



# Business Update

## 'Unity In Care Ltd'

### A summer message from Bev Garrett



Hello all,  
Well summer is  
now here !!

Hope you are  
all making the  
most of being  
able to sit

outside, relax, read, have a BBQ with  
a nice cool glass of wine or beer.  
Certainly beats the cold dark nights  
who was 'our friend'.

#### Business update/news:

We are gaining 'new clients' which is  
refreshing—as we are aware that  
some of our Hampshire clients will  
be going on to 'new providers' in the  
very near future. However, there are  
clients' that have decided to apply for  
Direct Payment and that way they  
will be able to remain with us. Which  
is a credit to our company, and  
indeed to the work you all do.

#### Team Goals/Results:

##### WELL DONE 'RED TEAM'

For more details see page 2/3

#### 3 goals for the next quarter are:

1. No missed calls
2. No safeguarding concerns
3. No staff communication issues

#### Supervisions and Appraisals:

These are always on-going, and part  
of business as usual around me. We  
really do need to sharpen up. I shall

certainly been conducting these  
over the next couple of months, and  
I do ask you all to think about your  
own development needs prior to  
your appraisals and supervisions—  
both formal and informal.

#### The 'Social Care Commitment':

I know that Julie has kept us up to  
date with the latest status of this  
initiative. However, we do not seem  
to have increased our staff members  
around this.

As we have said before the website  
is very easy to navigate and use.  
However, if you do need help  
around this—please call in the  
office, and we will do what we can  
to assist.

#### Care Quality Commission (CQC)

As many of you know we have had  
'a full inspection' based on CQC  
new inspection framework. We  
have work to do around certain  
aspect of our practices. We all need  
to adhere to policies and proce-  
dures, and to agreed working  
practices. The full report is  
available in the office, or on our  
company website for those of you  
that wish to read it. Obviously, our  
aim is to get to where we were to  
'good' or better still 'outstanding'.

#### Management Team:

We have a new care co-ordinator  
starting on the 8th June 2015. She  
will be coming to work alongside

you all, to get to know you, your  
working practice and the clients.  
She will be part of the manage-  
ment team. I'm sure you will all  
allow her time to get settled and  
then you shall use her in the  
same way as you have done  
with previous care co-ordinators.  
In addition, we have 3 senior  
care workers: 'Allan Coleman',  
'Sara A Hunter' and 'Pauline  
Picard' use them to support and  
guide you.

#### Feedback and Information:

It is important when telephoning  
into the office that you give the  
**correct level of information.**  
We cannot investigate/move  
forward without detailed and  
accurate information.

There are times when manage-  
ment make decisions that staff  
may not like, or even feel that  
they are justified. However, staff  
should not be voicing this to  
clients, their family or any other  
third party representatives. If a  
member of staff feels that they  
are justified in 'challenging a  
decision' - please come into the  
office and 'speak to me'.

The work we do is hard, so let's  
not make it more difficult.

Let's all work at improving  
communication, and working on  
our relationships.

**Bev Garrett**  
Managing Director



Volume 7, Issue 4

June 2015

#### Team work / goals

Page 2/3

#### New Care Certificate

Page 3

#### What a Great Leader means to me...

Page 4

#### 2015 Staff Culture Questionnaire Results

Page 5

## Staff Notices We welcome

**Junior (Emosi) Naivalu**

**Damion Boothe**

**Adelaide Augustin**

**Gay Ann Samuels**

*and hope they will enjoy working  
with us, and become an integral  
part of the company*

#### COMING SOON:

- Next Issue September 2015
- Improvement Programme
- Staff profile / articles
- Social Care Commitment

## Appraisals

All staff will be sent details of when  
they will have an appraisal. Please  
make a note of these, as when staff  
'forget to show' this causes rework,  
frustration and 'cost to the company'  
in having to re-schedule.

If unable to attend on the given  
date—contact the office.

In addition, you will be sent a  
pre-self assessment form—this needs  
to be completed and returned to the  
office **4 days** prior to appraisal date  
(or at very least bring it with you on  
the day).

Two documents that are sent out are:  
'A guide to objective settings', and  
'why do we have appraisals'. These  
are aimed in preparing for appraisal,  
and to give ideas around your own  
self development.

