



Business Update

'Unity In Care Ltd'

A Winter message from Bev Garrett



Hello guys,
well winter is now upon us.

Christmas is a time for celebrating the birth of Christ. So, let's remember the true meaning of

Christmas—for me it's a time for giving, singing carols, spending time with love ones. It's a time for families to catch up with each other. There will be a lot of people who will be on their own. For those of you who are working Christmas and Boxing day, thank you. For those working New Years eve and day—I will have a drink for you and say a prayer.

Team Goals/Results:

WELL DONE 'YELLOW TEAM'

For more details see page 2 and 3. Once you have all looked at the results/statistics you will agree with me, we can certainly do so much better around our time keeping and ensuring that we are looking at our rota's more closely. These are the areas that would help us to increase our overall performance.

3 goals for the next quarter are:

1. No late or missed calls
2. Sickness/absenteeism
3. Staff conduct/issues around communication with each other

Supervisions:

These are always on-going. However, due to staff sickness/absence I have been unable to conduct these as routinely as I would have liked.

Training/Qualification update:

We are in a very good position with regards to 'formal recognised qualifications'. From our 50 staff 35 of these are already NVQ/QCF qualified, 10 are currently working on theirs. There is only a very small percentage (new staff) that are to be enrolled onto a QCF2/3. However, don't forget that 'formal training' does not have to stop there. Please come and speak to me with regards to any further learning and development need that you think might be useful to your current role or indeed a future one.

Xmas Party:

The Christmas Party has been arranged for Friday 12th December 2014 at 8.00pm. You should all have received your invites. It will be great to see as many of you as possible. It gives us all the chance to 'chill out', and as usual it is always nice to sample the varieties of food from the many cultures that make up our company.

Client 'Staff Nominations':

As you know we send out to our clients a 'staff nomination' form, if they wish to—it is their opportunity to show the staff what

they mean to them. I shall be announcing the results at the Christmas Party.

Social Care Commitment:

Take a look at page 4, giving an overview to what the Social Care Commitment is about. As a company we have signed up to this. I'm hoping as many of you will do the same—via the link that Julie has sent out to you all. It means no extra work, as you are working towards many of the Social Care Commitment objectives and goals in your everyday roles.

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

As the New Year approaches let us reflect on things that have been good and give thanks, and things that have not been so good—to learn from them, and try not repeat them.

I look forward to seeing you at the Christmas Party and continuing to work with you all in 2015.

I would like to wish you all a 'blessed Christmas', and health and strength for 2015.

Bev Garrett
Managing Director



Volume 7, Issue 2

Dec 2014



Team work / goals

Page 2/3

Why Recruitment and
Staff are Important

Page 3

Social Care
Commitment

Page 4

2014 Charity Golf Day

Page 5

Staff Notices We welcome

Amy Burgess

Kloe Kirkwood

Trish Brock

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

COMING SOON:

- Next Issue March 2015
- 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
'Jan—March 2015'

