

# care matters

The Newsletter of Two Counties Community Care Limited

Issue 3 • JUNE 2007

## Exciting Times for Two Counties

**Yvonne Havis** joined Two Counties as Assistant Director in February 2007 to set up, launch and oversee the operation of our new Night Owl and Care & Support Response Service in Mid/West Essex and then the Isle of Wight.

Initially the service will cover our own internal on-call system, working 24 hours a day, 365 days a year. We have response vehicles each fully equipped with a satellite navigation system, hands-free mobile contact and manger elk lifting equipment. All relevant staff are fully trained in the use of the equipment and in risk assessment for themselves and service users. The introduction of this service enables us to ensure that where staffing emergencies occur there will be no disruption to service and that when our service users contact us in emergency situations we can respond rapidly and appropriately. Additionally, we can offer a 24 hour response service to other organisations in Mid and West Essex, including social care, sheltered housing and community alarm services. Response Teams are fully trained to respond to tele-care alerts and small equipment needs.

Two Counties aims to work in line with the government's 'Our Health, Our Care, Our Say' white paper recommendations. This paper states that people in need of care and support are offered the option to live at home, choose their own service and care providers, who will be able to deliver an integrated service which covers tasks from housing related support to personal care. We plan to develop our services in an integrated way, working in partnership with other local services, to provide the best solution for each individual service user through planning of an holistic care & support package. Yvonne says "The vision for the future is based upon my previous experience of working in a Care Trust which covered services across health, housing and social care. In this example the public sector services worked in partnership with each other, developing relationships with both the voluntary and independent sector providers, in order to supply a person-centred approach to service user choice and service delivery."

## Award Winner

John Hutchinson from Sandown, Isle of Wight, has won the Train to Gain Outstanding Learner Award at the inaugural LSC South East Learning and Skills Award evening. ITV Meridian news presenter, Mary Green, hosted the dinner and prize-giving ceremony on 26th April. Colin Jackson presented John with his award. Congratulations, John!



L-R: Colin Jackson, John Hutchinson, Henry Ball, Mary Green

## Commission for Social Care Inspection Visit February 2007

We received very positive feedback and a good result from this inspection. Part of the process involves the inspector contacting service users and carers to obtain their views on Two Counties' service provision.

**A big thank you to both service users and carers for their support during February's inspection.**

## Quality Monitoring

We are presently completing quality questionnaires for our Live-in Carers to give them the opportunity to highlight what they think we do best and what we need to improve upon. This will ensure that we work together as a team to move forward. We are also completing quality questionnaires with all service users, who receive daily care on the Isle of Wight. This feedback will enable us to review the effectiveness of our service.

## Recruitment

The Human Resources department continues active recruitment both in the UK and abroad. Staff will wish to note that our INTRODUCE A CARER scheme can bring a £50 reward. This is how it works...

When an established carer (Live-in or Daily Care) recommends a contact who successfully applies to work for us and stays for at least three months, a one-off payment of £50 is paid to the carer who recommended them. If a service user successfully introduces a suitable applicant to the company the £50 one-off payment will be deducted from their bill after the referred applicant has completed three months of employment.

## Live-in Care Expansion

The demand for specialised care continues to increase and the Live-in Care service is expanding to meet this need. Care Co-ordinators are commencing care packages with specialisms, such as palliative care and learning disabilities. More Live-in Carers are urgently required to meet this growing demand.

**EARN YOURSELF AN EXTRA £50!**

Call **Laura** on **01371 811133** for an **introduce a carer** form



## Recruitment Event at Haverhill, Suffolk

Yvonne Havis, Jan Mizon and Caroline Woods held a recruitment drive for Daily Carers at Haverhill Town Hall, Suffolk on Friday 23rd December. A display board advertised A Matter of Fact's induction programme and Yvonne, Jan and Caroline were on hand to answer any queries by prospective applicants.

The response to the event was tremendous and our three ladies were impressed by the large number of people who wanted to complete applications forms and have an interview there and then. A private area had to be specially set up to accommodate this and fourteen applicants were the result of the event. A similar event may be organised in the future to boost recruitment.

## Welcome to new members of staff

At Finchingfield we welcome **Yvonne Havis** as our new Assistant Director and **Laura Crew** (Recruitment Officer).

Joining the Essex Daily Care Team are **Caroline Woods** (Manager), **Sharon Weller** (Care Co-ordinator, working with the Care & Support Response team).

Joining Live-in Care Teams are **Claire Ingiosi** (Co-ordinator, Southampton team), **Marie Riches** (Co-ordinator, Essex team), **Sarah Goater** (Live in Care Admin Assistant) and **Nora Hills** (Senior Care Co-ordinator for Eastern Regions & Midlands). **Carol Elliott** is now the Senior Care Co-ordinator for the South Coast.

Joining the Isle of Wight Daily Care Team are **Alison Lyons** (Manager), **Karen Francis** & **Kelly Paul** (Assistant Managers) and **Karen Cattermole** (Office Administrator).

Joining the Isle of Wight Care & Response Team is **Kate Thomson** (Senior Carer).

Joining the Island Carers' Support Service is **Clare Leggett** (Office Receptionist). **Cherry Kingdom** has been promoted to Manager.

We also wish to welcome all new carers and carer support workers to our Daily Care, Live-in Care, Island Carers' Support, Night Owls and Care & Response Teams.

## News report from the island

From December onwards life has been hectic. The Christmas party for the carers at the office in Shanklin was a great celebration where the food and wine were delicious and the singing was... enthusiastic!!! An award ceremony to celebrate the hard work of our carers marked the end of the afternoon.

The January staff meeting was held at Landguard Manor. A big thank you to everyone who attended - we look forward to the next time and cakes will definitely be supplied.

Carers and office staff are busy arranging a laserquest session. This may be the only opportunity for carers to shoot their managers (who are all prepared with combat gear and camouflage paint!).

Our new Care & Support Response Team was launched at the beginning of March and we are currently interviewing for new team members to join Kate and Sheena.

Welcome from the island staff to Alison Lyons... and welcome back to Bev Stokes. Engagement congratulations to Patrice Ashley - we are looking forward to her big day in May 2008.

## Wedding Belles

Many congratulations to our two employees who tied the knot in December:

**Sylvia Morse** (Training Project & Development Manager) became Sylvia Morse Carter when she married Nick on board HMS Warrior in Portsmouth on 2nd December.

**Tracey Sharp** (Head Office Manager) surprised everyone and became Tracey Harris when she secretly married Mick before setting off (on what we later learned was her honeymoon) for the Caribbean. A celebration party with friends and family was held on 27th January.

## Covering the Counties

We are now approved for the provision of 24 hour Live-in Care in Wiltshire. We are also approved on the Cambridgeshire Select List for Home and Community Support.

## Competition Corner

**Win a prize with our brain teaser quiz**

Answers on a postcard to:

**Christine,  
Two Counties Community Care Limited,  
Great Wincey Farm,  
Brenthall Road,  
Finchingfield,  
Essex, CM7 4JZ.**

by 17th August 2007.

The first drawn reply with all five questions answered correctly wins £50 Marks & Spencer Vouchers.

## Quiz

1. Ronald Regan was governor of which US state before he became President?
2. Which musical features the song 'Ol' Man River'?
3. Which is the only planet in our solar system not named after a Greek or Roman god?
4. Which island lies immediately above Jamaica?
5. Who was the second wife of Henry VIII?

## Sudoku

Just for fun, no prize.

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