



Business Update

'Unity In Care Ltd'

An Autumn message from Bev Garrett



Hello guys, summer seems to have passed in a blink.

Autumn is now upon us with the leaves turning to a golden brown. Soon time to start preparing for Christmas—or you will be left behind.

Business:

Firstly, I would like to thank everyone for their hard work, during some tough weeks while the holiday season was on. That's what we call team work!

CQC (Care Quality Commission):

As the majority of staff realise as I think many of you actually spoke/met the CQC inspector, and I sent a text out. We did very well, so let's keep up the good work.

For the full report this is held in the office, or alternatively go on the CQC website.

Well done, let's give ourselves a 'big pat on the back'.

Team Goals/Results:

WELL DONE 'YELLOW TEAM'

3 goals for the next quarter are:

1. No late or missed calls
2. Gloves, aprons, contact sheets in client homes
3. Attending supervisions

For more details see page 2 and 3.

Supervisions:

These are very much ongoing. A lot of these have been missed due to some of you not looking at the supervision diary. Please, we must buck up and ensure 'that you all attend as appropriate'.

Client Quality Questionnaires:

We targeted 43 clients and we have received a staggering 35 of these back. See page 3 for results and more information.

Training/Qualification update:

We now have the majority of our staff NVQ/QCF qualified, and those that are not are now working towards this qualification.

I would like to wish the following staff luck with this endeavor *Allan, Paulette, Emily, Gemma, Guna, Jade, Jan, Larissa, Mya, Sarah and Stacey.*

Please aim to complete as soon as you possibly can.

However, a reminder to make sure that your work / assignments are handed in to your tutor as arranged, and that you attend appointments made for you.

Induction workbooks also need to be completed and handed in.

Out of the office mobile:

Please note that the out of the office mobile at weekends is for emergencies only!!

Staff sickness/absences:

Those staff who call in sick at the 'drop of a hat'. Please sort yourselves out, keep the right medication at home for upset tummies. It puts pressure on myself, your colleagues and ultimately the client/s. So when you next feel lethargic or lazy, get yourself out of bed and to work—the rest of us have to.

Finally,

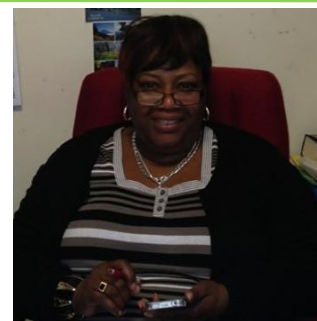
When staff have issues/concerns with each other, try talking in first instance with the colleague that it involves. We are all adults working in a professional caring sector of business.

Let us continue to treat each other with respect, improve our own communication and give our best to each other and our clients.

With a few little changes from each of us, and in turn this will enable us to make 'even more improvements' across our business, and help us to continually provide our high quality service to our client/s.

Enjoy your autumn nights.

Bev Garrett
Managing Director



Volume 7, Issue 1

Sept 2014

Team work / goals

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What we do with feedback

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Making friends and keeping fit

Page 5

Staff Notices We welcome

Darcia Edwards

Collene Russell

Sharon Douglas

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

COMING SOON:

- Next Issue December 2014
- Improvement Programme
- Staff Profile/s
- 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
'Sept—Nov 2014'*

September 2014

*Abuse/Safeguarding training
Challenging Needs training*

October 2014

End of Life training

November 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 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 late or missed calls
2. Staff sickness / personal absences
3. Teamwork/staff communication issues

There were a total of **134 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 : ‘YELLOW TEAM’ = 29
2nd : RED TEAM: = 33
3rd : BLUE = 35
4th : GREEN TEAM: = 37

WELL DONE TO ‘THE YELLOWS’ !!

From the analysis we can quickly see what level of late or missed calls, and whether or not the client rang, or in fact if we were ahead of the game and rang the client. The late calls totalled across the teams 38 and 19 of these were us being able to alert the clients. However, we still need to be in the position of ringing the client—before them contacting us. Although, the Reds had 18 late

calls, 11 of these were the office contacting the client/s, and the other 7 were the clients ringing in. The Yellows had 10 late calls and the client rang on 7 of these occasions! The Green team had 10 late, we rang client on 5 occasions and the clients rang the office on the other 5.