January 2015

Working in a Care Setting
Medication Training

February

End of Life Training

March

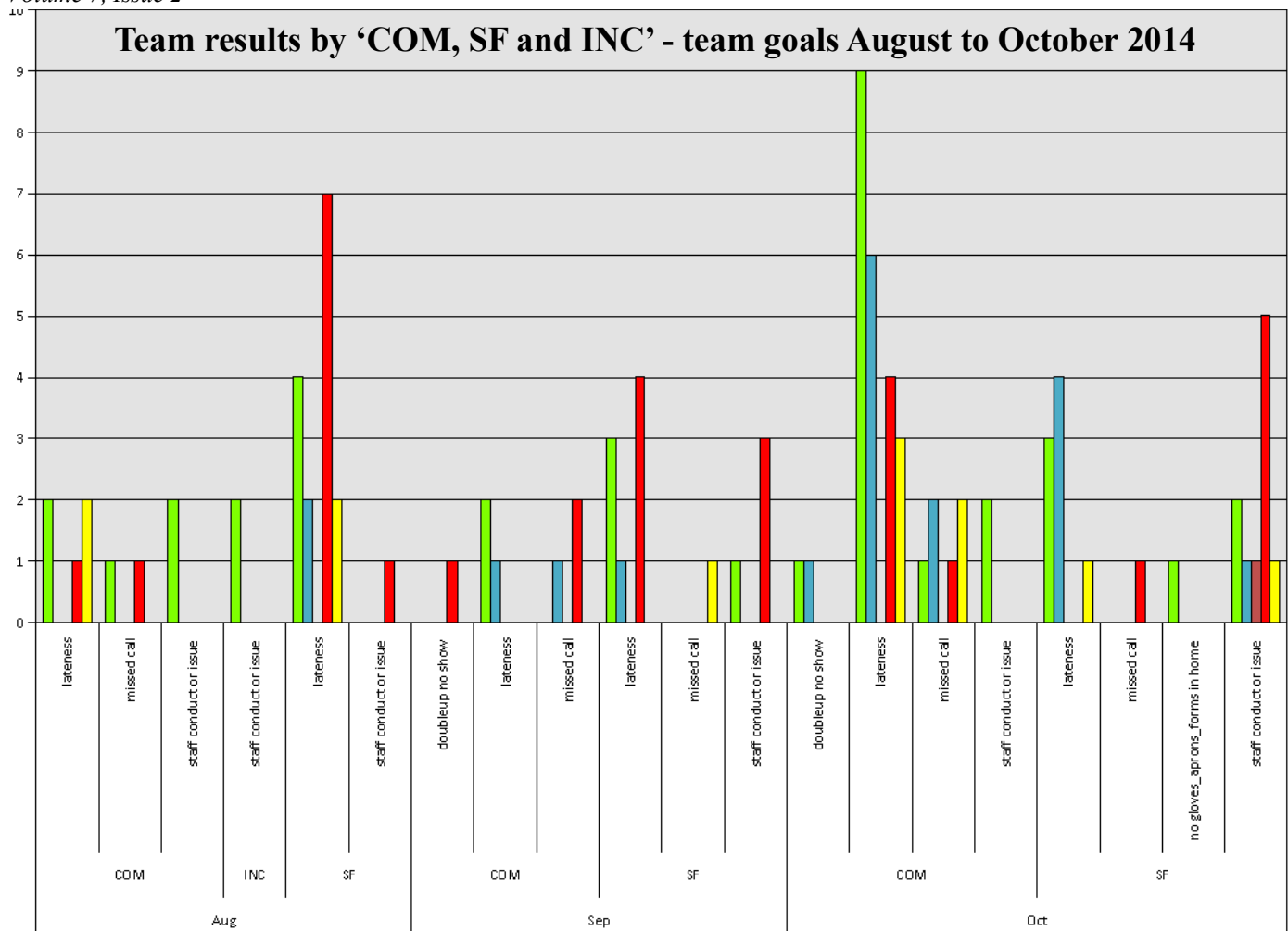
Mental Ill Health Training

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

Bev Garrett 01252 544423

INSIDE THIS ISSUE:

Answers 'your questions' UIC Care Co-ordinators	2
Team Work Goals / Results Continuous Improvement Program Bev Garrett	2/3
Why is Recruitment Process and Our Staff Important? Julie Williams	3
Social Care Commitment Julie Williams	4
2014 Charity Golf Day Julie Williams	5
Loneliness and the Elderly Julie Williams	5
Bits, Bobs & bumpf Things to do and places to go	6



WHY IS RECRUITMENT PROCESS AND OUR STAFF IMPORTANT ?



A well-selected and motivated team of staff is the most important factor of any successful home care service (in fact—

for any company no matter what service).

We base our philosophy that we recruit candidates or certain values, train to improve and enhance their skills, to highlight the core attributes of our care/support staff for example: *striving for excellence; reliability; initiative and adaptability; integrity and trust; team working; compassion and the sharing of their existing skills and knowledge.*

These are our company's core attributes, and they are not just about providing high standards of care, they demonstrate a positive attitude to professional and individual development, and the wish to help our company improve to meet and exceed our clients' expectations.