## Training Update



*Coming up between  
'July-September 2015'*

**July 2015**

*Moving and Handling  
Working in a Care Setting*

**August 2015**

*First Aid  
Food and Hygiene  
Health & Safety*

**September 2015**

*Challenging Needs*

Staff will be invited, but if you  
would like to confirm that you  
are going to be included contact :

**Bev Garrett 01252 544423**

## INSIDE THIS ISSUE:

Answers 'your questions' UIC Care Co-ordinators	2
Team Work Goals / Results Continuous Improvement Program Bev Garrett	2/3
New Care Certificate Julie Williams	3
What a 'Great Leader' means to me Julie Williams	4
2015 Staff Culture Questionnaire Results Julie Williams	5
Bits, Bobs & bumpf Things to do and places to go	6

- Yellow Team  
■ Red Team

## CONTINUOUS IMPROVEMENT PROGRAMME

### TEAM GOALS AND OBJECTIVES—‘raising the bar’

- Green Team  
■ Maroon (Office)

As usual part of our ‘continuous improvement programme’ includes team goals, and the aims of these are to tighten up on our ‘weaker areas’. The team goals that were set for last quarter were:

1. No missed calls
2. Sickness/Absenteeism/Personal absence
3. Staff conduct/issues around communication with each other

There were a total of **77 recorded pieces of feedback** over ‘the goals’ above. Please see bar graph on page 3 which will give you the categories that these goals covered off. However, the high level breakdown of the feedback is:

1st : ‘RED TEAM’:	=	20
2nd : YELLOW TEAM	=	24
3rd : GREEN TEAM:	=	26
: Blue/mgt	=	5
: Maroon/office	=	2

### WELL DONE TO ‘THE RED TEAM !!

Over the 3 months that this analysis was completed, out of the **77 recorded pieces of feedback 13 of these related to missed calls**. However, **4** of these the office staff were able to keep the client informed. So, this

still meant that 9 were telephoned in by our clients. This is still **not** acceptable, we should not be having missed calls, and staff have been informed to double check the rota, across ALL the clients, and transfer their initials/calls into diaries or notebooks—for further breakdown by team colours see graph on page 3.

‘Staff sickness/absenteeism, personal absence’, another goal from last quarter.

**51** Staff sicknesses, and a further **5** absences due to ‘personal issues’. I have no doubt, this does contribute to some of the missed calls—for further breakdown by team colours see graph on page 3.

‘Staff conduct/issues around communication with each other’ that was set.

For the 3 months that these goals were over, there was a total of **10** recorded staff conduct/issues. **5** of these came by way of feedback direct from the client. However, they were dealt with and there is no further action required—for further breakdown by team colours see graph on page 3.

To drill down even lower details by team –it is clear to see that with regards to

missed calls that the red team had 2, the yellow team had 4 and the green team 3. However, the management has had 4 logged as the appropriate team responsible was not known at the time of this analysis.

In addition, it is clear that with regards to staff sickness the yellow and green team have a total of **17 sick days**, and the red team slightly less with **15 sick days**. Absence from work due to ‘personal issues’ were 3 for the yellow team and 2 for the green team.

Finally, staff conduct/issues 6 came from the green team, 3 of these direct from client feedback, 3 from the red team, 1 of these direct from client feedback, and lastly 1 was from the management team—all staff conduct/issues that were raised have been dealt with, and no outstanding or further actions required.

We really do have to ensure that we are working within ‘policies and procedures, and agreed working practices.

**Bev Garrett**  
 Managing Director

## CARE CO-ORDINATORS—ANSWER YOUR QUESTIONS



### Question 1:

I find myself running late, due to my colleague constantly being late. What should I do?

#### Staff Care Co-ordinator reply:

The client/s should never ever feel rushed. Or detect in your attitude or body language that you are stressed. We need to demonstrate that we can be quick and efficient in a controlled way—rather than tear around, discussing with the client/s where you are ‘rushing off to next’. If you find that you are continuously running late—then you must establish what are the main reasons for this and discuss with your manager at the earliest opportunity. We cannot have ‘service/care’ to the client affected by ‘a rushed service’.

Also speak to your colleague, explaining the effect of this on you and the client/s.



### Question 2:

I have noticed errors or potential problem/s on the weekly rota. What should I do?

#### Staff Care Co-ordinator reply:

All staff should check their rota and transfer their calls in a diary or a notepad or highlight them on the rota. Staff to double check the rota the day before. Staff getting into the habit of checking ‘the whole rota for the week’.

Any issues on the rota should be forwarded to the manager on the Monday of each week. Failure to do this on the Monday, and simply leave until the last minute will be the staffs’ responsibility to sort out. Last minute calls around rota issues, has a ripple effect, this increases the possibility of late or missed calls.

