



Business Update

'Unity In Care Ltd'

A summer message from Bev Garrett



Hi, summer is well on its way and the weather slowly but surely warming up. We are now all looking forward to the light evenings and BBQ's in the garden.

Business:

I would like to thank everyone for their hard work. The biggest headache for the past year has been the high sickness levels which comes from a small percentage of staff. This really does have a spin off effect for the clients, colleagues and takes up a lot of company resources and time having to rearrange schedules-at times, at the last minute. I would like to thank all those who have rallied round at such short notice to make sure that our clients needs have been met and on time.

Team Goals/Results:

3 goals for the next quarter are:

1. No late or missed calls
2. Staff sickness levels
3. Teamwork/staff comms issues

WELL DONE 'YELLOW TEAM'

The 'yellow team' have done it again, take a look at the quarter's results on page 2.

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 for them to get together and share experiences and knowledge.

2014 Staff Culture Questionnaire

This year we received 70% back. See page 3 for graphs and results.

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 the office wall (*full report being available to all staff that wish to view*).

Training/Qualification update:

Many staff have already been enrolled onto a QCF2 or QCF3, I encourage you all to work hard on these. To ensure that you submit all pieces of work in the agreed time-scales that you have been given by your assessor. It is your responsibility to co-ordinate your work and meetings with the assessor.

GO Excellence in Public

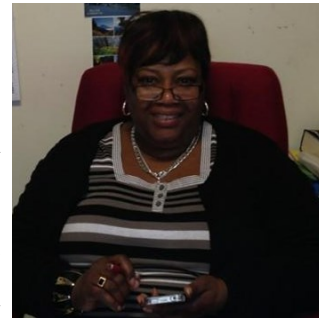
Procurement Awards 2014/15:

This is fantastic recognition to our company and to you all. As I'm sure you all know by now that we were finalists in the 'GO team of the year award', this was across all areas of industry (not just health and social care) which makes this an even 'bigger triumph' against stiff competition for example: Crossrail, London Underground, University of the West of England and many more. So we are truly proud to highlight excellence in procurement in the 'homecare sector'. We have had press coverage (which I'm sure you have seen or been sent a copy of) in the 'Star Courier' and 'Mays edition of Homecarer' (see page 5). Again, I would like to thank you all, without you and your contributions to our company this award would not have been possible.

Finally, a reminder trousers should be black, white or brown (no leggings / jeggings). Green, yellow or white company polo shirts. Lets be mindful of our image and that of the company.

Let's keep up the 'good work'.

Bev Garrett
Managing Director



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June 2014

Team work / goals

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PRESS RELEASE

'GO TEAM AWARDS'

2014/15

Page 5

Staff Notices We welcome

Emily King

Tracy Golding

Sherry Tatad

Melissa Forrester

Shallana Samuel

Shylet Dhliwayo

Genevieve Williams (back from maternity)

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

COMING SOON:

- Next Issue Sept 2014
- Improvement Programme
- Staff Profiles

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
'June-August 2014'

June 2014

Abuse/Safeguarding training
Challenging Needs training

July 2014

End of Life training

August 2014

To be confirmed

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

TEAM GOALS AND OBJECTIVES—'raising the bar'

- ☐ Green Team
☐ Grey (Office)

As part of our 'Continuous Improvement Programme', we are continuing to set 'team goals' and tighten up on our weaker areas.

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

Last quarters goals were from Feb-Mar 2014:

There were a total of **57** pieces of feedback across the categories that the goals were set. High level results around these are:

The yellow team **now has** the 'most staff within it' being 14 staff, the red team 12 staff and the green team 11 staff. However, they have still 'COME FIRST' in this quarters goals. So,

WELL DONE TO 'THE YELLOWS'

1st : 'YELLOW TEAM' = 17

2nd : RED TEAM: = 20

3rd : GREEN TEAM: = 20

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

****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.

Now, to look at the **'team level'**. Within the various categories which our goals last quarter covered for example:

	YELLOW	RED	GREEN	TOTALS
Gloves, aprons & forms in client/s homes	6	15	8	29
Uniforms not worn	3	1	6	10
No shows to supervisions / staff conduct	8	4	6	18
TOTAL ACROSS THE BUSINESS				57

a) The yellow team **is now** the larger of the teams, still they are out in front.

b) The non-attendance to supervisions has been based on the staff that **have not** 'telephoned or communicated with the office that they cannot attend'.

c) We are continuing to do 'spot checks' and homes that do not contain the correct staff equipment and forms, or staff that are not uniformed and

carrying their ID badges—will find themselves in very hot water. ALL staff are expected to attend supervisions.

