



Business Update

'Unity In Care Ltd'

A summer message from Bev Garrett



The summer season is now underway!

Even though we are still waiting to feel

the sun on our bodies. It is the season when we all take time out to rest and revive our spirit. I pray that you will all have a good summer break.

Teamworking:

The **3 goals for the next quarter** :

1. Attending supervisions and contributing to them;
2. No complaints from clients;
3. Staff presentation; personal hygiene (clean and tidy).

Team results from last quarter are shown by the 'team colours' (see page 2).

I hope by taking this approach that you will all support the colleagues in your team, and as a team strive to reach these 'set goals'.

As you all know we do 'recognise individuals' at our formal presentations—but it will be motivational to recognise 'team performance' this year.

Appraisals:

This years appraisals will soon be

underway. Please ensure that you are prepared for and have completed your pre-appraisal assessment form; to have read through the 'how to set objectives guide', think about what development areas you would like to discuss with me.

Supervisions:

Supervisions are now an integral part and forms 'business as usual'. However, please ensure that you look at the supervision diary and make a note of the dates/times. If for some reason you cannot make it—please ring/text and let me know. Supervisions are costly to arrange and even more so to re-arrange.

Staff Culture Questionnaire:

25 staff completed and returned the questionnaires and we 'as usual' have analysed and graphed up our results. The full report is available for any of you to view at the office. For a brief summary see page 4. For those of you that have not completed the questionnaire, I would be most grateful if you did and return to us by the 3rd June.

Training update:

I am working on the training programme and you will be updated/invited where applicable.

However, we have another new module 'Parkinson's training'—the first of these is on 25th June 2013 at 10.30am-1.30pm. All training modules are mandatory and if invited your attendance is required. Without staff having appropriate training I will not be able to allocated future work.

Investors in People - Ongoing improvement plan:

We have had an update meeting with regards to the assessment that was conducted November last year, there were a couple of ideas to help us embed even further the Investors in People principles. We shall be sending out further information in the near future.

Finally, you are all ambassadors for not only the company but yourselves. Under no circumstance do I wish to see staff in cutout jeans or party leggings. Trousers should be black, white or brown. Green, yellow or white company polo shirts. Let us all be mindful of the image that we are portraying of ourselves and that of the company.

Keep up the 'good work'.

Regards

Beverley Garrett
Managing Director



Volume 5, Issue 4
June 2013

Staff Team Results

Page 2

Think Local Act Personal

Page 3

2013 Staff Culture Questionnaire Results

Page 4

Symptoms/Signs of a Stroke

Page 5

Staff Notices

We welcome

Justine Clark

Susan Low

Paulette Mulligan

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

COMING SOON:

- Next Issue September 2013
- Improvement Programme
- Staff profiles
- Volunteer articles

Appraisals

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

Training Update



Coming up between 'June-August 2013

JUNE

Parkinson's training

JULY

Basic Food Hygiene training

First Aid training

AUGUST

Details will be sent out

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

Bev Garrett 01252 44423

INSIDE THIS ISSUE:

Answers 'your questions'	2
Juliana Brimicombe	
Staff Team Results	2
Bev Garrett	
Think Local Act Personal	3
Julie Williams	
2013 Staff Cultural Questionnaire	4
Julie Williams	
Focussing on 'Our Improvement'	5
Julie Williams	
Symptoms/Signs of a Stroke	5
NHS Website	
What if Scenarios	5
Bits, Bobs & bumpf	6
Things to do and places to go	

Yellow Team
Red Team

CONTINUOUS IMPROVEMENT PROGRAMME

Green Team
Grey (Office)

As part of our 'Continuous Improvement Programme', and as discussed in the last Staff Newsletter' (March), we would be looking at **3 specific goals**. *No missed; No late calls; to wear uniform/ID badges—see the graph below* (feedback between February-April 2013).

From the results below it can clearly be seen that: out of the **51** pieces of 'feedback' (over the 3 goals) there are still too many COM's (meaning the feedback has come direct **from client**). SF means that feedback has been gained **from staff**. When we

get feedback from staff it means that we can get in contact with the client and keep them updated, rather than them chasing/ringing office—wondering what is happening.