As you can see from the graph, there were occasions of missed calls, however, not for the Greens! (well done)

Sickness and personal absence was another of our goals over the 3 month period, as we can see from the bar chart: Greens with 23, Yellows with 10 and Reds with 6. As a company we do appreciate that sickness is inevitable. However, once the rota has been compiled it is a nightmare to try rescheduling and trying to find alternative cover, many times at the last minute. I ask all of you to really consider where possible to try and at least complete your immediate rota commitments, and where necessary I can then be given ‘more time’ to try and ‘find’ somebody to cover any other shifts as appropriate.

Teamwork and staff communication

issues are another area that we have been trying to tighten up, and as our bar graph shows: There were 3 for Greens, 3 for Reds and 1 for the Yellows.

We really do need to sharpen up around the rota, and the transferring of the data into whatever system you each currently use - whether it be a notepad, diary or whether you just highlight the rota. Some of the late or missed calls could certainly have been avoided—had staff looked at the rota the night before. There have even been instances of staff trying to contact ‘a double up colleague’ on the day of work (at times you are ‘sitting outside of the clients home’)—why not plan up front where and when you will meet. We need to strengthen up around this and continue to improve on ‘our own communication’, we would all love to think that it is somebody else’s ‘communication issue’. Ultimately, it is for all of us to take responsibility, and to ensure that the client calls are carried out within the recommended timescales of their care plans.

Bev Garrett
Managing Director

CARE CO-ORDINATORS—ANSWER YOUR QUESTIONS



Question 1:

I forgot to write up and sign the communication sheet in the clients home, what should I do?

Staff Care Co-ordinator reply:

At your earliest opportunity you must ring the office with a brief account of who, date, time and what you actually did on that visit. The office will ensure that this is logged on the client database for future reference. Also ask your colleague to leave a space for you to write your log on next visit.

Don’t just assume that it is only 1 visit and doesn’t matter—it **does**, we need to have full account of ALL visits to the clients home. To evidence the fact that the client has been cared / supported and that staff have attended the home visit/call.



Question 2:

I’m feeling under the weather when I woke up this morning, what should I do?

Staff Care Co-ordinator reply:

First, think ‘am I really that sick / ill that I cannot at least go and do my immediate calls’ (especially first thing in the morning). As a resource manager to find ‘free staff’ at the last minute is not only difficult, but very stressful, and certainly puts pressure on your colleagues, and late calls for the client/s. It impacts colleagues when they are having to ‘step up’ and take on ‘your shifts’ as well as complete their own. If you at least try and carry out your immediate duties (first thing), and if you feel that you cannot do your later calls, at least the resource manager has a little more time to try and find alternative resource.



Question 3:

I am making errors by missing my initials on the rota, and this is having a knock on effect to clients, and colleagues what should I do?

Staff Care Co-ordinator reply:

When given the rota check your initials for the **whole week**, any errors or queries can then be addressed to manager—before the day in question. Staff use a variety of methods - it is finding the one that suits you most and using for example:

- * Always double check your rota the night before
- * Check your double-ups make arrangements to meet your colleague date/time and where *this will stop you arriving at clients and wondering where your partner is!*
- * Highlight your clients on the actual rota
- * Transfer the clients from rota to your diary
- * Transfer the clients from rota to your notepad

