



# Business Update

## 'Unity In Care Ltd'

### A spring message from Bev Garrett

After Christmas life can seem dull, and dark, but as the evenings become lighter, and the morning sunlight wakes us up—let's give thanks that throughout the rainy months we have been blessed that we were not under water or without heating and light. The sun is good for our physical well-being, body and uplifts all our spirits.

#### New Business:

Let's build on the good things, and give ourselves a 'pat on the back' for the things we have achieved.

We steadily expand our client base—it becomes more crucial for us to be alert with things like time keeping, care with rotas, not missing calls—these do remain our priority.

#### Team Goals/Results:

**WELL DONE 'YELLOW TEAM'** - for last quarter's results see page 2.

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

1. Gloves, aprons and relevant forms in client's home
2. Uniforms worn at all times
3. Attendance to supervisions

#### Uniforms:

Please note that green, yellow or white company polo shirt; black trousers (no leggings/jeggings), black cardigan (zip up), or black jumper under the polo shirt.

#### Supervisions:

A list of staff supervisions have been given to you all. Your attendance to these are crucial—it's a time that each of our clients gets discussed and the opportunity of those caring/supporting them can get together and share experience and knowledge.

#### 2014 Staff Culture Questionnaire

As most of you know for the past 5 years we have sent out our 'Staff Culture Questionnaires'. Each year we have received between 50%-60% of these back. Hopefully, this year we can reach a target of **70% or more**. I really do encourage all of you to complete and return these by the **Thursday 27th March**. All questionnaires are anonymous, and we expect open and honest responses from all of you. These responses are recorded and analysed, and this helps us look at ways to improve, and shows where we should be focusing our efforts on. Any areas for improvement are fed into our 'continuous improvement programme'. As usual, we always publicise giving an overview of our results in this newsletter and on office wall (*full report being available to all staff that wish to view*).

#### Training/Qualification update:

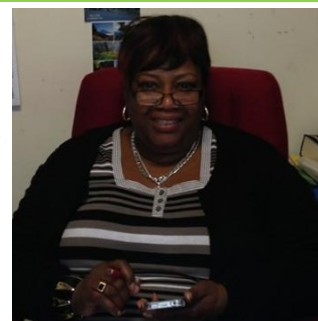
I would like to congratulate those staff that have completed their QCF level 2/3. A big **well done** to: Marigold, Sara, Dieu Donne and Sarah.

I have arranged for a further 14 members of staff to train and become qualified at either level QCF2 or 3. Please make sure that when set targets or pieces of work/assignments are ready to hand into your tutor. It is your responsibility to ensure that when you have arranged to meet the tutor to turn up, and arrive on time. We do not expect to ring and remind any of you.

#### Christmas Party:

Christmas Party was well attended, it was good to see so many of you, - and even bigger surprise to see how many of you had been nominated from clients. The presentations were awarded (see page 5). The party is where we can socialise and relax as a team. **Well done!** the night was enjoyed by all. It was good to see everyone up and dancing and just having a 'great time'. You all had worked so hard and certainly deserved your night. I look forward to this year's one. Remember, 'Unity in Care' belongs to all of us.

**WE ARE UNITY IN CARE !**



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March 2014

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Care Co-ordinator'

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## Staff Notices We welcome

Jade Ferguson

Larissa Wellington

Michaela Burns

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

#### COMING SOON:

- Next Issue June 2014
- 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 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  
'Mar-May 2014

March 2014

Infection Control  
April 2014

Safeguarding/  
Abuse Awareness

May 2014

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

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- ☐ Yellow Team  
☐ Red Team

## CONTINUOUS IMPROVEMENT PROGRAMME

- ☐ Green Team  
☐ Grey (Office)

## Team

As part of our 'Continuous Improvement Programme', we are continuing to set 'team goals' and tighten up on our weaker areas. Last quarters goals were: (Nov-Jan 2014):

1. Teamwork—no staff issues
2. Equipment in clients home, and wearing of your uniforms
3. Time keeping / no late or missed calls

There were a total of **113 pieces of feedback across the business**. High level results around these are: In November there was 63 out of these 26 were direct from clients; In December there was 33 out of these 17 were direct from clients, and in January there was 17 and of these 10 were direct from clients.