In my experience 'great staff want to keep learning and improving their knowledge and techniques', from each other and observation, but also through 'formal training'. Great staff can tell the difference between the correct and incorrect behaviours and attitudes, quickly

recognising what works and what doesn't, and are willing to change and reflect on their own working practices (and also their own personal style) in line with that.

In turn, our company must and do value 'staff feedback' and make it clear that where things can be improved – **THEY WILL ACT.**

The golden rule is that we listen to our staff – especially their ideas for improvement or expansion. Our staff at the frontline, can spot gaps in service, flaws in service and where improvements could/can be made. We recognise, with their input and loyalty we can grow and develop 'an excellent set of services, in both quality and effectiveness'.

Our clients' can tell if our staff are happy. Not only do happy staff perform better, they can change the atmosphere of a service and leave a positive and pleasing impression on the clients' they support. Ultimately, this helps builds our company's reputation as both a 'good service provider' as well as a 'good place to work'.

We want our staff to feel valued, well trained and supported – both financially and emotionally. We realise and understand the important role they play in the care and welfare of our client/s. That's why we strive to create an environment where we can work effectively together, with great teamwork and a supportive management. This helps reduce workplace stress, attract new care/support staff –

to help keep existing clients - as well as increasing our client base.

There are many ways that we try and demonstrate as a company how we value our staff. I have listed just a few below:

- * *Client 'staff nomination' form*
- * *Client Quality Questionnaires*
- * *Staff 'Culture Questionnaires'*
- * *Appraisals and Supervisions*
- * *Regular team meetings*
- * *13 modules of training*
- * *Formal QCF2 or QCF3 qualifications*
- * *Unity in Care Carer of the year (formal recognition)*
- * *Internal promotion/s*
- * *Very competitive rates*
- * *Uniform*

However, if you can think of any other ideas or suggestions—then please feed these back, either by the suggestion / ideas box in the main reception, or by e-mail to info@unityincareld.co.uk, or by simply going into manager and 'bounce your idea/s to her'.

You should all be aware of our 'Health and Well Being Policy' (given to all new staff) - if not, then please call in the office, and a copy will be given to you.

If, you know someone that is of the right calibre, can work and contribute to our company positively then please refer them to us.

Julie Williams
Business Administrator

We've made the Social Care Commitment

Working together to provide quality care and support

www.thesocialcarecommitment.org.uk @carecommitment



The Social Care Commitment is a voluntary agreement about workforce quality.

The Social Care Commitment's primary purpose is to ensure public confidence that people who need care and support services will always be supported by skilled people who treat them with dignity and respect.

Employers promise to give their workers the development they need, and staff promise to put social care values into practice in their daily work.

A promise to keep – when you make the commitment you will put your values into practice by selecting at least one task for each statement. Online resources are there to help you, including a development plan.

- Supporting staff to make...a guide for leaders and managers explaining how to help staff make their commitment.
- Your guide to making...a guide for staff to support them making their commitment.
- A promise to keep...a guide for staff explaining what the commitment means and why it matters.

- The employee and employer commitments in full which include the statements, guidance and tasks for the commitment.
- Statement cards.

For us/Unity in Care' to be able to register 'as many of our staff' as possible—an e-mail address must be given into the office. So, hopefully the majority of you have an e-mail address. You should already have received a memo from the office requesting this (dated 30th September 2014).

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

Each member of our staff have now received an e-mail with a link (sent on 12/11/14). It is important that you use this link to register, as it will automatically link you to our Unity in Care account, and identify you as one of our employees.

Signing up to the Social Care Commitment is an easy process. It involves agreeing to seven

statements, and selecting tasks you are going to do to uphold the statements (in fact many of these tasks, you will already be doing within your day to day care/support roles). On completing your 'sign up' to all seven statements, you will get a personal development plan and a certificate—both of which can be downloaded, saved and printed.