We cannot become complacent our aim is to always try to do 'the best we can', and to continue to improve.

Bev Garrett
Managing Director

CARE CO-ORDINATORS—ANSWER YOUR QUESTIONS



Question 1:

What must I do if my colleague whom I am working with is not following Policies & Procedures?

Staff Care Co-ordinator reply:

Explain to them they must follow what is written in the Care Plan, and they must check it out with the office, if they have any concerns.

Any malpractice can give rise to safe guarding issues, and must be reported to the manager. Failure to do this could bring the company into disrepute and the member of staff on a disciplinary.

All staff should be aware and unafraid to use the 'Whistleblowing Policy'.



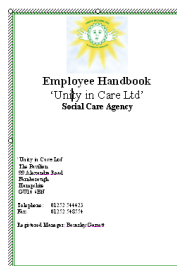
Question 2:

What does duty of care mean?

Staff Care Co-ordinator reply:

That you are doing everything in the clients 'best interest'. Reporting and recording activities or concerns—protecting the client, yourself and the company.

Our company 'Code of Conduct'. Which you will find in your 'staff handbook' (page 3)—which you should all have a copy of. If not, please contact the office and we will ensure that you are given another copy.



Question 3:

Why shouldn't I discuss change of shifts direct with the client?

Staff Care Co-ordinator reply:

There have been occasions where the staff are making arrangements direct with clients, and this has and does cause confusion around shifts and who is responsible for covering them.

The office **must** be informed **by the client**—should extra shifts be required; cancellation of shifts; different hours and any other changes all of which have to be recorded on the clients file.

We then have a complete 'picture' of what the client changes have been, and a record of these changes.

THINK! Change?
'Office first always'



NEWSLETTER & WEBSITE FEEDBACK

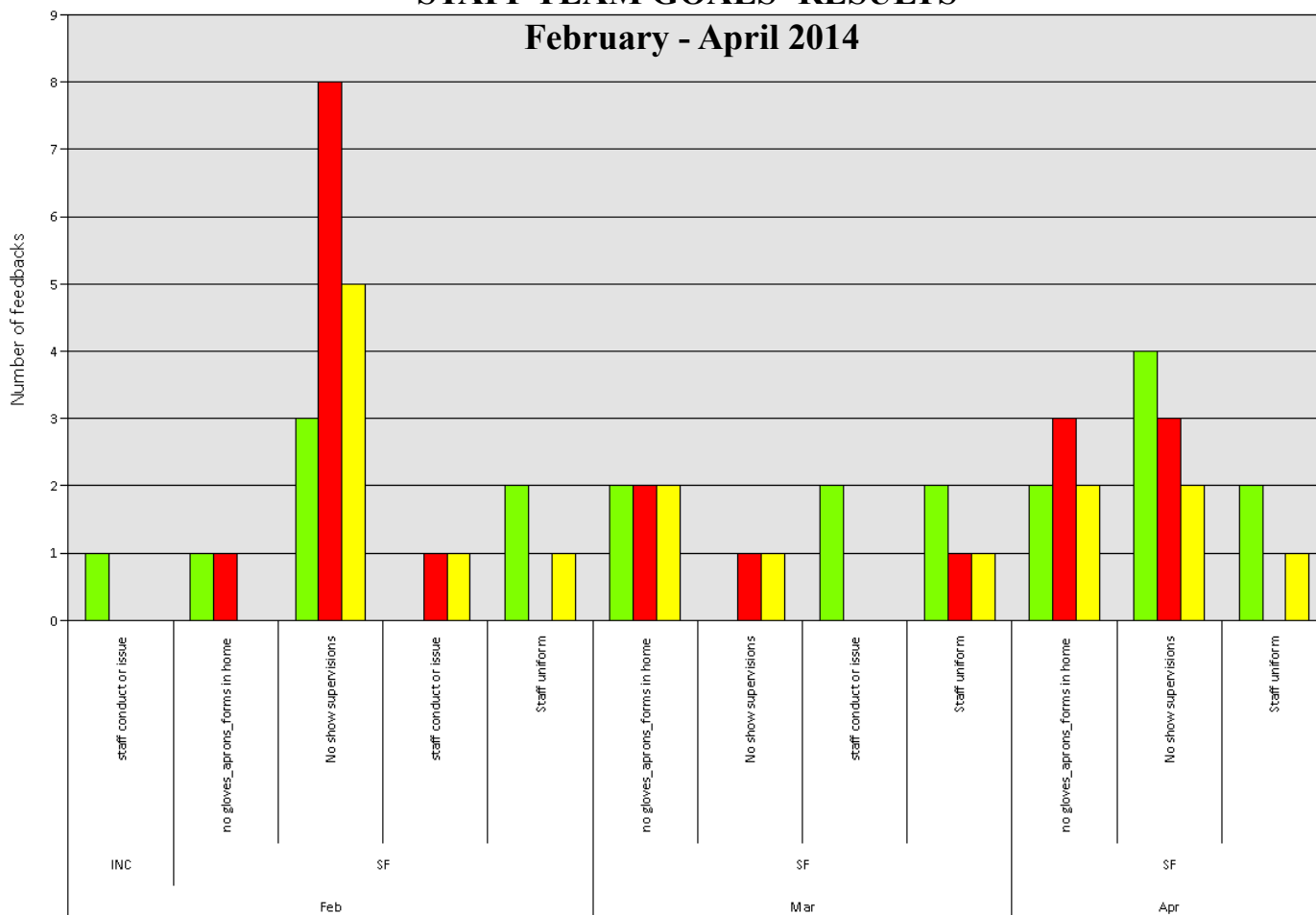
We are confident that you would like to contribute to future issues, or a topic that you would like to see included. Maybe an idea to our company website. Please call into the office; telephone (01252 544423) or email jwilliams@unityincareltd.co.uk