Now, to look at the **'team level'**. Within the various categories which our goals last quarter covered for example: lateness, missed calls, rota queries, communication issues, staff conduct, double up no shows etc. **\*\*REMEMBER\*\*** for these 'goals' within this graph (see opposite) **'more points does not mean winners'**. All teams should be aiming for the **lowest possible score** of feedback in the 3 month period.

Also, when looking at the graph COM's is feedback gained 'directly from the client', and SF's are gained from 'staff'.

1st place:	Yellow	=	22
2nd place:	Green	=	33
3rd place:	Red	=	40
*Office*	Grey	=	3
*Management*	Blue	=	15

## 'Well done to yellow team'

1st : 'YELLOW TEAM'. Out of their 22 feedbacks 16 were due to lateness and 8 of these were staff ringing and letting the office know. The other pieces of feedback were around rota queries, and 2 staff conduct issues.

2nd : GREEN TEAM: Out of their 33 feedbacks 25 of these were due to lateness—12 of these were staff ringing and letting the office know. However, there were 3 missed calls, double up no show, and 3 staff conduct issues.

3rd : RED TEAM: Out of their 40 feedbacks 28 were due to lateness and 15 of these were staff ringing and letting the office know. However, there were 5 missed calls, 3 rota queries, a comms issue and 2 staff conduct issues.

**GREY TEAM (Office):** Out of the 3 recorded feedbacks—they covered rota query and 2 comms issues which impacted member/s of staff.

There are a couple of observations and assumptions that we can gain, and should bear in mind:

A) Field teams are of similar size. However, the yellow team is slightly smaller  
 B) All teams are making contact with the office with regards to late calls. However, there are still 50% of these that are being rang in by clients.

C) 8 missed calls have been recorded across 2 of the teams.

D) There were rota queries experienced across all teams.

Staff must look more carefully at the rota and transfer their calls over into a diary/notebook—as this is possibly the reason for the increasing number of missed or late calls. So, let's see that any lateness is raised by our staff—giving the office chance to get in touch with the client. Finally, purely by the nature of our business—**we cannot have 'missed calls'**.

**PLEASE NOTE: If you are unsure what team you are in see enclosed 'Staff Team List'**

**Bev Garrett**  
*Managing Director*

## CARE CO-ORDINATORS—ANSWER YOUR QUESTIONS



## Question 1:

**If client has not been given morning meds, can I give morning and lunch meds together.**

## Staff Care Co-ordinator reply:

In first instance you will always alert 'your manager' to any instances of where medication has not been prompted/administered. However, if the morning medication is a different prescription to the lunch medication – then yes, okay to give. But if the morning medication is a duplication of the lunchtime medication you should not prompt or administer as this would be in effect a 'double dose'.

However, if you should observe that medication has not been given in the first instance please talk to your manager or care co-ordinator. If required they will discuss the appropriate action with medical personnel.



## Question 2:

**Why should I follow instructions by the Manager or Care Coordinators?**

## Staff Care Co-ordinator reply:

These are the people who take the 'lead' in ensuring that 'we all' carry out our tasks within policy and following procedures.

They have valuable experience and skills, guiding staff by utilising these skills and knowledge, using past experiences of similar issues or problems; feedback from supervisions and meetings, and this enables them to have an 'all round' insight of what problems or potential problems could arise (and in some cases have happened.)



**Good leadership = 'Excellence'**



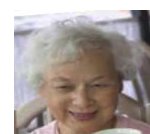
## Question 3:

**What should I do if I'm running late for a client?**

## Staff Care Co-ordinator reply:

Whatever the reason call the office and let them know why you are running late, so that they can call the client—**BEFORE** the client calls to complain that the staff have not arrived.

If you are unable to make contact with the office or the 'out of hours' mobile phone then call the client as early as possible, and let them know.



