



Business Update

'Unity In Care Ltd'

A Spring message from Bev Garrett



Hello,
Spring is a time for cleaning out 'a fresh start', so lets do that—lets clear away all our bad bits and start afresh, and put a spring into our work. Lets communicate, read our rota, complete our time sheets, write the contact sheets, smile at the clients and let the essence of spring engulf us all.

Business update/news:

I continue to take on new and varied packages of care. However, for us to retain our clients we need to all be mindful of policies and procedures and work within them, keeping ourselves as well as the clients safe; to ensure that lateness is kept to a minimum and to have no missed calls. Making better arrangements between each other when on 'double ups'. In other words to 'step up to the mark'.

Team Goals/Results:

Well done to the 'Green team!'

3 goals for the next quarter are:

1. Client 'staff recognition'
2. Minimise late calls
3. Minimise rota issues / eliminating missed calls

Communication/Teamwork:

One of our main focus areas is our communication and the way that we integrate as a team.

1 to 1 Supervision/Appraisals:

Formal 1 to 1's, group and informal supervisions are considered 'business as usual'. The staff yearly appraisals have now started. Please put dates in your diaries, and ensure you are ready to participate.

Investors in People Assessment:

We have had a very positive and constructive update meeting with Dorothy (IIP assessor). There will be further updates in future editions of this staff newsletter.

'Care Certificate'/workbooks:

I am continuing to monitor the return of these, and all new staff are expected to work on them. The Care Certificate workbook should be completed within 20 weeks of being issued. Meetings will be arranged for those that have the workbooks. There seems to be a real problem in getting you to complete these, they are a part of your work and need to be done. I have now decided to arrange a 'workbook clinic' once a week where staff will have the opportunity of help and guidance with the completion.

Staff Formal Qualifications:

Please let us help and continue to support each other to complete the RQF course/s within 6-8 months. The course is around your work and for your continued development.

Completed Staff Timesheets:

I intend to carry on 'imposing fines' on any staff for late submittals of

timesheets—if they are not received by 2.00pm every Wednesday.

Most helpful care workers of the quarter:

I would like to mention a special thank you, and to recognise the following staff who have helped me out in difficult, and at times last minute unexpected staffing problems, these thanks go to: Allan; Asvaldo; Audrey; Sara Hibbert; Stacey; Sharon; Sanela and Jason.

Staff Culture Questionnaire:

Each year we target you all with a 'Staff Culture Questionnaire', please take a few moments of your time to complete and return to the office (as usual these are anonymous).

Xmas staff presentation/party:

Last years Christmas Staff Party was again well attended. Staff presentations were awarded to 1st, 2nd and 3rd place which went out to: Jason Shaw, Sara A Hunter and Pansy Wright, and also to all those that were nominated by the clients—congratulations to them all. For more information (see page 5). My 'Manager Carer of the Year Award' was presented to Asvaldo and Audrey.

Finally, I want to thank you all for the contribution that you all make within the company.

Bev Garrett,
Managing Director



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Staff Notices

We welcome

No new starters this quarter.
However, we have had a returner:

Shellana Anthony
(nee Samuals)

We welcome her back and hope that she will continue to be an integral part of the company

COMING UP SOON:

- Next Issue June 2020
- Improvement Programme
- Staff profile
- Staff article/s

Appraisals

All staff will be sent details of when they will have a 1 to 1 supervision/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. Please try and complete and bring with you for your 1 to 1 supervision/appraisal

Two documents that are sent out are: 'A guide to objective setting', 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 2020

March
Food Hygiene
First Aid
Workbook Clinics

April
Mental Ill Health /
Challenging needs

May
Safeguarding / Abuse awareness
End of Life training

Staff will be given 'training diaries' well in advance. These training sessions are mandatory, so please ensure that you attend. Bev Garrett 01252 544423

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CONTINUOUS IMPROVEMENT PROGRAMME

TEAM GOALS/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 results on page 3 are from the beginning of December 2019 through to the end of February 2020. Team goals that were set for the last quarter (Dec/Jan/Feb) were:

1. Continue to minimise late calls
2. No missed calls
3. Completed time sheets in on time

There were a total of **55 recorded pieces of feedback** over 'the goals' above. However, the high level breakdown of the numbers of feedback 'by teams' are:

Well done to the 'Green' Team !!

1st: Green Team	=	2
2nd: White Team	=	21
3rd: Yellow Team	=	24
: Blue/mgt	=	8
: Office	=	0

'The 3 month span' that this data covered, I found the following high level results:

Goal 1: Continuing to minimise late calls:

Out of the **55** recorded pieces of information, **23** of these were around 'lateness'. However, **12** of these were rang in from clients, and **11** by staff: Green team 2; Yellow team 9; White

team 7; and Management team 5 (see graph on the right).