There is only a very small percentage of staff (approximately 6) that I have been unable to get an e-mail address for. So, I have now e-mailed all the staff with an e-mail address—with the link to enable you to sign up for the 'Social Care Commitment'. If any of you should experience any problems doing this, please contact me so that I might be able to help you with your registration.

This really does demonstrate not only 'our company', but that our staff are 'fully supportive' and that we really do care 'about our 'commitment to social care'.

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

Julie Williams
Business Administrator

PRIZE CHRISTMAS DRAW— ENTER OUR FESTIVE WORDSEARCH

P	C	H	R	I	S	T	M	A	S	C	A	K	E	Z
S	P	R	S	U	A	L	C	A	T	N	A	S	Q	E
T	N	D	X	R	F	L	Z	C	Y	E	F	Y	P	E
T	C	C	X	E	A	Z	X	A	U	O	Y	V	Y	R
F	I	A	N	I	M	F	S	R	J	T	O	I	R	T
K	U	R	V	N	I	L	N	O	U	E	A	S	R	S
H	P	D	M	D	L	F	O	L	B	L	U	T	E	A
C	A	S	I	E	I	Q	I	S	P	T	M	N	H	M
R	R	T	N	E	E	F	T	D	T	S	R	E	S	T
U	T	S	C	R	S	Y	A	N	U	I	F	S	K	S
H	I	M	E	E	J	L	R	E	R	M	W	E	X	I
C	E	P	P	I	A	L	O	I	K	C	O	R	B	R
U	S	Z	I	K	K	O	C	R	E	U	F	P	Y	H
C	W	M	E	I	E	H	E	F	Y	S	F	G	U	C
E	K	Z	S	O	L	R	D	R	F	Q	Y	O	J	A

Come on have a go at this festive wordsearch, and all correct and completed entries will be entered in to the Unity in Care prize draw—which will be drawn at the Christmas Party.

!! GO ON HAVE A GO !!



'Unity in Care Ltd'
CHRISTMAS PARTY

FRIDAY 12th DECEMBER 2014

Conference Room
8.00pm—midnight

Merry
Christmas

'Come and celebrate this festive Christmas period with each other'

'Bring a bottle, and come along and chill out'



CARDS	FAMILIES	PARTIES
CAROLS	FRIENDS	PRESENTS
CHRISTMASCAKE	HOLLY	REINDEER
CHRISTMASTREE	IVY	SANTACLAUS
CHURCH	JOY	SHERRY
DECORATIONS	MINCEPIES	TURKEY
	MISTLETOE	

STAFF NAME:.....

TELEPHONE NO:.....

CHARITY GOLF DAY TEAMS –Raised £1,500 for mayor's charities



CHARITY GOLF DAY at Southwood Golf Club

There are a few local charities in Rushmoor which are going to benefit from the proceeds raised during a special one-day golf tournament. This event was held at Southwood Golf Club in Farnborough. This year the mayor's chosen charities were Parent Action Group, Parity for Disability and the Vine Day Centre—which provides vital services in the community.

At the golfing event Cllr Bedford was joined by 16 golfing teams from local businesses—one of them included Aspire Defence Services Ltd—who had 3 teams going into this golfing event.

One of the 3 teams were more than prepared **'to wear OUR Unity in Care polo shirts'** to promote our 'business', as they felt that they would like to support **'the valued work'** that we all do within their local community.

Although, the team pictured did not win this event, they all had a great time. Even a manager commenting how well turned out and smart they were'.

Cllr Bedford said "We had hoped to raise a good amount of money for my chosen charities and I can certainly say we did that". She also said "These charities do some wonderful work supporting people across Rushmoor and I'm sure they will be most grateful for the support received at the golf tournament."

This tournament is held every year in memory of former Rushmoor Councillor, mayor and, keen golfer George Dawson, who passed away in 2004.

The mayor added: "I'd like to thank everyone who made the day a success—the sponsors for their amazing support and the golf club for providing a wonderful carvery meal that we all enjoyed after the golf."

WHAT WOULD YOU DO AND SAY in these scenarios ?