**DON'T BE LAID BACK BE PROACTIVE**



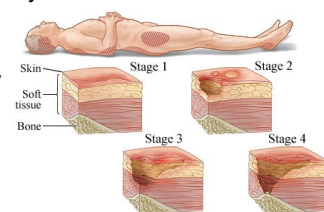
### Question 3:

Why is it important to check all client/s pressure areas, especially those who have no sensation from the waist down?

#### Staff Care Co-ordinator reply:

Clients who have loss of sensation below the waist are at risk of breakdown in skin integrity due to pressure. They are not able to detect this, and then develop pressure ulcers which can become infected.

Any grade 2/3 will become safeguarding, all pressure areas and concerns must be recorded clearly on communication sheet and reported to office, and the family informed.



### NEWSLETTER & WEBSITE FEEDBACK

We are confident that you would like to contribute to future issues, or a topic that you would like to see included. Maybe an idea to our company website. Please call into the office; telephone (01252 544423) or email [jwilliams@unityincareltd.co.uk](mailto:jwilliams@unityincareltd.co.uk)

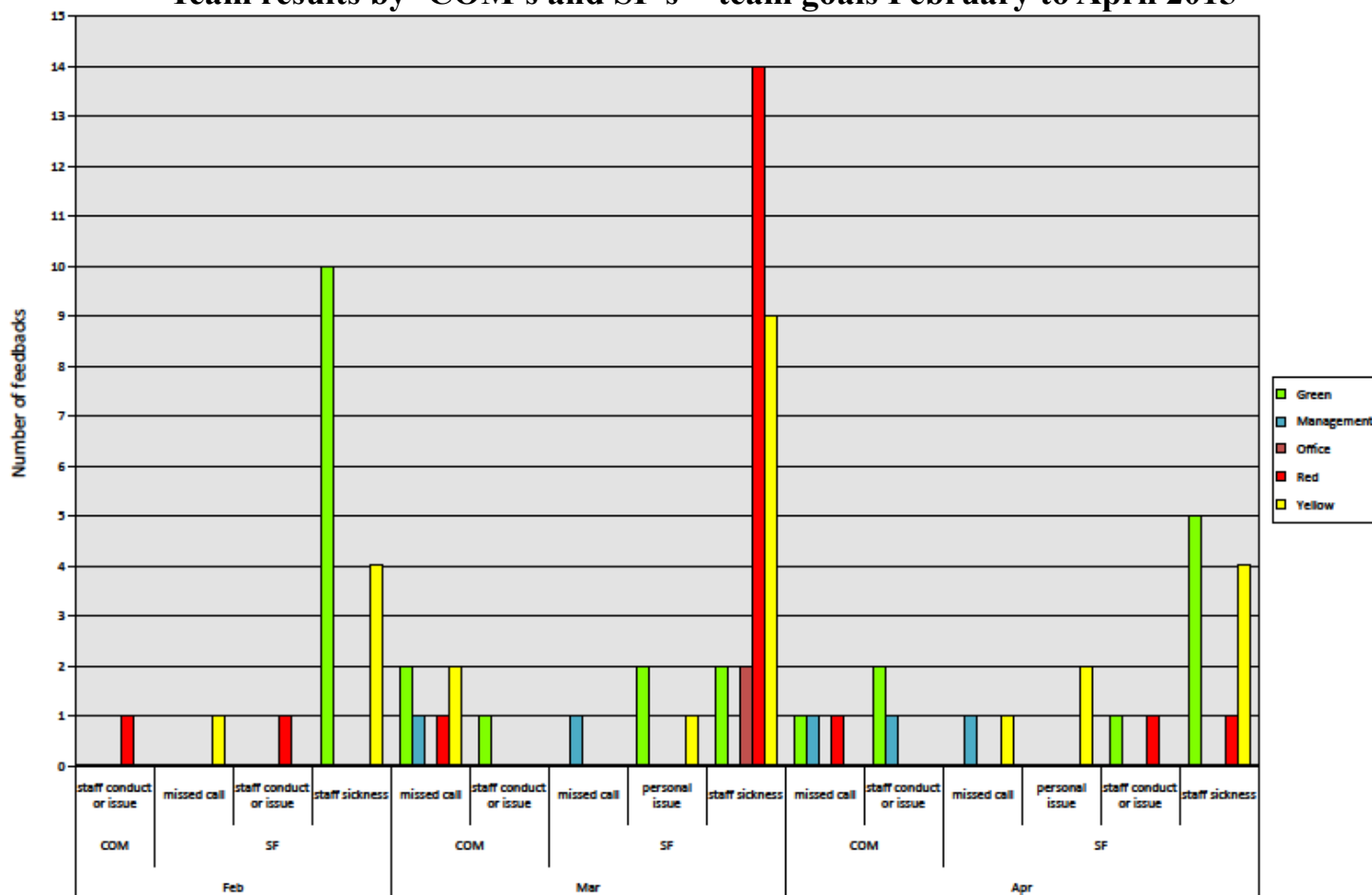
### OPPORTUNITIES & TENDERS

As you all know we have **gained the Hampshire tender for children**. We continue to look and apply for ‘potential tender opportunities’. We shall update staff with any new developments on the ‘tender front’.