NEWSLETTER & WEBSITE FEEDBACK

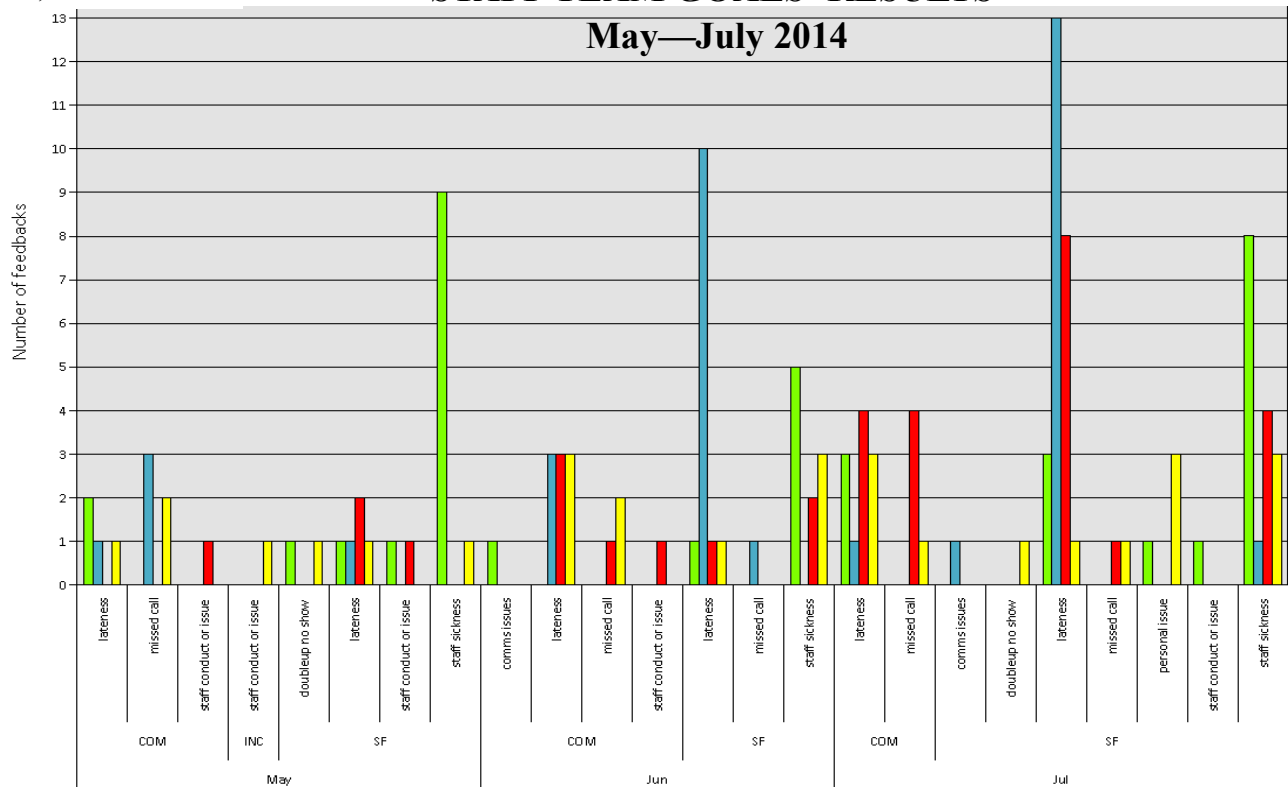
We are confident that you would like to contribute to future issues, or a topic that you would like to see included. Maybe an idea to our company website. Please call into the office; telephone (01252 544423) or email jwilliams@unityincareltd.co.uk

OPPORTUNITIES & TENDERS

As you all know we have **gained the Hampshire tender for children**. 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.



ANALYSIS OF 'CLIENT QUALITY QUESTIONNAIRES' - great and positive feedback

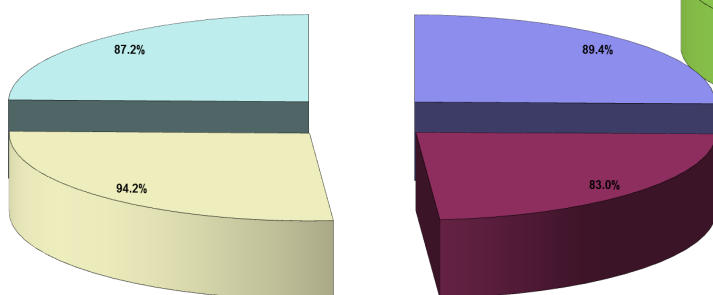
Well what a result from our clients! 43 of these formal Client Quality Questionnaires were sent out on the 6th June 2014, and we have received a staggering 35 of these back.