From the graph we can see there were **5** issues around 'double ups'. Staff must communicate more to prevent any confusion 'on the day/visit'. There were a total of **4 missed calls!!**

We can also see that there were recordings of **32 for lateness**. What is more disappointing

is that **15 of these were reported in by the client**. This could so easily have been avoided by staff ringing the office to let us know. On the 'positive side' there were **17 recordings of staff ringing the office**.

The graph indicates 'staff working in the red team' are ringing/communicating with the office a little more than the other teams.

However, with this graph **'more points does not mean winners'**. All teams should be aiming for the **lowest possible score** of feedback in the 3 month period.

So, the team positions are:

Joint 1st place: Red = 13

Joint 1st place: Yellow = 13

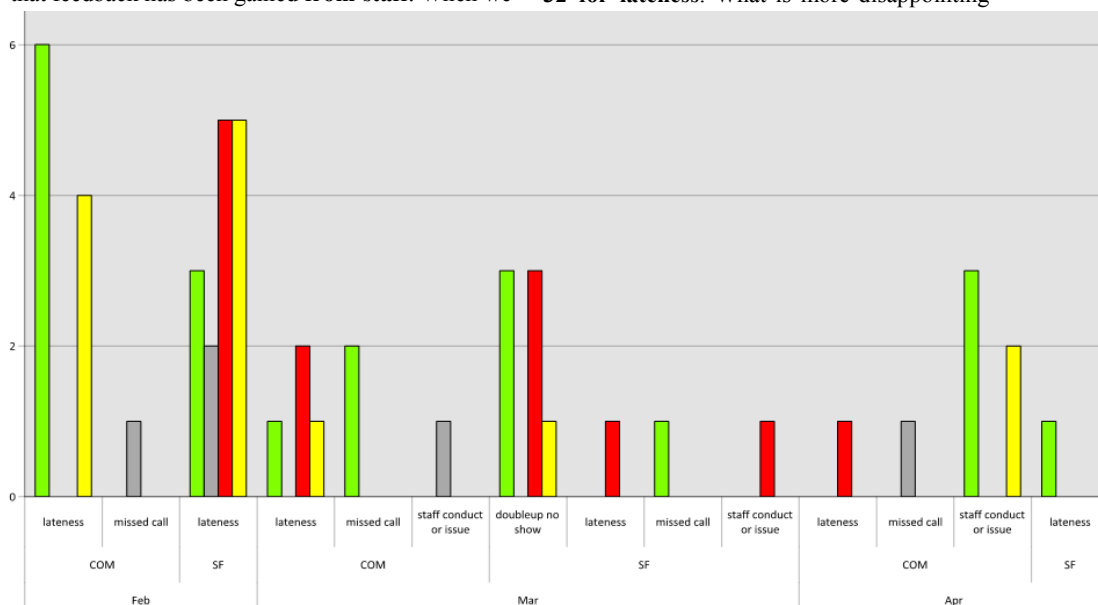
2nd Place: Green = 20

The next 3 goals/objectives :

1. Attending supervisions and contribution to them
2. No complaints from clients
3. Staff to be well presented/ good personal hygiene, being clean and tidy.

You have all been given team list. So, let's keep up the 'team work' and improve our 'communications'.

Bev Garrett
Managing Director



JULIANA BRIMICOMBE ANSWERS YOUR QUESTIONS—



Question 1:

A client has been prescribed Lactulose as client was constipated—now client has severe diarrhoea what do I do ?

JB/Care Co-ordinator reply:

- ◆ Record this on the client medication form. Report to the office and district nurse / or family member
- ◆ It may be necessary to reduce or stop medication
- ◆ Monitor and record for 48 hours



Question 2:

What should I do with soiled clothing or bedding ?

JB/Care Co-ordinator reply:

- ◆ If possible remove excess faeces from clothing or bedding down the toilet
- ◆ Place soiled linen / clothing in bucket or bowl of water provided by the client/family. If no bucket or bowl, please put in a carrier bag and inform the client/family
- ◆ Always check that washing machine is empty, so as not to mix soiled with other washing

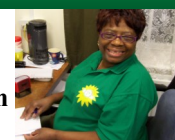


Question 3:

Why is it important to be mindful / aware of our own personal hygiene ?