### 2015/2016 BUSINESS PLAN/Policies & Processes

Our business plan is to improve our work environment, ensure that all policies and procedures are updated and new ones put in place if/when they should be necessary. The policies are all available to view, so call into the office.

## Team results by 'COM's and SF's - team goals February to April 2015



### The New 'CARE CERTIFICATE'



The new Care Certificate for support workers across social care and health in England

Following the Francis Inquiry, Camilla Cavenish was asked by the Secretary of State to review and make recommendations on the recruitment, learning and development, management and support of healthcare assistants and social care support workers.

The resulting report, published in July 2013, found that the preparation of healthcare assistants and social care support workers for their roles within care settings was inconsistent, and one of the recommendations was the development of the 'Care Certificate'.

#### What is the Care Certificate?

The Care Certificate is the start of the career journey for these staff groups and is only one element of the training and education that will make them ready to practice within their specific sector. Although the 'Care Certificate' is designed for new staff, new to care and offers this group of staff their first step on their career ladder, it is also offers opportunities for existing staff to refresh or improve their knowledge.

The Care Certificate sets out explicitly the learning outcomes, competences and standards of care that will be expected in both sectors, ensuring that the HCSW/ASCW is caring,

compassionate and provides quality care. The Care Certificate standards are listed below.

#### The Standards:

1. Understand Your Role
2. Your Personal Development
3. Duty of Care
4. Equality and Diversity
5. Work in a Person Centred Way
6. Communication
7. Privacy and Dignity
8. Fluids and Nutrition
9. Awareness of mental health, dementia and learning disabilities
10. Safeguarding Adults
11. Safeguarding Children
12. Basic Life Support
13. Health and Safety
14. Handling Information
15. Infection Prevention and Control

Unity in Care is ready to initiate all their new staff to the 'Care Certificate' as from the **1st April 2015**. For those staff still working on the 'CIS Workbooks' should continue, complete and return as soon as possible. The GSCC Codes of Practice, has been replaced with 'Skills for Care Code of Conduct.', and these '7' Codes of Conduct (ask at the office for a copy) —link up with 'The Social Care Commitment, which I am still encouraging staff to register and sign up to.

**Please note: The 'Care Certificate' is replacing both the Common Induction Standards, and the National Minimum Training Standards.**

We've made the Social Care Commitment

Working together to provide quality care and support

[www.thesocialcarecommitment.org.uk](http://www.thesocialcarecommitment.org.uk) @carecommitment



For us/'Unity in Care' to be able to register 'as many of our staff' as possible.

Unity in Care Ltd as 'a company' has signed up to the Social Care Commitment, and I would very much like to invite our staff to do the same.

Signing up to the Social Care Commitment is an easy process. It involves agreeing to seven statements, selecting tasks you are going to do to uphold the statements (many of these tasks, you will already be doing within your day to day care/support roles). On completing your 'sign up' to all seven statements, you will get a personal development plan and a certificate—both of which can be downloaded, saved and printed.

However, to date we only have 3 staff actually signed up, and 7 that have registered-but not completed the registration process. Staff that have not used the link to sign up yet, please click on url below, it will link you as a member of Unity in Care staff.

<https://www.thesocialcarecommitment.org.uk/Account/RegisterEmployee?UniqueCode=66473a4e-c7b5-4904-9a42-6a7d85613730>

**So, please** do spare just a few minutes, and continue to show Unity in Care your support.



## What a 'GREAT LEADER' means to me—would YOU have what it takes?

Contributed by: Julie Williams, Business Administrator

### 'A great and inspirational leader would certainly have the following 9 leadership behaviours':

A leader that can engage staff and encourage increased productivity and morale, able to detect staff with leadership potential, and helping them to develop their skills and behaviours—reaping big rewards both for the individual and the company. Leaders/supervisors at all levels should 'hold the key', 'be selling the vision' between company goals and the individual staff activities.

The importance of having an **Inspiring Leadership Team**, that really do understand each other as well as their staffs' strengths and weaknesses, and using this knowledge to get the best from each other.