Some very good feedback, as you all know that these questionnaires covers off 3 main areas of our business: the *staff*, *care/support plan* and the *office*. In general the feedback was very good. However, as usual 'any feedback' is not only recorded, but where applicable individual responses have been given to the clients - and in some instances change/s have been made.

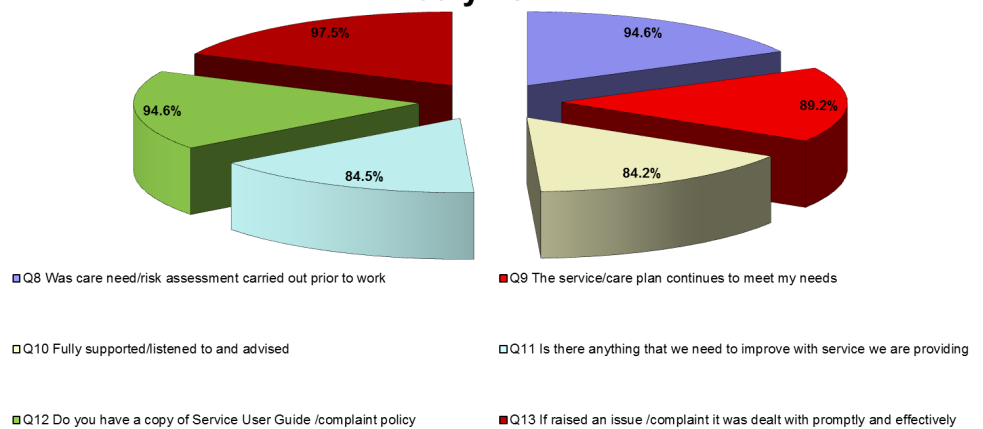
I have put a couple of our graphed results so you can all see how '*we*' are doing.

Should any of you like to see the 'full results', or to discuss your own individual statistics—please come in and speak to me. However, Bev is always so pro-active around 'feedback' - I'm sure she shall be discussing your own performance and development, and how these can be taken forward.

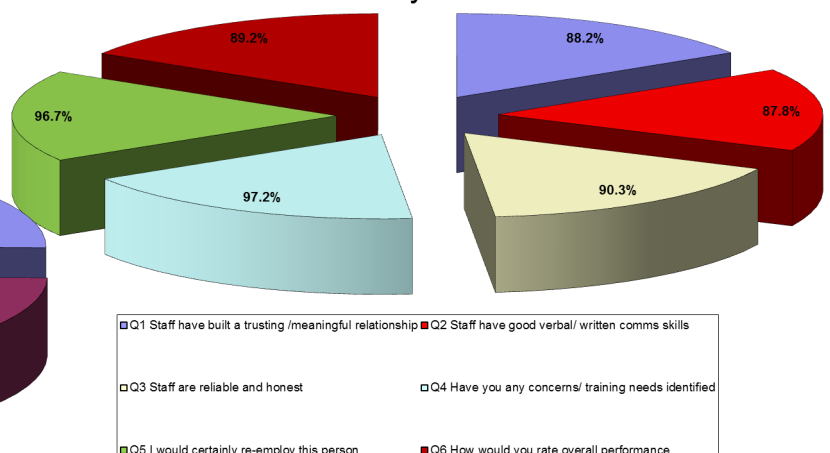
'Office staff/communication' - July 2014



'about their support/care' July 2014



what our clients are feeding back 'with regards to our staff' July 2014



Q14 When dealing with office they were helpful, courteous and informative

Q16 I would recommend your company to my family or friends

Q17 How would you rate our company performance

Julie Williams
Business Administrator

WHAT WE DO WITH FEEDBACK: The importance that it plays in 'our business'



FEEDBACK

We are committed to providing a caring, effective and efficient service, along with developing a culture in line with 'our purpose, values and vision'. We believe that these along with our policies and sustainable working processes, provides us with the framework to create an organisation that will deliver our **'shared Purpose and Vision'** whilst continuing to satisfy our clients with a high quality of service; *motivating and retaining* our staff—'fully engaging our workforce' - that will ensure our sustainability for now and into the future.

