



# care matters



The Newsletter of Two Counties Community Care Limited

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## Christmas Greetings from Dick and Marion Thorogood



Directors L-R Keith Mitchell, Yvonne Havis, Marion and Dick Thorogood

We send everyone – service users and their carers as well as all staff in every department of TCCC – our very best wishes for a truly happy Christmas and a prosperous New Year.

**TCCC has continued to develop during 2008 thanks to the hard work and continuous contributions from staff at all levels within the organisation.**

The current financial climate will inevitably produce concerns for us all, both internally and externally, and it is much appreciated that TCCC staff are doing their best to ensure the organisation remains as cost effective as possible. It is essential to ensure that we remain at the forefront of the care industry and continue to provide the quality care our service users and commissioners require of us. To accomplish this we have increased our Induction Training to five days and are bidding for monies to provide additional funding for training to develop staff skills and knowledge. In addition, care services are also continuing to develop. The Carers' Response and Night Owl services are proving to be a huge success and we are hoping to extend the Night Owl service on the Isle of Wight in 2009. This will enable us to continue to grow as an organisation and to maximise our potential.

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

## Daily Care Update

*from Caroline Woods*

Domiciliary Care continues to expand covering Uttlesford, Stebbing, Finchingfield, Steeple Bumstead, Stambourne, The Heddinghams, Halstead, Braintree, Chelmsford, Colchester, Balsham, Linton, Sudbury, Kelvedon, Tiptree and Clacton. Due to the demand for (and the success of) the Night Owl service we have expanded to a third team covering the Colchester area – this enables us to offer a 24 hour domiciliary service to all the areas we currently cover. Welcome to new team members Janet, Karen, Carrie, Annette, Catherine, Lucy, Melanie, Melissa, Becki, Elaine, Ann, Christine, Naga, Jane and Sarah. Congratulations to Jennie Davies on her appointment as my Personal Assistant.



Finchingfield staff



## Congratulations to the following on achieving their NVQ Level 2

**Karolina Jablonska  
Miroslava Bobrovic,  
Rita Donani  
Dadorai Chamboko  
Dorcas Daniels  
Marie Gainge Wane  
Andress Gondolosi  
Sandra Mugodhi  
Esther Mungai  
Margaret Mwaniki  
Rebecca Nabateregga,  
Christiana Tella  
Alberth Abraham  
Prisila Danana  
Catherine Morgan  
Philida Mazibuko  
Themviso Mazabani  
Irene Sedze  
Concillia Jekanyika.**

## News

*from Carol Elliott*

Congratulations also to Claire Ingiosi who has achieved her Registered Manager award.

**A happy Christmas and New Year to all staff, service users and their families.**

## New Team Member for A Matter of Fact NVQ Centre

*from Julie Guyon*

Danielle Venables has joined the NVQ team as an Assessor. The Centre has now gained self certification status for Level 2 NVQ in Health and Social Care and hopes to do the same for Level 3 soon. Our External Verifier report was very positive – a really rewarding result for everyone involved.

## National Training Awards 2008

*from Jo Pease*

Julie, Jan and Jo attended the dinner at The Guildhall, Cambridge on 25th September. Colin Jackson was the guest speaker and is pictured with Jo. TCCC did not submit any entries this year but watch this space for 2009!



[www.twocounties.co.uk](http://www.twocounties.co.uk)



## Isle of Wight News

from Keith Mitchell



Isle of Wight Staff

Big changes have taken place at TCCC in 2008. In March our Domiciliary Care offices relocated to larger, newly refurbished premises in Sandown, giving us much needed office space to accommodate organisational growth as well as some magnificent training facilities. As well as making our own Induction Training courses a first class experience for all staff, the new facilities have enabled Sylvia Morse-Carter to increase the A Matter of Fact training levels offered to external organisations.

