

care matters



The Newsletter of Two Counties Community Care Limited

Issue 9 • JUNE 2010

NEWS FROM HQ

Quality & Diversity Course for Managers

All Two Counties managers recently attended a course designed to ensure that we have the knowledge and understanding to manage race and diversity in accordance with our Diversity Policy and Strategy. The course covered various elements to enable us to understand the difference between human rights, equality and diversity and to gain awareness of which groups in society are most vulnerable to stereotyping and how this can lead to prejudice and discrimination. We were also given an appreciation of the current legislation that supports equality in the workplace, an insight into Human Rights and its impact on CQC requirements, an understanding of how working practices support or cause barriers to equality and diversity and details on the impact of discrimination on an individual and an organisation.

CQC stands for Care Quality Commission, the new health and social care regulator for England. The Commission's aim is to ensure better care for everyone whether at home, in a care home or in hospital.



Carol Josephs (Quality & Diversity Trainer) with Paul Baker at the Quality and Diversity course.

Exciting Things Happening in Training

A new framework for creating and accrediting qualifications in England, Wales and Northern Ireland has been introduced. It will give a wider range of learners the opportunity to obtain the qualifications they need. Known as the Qualifications and Credit Framework (QCF), it offers vocational qualifications that are designed to be much more flexible than other work related qualifications. They are made up of units, so learners can study at a pace that suits them and, over time, combine units in different ways to make up a full qualification. This avoids unnecessary repeat learning and means that no learning is ever lost or counts for nothing. NVQs will not be available from December 2010 but staff already signed up for an NVQ will have plenty of time to complete their work. The NVQ will remain a valid qualification in Health and Social Care.

The Training Department will be updating staff on the QCF in the near future.

Anyone interested in completing an NVQ should talk to Jo Pease, Training Dept.

Congratulations on Achieving NVQ Qualifications

Well done to the following

Jodie Dodd - Apprenticeship Level 2 in Customer Service.

Jayne Gardner - Level 2 in Business & Administration.

Jo Pease - Level 2 in Safeguarding Children & Young People; Level 3 Learning Champions.

Margaret Namusisi, Sarah Pope and Christine Cosgrove - Level 2 in Health & Social Care.

Phillida Mazibuko and Erica Adassa - Level 3 in Health & Social Care.

HQ Expansion

We have recently acquired Barn 4 as part of HQ premises, to serve as the Boardroom and main interview room.

WANTED ROOMS TO RENT

Do you have a spare room in your home? Or do you know someone who does and would like to earn up to £4,200 per annum tax free? We are looking for rooms in Essex and on the Isle of Wight for carers who work for Two Counties. The carers will be thoroughly vetted and CRB checked. Please call **Paul Baker** on **01371 811133** for further information.

Welcome to New Staff

From Caroline Woods

Daily Care in Essex continues to expand very quickly. Welcome to all new staff and a big thank you to everyone on the day and night staff teams for their hard work and continued support.

From Sam Osborn

Welcome to Martin Rickwood who joined us recently and to Claire Antoshko who joins us in June. Many congratulations to Claire Ingiosi who has completed her A1 Assessors Award and will be putting it into practice very shortly.

Sponsorship Visa Scheme

We are pleased to announce that Phillida Mazibuko is the first sponsored visa holder for Two Counties Community Care Limited. Phillida has worked for us since July 04 and we have received many compliments from her service users and their relatives on the excellence of her work. Following her success in achieving the NVQ Level 3 award in Health & Social Care last January she was able to successfully apply for her two year working visa with Two Counties. Her success will now enable further applications from appropriate candidates when their visas are due for renewal.

Please contact **Yvonne Havis** for full information on the Sponsorship Scheme.

Charity Event in May

from Claire Paulyn

In aid of The Lennox Children's Cancer Fund we sold £2 magic numbers to staff and visitors. At the end of the month we unveiled the winning number and Claire McLaughlin won £24 of the £48 we had collected, the charity receiving the rest.

Birthday Celebrations



On 10th June Claire McLaughlin reached the grand old age of 21. To mark the occasion the staff made a collection and bought her a bottle of Miss Dior Cherie.

Happy Birthday Claire!

www.twocounties.co.uk



Recruitment and Promotional Events



Over the last few months we have been holding recruitment events around Essex specifically to recruit new carers. The company trailer has been seen in town shopping centres and at fetes and village shows. These visits have proved very successful and we will probably be in a town or village near you very soon! In July and August we plan to be in Chelmsford, Saffron Walden, Sudbury and Freeport, on one or two day visits in each location.