JB/Care Co-ordinator reply:

- ◆ As we are working in close proximity with our clients it is important that we have good personal hygiene
- ◆ To shower or wash at least once a day. Change your clothing regularly
- ◆ Be aware for those that smoke, the smell lingers on body and clothing. Avoid smoking before going directly to a client; use breath freshener/mints/chewing gum and body spray
- ◆ It is always handy to carry a deodorant, avoiding strong smelling perfume or after-shave



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

OPPORTUNITIES & TENDERS

As most of you are aware we submitted 2 tenders in June 2013. One to a London Borough and the other to Hampshire County Council—both are for children with disability. You will all be pleased to know that we have **gained the Hampshire tender**.

2013/14 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.

‘THINK LOCAL ACT PERSONAL’ (TLAP)



"We are working towards the commitments outlined in Making it Real—marking progress towards personalisation and community-based support".

We are often heard to be saying ‘are we caring the personal way?’ To re-enforce what this really means to us as individuals, and the importance it has on ‘our company’. We are striving ‘to make it real’. We have already actioned the following:

- * Registered ‘Our Company’ on the TLAP website
- * Management level declaration
- * Made our ‘real’ statements
- * Developed a ‘making it real’ action plan
- * Identified 3 priority areas to start with
- * Shared our action plan/uploaded to the TLAP website
- * To update every 6 months the TLAP Action Plan showing our progress

Unity in Care ‘need all staff’ really thinking about our ‘3 priority areas’. There must be many times that you guide/advise and help the clients with information around other services; the location, what is going on in the community; how you might help them gain more friends or activities—this gets lost, we have no visibility. As a company we need to ‘evidence’ how we are continually ‘adding value and knowledge’ to the clients lives.

Think Local Act Personal is a group of over 30 national partners that are committed to real change in adult social care. Their goal is for people to have better lives through more choice and control over the support they use: often referred to as ‘personalisation’. They represent a

wide range of organisations - from people who use services and carers, to the providers of services and representatives from central and local government.

They believe that services and support should be:

- * More personalised according to the needs and wishes of the people who use them
- * Provided in ways that help people to be active and contributing members of supportive communities.

To do this they need to work to change some of the systems, processes, practices and cultures that have developed over the years around helping people access care and support - building on the good things and changing those that get in the way of personalisation.

Think Local Act Personal is working with its partners to identify the challenges being faced and to share innovative solutions that are being developed across the country, so that more people have choice and control over their lives.

Take a look below and think about what you have already done or that you could do that would fall under one of our priorities areas:

Priority 1: Information & Advice

Increasing our knowledge around what is available or going on in the local area

- * Research what’s going on in your local area
- * Facilities in our community/location
- * Share information across staff/clients
- * Share knowledge by way of ‘staff newsletter’, team meetings; training sessions; at supervisions

Priority 2: Supportive Communities

Encouraging friends, family and new places

- * To help isolated clients get out into community
- * Arrange a ‘table top’ event or get a ‘table’ in a local event, inviting clients to come and join us
- * A member of staff to join a local organisation

Priority 3: Workforce

Linking clients in their local communities and activities

- * Identify a team of staff who will champion this initiative
- * Ways to promote links in the clients local area
- * Thinking of various activities that our clients may like to do or participate in

With this newsletter ***I have enclosed a TLAP feedback form.*** This can also be completed by any staff that has an idea, or that has contributed and helped one of our clients already (which I’m sure many have).

We need ‘to capture’ this and evidence the ‘value added’ support and care that our clients have gained.

Julie Williams
Business Administrator

STAFF NEWS

MICHAEL MAXWELL



We would like to **congratulate** Michael on his ‘full time appointment’ at St. Joseph’s School. But, lucky for us (and our clients)—he has not left completely, as he will be available to us outside of school hours.

So, we shall be seeing you around Michael.

Good luck Michael and see you soon !