**AN INFORMED CLIENT IS A 'HAPPIER ONE'**

## NEWSLETTER &amp; WEBSITE FEEDBACK

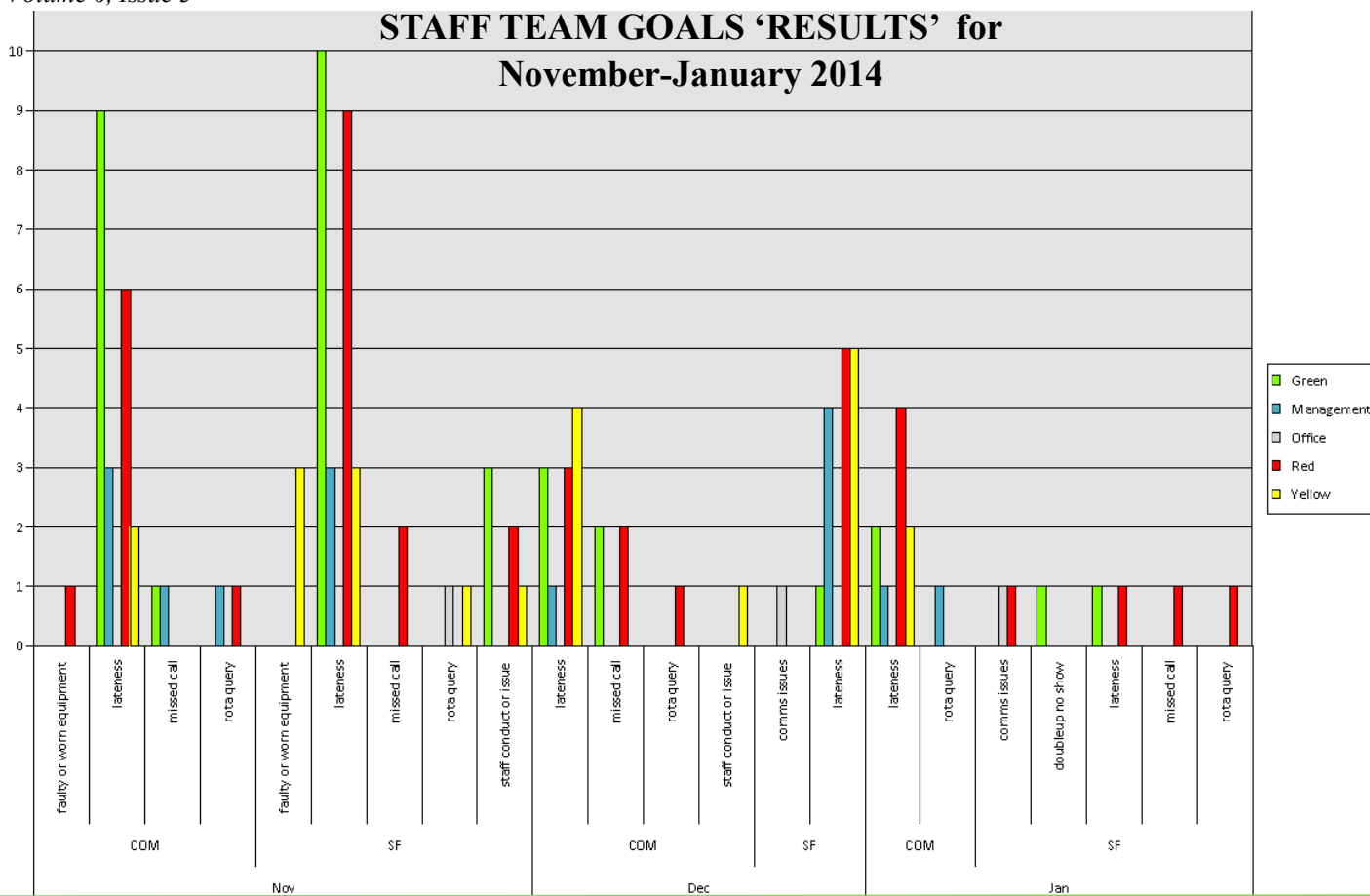
We are confident that you would like to contribute to future issues, or a topic that you would like to see included. Maybe an idea to our company website. Please call into the office; telephone (01252 544423) or email [jwilliams@unityincareltd.co.uk](mailto:jwilliams@unityincareltd.co.uk)

## OPPORTUNITIES &amp; TENDERS

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

## 2013/14 BUSINESS PLAN/Policies &amp; 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.



### JACKY ROGERS—JOINED OCTOBER 2011



Hi, my name is Jacky Rogers. I was born and raised in Aldershot—my father served 22 years in the Army.