We shall be monitoring all teams to ensure that they are calling in (or are we saying that they are not being late for the clients?).

Goal 2: To have 'No missed calls:'

Out of the **55** recorded pieces of information, there were **4** around *staff missing calls*, these were generated by the Yellow team 2; White team 1 and the management team 1.

Staff need to continue to look and check their rotas carefully, and not simply look across the clients that they are generally assigned to.

Goal 3: Timesheets submitted on time:

Out of the **55** recorded pieces of information, **22** of these were attributed to staff **still not** getting their completed timesheets in on time, and/or making sure that all details are being written in, and the need for them to be clear and neat: White team 12 and Yellow team 10.

Management also reported that they had been in a couple of the clients homes and there were no blank forms. Bev has made sure that these occasions have been

logged on the company database. It is **all** staffs' responsibility to make sure that we do not run out of blank forms in any of our clients' homes.

Staff conduct & Issues:

Out of the **55** recorded pieces of information, there were **6** and these were generated: Yellow team 3; Management 2, and the White team 1. All of these were dealt with as appropriate by the management.

We must continue to think and act appropriately with our colleagues. If we are aware we are running late let them know, and certainly communicate earlier when on a double up. We must ensure that we all know what we are doing, and where we are supposed to be. Last minute issues would certainly not become the problems we have experienced in the past.

Staff really do need to take responsibility and report 'potential rota issues' and problems to me by **5.00pm on the Monday**.

Bev Garrett
 Managing Director

Care Co-ordinator: — Answers your questions



Question 1: Why should I keep my personal business 'private'?

Care Co-ordinator reply:

Professional boundaries should be maintained at all times, which means your personal information. The client will remember what you have told them, and may become concerned, especially if you share bad news or money problems. They may also want to lend you money. You could open yourselves up to being accused of stealing from clients. You **must keep** within your professional boundaries **at all times**.

The clients are not your friends and could use information that could get you into trouble.



Question 2: I have been given my rota and I notice a couple of errors / issues. Who do I report this to ?

Care Co-ordinator reply:

Upon actual receipt of your rota, any errors or discrepancies should be raised to the 'resource manager' (Bev), by 5.00pm on the Monday (at the latest).

If staff do not check their rota for the 'whole week', and have not directed their queries to 'resource manager' (Bev), it becomes the responsibility of the member of staff to sort out themselves.

Staff checking the 'whole week' will alleviate the last minute realisation that an error or mistake has been made, and we are then being far more pro-active than reactive (as is the case at the moment).



Question 3: The client's home file is now getting overloaded with 'completed forms'. What should I do?

Care Co-ordinator reply:

Every 6-8 weeks or so staff should ensure that completed domiciliary daily monitoring sheets and medication sheets are collected, and given to the office for filing in the clients folder.

Before taking the sheets from the clients home please double check the clients name is on 'each and every form' that you are returning to the office.

This will ensure that when various client forms are given to the office—they can be filed in the correct 'correct client office file'.



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 e-mail jwilliams@unityincareltd.co.uk