At Unity in Care—we don't just sit back and wait for feedback to come to us, whether this be positive or negative. We proactively 'encourage it' - in the following ways:

- Client Quality Questionnaires
- Staff Culture Questionnaires
- Client 'Staff Nominations'
- Asking via a link from our company website
- Working with a third party—which links all feedback/testimonials into NHS Choices and Most Recommended Care. Any feedback from these methods will soon automatically feed into our own company website.
- Staff Supervisions and Staff Appraisals
- Telephoning our clients
- Manager / Care Co-ordinator regularly out working alongside our staff with the client/s
- Staff Suggestions/Ideas box
- Staff newsletter articles

Unity in Care uses 'this feedback' in a variety of ways and for different reasons: personnel, management, staff and our clients for example:

- To ensure that client support/care needs are continuing to meet their needs
- To continually strive for improvement within the business—around processes, policies and work ethics
- In detecting all problems and issues (sooner rather than later)
- Supporting and encouraging staff with any learning and development or training gaps that they may have
- To ensure that we continue to meet stringent audits from the Care Quality Commission Assessor; Quality Management System inspectorate and the Investors in People Assessor

It's always nice to receive 'good and positive feedback/testimonials'. I have decided that we should share and publish a few in this newsletter from our clients, it again demonstrates the importance of 'the part you all play in their lives' and of course that of their families.

We've made the Social Care Commitment

Working together to provide quality care and support
www.thesocialcarecommitment.org.uk @carecommitment



We are so confident in our ability that we can continue to deliver high quality care and support, that we have now committed to **'the social care commitment'** - we want to maintain our level of service/s to our clients to enable them to continue to have confidence in us not only as a company, but as individuals as well. More around how we are going to take this forward in memorandums and future newsletters.

May 2013
 With thanks for
 an excellent service

September 2013 20/08/2013
 To all the carers,
 A huge
 thank-you to all of you
 for the tender care you
 showed our mum, [redacted]
 in the final weeks of her
 life. It was very much
 appreciated,

July 2013
 To Beverly & all her wonderful
 Team, who not only cared for ...
 but also cared about me.
 They all became very
 special to ... & I, so much so
 that I call them all my friends &
 love them & will miss them dearly.
 A very special thank you
 to Beverly who arranged their work
 load so they could pay their best
 respects to

June 2014

This piece of feedback was a comment on a returned Client Quality Questionnaire:

'I'm getting better communication and help from the office staff especially as they know how upset I get'.

NICE TO SHARE SOME 'CLIENT TESTIMONIALS'

4th July 2014

Client X said "I am very proud of the progress I have made to date, and I want to continue to work on gaining strength in myself. By doing this I can gain independence back in my life, and be able to get out and about.. My biggest supporters are my dad, and my carers who all encourage and support me—to keep going on with my physiotherapy. They all give me positive feedback. Physio did not come as part of my package, it would not of happened without the management team and carers giving me the confidence and encouragement".

Client X father added "If it was not for the carers and their information, we would not have known about other services or products that are out there and available. Which will help my daughter gain he independence back".

Client X also added "My aim for the future is to be able to walk short distances with my stick, and then to be able to walk outside to the car—without using my wheelchair".

What made this feedback even more special and momentous was the fact that Client X very first steps since a stroke were witnessed by one of our own carers, and I have followed up on this to conclude this very special article:

UIC careworker: "I went to work it was 'just another ordinary day', and I visited Client X. On my arrival Client X was walking using a tripod stick, and the physiotherapist was there as well. It was amazing to see my client—looking so full of hope, life and confidence—simply seeing her walking around her house independently.