At the beginning of June we took the trailer to the East of England (Suffolk) Show, an agricultural event that showcases the best in

Suffolk and beyond. There were various events and displays over the two days of the Show and a huge number of trade stands of every description. Thousands of people attended each day and we had brilliant sunshine throughout. We were also in an excellent position (between Ford and Honda stands) so we attracted a large number of visitors to the trailer, gave out lots of information and found a good number of potential candidates. We hope to be at the Show again next year and will be appearing at several other county Shows in 2010 - the New Forest & Hampshire Show at the end of July plus the Essex Show and the Royal Berkshire Show, both in September. We'll also be on the Isle of Wight at the Shale Show and at the Garlic Festival. Hope to see you at some of them!



Just a reminder – you will receive £50 for introducing a carer who stays with the company for at least 3 months. Please contact the HR Department or your manager for a form!

NEWS FROM THE ISLE OF WIGHT

From Jo Saunders

Our congratulations go to Ruth Dear for achieving her NVQ Level 2 in Customer Care. Also to the 24 members of staff from the Sandown office who enrolled on a Distance Learning Palliative Care course. The work has all been completed and we are waiting for confirmation that everyone has been successful.

We have launched both our Night Owl Service and our Gardening & Handyman Service across the Island. The garden services offered range from one time only visits to get a garden into shape, to regular maintenance visits to ensure a garden stays in fine order. Indoor jobs include carpet cleaning, one-off deep cleans and general odd jobs. Free estimates are given, so please call **01983 400900** or contact by e-mail **Jos@twocounties.co.uk** if you require any work to be done. All our workers are fully insured and security vetted.

Fundraising News

In February we supported the British Heart Foundation Heart Week. On Friday 26th the office staff wore red to work for a £1 donation. There was also a collection box on the Reception desk and we raised a total of £33 for the charity.

Island Carers' Support Service

From Cherry Kingdom

Here on the sunny Isle of Wight we have seen many changes over the last few months, most of them positive. We have said goodbye to Nicola Melville and Charlotte Button and, though sad to see them leave, we wish them both well for the future. We welcome Kerris Hammond to our team as Senior Carer Support Worker. She has settled in well and we are already receiving extremely positive feedback from both service users and care managers – keep up the good work Kerris!

Congratulations to Joss Giffard who has just completed his NVQ Level 2.

With regard to service users, we are beginning to see more Personal Budgets that give the clients a lot more flexibility and freedom of choice. On a sombre note we have said goodbye to some old friends and extend our condolences to their families. It has been a privilege to support them.

I want to say a big THANK YOU to all my carers for their hard work and dedication. Everyone is doing such a great job and we do well to remember that a company is only as good as its workers. A few of our Carer Support Workers have also been helping out with overnight care as well as live-in care – what a flexible bunch!

The Relatives and Residents Association (Essex)

This is a new, independent voluntary organisation, affiliated to the National Association. Its aim is to provide advice, information and support to older people and their friends & families on matters relating to residential care and the alternatives, through its confidential telephone line. Trained volunteers will also give face to face assistance and there is lots of information on the website **www.relressex.org**.

The Association is seeking extra volunteers for a variety of jobs that include providing practical support to people, raising awareness of the Association, maintaining the website, producing newsletters and visiting residents. Please contact the Association if you feel able to help. Full training will be given as well as support from other volunteers in the group. New members of the R&RA(E) are being sought. Registration is free – go to **membership@relressex.org**.

The helpline number is **0845 017 7720**
Open Mon – Fri from 9.30am – 4.30pm

In Memory of Christine

Jayne Gardner, Jodie Dodd and Jo Pease are taking part in the Race for Life again this year on Sunday 27th June. We are racing in remembrance of Christine Kenny, the Accounts and Wages Manager at the Finchingfield office, who passed away very suddenly in August last year. You can see us ladies out and about during our lunch breaks, climbing the enormous hills and power marching across the fields surrounding the office – quite a funny sight apparently!

We are all hoping to beat the times we set last year, so please wish us luck and sponsor us if you can.

Jayne

Birth Congratulations

On the mainland - Congratulations to Wendy Littler on the birth of her son Jacob.

On the Isle of Wight – Congratulations to carer Vicky Cox whose beautiful baby girl Brooke weighed in at 5lb 3oz on May 14th.

Also congratulations to Sachi and Roger Flynn (Roger is a CSW with the Island Carers' Support team). They were caught off guard by the early arrival of their baby Mimoko, whose Japanese name means Peach Child.

Sudoku

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Editor's Note

Thanks to everyone for your contributions. I really do appreciate the time you take to write in with your news updates.