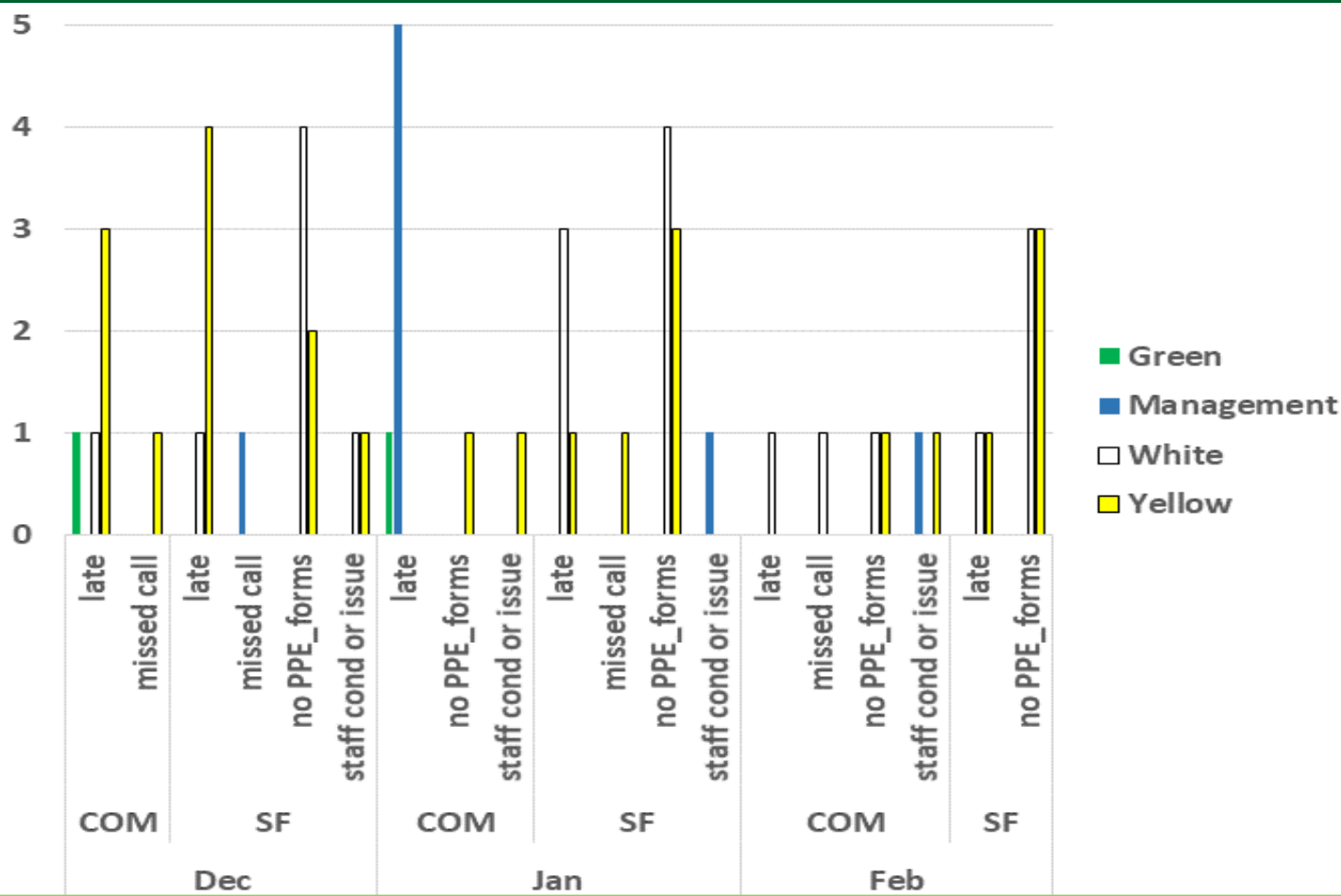
OPPORTUNITIES & TENDERS

As you all know we have **gained the Hampshire framework/tender for children**. We are also waiting for an outcome from Surrey CC/CCG. We continue to look and apply for 'potential tender opportunities'. We shall update staff with any new developments on the 'tender front'.

2020 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.

Team results by 'COM's and SF's - team goals December — end of February 2020



The Care Workers' Charity



the
care
workers'
charity

The Care Workers' Charity was founded in 2009 with the objective of supporting current and

former care workers with one-off crisis grants. In 2018 we awarded over £150,000 in grants to almost 400 care workers – nearly four times as many people as in 2017. In 2019 we expect to award even more.

We know this changes lives – every month the people we help tell us how our grant has enabled them to face the future with renewed hope. Our efforts were recognised at the 2018 Charity Times Awards – we were the 'Change Project of the Year' nomination winner and at the Third Sector Awards, where we were shortlisted in the 'Charity Chief Executive' category.

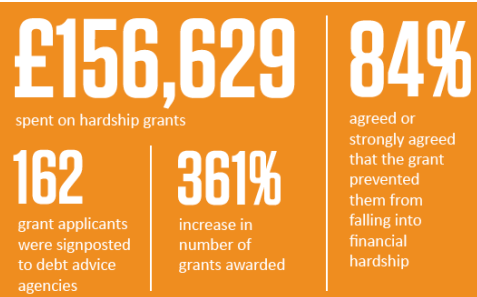
While financial help can be all that is needed in some cases, we recognise that many issues faced by the individuals working in care cannot be fixed by grants alone. Throughout 2019 and beyond, we will work with care workers and care providers to tackle these issues, aiming to create the support structures that people need whilst actively promoting the immense contribution that the UK's care workers make to our society.

There are almost 2 million care workers in the UK, contributing to one of the largest

workforces, and caring for some of the most vulnerable people in our society.

Care workers look after our society's most vulnerable individuals, often for little reward. They spend their careers assisting others, but when circumstances change, sometimes it is the carers who need some help.