SHARON BLUNDELL



We would like to wish Sharon and her family ‘**all the best for the future**’, as they are relocating to their new home, and Sharon will no longer be working for us.

We would like to take this opportunity of ‘thanking her – for the care and support she has not only demonstrated to the clients but also to her colleagues.

Good luck Sharon !

DIEU DONNE SALUMAH



NEW Arrival for Dieu Donne & partner

baby girl— ‘Fleur’

born on 21st May 2013

91b 4oz

Congratulations go out to the ‘proud parents’

SUMMARY OF THE: 2013 STAFF CULTURE QUESTIONNAIRE RESULTS / ANALYSIS

Below is a brief summary on the 2013 Staff Culture Questionnaire (full analysis available in the office): In April 2013 we sent out 43, we received 25 back, which is nearly 60% (so this is up by 10% on last year). To show the 'peaks and troughs' I have put ALL *previous year's results* as 'lines' and *this year as 'bars'*. It is very clear that we are continuing to demonstrate the following:

Morale:

This section showed *a great increase* that morale in the main continues to be maintained. This is primarily due to the fact that management have full knowledge around staff, their skills and experience. Realising when staff are ready for their next 'stretch assignment'. This gives staff more scope to achieve, and helps to ensure that their roles remain challenging.

Individual Performance:

This section showed *significant improvement* from last year. This is due to regular feedback; group supervisions, training programme; appraisals and team meetings; management team are renowned for going out to the clients-working alongside staff; skills and knowledge transferral. Its great to see that you all realise the importance of how your job affects your colleagues as well as your clients.

The Company:

This section showed some *very positive results*. This is primarily due to the fact that management not only share the business plan; but we do need

to ensure that we communicate more the business goals and objectives;—staff buying into the ideas or changes that are necessary for the company to keep going forward; Very high results with regards to the 'standard of hygiene' and 'health and safety' being a high priority within the business.

Learning & Development:

There section showed a *definite drop* in every question in this section. However, still some very high results. Again, we are going to see how we can improve and share more knowledge around this making staff more aware and this. Ensuring that staff are made more aware of what learning and development opportunities are available.

Management develop and stretch the staff. Enrolling staff (where appropriate) onto relevant QCF2/3 qualification. In addition, more specialist courses with regards to current or future roles—this is generally addressed at appraisals (if applicable).

Communication:

This section **showed that we ALL need to 'sharpen'** up again. As can be seen Q25 'good communication' results were **68%** opposed to last year result was 83%. However, it was great to see that **87%** of you agreed that they attend regular supervisions and a further **92%** agree that in supervisions/team meetings service to the clients were always discussed.

Management continue to support various

initiatives. In fact, some of these now form 'business as usual' for example: ideas/suggestion box; quarterly staff newsletter; client quality questionnaires; client 'staff nomination form'; staff award/presentation.

Managers & Teams:

This section showed that manager helps as much as she can and continues to be trusted; We believe this is primarily due to our 'effective management statement'; improved system with regards to resourcing staff to clients; creating team colours and goals; encouraging teamwork amongst staff either by working alongside colleagues or training sessions; managers/leaders forming trusting relationships with staff, to encourage them to feedback issues/worries when they feel or see something wrong. *We need to ensure that management communicate the ideas/solutions that have been implemented—to demonstrate to staff 'they are being listened to'.*

