

care matters

The Newsletter of Two Counties Community Care Limited

Issue 4 • DECEMBER 2007



Christmas Greetings from Directors Dick and Marion Thorogood

2007 has been a very exciting year in terms of the development of new services and we have adopted a definite "we can" culture to meet all the challenges so far presented to us. Great inroads have been made towards integrated care with the development of our Night Owl and Telecare services and close liaison with PCT's. The complexity of care has increased during the year and we are very proud that Two Counties has enabled more people to remain in the comfort of their own homes.

Our thanks go to every member of staff - those who deliver the care, those who work in admin support and those in training services - as without your contribution we would not have been able to achieve so much. Thanks also to each member of staff for your support this year throughout the introduction of new systems, particularly the e-timesheets which are so vital for the organisation to succeed.

Next year we plan to build onto our existing services, to introduce a nursing service and to develop into new areas.

We wish you and your families a very happy Christmas and a prosperous New Year.



Night Owl Service to Expand

The Night Owl service has been running in the Braintree District for just over 6 months and has been very successful in enabling service users to remain at home when they have domiciliary care needs during the night.

Following the success of the Braintree team, we are now expanding the service to cover Saffron Walden/Uttlesford and Chelmsford areas. The second team will begin providing the service on 1st November 2007; this will also enable us to expand our provision of emergency response throughout the 24 hour period.

Quality Monitoring

To enable us to review our Daily Care service we have recently commenced our quality questionnaires for Daily Care service users in Cambridgeshire and Essex. Once completed, we will be undertaking quality questionnaires with our managers and carers for this service. We hope that the responses we receive will provide us with a comprehensive understanding of the positive and developmental areas of our Daily Care service. We love nothing more than receiving positive feedback about the service we provide, so please do write and let us know your views.

Thank you for your ongoing support with our quality processes. We trust that you will feel the benefits of service developments based upon them.

Community Telecare Alarm Service

We are now able to provide privately funded community tele-care alarms to service users living within their own homes. The system provides a safeguard for those who are at risk in the community and for whom in the past, residential or sheltered housing was the solution to their problems. With the introduction of Telecare, individuals who may frequently fall, forget to take medication or wander out, are enabled to remain at home instead of going to hospital. With the introduction of the Care & Support Response service and the expansion of the Night Owl service, we are now able to cover Braintree, Chelmsford and Uttlesford with a comprehensive emergency response service.

Human Resources

We have recently held a recruitment drive for carers in Silver End. **Yvonne Havis, Laura Crew and Claire McLaughlin** were available on the day to answer queries and questions, hand out application packs and to interview those who were interested in working for us. The day was extremely successful with eighteen applicants for Daily Care positions and we plan to hold similar recruiting days in the surrounding areas in the future.

Editor's Note:

Thank you to all who contributed to this issue - have a wonderful Christmas and New Year.



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Lights, Camera, Action! starring Julie Guyon

Julie was one of several staff involved in a company promotional film which was screened at a conference during the summer. In the Autumn she was also invited to be involved in a film for Skills For Care regarding the National Minimum Data Set. Julie says, "My initial reaction was terror, immediately followed by worry about the condition of my hair – outgrowing highlights definitely needed urgent attention before facing the camera!

My first meeting with the film director, Lee (from Skills For Care) and two other people from care agencies was at the Hilton hotel, Stansted Airport. The director assured us that the filming would be very casual, to give the impression that they had just dropped in on a conversation between Lee and I, and a bit of humour would be very nice! We were told to bring a selection of clothing along on filming day and that a make-up lady would be on hand to prepare us for the cameras.

It was nerve-racking and my biggest concern was that I might fumble my words. I spent the morning ensuring that I was up to date with the subject we would be discussing. Then my big moment arrived and I was sat on my chair with the camera just a few feet away, microphone down my jumper, hair highlighted, eyebrows waxed and face expertly made up. I forgot about the cameras, rattled off my questions and thoroughly enjoyed the whole experience."

This short film on CD, together with a book, will now be sent to all care providers in the south of England to tell them about The National Minimum Data Set for social care (which provides valuable information and will influence and determine the future funding, training and resource allocation to the social care sector).

Two Counties Community Care Limited is delighted to have been able to contribute to this valuable piece of work.

New Girl on the Block

*It's always a great bonus for an editor to receive a personal letter – thank you to **Gemma King, Live-in Care Administration Assistant**, for this one.*

When I joined the company I didn't really know what to expect, but as admin assistant I assumed I would be filing, e-mailing, answering the phone, setting up files, faxing and photocopying. The reality was very different. It included all of the above but also speaking to the service users and their families about how they are getting on with their carers; assisting with the rotas and who needed to go where because of specific requirements. I didn't expect to be as involved with the co-ordinators as I am, ringing them for feedback after a changeover day. Since joining Two Counties and the Live-in Care team it has opened my eyes to a whole world of care... and there is still so much more to learn!

News from the Training Team

Welcome to Jan Mizon who has been a valuable resource in training over the last two years, but has now joined us officially as a trainer on our four day induction training. Jan teaches for two and a half days each week, having completed her Registered Manager's Award and all other appropriate courses.

Congratulations from NVQ centre staff to the following carers who have completed their NVQ Level 2 with A Matter of Fact Training:-

Eunice Dzagare, Josephine Matambanadzo, Mario Mulundika, Omolola Odunfa and Phemia Mutasa.

Also congratulations to

Elena Coulson, Irina Wilks and Michelle Halliday who have completed NVQ Level with outside agencies.

A Plea from the Training Team

Please will any carer who has not yet completed their Skills For Care Induction Pack do so and give it to the appropriate manager/ co-ordinator. The completion of this pack is a requirement under the Minimum Standards for Induction. If you have any queries please speak to your manager/ co-ordinator or contact Jo (Training Administrator) Tuesday – Thursday 01371 810940.

Two New Arrivals

Rachel Vines, Daily Care Assistant, gave birth to daughter Kya (8lb 6oz) on 24th September 2007, just before midnight. Congratulations! Thank you for sharing the photo with us.



Congratulations also to Dani Venables, Live-in Care Co-ordinator, who gave birth to her daughter Elkie Loren (5lb 2oz) on 9th October 2007. Mum and Dad (Rob) are reported to be doing well... although the cat is sulking!

Isle of Wight Update

from **Alison Lyons**

A big welcome to our new carers

**Kamila Kulik,
Julie Adams,
Jamie Leng,
Tom Coleman
and Carol Verstraeton.**

Sad farewells to **Karen Cattermole** (and thanks to **Patrice Ashley** who is filling her shoes until a replacement is found) and to **Sarah Parker**, now on maternity leave.

Congratulations to **Anne Simpson** on her special birthday and to everyone on the successful CSCI inspection we had in October. Thank you all for the extra work and support in recent months.

and from **Sylvia Morse**

The external training contract with Portsmouth Social Services is ongoing and bookings already extend to September 2008. Negotiations are taking place for other courses for residential services and I continue to have active involvement with various IOW groups in the social care and training arenas.