I have not always been in a care/support role—previously, I was working in the export industry for a local company. In 1986 my first child was born. I then undertook the biggest and rewarding role of my life - being a 'full time mum'. Then came my second son who was born in 1993. Therefore, family life became very much my priority.

I suppose one of my main reasons for getting into the health and social care sector—was primarily due to the fact that my neighbour had a disabled daughter, and an elderly mum to look after. She used to try and juggle her priorities, between her daughter and mother. I soon lent a helping hand, by visiting the elderly lady, cooking her a daily meal and making sure that she was set up for the rest of the day.

In 1997 I became a carer for Hampshire County Council, and in 2004 became NVQ2 qualified. I was with Hampshire County Council for the next 10 years.

I have worked for Unity in Care for just over 2 years. Although being a carer now for the past 16 years—it is still important for me to keep my skills and knowledge up to date, and being with Unity in Care and their staff training programme—ensures this is possible.

Another important factor of my role is that I must remain confident and professional not only when working alone with clients, but to be equally comfortable working with my colleagues. Having such a diverse clientele base—this has enabled me to work with elderly, those with challenging needs and our younger clients. Our workforce contains many different nationalities—so communication is even more crucial. To really listen and to ensure what I'm saying is equally understood.

I would like to think I add value—not only to my clients but my colleagues, by treating all that I come into contact with, in a way that I like to be treated myself.

I enjoy my role where I feel I am making a difference to improve the lives of our clients.

I have a mum of 83 so she keeps me very busy. In my free time I love camping and the outdoor life, walking and socialising.

*Care/Support Worker*

### 2014 Staff Culture Questionnaire

Just a reminder to staff—it's that time of year for our Staff Culture Questionnaire.

For those 'new staff' who may be unaware of our '*yearly Staff Culture Questionnaire*' - I would personally like to encourage as many of you as possible to participate in this initiative. Questionnaires are sent in anonymously, unless of course you want to put your name on them—the choice is yours.

We have conducted these for the past 5 years, and from your 'honest and constructive staff feedback' we are in a 'strong' position to see what we do well, what we could do better, and each year we focus on the areas from the analysis which indicates where and what we could improve around.

We generally receive between 50%-60% back, but this year we are hoping and aiming for at least 70%.

The summary of the analysis is always published in the staff newsletter, and the full details of the analysis will as usual be available from the office. In addition to this our results are placed on the office wall.

I have enclosed the Staff Culture Questionnaire form and would be grateful if you could return this by **Thursday 27th March 2014** at the latest.

*Thanks in advance—Julie*



## MEET THE NEW CARE CO-ORDINATOR –MICHAELA BURNS—JOINED FEBRUARY 2014



My name is Michaela Burns. I am married and have 2 grown up children, and a teenage son.

I have worked in the health and social care sector for the past 10 years. I have worked mainly in residential care settings in Wiltshire, Hampshire and North Yorkshire—mainly with the elderly who are suffering dementia.

I have also worked as a distant learning tutor. Learning and development is very important to me—having gained my NVQ level 2 (2005) and level 3 (2009) in health and social care. I then went on to gain my AI assessors award (2010).

I felt the time was right for me to take on a fresh new challenge with a variety of clients and different settings—what better way to do that, than by joining 'Unity in Care'. This new role will certainly challenge and stretch me—and it will further enhance my skill set.

I have been recruited into Unity in Care Ltd as a Care Co-ordinator—what this will entail is developing and mentoring staff; risk and care needs assessments; developing care plans; daily routines; To lead, manage and develop staff, whilst ensuring equal, fair treatment and opportunity for all.

Although, early days with Unity in Care—I can see this role is so different from my previous roles. However, I am really looking forward to continually develop myself, and help develop the 'teams' within Unity in Care.