It was a moment I was very proud of, and it was a great reminder of why I feel so very good about the job I do. I'm really looking forward to seeing my client progress in the near future. It was only recently that she had a stroke which left her mobility poor. With the support from the wonderful carers, and the physiotherapist team has achieved so much. Well done to Client X, her family, management, staff of UIC, the physiotherapist team—we are very proud of Client X. How many other staff go to work and feel **'so great about what they do?'**

June 2012

To Beverly and all the staff at
 Unity Care,
 I would just like to say a big
 Thank you to you all for the
 superb care you gave to Paul.
 You always treated him with dignity
 and respect and made his last few
 months that more bearable.
 It was lovely to see you all at
 his funeral. He would have been so
 pleased that you came. I miss you
 all coming in and our little chats
 however I do hope you will keep
 in touch.
 Thank you from the bottom
 of my heart
 Kind regards

'MAKING FRIENDS AND KEEPING FIT' - don't forget to Think Local Act Personal



As you are all aware we have 'joined' the **TLAP**—Think Local Act Personal initiative. I thought that I would add a 'possible suggestion' - that may well be passed

on to some of our clients and/or their families.

'Steady and Strong' classes are run by qualified Postural Stability Instructors. We all realise the benefits of exercise for health and well being, and these are well known. However, research has now shown that for older people, taking gentle exercise can reduce the risk of falls and injuries by up to 50%.

As staff you are regularly going into our clients it is nice for you to know the location, what is available and what / when activities are going on. This enables you to be more informative around the clients, and in some instances actually encourage the client 'out into the community' - where they can meet others—as some of our clients can and do feel isolated, as we know all too well that this can lead to depression and then will bring a whole host of new issues to the client/s and their families.

Some of our clients are still quite active—but going to an actual gym would be too much for them. There are now classes which are aimed at putting them through their paces with a combination of seated and standing exercises aimed at increasing mobility, strength and balance—helping to keep them steady and strong. These classes would normally last around an hour, with a nice supportive feel, and with lots of friendly banter. Afterwards they all enjoy a welcome cup of tea and a chat.

Some comments from some of the members have been:

"I like the companionship and the exercise. I had a stroke 3 years ago which left me with no movement in my left arm and little in my left leg. The exercise classes have helped me strengthen my leg and given me tremendous balance. It has also boosted my confidence—it has done me the world of good, it would be good for anybody whose balance may not be as good as it used to be".

Another comment: "It's kept me mobile which means my children don't worry about me, and I can stay in my own home which is what I want"

The Steady and Strong classes are being held at:

Hart Leisure Centre, Fleet

Wednesdays 12.30pm

Frogmore Leisure Centre, Yateley

Thursdays 2.00pm

North Camp Methodist Church, Farnborough

Wednesdays 1.45pm

Aldershot Rugby Club

Thursday 10.30am

Please note first time attendees will need to book on before attending a class.

Anyone who has had a fall in the last 3 months that has not been assessed, it is advisable they attend the 'falls clinic' before attending a class.

If you have any further queries contact Sophia Jevons on 01962 846605 or email Sophie.jevons@hants.gov.uk

Or ask for a flyer or leaflet from the UIC office.

**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 whoever pays for the service. Any changes would be put in care plan. That way **all staff** are working 'within the care plan'

Scenario 2:

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 the team members would have noticed and reported it

Scenario 3:

You go to a client and he/she is not at home—What would you do?

- If possible write in the 'home folder' to say you have been and the client is not at home
- Just simply leave and go to next client
- If possible write in the 'home folder', and then 'telephone the office' to inform them so that they can record this

CLIENT TESTIMONIALS

August 2014

I and my family wish to sincerely thank you, your admin and your caring ladies for the sympathetic and very caring services which you and the ladies continually gave these seven months.

March 2013

I look forward to their visits, as they are always cheerful, and up for a laugh, they all have such a great sense of humour.

I would have no hesitation in recommending Unity in Care Ltd to anyone in my local area, as I don't believe they will find a 'more nicer, caring group of people anywhere else'.