OPPORTUNITIES & TENDERS

As 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'.

2014/15 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.



CARE WORKERS 'TAX RELIEF' FOR DRIVERS AND NON-DRIVERS

Care Workers 'Company Mileage Claim'



Being a Care Worker and a driver, you will be using your own car for client visits. If this is the case - you may well be entitled to claim tax back on your mileage at 45p for every mile travelled

(even to be able to claim from 2010 if you have 'mileage records' of each year), during the financial year.

Looking forward as long as you keep track of your mileage you will be able to put in a claim. However, you cannot claim from home to your first client or from your last client home, but you can claim for journeys from client to client. You will also be able to claim travelling to a supermarket or taking a client to an appointment.

An example, let's say that you were claiming back to 2010 - this could be worth as much as £1800 (this is based on 5,000 miles per year). Obviously, this amount will vary according to the amount of miles that you have completed for business travel. You may not receive as much as this example, but 'every little counts'.

Go to HM Revenue & Customs website for further details. You can either complete the P87 form (see sample) on line or print off a copy of the form - complete and then post back to them. <http://www.hmrc.gov.uk>

However, looking forward you must keep mileage records. The office have created a form that will make it easier for any staff to keep a daily record, as you will need to complete this form day by day to 'evidence and support' your tax mileage claim.

Care Workers 'Company Uniform Laundry Tax Claim'

Claim Your Uniform Tax Rebate Today

If you wear uniform to work and wash it yourself you can claim tax relief. According to recent tax statistics 2 out of 3 people who are entitled to this are not currently receiving it, or didn't even know about this. **Did you?**

If you can answer 'yes' to the following questions then you would be eligible for tax relief.

- * Do you have to wear a uniform for work?
- * Do you meet the cost of washing it yourself, without assistance from your employer?
- * Do you pay income tax on your earnings?

Uniform tax rebate is an easy and low cost way to claim tax relief on uniform laundry costs.

Write to your tax office and tell them you wash your uniform from home. It only costs the price of a stamp so it is worth a try. All you need to do

is fill out the blanks of the template letter (ask Unity in Care office), and fill in the blanks and send it to the 'Unity in Care Tax Office' (as per the Tax Office stated in the template letter).