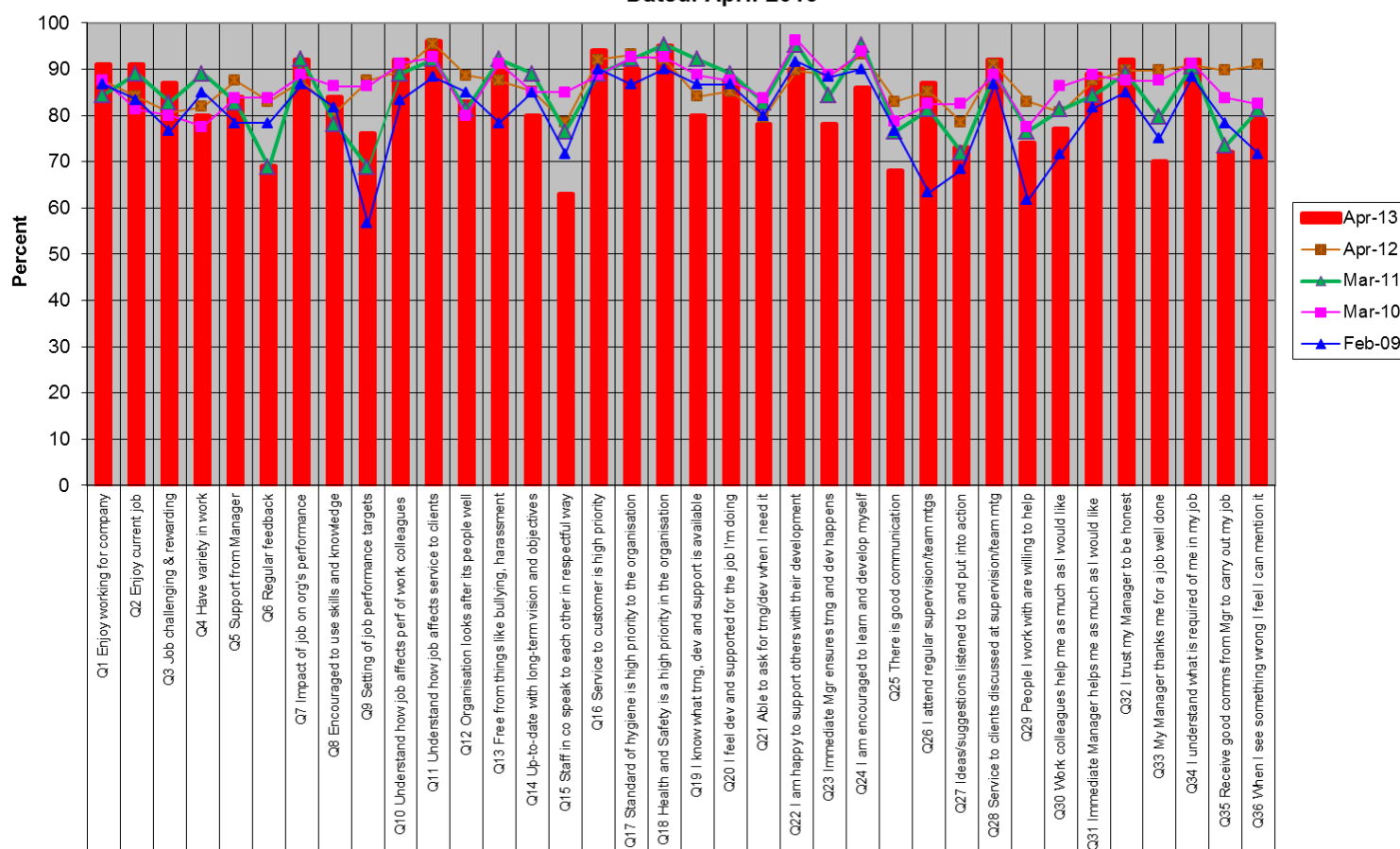
As a company and individuals within it, we need to know what we are doing well, what we could improve and how we are going to achieve this. So, I have taken results 'lower than 75%' to see how we can improve (see page 5).

Hopefully, we can encourage more of you to complete a Staff Questionnaire for next year.

My thanks go out to all of the staff that participated in this years questionnaire.

Julie Williams, Business Administrator

Dated: April 2013



'KEEPING UP THE MOMENTUM'

From the results of this year's Staff Culture Questionnaire—questions 'which were rated 75% or lower' have been graphed up below (showing how we have done over the full 5 years of conducting these questionnaires). It can be clearly seen that we can/and have achieved in the past 'greater results'.