- ◇ Enable staff to deliver the results expected of them
- ◇ Guide, influence and inspire staff to deliver results
- ◇ Create a meaningful working environment for all staff
- ◇ Facilitate opportunities for learning and growth in order to ensure the required talent is always available within the business

I believe there is a direct correlation that exists with leadership skills and behaviours, and the level of staff engagement and commitment level. There is a clear link between leadership effectiveness and key business drivers, such as:- profitability; staff engagement / morale; absenteeism; staff turnover

### 1. Inspiring and Motivating others

Leaders who are effective at inspiring and motivating others have a high level of energy and enthusiasm. They can/will energise the team to achieve difficult goals, and in turn increase the level of performance from everyone on the team. Many leaders can focus on accomplishing tasks and forgetting to inspire, in my view, this is a big mistake, without inspiration, staff will do an 'adequate job'. When inspiration is a focus, leaders then unlock a level of 'additional effort and energy' that can make the difference between a success or a failure.

### 2. That Drive for Results

The drive for results is a critical behaviour to success. However, some companies are all push (drive for results) and no pull (inspiration), which will finally reduce motivation. I think there needs to be a healthy balance between the two behaviours. Leaders who are effective at driving for results are skilful at getting people to stay focused on and stretch for the highest priority goals. They establish high standards of excellence for the team. Leaders that do this well are not afraid to ask their staff for a higher level of performance, and to continually remind them of their own progress relative to the goal.

### 3. Having a Strategic Perspective

Whilst I believe that the first two behaviours focus on getting activity to occur, the third behaviour focuses on the direction of that activity. Leaders who provide their team with a definite sense of direction and purpose will tend to have more satisfied and committed staff. A leader who paints a clear perspective between the overall picture and

the details of day-to-day activities. I have found that the most successful leaders are constantly reinforcing where the business is heading, and the key steps that lead to that success. Staff need to see how their hard work makes a difference, and how it helps gets the business closer to achieving and sustaining ultimate success.

### 4. Who can Collaborate effectively

Possibly one of the most common challenges in today's larger companies is at times the lack of collaboration between groups within the business. However, at Unity in Care we are lucky as we do not have 'various groups/departments' within the company. So, we should be finding that we are not competing for resources or recognition against other groups. Our information and knowledge transfer being shared between us all, and that our clients are being well cared/supported due to this. We have a management team *that do not take forever to make a decision*, therefore are no 'real bottlenecks'. As this can often cause conflict and lack of synergy which causes frustrated and discouraged staff. I have always found that leaders who promote a high level of cooperation between their teams and other groups create a positive and productive atmosphere in any company.

### 5. To Walk the Talk

A key behaviour in creating a satisfied and committed workforce is the very basic and fundamental skill of being honest and acting with integrity. Unity in Care leaders - as with all leaders in other companies need to be role models and set a good example for their work group. Leaders will create cynicism and lose trust when they say one thing and do another. Every leader needs to look at their behaviour critically and ask the question, "Am I walking my talk?"

### 6. Engender Trust

I have found that trust can be built or destroyed over time and is built in different ways, and at different levels. Leaders can engender trust by becoming aware of the concerns, aspirations, and circumstances of others. The reality is that we tend to trust our friends more than our enemies. Trust can also be built through knowledge and expertise. We further build trust with others through consistency. When leaders are consistent and predictable, others acquire confidence and trust in them. Finally, trust can be built from a leader's rock-solid honesty and integrity. When staff know that they would never be told anything that is not 100 percent accurate and factual, they trust that leader. Consistency is the key to building a deeper level of trust.

### 7. Develops and Supports others

When leaders work with staff and push them to develop new skills/abilities, building higher levels of staff satisfaction. Staff who

develop new skills become higher performers and more promotable. Effective leaders are thrilled by the success of others. Leaders can promote greater staff development by creating an environment in which people are encouraged to learn from mistakes, take the time to analyse their successes, and understand what went well, or maybe not so well.

### 8. Building Relationships

Leaders who stay in touch with issues and concerns of staff in the company will have staff with higher levels of satisfaction. They can balance staff needs against company deadlines.

### 9. Courageous

In the past I have found leaders with the highest levels of staff satisfaction and commitment are courageous. They do not 'shy away' from conflicts dealing with issues at the first sign of problems, directly and candidly. It takes courage to address issues, resolve conflicts, and insist that everyone is accountable and takes ownership.

