionnaire. We have devised an action plan based on feedback received and have found the information gathered to be very informative and positive.

from **Julie Vanhinsburgh**
Quality Monitoring Manager

Ladies Day at Ascot

Party organiser extraordinaire Jo Pease made this year's event one to remember for herself and seven friends. Breakfast at 8.00am (hot muffins, croissants, fresh fruit and orange juice, coffee) started the day, stretch limo arriving at 8.45 with driver Paul to load the picnic, all the passengers and lots of champagne. Several bottles and a few hours later the party arrived at Ascot where chauffeur Paul unloaded all the hampers of food onto prepared tables under gazebos. A jug of Pimms was made, a leisurely lunch was eaten and an afternoon at the race course was enjoyed by all. There were no big wins but Liz scored the highest return on her investment! Late afternoon tea at the car was washed down by lots more champagne on the journey home. A fabulous day out for the ladies ended in fits of giggles when the stretch limo almost stranded itself atop the little bridge!

Travel News

Poland Sarah Woulfe visited Gdansk, Poland in late October to interview three carers. The flight was just two hours from Stansted and Gdansk proved to be a beautiful city with lots of interesting architecture. Sarah found everyone was extremely friendly and welcoming – even the weather was much the same as England, just a little colder!

World Travel Marie Childs (formerly Invoice and Care Standards Administrator) has been travelling with her partner Neil since September. So far they have stayed in Thailand, Australia and New Zealand. Neil proposed to Marie outside the Sydney Opera House and she accepted! The couple intend to stay in New Zealand, trying out all sorts of dangerous outdoor sports, for another couple of months before making tracks for England via the USA. If all works according to plan they will be home again in March.



caring for you

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News From the Isle of Wight

New for 2007 - Care and Support Response Vehicle and Tele-Care Electronic Aids

In January Two Counties Community Care Limited will be introducing a care and support response vehicle. The vehicle will initially operate from 7.00 am until 11.00 pm seven days per week under the management of Paul Templeman, who is currently acting as deputy manager for our Shanklin office. This vehicle will eventually operate 24 hours per day.

The crew of the vehicle will take emergency calls outside normal office hours and they will respond to any emergency situations including cover when carers unexpectedly report in sick.

We also intend to introduce tele-care equipment in the New Year and we will provide a range of tele-care peripherals (alarm systems) for the purpose of monitoring individuals who have assessed needs that can be met by this remote monitoring and response system. Service Users using this equipment will be given a choice of persons who will respond to the alarm if activated in the call centre. The nominated person can be a family member, neighbour, friend or the rapid response vehicle.

Tele-care peripherals are an excellent addition to the traditional pendant community care alarm service. They enable monitoring of hyperthermia, carbon monoxide, gas, heat, floods and fire. They are a preventative solution to frequent falls and a method of monitoring dementia related issues, in addition to being a reminder to take medication (and can remind up to four times per day).

These systems are not intended to replace carers but can be used as an alternative to daily care or, in some incidents, supplement care packages.



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

A Matter of Fact Training (IOW) has been successful in gaining a contract with Portsmouth Social Services to deliver Medication Training to residential care staff. Training will be to senior staff until the Spring, then extended to the rest of the workforce over the following twelve months. In addition to this, Portsmouth Social Services continue to take up places in the training workshops for Depression in Older People. These workshops will also run until the Spring.

The Government's new initiative "Train to Gain" offers social care employees the opportunity to pursue an NVQ qualification without cost to either candidate or organisation. A Matter of Fact Training (IOW) can confirm an increase in applications to pursue this study from our Two Counties Community Care Limited staff.

If you wish to apply for NVQ training, or would like further information, please contact Sylvia Morse on 01983 532200.

Two Counties Community Care Limited was recently invited to attend meetings with the IOW Health & Social Care Training and Development Group to discuss the possibility of forming an Association of Domiciliary Care Providers, with the aim of enabling information on funding opportunities for training to be fairly and efficiently cascaded to social care employers. A meeting will be held on 23rd November when it is expected that the Association will be formalised.

Congratulations to Cherry Kingdom who has been promoted to Assistant Manager, Island Carers' Support Service – a well deserved recognition of all the hard work and expertise which she demonstrated in her former role as Administrator.

Welcome to Karen Frances and Kelly Paul who join us as Assistant Daily Care Managers and to Karen Whitewood who is our new receptionist.

Island Carers' Support Service

Since our commencement in April 2006 the Island Carers' Support Service has seen many changes. We have said goodbye to several familiar faces including Jim Buchan and Ann Stant (who has gone back to work within the schools system - she assures us not just because of the long holidays!). We have also welcomed many new faces to the team, too many to name them all, but every one of them of great value. In the New Year we will welcome back Donna Adams and Brenda Baker. They have both been greatly missed and it will be good to have them with us again.

Referrals for the service are coming in thick and fast, with an increase from Children's Services. Our new Care Co-ordinator Clare Martin (whose forte is supporting children with disabilities) has considerable experience within Social Services and the Care Sector and is proving to be a valuable asset. We have an extremely focussed and pro-active team, together with Support Workers of all ages and very wide experience to call on. Recently we have received feedback from some of the families whom we support, praising both old and new members of staff. It is good to know that we are really making a difference in the lives of these family carers.

A puzzle for Christmas

For sudoku fans, an easy puzzle

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6			1	3	5		2	
4	5	8	6	7		2		
1								4
7				5		3		6
	4		2	9	6		3	
9	3	1	5					
					4			7

Editor's Note:

Thank you to everyone who sent contributions for this issue.
A very happy Christmas and New Year to all our readers.