Tax relief for expenses of employment
Year to 5 April 2011

Personal and employment details

Title (Mr, Mrs, Miss, Ms)

Your job title

Employer's name

Employer's address

Postcode

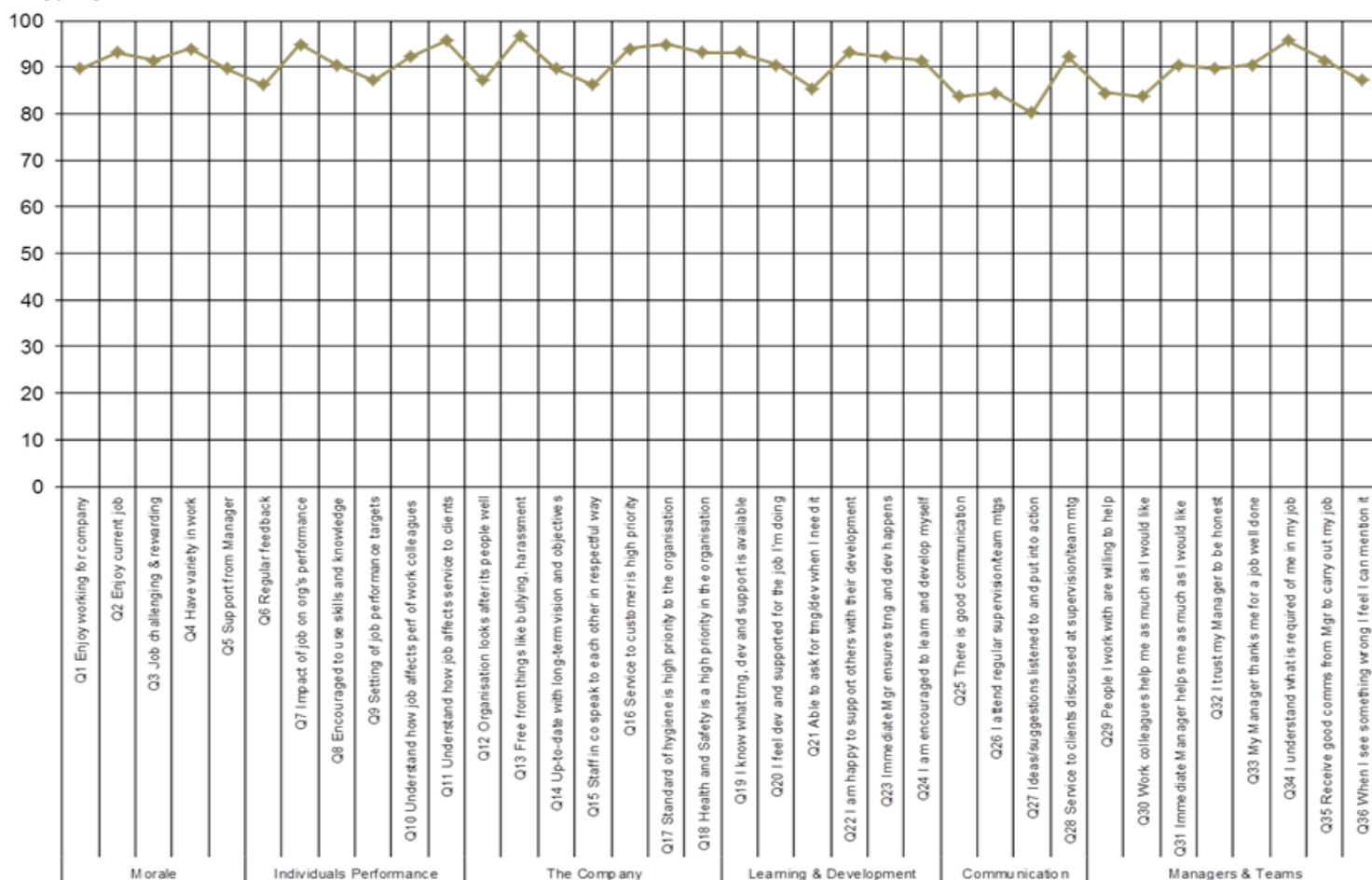
Payroll number, if applicable

HMRC 10011

2014 STAFF CULTURE QUESTIONNAIRE RESULTS / ANALYSIS

41 'Staff Culture Questionnaires' were sent out in March 2014. The following analysis has been based on the **'29'** that were returned. Over the past five years we have been getting an average return of 50% (last year was 60%), this year it **was 70%**. We continue to 'listen' to feedback, learn from and constantly 'drive' forward, to improve our business performance; team working; client satisfaction and our own individual development.