## WHAT WOULD YOU DO AND SAY ?

### Scenario 1:

**Your client has asked you for your telephone number. What do you say/do ?**

- a) Readily agree, giving it to them !
- b) Explain that company policies prohibit you from doing so
- c) Tell the client that I will discuss first with my Manager as to whether it would be considered appropriate

### Scenario 2:

**I have noticed there is no care plan in the client folder. What should I do?**

- a) Think to myself - I know this client and know what I am supposed to do
- b) Inform the office at first opportunity
- c) Hope another one of my team members would have noticed and reported it

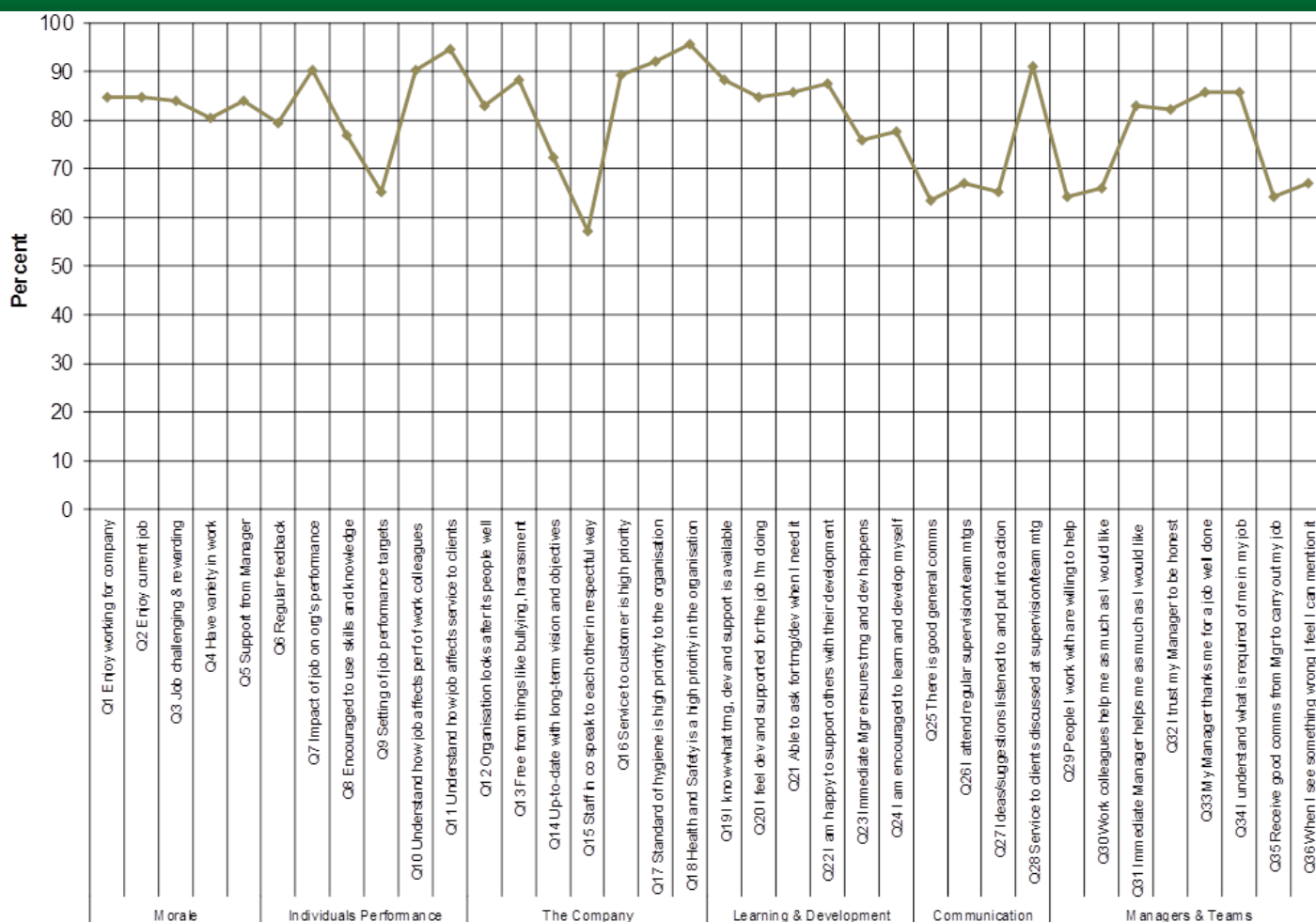
### Scenario 3:

**What would you do if client soiled the hoist sling ?**

- a. Leave it dirty, the next shift/staff will deal with it
- b. Put it in the wash
- c. Just simply leave it hanging up



## ‘2015 STAFF CULTURE QUESTIONNAIRE RESULTS’ — APRIL 2015 (full analysis is available at the office)



**43 ‘Staff Culture Questionnaires’** were sent out to staff in March 2015. This analysis has been based on the ‘28’ that were returned. For the past seven years we have been getting an average return of between 50%-60% (2014 was 70%). This year **it was 65%**. We were aiming for at least 80%. However, I continue to believe that the majority of staff recognise that we do appreciate the feedback, that management will and do act upon it. Each year we

aim to have more returned from our staff – so hopefully the drop of 5% this year, we will see more staff participate next year.