Having already seen that there are so many opportunities within Unity in Care around training for example the internal modules, and the external training sessions that are regularly organised. In addition, have seen the various staff who have passed their NVQ/QCF level 2 or level 3. There are now another 14 members of staff going through to gain their formal qualification—and I hope that I can help staff as they progress through their QCF's.

Team work is very important in all companies. I am a great believer in working as part of a team, to follow company procedures to keep not only the clients safe, but myself, my colleagues and of course the good name of the company.

What spare time I do get - I like going to the gym, walking the dog, travel and socialising.

I'm sure over the next few weeks, I shall get to meet and work with you all.

Look forward to seeing you all soon.

**Michaela Burns**  
Client Care Co-ordinator



### 'NHS CHANGE DAY'

31ST MARCH 2014

*Change can be a simple or creative idea, which can lead to a new way of us thinking—which in turn could alter the way we think and work. If the simple changes made on 'Change Day' have a real impact, they will be embedded in the way we work and become part of our 'business as usual' in the future.*

**Julie Williams**  
Business Administrator

The first NHS Change Day, which took place last March (2013). It was an absolute 'game changer' that provided the amazing grassroots momentum so many staff, patients and people working within the NHS needed. Anyone can get involved and make a pledge—something that will make a difference, no matter how big or small. I have pledged that 'we' will all go that 'extra mile', as we are working towards our TLAP action plan—and by doing this we shall certainly meet our pledge on NHS Change Day. Our 3 priorities around our TLAP action plan was outlined in the newsletter dated June 2013.

I would like all staff 'to really think' about our 3 priority areas. As I know from comments around me that very often some of you go 'the extra mile' for our clients, and this is still going undetected, and therefore unrecorded. For example: information around local services, location and what's going on, helping with ideas on how and what clients can do to gain friends or participate in activities. Please come into the office and fill out our very simple Think Local Act Personal 'Staff Evidence/ideas form'.

In addition, I ask those staff that have Internet access to go on the link below.

<https://changeday.nhs.uk>

Click on 'view the pledgers as a list', in the search bar enter Unity in Care Ltd or our post-code GU14 6BN. Then simply click on either 'like' or if you have a comment to add 'join' my pledge for 'Unity in Care' - Why not do now whilst it's fresh in your mind. However, we do have until the 31st of March.

I am really looking forward to gaining staff support with this pledge, and seeing 'the like' status counter increasing.

**Thanking you all in advance.**

### WHAT WOULD YOU DO AND SAY in these scenarios ?

#### Scenario 1:

**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 the date/time on the communication sheet that I had arrived. 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 2:

**My double up partner talks down to me in front of clients. What should I do?**

- Get defensive put him/her in their place
- Burst into tears
- Wait until I have left the clients home, then approach my colleague

#### Scenario 3:

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

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

## 2013 XMAS PARTY AND CLIENT 'STAFF NOMINATIONS AWARD' PRESENTATION

Once again the Christmas Party was very well attended. A great time was had by all. This event certainly gives everyone the opportunity to 'get together' out of the work environment and chill out. This event is also used as an opportunity to present the yearly client 'Staff Nomination Awards' for 2013.

Our clients continue to support this initiative. Our **congratulations** and a big 'well done' goes out to the winner and runners up, and to all those that were actually nominated (see below).

### STAFF NOMINATIONS 2013

**1st Gundevis Pun**

**2nd Pansy Wright and  
Simon Garrett**

**3rd Dieu Donne Salumah**

*Well done, to all the 'nominees:'*

Allan Coleman

Gemma Upton

Debra Chimanya

Sara A Hunter

Sheila Bridle

Nichole Lattimore

Sam Picard

Marieliz Cox

Marife Cena

Michael Maxwell

Sarah L Hunter

Monica Hibbert

Samantha Wright

*A big well done to THE WINNER—*

**1ST place goes to "Gundevis Pun"**



*"Bev presenting the 2nd and 3rd place awards to*

**"Pansy Wright" and "Dieu Donne Salumah"**



*"Pansy Wright"*

*"Dieu Donne  
Salumah"*



*Joint 2nd place winner "Simon Garrett"  
and a nominee "Debra Chimanya"*

### "OTHER NOMINEES"

*"Allan Coleman"*



*"Gemma Upton"*



*"Sara Hunter"*

*"Nichole Lattimore"*



*"Marieliz Cox"*



*"Marife Cena"*



*"Michael Maxwell"*



*"Sarah Hunter"*



We had over 50% of our client base return these voluntary staff nominations—and hopefully next year even more will do so. It does prove how special each and every one of you are in their lives—so let us all remember that throughout the year.