Scenario 1:

You have been asked by your client to take her/him out to do some Christmas shopping. What do you say/do ?

- Immediately say 'yes', when and where
- Inform the client that you will discuss with your Manager and get back to her/him
- Immediately say 'no' - that's not part of my job and I haven't the time !

Scenario 2:

Your client has given you an invite to a 'family party'. What do you say/do ?

- Readily agree and ask if your allowed a guest !
- Make your apologies saying that you are unable to attend
- Tell the client that I will discuss first with my Manager as to whether it would be considered appropriate

Scenario 3:

A client wants to make themselves a cup of tea, do you ?

- Tell them you'll bring them one
- Discuss the risk of scalding, support them to make the tea without being intrusive
- Let them in the kitchen to do as they please

New Unity in Care 'Website Launch'

We are very proud to announce the launch of our 'revamped' Unity in Care website. The design was implemented by our third-party feedback moderator 'Working Feedback'. Many of you will see a difference, there are still many changes and additions to carry out. However, we are now in position to 'look after' and complete updates to our own website. Also now have our 'rolling client testimonials active, and these are fed into 'Most Recommended Home Care', 'NHS Choices' and our very own website.

REMEMBER—'LONELINESS' IS NOT JUST AT CHRISTMAS TIME

The festive season is upon us, and it is generally a time for 'family and friends to get together', full of parties and celebrations'. But **not everyone** will be **'lucky enough'** to have **'somebody'**.

THINK! Is anyone around you going to be lonely this Christmas ? Can you spare a little time to visit and make sure that they are okay? A simple gesture like a cup of tea and a chat—'very small things' can sometimes make a 'huge difference'.

Is this an opportunity for any of us to invite someone to 'our homes' on Christmas day ?

Research reveals that a quarter of a million older people will spend Christmas Day alone this year as Britain struggles to cope with the consequences of an ageing population.

Bereavement, poor health, loss of confidence, family members living away from one another in different parts of the country. Many elderly people are saying that loneliness is their greatest problem. A third of over-75s living alone spend 12 hours a day by themselves.

Loneliness and the elderly'

Loneliness is a **"hidden killer"**, increasing the risks of death in elderly people by 10 per cent, according to research into the physical impact of isolation in old age. The study found that the risks of heart disease and blood clots increased as those who are lonely adopt a more sedentary lifestyle, exercise less and drink more.

A second study found that those who live alone suffer far more from a range of debilitating diseases, including arthritis, osteoporosis and glaucoma; 50.7 per cent have arthritis and rheumatism compared with 38 per cent of those who live with others.

The impact of loneliness on mental health is well known but details of the impact on physical health is relatively new. The findings have prompted Jeremy Hunt, the Health Secretary, to become involved in measuring the scale of loneliness in order to better target services to alleviate it. He has even backed *'The Times'* as it seeks to highlight the problem during this year's charity appeal and beyond. The newspaper is championing the work of the charity WRVS, which has dedicated its work to helping isolated elderly people.



Unity in Care
Social care solutions

Home Page | Services | Our Clients | Feedback | Our Staff | Recruitment | News | Contact Us

Call us today

You can telephone us on 01252 544422 (01252 544422 between the hours of 9am and 5pm Monday - Friday)

Alternatively you can write to us or send us an email

[Contact Details](#)

Working Feedback

Our feedback is collected by an independent third party service provider **Working Feedback**. This allows us to collect honest, genuine and realistic feedback from our valued clients.

[View our feedback](#)

Care Quality Commission

CQC regulates Unity in Care Limited to provide care at Unity in Care Limited

Our last check showed

✓ This service was meeting all CQC national standards

[View the report](#)

Welcome to Unity in Care

Unity in Care Ltd provides an holistic service, and was formed in 2009. Its renowned reputation is due to being very care centred, reliable and having a good staff retention giving us the flexibility and scope to continually grow the company. We are able to provide staff at short notice.