We continue to ‘listen’ to feedback, learn from and constantly ‘drive’ forward, to improve our business performance; team working; client satisfaction, and of course our own individual development.

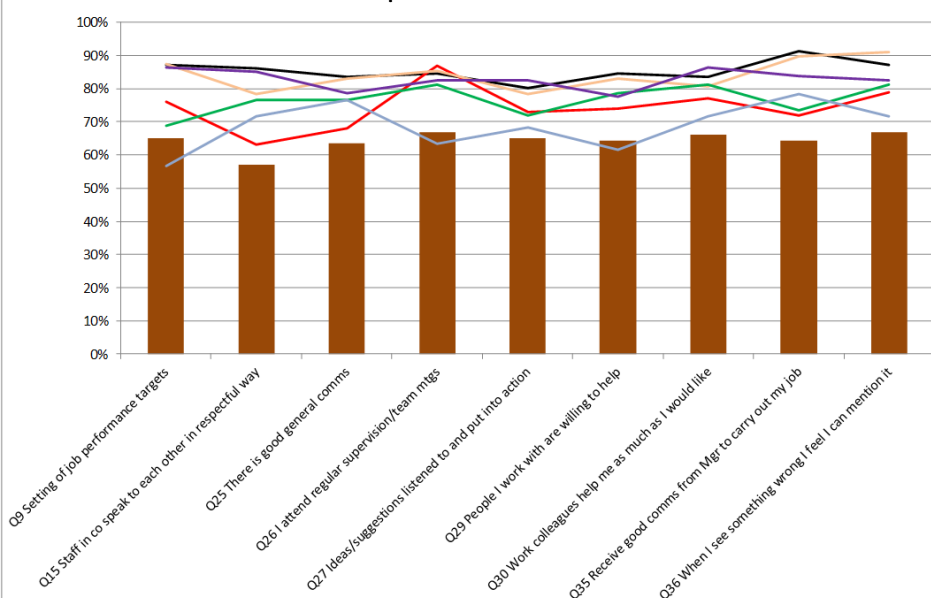
See the line graph above showing the 2015 results to the full ‘36 questions’.

### On first glance it shows us that:

A mere 2 questions (Q18 and Q21) out of the 36 questions across the headings/business areas were higher than last year (1 of these Q18 the *highest ever recorded over 7 years of these staff analysis, and the other just a minor increase over last year's results*).

In fact last year's results (2014) many of the questions scored not just higher than the previous year, but ‘the highest ever over all the years’ we had been conducting this survey - **a stark contrast to what we have found this year**. 34 questions were lower than last year, some of the decreases were not simply slight, in the majority of questions were very substantial. So for our ‘improvements areas for 2015—I took any results that scored lower than **68% this year** (I have left in previous years shown as lines to demonstrate what results we have had in the past—see graph on the left). There was a total of 9 questions, which spanned across 4 out of the 6 Business Areas that the ‘Staff Questionnaire’ covers—which we are now going to focus on in the coming months. Take a moment to look at this and think of ways not only you could make a difference, but any suggestions going forward that you think might help us achieve an improvement. I shall be communicating with you shortly on what we ‘as a company’ are going to do to address these shortfalls.

### Improvement Areas from 2015



# bits, bobs 'n' bumpf

## Conference Room Hire

## 'Unity In Care Ltd'

Looking for a 'function room'?

- **Conferences**
- **Demonstrations**
- **Exhibitions**
- **Meetings**
- **Seminars**
- **Training**
- **Workshops**

We have a very spacious and airy conference facility which is appropriate for various activities. Accommodating up to 40 delegates, and is situated on the first floor. Partitioning is available if required.

Situated within easy access from the M3, 331 and the A325.

If you would like further information contact:

01252 544423

or

e-mail [info@unityincareltd.co.uk](mailto:info@unityincareltd.co.uk)

## SATURDAY SCHOOL

Term-time:

10.00am-12.30pm

Looking for some extra support for your child?

The Saturday school is expertly run by qualified, driven teachers Angela Coleman and Nichole Lattimore. It helps to bring together different cultures in a very friendly and pleasant environment.