May 2012

May I take this opportunity to thank you for providing such excellent girls to care for my Wife. They all were so kind and caring and my Wife obviously liked them as she smiled at them. There was no fuss, they just got on with their work professionally.

March 2013

I am writing to inform you that I have been a client of Unity and Care for nearly four years. This company has been providing care for me on a daily bases. I find the staff and carers to be helpful, friendly and reliable. I find there to be a real sense of kindness and compassion towards clients like myself. I would be happy to recommend this agency.

To
Beverly & team

October 2013

Thank you for your help over the last couple of months. With the help of your team we have started a long journey to work out the best way forward for Brian and ourselves. Thankyou so much.

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).



**Friday 12th
September 2014
7.00pm—11.00pm**

Once a month on a Friday evening, the Princes Hall hosts a **SNAP Disco**. The discos are a joint venture between Rushmoor Borough Council and the Hampshire Constabulary, and offer young people between the ages of 11 and 16 a great night in a safe and secure environment.

The evening consists of a disco in the main hall with local DJ Leroy, live appearances by up and coming bands, and various fun activities. The constant message at all events is an anti-drugs one, (SNAP stands for 'Say No And Phone'), with other themes such as: bullying, smoking raised by the Youth Service who run workshops in the 'Hang Out' room on the ground floor.

Tickets are just £7, (£6 if purchased at least one week in advance), and are available from the Princes Hall Box Office on 01252 329155

more info at:

<http://www.princeshall.com/article/5213/SNAP-Disco#sthash.YO7AGic6.dpuf>

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



Passport

Passport to 365 days out:

To make it easier for everyone to enjoy what Hampshire has to offer, they have produced an annual pass to nine of the most popular attractions, including Milestones Museum, our country parks and Sir Harold Hillier Gardens.

So whether you like:

- * getting up close and personal with animals and wildlife
- * cycling
- * making the most of fabulous coastlines
- * strolling in the countryside
- * dog walking
- * water sport opportunities

Culture-all Passport gives you and your family free access to all these possibilities for 12 months for just £75.

The Culture-all Passport gives 2 adults and 2 children, or 1 adult and 3 children (aged under 17 years) 12 months unlimited access to some of Hampshire's best attractions and free parking at many other sites.

Additional child's passport now available for larger families, only £10 per child.

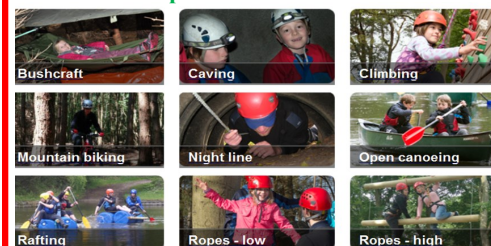
For more information: <http://www3.hants.gov.uk/culture-all/passport.htm>

Many thanks to the following contributors:

Justine Clark
Anonymous client
Beverley Garrett
Julie Williams

Editor: Julie Williams

HAVE AN ADVENTURE! Hampshire Outdoor Centres



Unleash your inner Robin Hood with archery or scale the heights like Spiderman by climbing and abseiling! There's no reason to be bored during the holidays, there are so many exciting activities: from indoor skiing and snowboarding to wind-surfing and canoeing, you will find plenty to keep the kids entertained this summer.

A service provided in order to safely and effectively utilise the power of the Outdoors as a medium for learning and leisure.

Their aim is to promote:

- * Outdoor Education and Lifelong Learning opportunities for the young people of Hampshire, both in and out of school hours.
- * Development Training opportunities for the wider work based community in Hampshire.
- * Outdoor Recreation Adventure facilities for all the residents of Hampshire.

The service is made up of four long established and highly regarded outdoor centres.

- Calshot Activities Centre
- Hampshire Mountain Centre
- Tile Barn Outdoor and Camping Centre
- The Beaulieu Development Centre

Whatever your requirements are – educational, commercial or recreational – the Hampshire Outdoor Centre can provide for your needs.

More info: 01962 845015 or <http://www3.hants.gov.uk/>

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'.

'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