See the line graph below showing the results to the full 36 questions that have been grouped under 6 main headings: **Morale; Individual Performance; The Company; Learning & Development; Communications and Managers & Teams.**



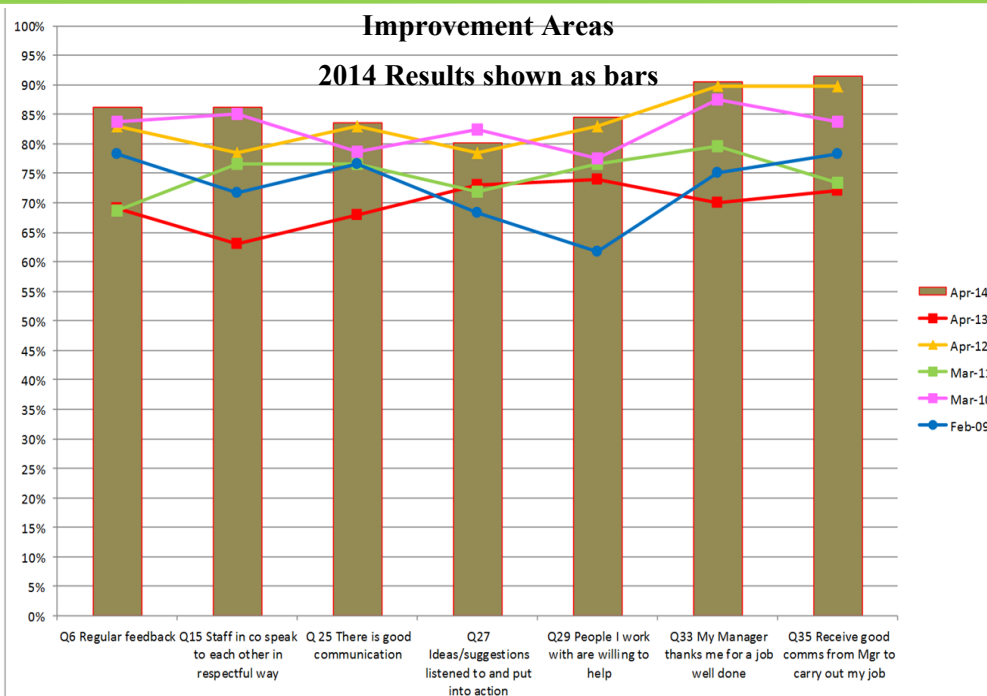
Are we still achieving in our aims to improve?

– YES! WE MOST CERTAINLY ARE !

As we can see from the graph opposite the **'improvements areas'** that we agreed to work on from last years' results (2013). It is evident that in all but 1 question we had exceeded the highest results over the past 6 years of conducting these **'Staff Culture Questionnaires'**. Even question 27 - the one that we didn't exceed we still had a result higher than last year (+7.17%).

Although this year all the results were above 80% - we shall still be pro-active and I shall be 'sharing' the areas of how and what we are going to strengthen in the August newsletter and memorandums.

Julie Williams
Business Administrator



GREAT STAFF RECOGNITION FOR ALL 'AT UNITY IN CARE' !!

Unity makes for a top team

Well done to UKHCA members Unity in Care Ltd of Farnborough who were finalists in the GO Team of the Year Award category of the National Government Opportunities (GO) Excellence in Public Procurement Awards 2014/15.

With stiff competition from major organisations like Crossrail and London Underground, the presence of a homecare provider amongst the finalists for the team award was a triumph.

Manager Beverley Garrett said "This is a fantastic recognition of our progress and achievement for procurement activity, especially given the record level of competition from across the UK for these awards. We are truly proud to highlight excellence in procurement in the homecare sector. I would like to thank all members of the team, whose individual contributions made us a finalist in the GO Team of the Year Awards".

The National GO Awards are recognised as the benchmark for progress in the multibillion-pound procurement sector. Lead Judge



Teamwork – Beverley Garrett, Pansy Wright, Bernice Sepenu, Mya Zahradnik and Julie Williams of Unity in Care

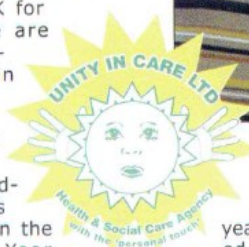
Grahame Steed said: "This year's submissions demonstrated the incredible breadth and depth of activity, innovation and commitment across the sector."

Unity in Care Ltd was established in June 2009, and provides holistic care and support in a variety of set-

tings to families, the elderly, children and young people – those with disabilities and/or challenging needs. Owner and manager Beverley is a qualified Social worker, and has 40 years' experience in the health and social care sector.

www.unityincareltd.co.uk

StaceyLillyann Photography



LET'S STRETCH MORE THAN OUR PURSES AND WALLETS!