The success of the school can only be attributed to the dedication of Angela's and Nichole's deft organisational skills where they ensure all sessions are immaculately prepared to each year group's specific educational needs.

The focus is on the core subjects, Maths and English so any mathematical or literacy problems encountered in mainstream school can be addressed in the Saturday sessions. This extra 'tuition' is invaluable, and ensures our children keep up with the school curriculum.

For more information please contact:

Angela Lightbody-Coleman ☎ 0793 9881854

Are you looking to hire a function room / hall for that special birthday, christening, wedding event?

## West Indies Association Hall

Queens Road, North Camp, Aldershot.

For further information:

Contact Bev Garrett on 07850 092991

Many thanks to the following contributors:

Beverley Garrett  
Julie Williams

Editor: Julie Williams



**Sunday  
21st June  
2015**

Why not show 'your special dad' how much he means to you. Make him an individual keepsake that he will 'treasure forever'. There are some very simple but effective ideas:

- **Free car wash:** Present your dad with a few hand-made 'free car wash service' coupons.
- **Get the children to write a letter** (about anything), then decorate the pages, then print a picture of 'all children/child' this would be the cover. Staple together and dad has a book he can always go back to.
- **Photo mugs**— buy a plain mug and 'get the children to decorate it'
- **Write a letter to him** on the ways he has positively impacted your life
- **'Handy' Chores:** Trace your hand and then write all the chores that you hate doing on the five fingers, and after Father's day he can choose any of those five things for you to do 'free'.
- **What about taking a picture of you and family holding up signs** i.e. 'happy father's day' - then dad will hang it, it will be *there forever*.



**Wellington Country Park**  
**General enquiries:**  
[info@wellington-country-park.co.uk](mailto:info@wellington-country-park.co.uk)

## JULY 2015:

25TH / 26TH Marvellous Music Festival  
29TH Shire Horse & Cart Rides

## AUGUST 2015:

1ST / 2ND Fairy Pixie Party  
5TH Shire Horse & Cart Rides  
8TH / 9TH Teddy Bears Picnic  
12TH Shire Horse & Cart Rides  
15TH / 16TH Pirate Weekend  
22ND / 23RD Prince & Princess weekend

AVON



For free, personal delivery order your AVON through - Juliana Brimicombe on: 07830 157327.

## Community Connection

This is where you can find out about the great voluntary groups, not-for-profit sports/ social clubs and local charities in the area. So whether you want to participate, meet fellow enthusiasts, use the service of, volunteer or simply get involved in your local community!

If you're involved with a not-for-profit organisation, and would like your details listed just simply send an e-mail to: [mel@themagazineconnection.co.uk](mailto:mel@themagazineconnection.co.uk) and state: *organisation name; website; contact details; brief description* (of no more than 50 words).

## Farnborough Youth Flyers

[farnboroughyouthfc.co.uk](http://farnboroughyouthfc.co.uk)

Contact: Malcolm Upward 07794 141182

The Flyers is Farnborough Youth FCs fun football sessions for 4 to 6 year olds. Run by a Charter Standard Club with qualified youth coaches, these sessions provide an introduction for boys and girls of all abilities to football. Sunday morning 9.00am-10.00am, Queens Road, North Camp, Farnborough GU14 6JX.

## North East Hampshire Probus Club

Contact: M Sargent 01252 679898

Meeting monthly on the second Wednesday at Farnborough Golf Club. The Probus Club invites retired professional men and women and is non-political and non-sectarian. The aim is a social get-together with a meal and support of local charities. There are occasional speakers and outings to places of interest. Fees are nominal.

## Rushmoor Concert Band

[rushmoorconcertband.org](http://rushmoorconcertband.org)

Contact: Jean 01252 613275

We are a local community band with 30+ members. We meet every Monday evening in Farnborough, and always welcome new members, experienced and returners! For details about joining the band phone Jean, and more information about us and our concerts can be found on our website.

## Farnborough Clockhouse Townswomen's Guild

Contact: Jill Miller 01252 543042

Come and join us on the second Thursday in each month at St Peter's Parish Centre, Church Road, Farnborough at 2.30pm. We are a lively bunch and have guest speakers, theatre trips, walks, outings, book club and more.

## Volunteers wanted:

We are looking for volunteers to help with Elegantly Aged, our Saturday Community Club for the over 50's. If you would like to participate or contribute to this venture, please give us a call on 01252 544423 between 11.00am-5.00pm (Monday-Friday).

## Disclaimer:

Statements and opinions expressed in articles, reviews and material within this newsletter, are not necessarily the views of the Management of 'Unity in Care Ltd'.