The Manager who is a qualified Social Worker and Trainer, she is also supported by a Care Co-ordinator (nurse) who holds her NVQ assessor award, and a dedicated team of staff, who are QCS trained and highly experienced to assess and meet the needs of our Clients.

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).

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

Turkey & potato curry

Prep: 5 minutes

Cook: 15 minutes

Easy

Serves 4



Go classic with your Turkey leftovers and whip up this healthy spice filled stew with peppers and tomatoes.

Ingredients:

- ◇ 1 tbsp sunflower oil
- ◇ 1 large onion, thickly sliced
- ◇ 1 green pepper, deseeded and chopped
- ◇ 2 tbsp curry paste (or gluten-free alternative)
- ◇ 2 garlic cloves, crushed
- ◇ 400g can chopped tomatoes
- ◇ 300g leftover turkey, diced
- ◇ 300g leftover cooked potatoes (either boiled or roast), diced
- ◇ 2 tbsp mango chutney
- ◇ small pack coriander, roughly chopped
- ◇ rice or naan bread, to serve

Method:

Heat the oil in a large pan over a fairly high heat. Cook the onion and pepper for 3-4 minutes until starting to soften and brown slightly. Stir in the curry paste and garlic, then cook for another 1-2 minutes. Add the chopped tomatoes and 150ml water. Bring to the boil and bubble for 5 minutes.

Turn the heat down, stir in the turkey and potatoes, and cook for another 2-3 minutes, then season and add the mango chutney. Scatter with coriander and serve with rice or naan.

Princes Hall

Theatre · Aldershot

Thurs 11th December - Sun 4th January 2015

Tickets £14.00 to £18.50

'Hi Ho, Hi Ho, it's off to the Princes Hall we go Experience the magic and excitement of another **GREAT pantomime** 'SNOW WHITE'.

This enchanting story tells a tale of a beautiful young princess, poisoned by a magical apple from the Wicked Queen, but who is saved by a valiant Prince who tries to wake her.

Will the dwarfs overcome the Wicked Queen's magic spells? Will Snow White meet her Prince Charming? Will the Wicked Queen end up the fairest in the land? All will be revealed, so **book your tickets now.**

Excellent songs, music and dance numbers, and an unforgettable friendly atmosphere all go into making the **'Princes Hall pantomime a great family Christmas tradition'.**

Please telephone the Box Office on 01252 329155 or visit the website <http://www.princeshall.com/pantomime#sthash.M4f1WMZG.dpuf>

Free Santa's grotto

From Saturday 29th November 2014, come and visit Father Christmas in his grotto in The Wellington shopping centre for free. The grotto is going to be open every Saturday (11.00am-4.00pm), and Sunday (11.00am-3.00pm). He will also be there on the Tuesday and Wednesday before Christmas.

Christmas events

The town will host a wide variety of carol concerts, band performances, road-shows and character appearances.

Saturday 6th December	The Salvation Army choir will be performing for shoppers between 12 noon and 2.00pm. The Army Benevolent Fund Band will be performing in The Wellington. There will also be a charity gift-wrapping service.
Saturday 13th December	The Cadence Drum and Bugle Corps will be performing a Christmas performance for shoppers between 12 noon and 2pm. The YEM theatre school will be performing a day of entertainment in The Wellington.
Saturday 20th December	Aldershot Churches Together Choir will be coming together to perform Christmas classics for shoppers between 12 noon and 2.00pm. The Charles Church Choir will perform a selection of Christmas carols in The Wellington.

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'.



Opening Hours:

Trading hours are:
9am - 5.30pm

Monday to Saturday

10am - 4pm

Sundays & Bank Hols

Snow Sing
Santa Gift Festive
Bells Decoration Holly Party
Mistletoe Winter
Candles
Merry Christmas
Joy Tree Presents Family
Father Christmas
Sleigh Reindeer Celebrate
Jingle Peace

Closed:

Easter Day, Christmas Day and New Year's Day

Princes Mead Shopping Centre - Farnborough

Many thanks to the following contributors:

Beverley Garrett
Julie Williams

Editor: Julie Williams