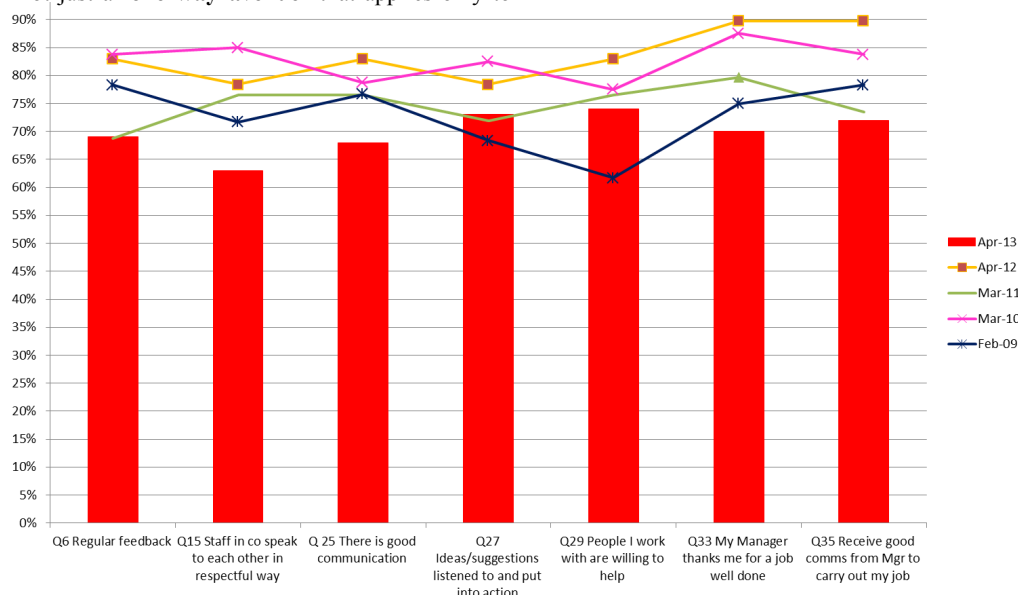
We shall be looking at these and think of ways that we can improve on 'the situation' or the 'area of the business'. However, these questions showed quite a 'large drop' in the results this year.

It is very evident that the issues are all 'connected' around communication. For example: If we communicated and be aware of our approach to each other in a 'respectful manner'—this will have a positive effect and in turn will encourage our colleagues to be more willing to help each other. We must remember that **good communication** is not just a 'one way avenue' that applies only to

manager/s. If you have been given instructions that are not clear or that you don't fully understand—don't simply assume and guess. Manager and supervisors are always available, and any queries can be clarified so it your choice to either text or telephone.

As we all know that the manager has been spending much more time out in the community, working alongside you all. Although she is 'one of the team' - I think we are 'all getting lost', and that staff are losing sight that they are all 'receiving guidance and feedback' (just not in the sense that question 6 may have been perceived).

So let's start putting our 'heads together' on some possible solutions. We have an ideas/suggestion box (in reception) for those of you that would like to use it. Or simply, come in the office and chat to us.



HEALTH UPDATE THEME: Symptoms and signs of a stroke

If you suspect that you or someone else is having a stroke, you should seek immediate medical assistance by phoning 999 to ask for an ambulance.

Recognising the signs and symptoms of a stroke:

The signs and symptoms of a stroke vary from person to person, but they usually begin suddenly. As different parts of your brain control different parts of your body, your symptoms will depend upon the part of your brain that has been affected and the extent of the damage.

The main stroke symptoms can be remembered with the word **FAST**: **Face-Arms-Speech-Time**:

Face. The face may have fallen on one side, the person may not be able to smile, or their mouth or eye may have drooped; tongue should be pointing forward.

Arms. The person with suspected stroke may not be able to raise both arms and keep them there because of arm weakness or numbness.

Speech. There may be slurred speech (say 'Chicken Soup').

Time. It is time to dial 999 immediately if you see any of these signs or symptoms.

If you live with, or care for somebody in a high-risk group, such as someone who is elderly, has diabetes or high blood pressure, being aware of them is even more important.

Symptoms in the **FAST** test identify about nine out of 10 strokes.

For more information NHS website below.
<http://www.nhs.uk/Pages/homepage.aspx>



'FOCUSSING ON OUR IMPROVEMENTS'

Using this approach will improve our business, ourselves and the overall impact to our clients.