**Julie Williams**  
*Business Administrator*

It's a great opportunity to demonstrate that we do celebrate 'our success', and it provides a chance for management to show appreciation of the effort and hard work of the staff. The client 'staff nominations' now forms part of our business year, and each year clients are given the chance to nominate their care/support worker—so good luck to you all for the coming year.

We all know that verbal feedback is great, but to have a more 'formal recognised system' in place makes each and every one of us realise what we mean to the clients, and the impression and impact that we have on their lives—as well as the importance of our contribution to the overall wellbeing and reputation of the company.

Keep up the teamwork, communication and reliability—it is these things that will ensure that Unity in Care can continue to compete with our competitors in the market place.



# 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

### 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'.

## These should bring a smile to your face

(questions were set out in a genuine exam for 16 year olds last year !)

Name the four seasons	Salt, pepper, mustard and vinegar
How is dew formed ?	The sun shines down on the leaves and makes them perspire
What are steroids ?	Things for keeping carpets still on the stairs
What happens to a boy when he reaches puberty ?	He says goodbye to his boyhood and looks forward to his adultery
What happens when to your body as you age ?	When you get old, so do your bowels and you get intercontinental
How can you delay milk turning sour ?	Keep it in the cow
What is the fibula ?	A small lie
What is a terminal illness ?	When you are sick at the airport
What is a turbine ?	Something an Arab or Sheik wears on his head



## Happy Mother's Day Sunday 30th March

*Don't forget that special 'mum'*

This is a time of celebration, where families up and down the country in the UK pay tribute and thanks to the role 'mums' play in their lives.

Flowers and pot plants are lovely, but they are not everlasting—how about thinking of giving that 'special mum' something more personalised, something that she can treasure and keep forever.

**Idea 1:** A montage / collection of pictures and photos of her children at various ages, and in special places—put in a picture frame. I bet this will take pride of place—so she can see it EVERY DAY !

**Idea 2:** Handprint apron or pillow case. Get a pillow case or apron, permanent fabric paint, cardboard, brushes)

Put a piece of cardboard in the middle of the pillow case, so that the paint doesn't seep through.

In the centre of the pillow case or apron, write the message 'Happy Mothers Day'.

Pour some paint on to a paper plate and stick the children/s hands in it, and put the hand prints on either side of the message.

The children can then decorate any way they want to with moons or hearts.

# AVON



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

## PLACES TO GO/THINGS TO DO IN THE LOCAL AREA

Looking to get fit with fabulous fitness classes? Luke at Famous Fitness and his Fit Camp will get you losing weight and feeling amazing!

For session or membership rates please visit Luke's website:

<http://www.thebestof.co.uk/local/aldershot-and-farnborough/business-guide/feature/famous-fitness>

**Free Rushmoor Youth Club every Friday night from 5pm to 8pm.**

Rushmoor Youth Club is based at the Prospect Centre and meets every Friday night from 5pm to 8pm. For 12 to 19 year olds. Entry is free and food is also provided. For more information contact Debbie Wall, the Children and Young People Officer at Rushmoor Borough Council.

**Free Girls Basketball Session. For 14+ years old. Just turn up.**

Every Monday (except bank holidays). For 14 + years old. Fully qualified basketball coach. For more information contact Debbie Wall, the Children and Young People Officer at Rushmoor Borough Council.

**Musicians will be playing at The Lion Brewery every Sunday lunch time. Why not add your name to the playing list?**

Every Sunday lunchtime for jam sessions, starting at 12pm. You will be sure to find some great local musicians giving you something to dance about.

For more information call Michael on 01252 650486

### Many thanks to the following contributors:

Michaela Burns

Neil Flanigan

Beverley Garrett

Jacky Rogers

Julie Williams

**Editor: Julie Williams**