

care matters



The Newsletter of Two Counties Community Care Limited

Issue 5 • JUNE 2008

Official Opening of New Isle of Wight Office

On Friday 4th April 2008 the new office of Two Counties Community Care Limited at Cavendish Court, Melville Street, Sandown, was formally opened by M.P. Andrew Turner. Local Councillors Ian Ward and Heather Humby, together with Inspector Pinnell of Hampshire Constabulary and colleagues from the local Primary Care Trust joined staff from Head Office and the Island based services for the occasion.



After declaring the building open Andrew Turner was presented with a silver business card holder by Director Marion Thorogood. A champagne buffet reception at the Ventnor Towers Hotel followed, completing the celebrations.



M.P. Andrew Turner with Directors Dick and Marion Thorogood

Isle of Wight Restructuring

The Directors are keen to expand the range of services based on and managed directly from the Island. To facilitate this two new posts have been created - Keith Mitchell takes up the post of Assistant Director with effect from 1st July 2008 and Jo Saunders joins the company on 30th June as Business Support Manager, having previously worked in a similar post with the Isle of Wight Council.

Island Recruitment and Staffing

The Island office has begun to take increased responsibility for the administrative functions of recruitment with the agreement and support of Head Office. We are also undertaking a major review and update of the Induction Training for new care workers, looking at how the training is structured and presented as well as the content of the course. The work should be completed by the end of June with the new format being introduced from the beginning of August.

Informal Open Day

Held in addition to the formal Open Day, the Informal Open Day saw visits to the new premises by staff from residential and nursing homes, Social Services representatives, local G.P's and former staff. All the visitors were pleased to note that with Two Counties in residence the building, which used to be the Medical Centre, is continuing to be of service within the care sector.

The new training rooms within the building are enabling A Matter of Fact to generate more business and to raise the organisational profile. There has been a steady increase in Induction Training for external candidates and for other training such as Mental Health subjects. There has also been an increase in requests for 'bespoke' training to be held in residential and nursing homes, supported by the Isle of Wight Skills for Care Broker and the Secas Learning Adviser. The Isle of Wight Workforce Development Office has shown interest in Medication Training offered by A Matter of Fact and a meeting will shortly be held to pursue the opportunity to be part of the Island's ongoing training programme. Cavendish Court is also able to offer specific rooms for hire to external organisations.

Two Counties Website www.twocounties.co.uk

The new website is now up and running, reflecting the high quality of our services.



Expansion in Essex

Daily Care in Essex continues to expand and the Night Owl service which began in April 2007 has proved so successful that it has expanded into two teams. Team 1 is based at Braintree and Team 2 at Finchingfield. The latter services provide continence assistance, palliative and check visits for people with dementia and memory loss, plus other services which are assessed as necessary. Running from 10.30pm to 7.00am each day, this service can be funded by Social Services, PCT, direct payments or privately.

Domiciliary care in Essex will shortly be divided into two geographical areas which will both cover Daily Care, Palliative Care and Rapid Response. We hope to introduce a Rapid Response team into the Cambridge area very soon.

A note from Caroline Woods, Domiciliary Care Manager

A very big thank you to all staff for their continued support and hard work.

Investor in People

In January 2008 we had a three day review and as a result our award has been extended for a further three years.

Thank you to all employees who participated in the CSCI inspection and the IIP review.

From HQ - Racing for Life

On Sunday 15th June five brave ladies ran alongside 2,000 others at The Discovery Centre, Great Notley, to raise money for Cancer Research UK. The event raised around £130,000. Well done girls!



L - R Christine Kenny, Tracey Harris, Elisabeth Newland, Caroline Woods, Jodie Dodd.

Recruitment Days

Open Days have been held in Braintree, Witham, Sawston, Chelmsford, Saffron Walden and Dunmow and all of them have proved very successful. Some of the excellent candidates interviewed have already joined the Domiciliary team, with yet more due to attend our induction training in the immediate future. Live-in care is also expanding and Human Resources is continuously recruiting.

If you have friends or family interested in a new career in care, we'd love to hear from them. Should the person you recommend successfully complete their six month probationary period with Two Counties we will send you £50 as a thank you gift. **Call Laura on 01371 811133 for an Introduce a Carer form.**

CSCI Ratings

The Commission for Social Care Inspection (CSCI) have now published the ratings for most domiciliary care services on their website www.csci.org.uk.

Two Counties has received the following ratings:-

- Daily, Night and Live-in Care via our Essex office – good.
- Daily Care via our Isle of Wight office – good.
- Island Carers' Support Services via IOW – excellent.

Live-in Care

Thank you to all the Live-in Carers for their ongoing commitment to providing a high quality service that promotes people's choice and independence.

NEWS UPDATES

Island Carers' Support

Three new carers joined us in May. Jodie and Alex have both been studying Health and Social Care at College and are progressing well with their work in the community. Mark had previously worked as a volunteer and is now much appreciated for bringing his hobby into work – he is a musician.

Congratulations to Roger who has been appointed Senior Carer and is enjoying the variety of his new role. Roger originally worked for Crossroads and stayed on when Two Counties took over. One of our young carers, Naomi, is expecting her first baby in October – all our good wishes go to her. Sadly Clare Martin has left us although she continues to work in the Caring profession.

New Mum Dani Venables

Issue 4 contained news of the birth of Dani's daughter Elkie. In response to many requests, here is a photo of Mum and daughter. Dani hopes to return to work part-time in July.



New Nursing Service

Julie Guyon is now the Registered Manager for our Nursing Service and will shortly be developing this to work in partnership with the Daily Care services. Primarily the Nursing Service will support service users with palliative care needs and life limiting illness who wish to remain at home.