We look forward to ideas, we are aware that we use texting; newsletters; supervisions, training sessions; rotas; memorandums etc. However, we need to be sure that we/staff are reading and listening to the communication methods being used. For staff to ignore these—is another 'big reason' for a **breakdown in communication**.

Julie Williams
Business Administrator

WHAT WOULD YOU DO AND SAY in these scenarios ?

Scenario 1:

My client has got into a heated discussion with a family member, about additional requirements around the care plan (family member does not agree with). My client and family member are now trying to draw me into their heated discussion. What would I do or say ?

- Get actively involved with the debate and add 'my pennies worth'
- Tell them I haven't got a whistle, and that I am not a referee !
- Calmly inform my client that any 'additional requirements or hours' must be discussed with manager / UIC and Social Service if involved. Any changes would be put in care plan. That way **all staff** are working 'within the care plan'.

Scenario 2:

I arrived at my clients and she/he was not at home. What do I do ?

- After knocking once—I would simply walk away and do nothing more
- If I have access to client's home record on the communication sheet that I have been. Contact office or out of hours mobile, and complete my time sheet anyway
- Ensure that I wait at least 15 minutes (after the time that the client is expecting me). Then leave and do nothing more !

Scenario 3:

Why is it important that I wear my clean and pressed uniform ?

- I am a representative for my company; it lets clients, family and general public know who I am—plus it is advertising my company
- It is not that important, so I wear my leggings, cut out jeans and fashionable footwear and I look 'more trendy for my clients
- I don't look good in green or yellow polo shirts

If you are unclear or unsure about anything speak to care co-ordinator

bits, bobs 'n' bumpf

Father's Day 2013 Sunday 16th June



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*.

ELECTION FEEDBACK

Dear Supporter,
Thank you for your support during my political campaign. I did expect to achieve 500 votes. However, the Conservative candidate held his seat. So if you did not go out and cast your vote this year, please do so on the next occasion—I can only make a difference if I am elected.

Having campaigned tirelessly with your help and support, **'The Christian Party received 135 VOTES'**.

A big thank you to Leroy, Marie, Paul and Dornah who came in on the last leg, 'last but by no mean least'.

I look forward to many of you becoming members of the Christian Party, and that there will be one candidate standing in each ward at the next General Election in 2 years.

God willing. God bless you all !

Juliana Brimicombe (Chairwoman)

English Christian Party Farnborough

To find our more contact me on 07830 157327



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

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

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'.

PICNIC TO MUSIC IN THE PARK

King George V playing fields

Farnborough, 13th - 14th July 2013

Gates open 5pm, Concerts start

at 7.30pm

This bi-annual event hosts two days of concerts, with both days ending with fantastic fireworks display. There will be refreshments available, but you are also invited to bring your 'own picnic' to enjoy the evening's entertainment.

Saturday 13 July	Sunday 14 July
Killer Queen Counterfeit Quo	The Magic of Motown with live tribute acts

Tickets: £20 in advance or £30 at gate
Children under 12 are free. All children must be accompanied by an adult.

Buy your tickets through the

<http://www.rushmoor.gov.uk/article/6126/Picnic-to-music-in-the-park> website, telephone 01252 729446, or through one of the ticket outlets:

- ◆ Farnborough Leisure Centre
- ◆ Rushmoor Council Offices
- ◆ Phyllis Tuckwell shops in Aldershot, Camberley & Farnborough

The event has been organised by the Rotary Club of Farnborough in aid of Phyllis Tuckwell Hospice.



10am – 4.00pm

Come and see a wide variety of vintage cars in the pedestrianised streets of Aldershot town centre. Car enthusiasts from across the area can come to Aldershot town centre for the town's very own vintage car show.

The show will see a wide variety of cars along Union and Wellington Street dating back to 1913.

This year, the event will raise money for the Kent, Surrey and Sussex Air Ambulance Trust, which provides a helicopter emergency medical service for sick and injured people across south east England.

If you would like to take part in the car show you can contact *Hermon* on 01252 320439.

Many thanks to the following contributors:

Juliana Brimicombe
Beverley Garrett
Julie Williams

Editor: Julie Williams