"It won't make us wealthier, but it will make us fitter and healthier"

Stretching:

◇ Slowly get into the position shown below (don't swing limbs or 'bounce') and gently feel the muscles stretch, for 6 seconds then relax

◇ Repeat each stretch 2-3 times

◇ With improvement in flexibility, extend the stretch further, holding it for longer until you reach the time shown in diagram below

◇ Always keep our back straight when stretching

◇ If pain occurs during stretching, STOP and consult your doctor

◇ Some muscle tightness will be felt the day after stretching. If this is more than mild, reduce the degree of

JAN BARTLETT—JOINED SEPTEMBER 2013

Hi, my name is Jan Bartlett.

Prior to joining Unity in Care I worked at a local 'Garden Centre', and as I was interested and really enjoy gardening, flowers

and plants, coupled with my horticultural knowledge—it was easy for me to help guide and advise the customers.

This role really was very 'customer focused'. At the same time I was also supporting/caring for an individual—which again I found very rewarding.

There were / are many attributes that I had whilst dealing with customers at the Garden Centre which were transferable, enabling me to pursue a full time, and permanent role of care and support for example:

- ◇ I can very quickly gauge how and what to say to the different characters and diverse personalities that I come into contact with
- ◇ I am always willing to be helpful, and want to 'go the extra mile'
- ◇ To use my judgement of what, when and how to approach individuals

I tried a couple of Social Care Agencies—before encountering Unity in Care. The one thing that I did learn from these experiences is that they may have been in a care/support role of which 'I felt was going to be a good role for me', and that I could really contribute as a team player, and become a respected member of the team—

However, it is not just a matter of 'the team', it really does hinge on the 'work ethics, behaviours and leadership, and ultimately how the manager leads. At Unity in Care we have a manager who uses a friendly, fair, but is very firm in her approach if and when the need arises, but this is across ALL of the staff members.

My experience of Unity in Care to date is that my learning and development really is crucial, and that I am encouraged—and expected to attend the 13 modules of in house training, complete my Common Induction Standard workbook, then enrolment onto the QCF Level 3 Health and Social Care.

I feel honoured and excited to be given this opportunity (although a little nervous being a more practical person). However, I know enough about Unity in Care, the staff and the care co-ordinators that will offer me the support and guidance when and where I need it.

I really am looking forward to my continual learning and development with Unity in Care, as I believe there is always room for improvement and strengthening of my existing skills.



I do enjoy 'my work', it really does make a difference having a manager who spots potential in someone, and demonstrates her confidence in them by putting them forward for continual learning and development.

I now feel great, supported, a useful member of the team, it has improved my confidence, and generally improved my overall outlook to my work and home life.

Although, Unity in Care keeps me very busy, along with my other 4 jobs—outside of work hours my hobbies include gardening, spending time with family and friends, banger racing and of course my 'friend Henry' - the parrot (see photo).

Jan Bartlett
Care/Support Worker



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

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)

Farnborough Leisure Centre

Westmead

Farnborough, Hampshire. GU14 7LD

Tel: 01252 370411 / Fax: 01252 554030

Email: enquiries@farnboroughleisurecentre.co.uk

- * Kinetika gym
- * Farnborough bowl
- * Indoor cycling
- * Health suite
- * High powered sunbed
- * Swimming pool
- * Meeting room for hire
- * New café
- * Soft play area
- * Creche
- * Main hall for football, netball, badminton, squash
- * Sauna/steam room

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

Happy Father's Day Sunday 15th June 2014



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*.



AVON

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

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'.

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:

Jan Bartlett
Beverley Garrett
Stacey Ann Lambert
Julie Williams

Editor: Julie Williams

'Precious Moments'

Bereavement Support Group



Our Bereavement Support Group is for any person who has experienced the death of a loved one and wishes to explore their grief in a safe and supportive environment.

Our aims are to:

- Support each other in a supporting and trusting environment
- Listen and encourage people to express themselves feelings of loss, loneliness and isolation
- To build up a 'circle of support'
- Use and express the good and positive things from love ones that will remain in our hearts
- To regain social life/network of people



Date:	Last Thursday of each month : Commencing on: Thursday 28th June 2012 11.00am—1.00pm
Venue:	The Conference Room at: Unity in Care Ltd 99 Alexandra Road, Farnborough, Hampshire. GU14 6BN
Contact:	Mrs Beverley Garrett Tel: 01252 544423 / Mobile: 07850 092991