In mid year I was appointed Assistant Director (IOW) and Jo Saunders was appointed to the role of Business Support Manager. She was joined in September by Hannah Robinson who is the new Business Support Assistant. Anne Willis became our new Review Officer in August and Lynne Clarke was promoted from the role of Rapid Response Carer to Registered Manager. Kelli Claxton left us to manage a care home on the mainland and her role as Assistant Manager has been filled by Kirsty Bello-Baamonde. Richard Blandford has been appointed as Business Support Clerk and Anne Emery and Rachel Morris have joined the Rapid Response Team.

Our 'Passionate about People' ongoing recruitment campaign was launched this year with a view to finding more care staff of the same calibre as our current excellent team. The commitment of our carers to providing a quality service is truly remarkable. This has been confirmed by the excellent results of the recent Service User Quality Assessment Survey. Thank you to each and every one for their contribution.

Thanks also to the Directors at HQ for their support, to Tracey Harris for her help with the development of our IT systems and to Mary Cracknell for her versatility and willingness to give assistance with the domiciliary care service as well as working as Marketing and Service Development Manager.

I look forward with optimism to 2009, knowing that we have the knowledge and skills to strengthen and grow the Island's care services.

## STOP PRESS News

### A Matter of Fact Training IOW

from Sylvia Morse-Carter

The mid-point external training stats show a 44.92% increase in generated income over the same time frame last year. We have external bookings through to the end of February with more residential homes booking sessions specific to their organisational needs.

## Island Carers' Support Service News

from Cherry Kingdom

2008 saw a marked increase in the number of service users, many of whom have been awarded additional hours by Social Services. We welcome our new people but remember the old friends we have lost during the year and send our heartfelt condolences to their families.

There have also been changes in the team. We recently said "goodbye" to our Administrator Gill de Moulpied. Her role has been filled by Noreen Dickinson and we also welcome Faye Morgan who joins us as a Senior Carer Support Worker, working alongside Roger Flynn. We said "hello" to baby Riley Keyes, a beautiful baby boy born to Care Worker Naomi Keyes on 10th October (weight 8lb 7oz). Congratulations to the proud parents!

Congratulations also go to Doug Snoddy upon the completion of his NVQ Level 2. Doug is much loved by all his service users, many of whom have rung in to say how much they value him and how much he loves his job. We are all proud of his achievement.

Another pat on the back goes to Mark Stagg who joined us in April as a Care Worker. Mark provides care for a wide variety of service users but his forte is in supporting youngsters with learning disabilities. He uses his musical talents to bring out the creative side of the people he supports and we recently learned from the mother of one young man that Mark had taught her son to play the guitar so well that he was invited to play in public at the Ryde Theatre.

**A big thank you to every one of our care workers – you all do an incredible job. Each of you has unique talents and every single one of you is hugely valued for the contribution you make towards keeping our service users independent and enjoying life.**

**A VERY HAPPY CHRISTMAS  
AND A PEACEFUL NEW YEAR TO EVERYONE**

*Editors Note – A big thank you to all contributors to this issue.*

## Autumn Charity Events

### Wear it Pink – 31st October

For a minimum donation of £1 all the staff were invited to wear pink (a minimum charge of £2 was levied against anyone who chose to wear non-pink).

Donations were also extracted from visitors to the building and we raised a total of £24 for cancer research. Keith Mitchell entered into the spirit of the event although, if the photograph is anything to go by, he may have enjoyed wearing his pink socks and pashmina a little too much!



### Children in Need 14th November

We held a 'Pudsey Pose' raffle at £1 per entry, brought in favourite teddies for a teddy bears' picnic lunch in the office (Ruth made the cakes!). Once again we rattled the donation tin in front of visitors. We raised a total of £42.45.



### Zac's a Winner

Mary entered a photo of her dog in a competition... and won! The prize is a large portrait of the winning photo. Congratulations!



### A Poem to make everyone Smile

Smiling is infectious,  
You catch it like the flu.  
When someone smiled at me today  
I started smiling too.  
I passed around a corner  
And someone saw my grin.  
When he smiled I realised  
I'd passed it on to him.  
I thought about the smile  
And then I realised its worth...  
A single little smile like mine  
Could travel round the earth.  
If you feel a smile begin  
Don't leave it undetected –  
Let's start an epidemic quick  
And get the world infected.