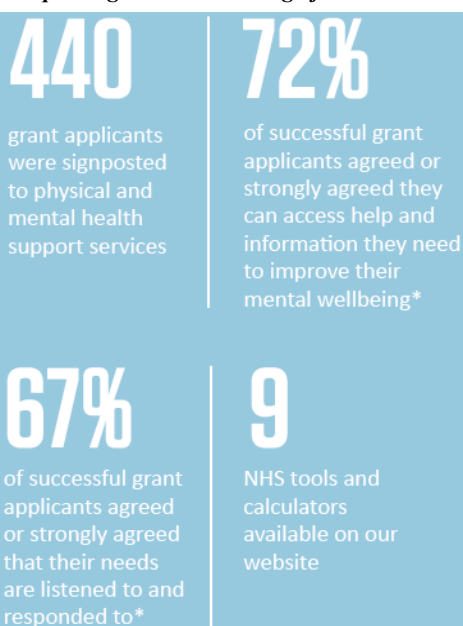
Preventing Financial Hardship:



Raising the profile of care workers:



Improving mental wellbeing of care workers:



The Care Workers' Charity
W107 Vox Studios West, 1-45 Durham Street
Vauxhall, London. SE11 5JH

For further information on various topics and to sign up for the 'regular CWC Newsletter', go to the link below.

<https://www.thecareworkerscharity.org.uk/contact/>

Article from the Care Workers Charity website

Would You Know What - "MATE CRIME AND CUCKOOING" is ?

Mate Crime

There is no statutory definition of mate crime in UK law. The term is generally understood to refer to the befriending of vulnerable people for the purposes of taking advantage of, exploiting and/or abusing them. The perpetrator is likely to be perceived as a close friend, a carer or a family member and will use this relationship for exploitation.

example: 'Tuesday Friends'

A typical story is a young person with Asperger's who had, what he called, his 'Tuesday Friends'. The day when his benefits arrived, a Tuesday, a particular group of people would turn up at his flat, 'help' him to the cashpoint and then to the pub where they 'helped' him spend his money.

What are the signs?

The perpetrator might try to exploit the following forms of abuse:

- Financial Abuse-lend or steal money or exploit labour.
- Physical Abuse-exert force to control the individual.
- Emotional Abuse- manipulate or mislead the person, make them feel worthless.
- Sexual Abuse-coerce the person into prostitution or sexually exploit them.
- Criminal exploitation-coerces or grooms the person to commit criminal offences.

Victims of mate crime might display noticeable changes in behaviour, such as:

- Unexplained injuries
- Bills not being paid/sudden loss of assets
- Weight loss
- Isolation from usual contacts
- Withdrawal from services
- Changes in behaviour or mood
- Changes in friends or noticeable forms of control

What should be done?

- In many situations mate crime will be an example of disability hate crime and this should be reported to the police as such.
- Contact Social Services.
- Seek advice from your local Safeguarding team.

County Lines

According to a leading youth charity about 4,000 teenagers from London are being exploited and trafficked every year to sell drugs in rural towns and cities. Known as "county lines", gangs use children as young as 12 to traffic drugs, using dedicated mobile phones or "lines".

example:

A 13 year old boy was approached by a friend at school about selling drugs. Lured in by the prospect of making money, he began selling in his local area, but things escalated quickly. The gang was soon sending him on jobs out of London with the promise he could make around £500 a week. He was sent to the house of a vulnerable drug user that the gang had taken over in the Midlands (cuckooing). This was used as his base whilst out selling

heroin and crack cocaine, day and night. "I was actually scared," he says. "But from the time you see the money, you're just thinking, OK, I can just bear a bit more." He had a normal upbringing and a close relationship with his family who would be frantic about his long absences. He says, they would try to stop him by taking away his mobile phone-but as soon as he left his house, the gang would start hassling him again. Despite living with a group of drug users, the 13 year old says he "didn't really recognise the risks" and that he once ended up staying in a graveyard after being left stranded hundreds of miles from home with nowhere to stay. After being arrested for possession of drugs, Michael decided to stop selling, but says it was not easy to leave the gang behind. "They were trying to get at me but I moved away from the area, so I think that helped a lot."

What are the signs?

- Withdrawing from the family/secretive behaviour
- Blocking family and friends on social media/new friends that you do not know
- Unexplained injuries
- Not sticking to agreed times to come home when they go out
- Going missing from home/Truanting or long term absences from school
- New expensive clothes or other items/large sums of money that can't be accounted for
- Aggressive or difficult behaviour/showing a lack of respect towards peers and teachers
- Arriving in taxis or unknown vehicles

What should be done?

- If immediate danger is suspected call the police
- Information sharing by key stakeholders i.e. housing, schools, care/fostering and other frontline practitioners.
- Contact Social Services.
- Seek advice from your local Safeguarding team

Cuckooing

The crime is named after the Cuckoo birds' practice of taking over other birds' nests for its young. It is a form of crime in which drug dealers take over the home of a vulnerable person in order to use it as a base for dealing drugs. The victims are often left with little choice but to cooperate, and are often battling their own drug addictions. The dealers are often in their teens and sent to towns across Britain by drug bosses in London.

example:

According to a professional "It's a growing problem and for families it's absolutely devastating," he said. "We've had one girl, four foot nothing; she's sitting at home with her two toddlers. She's an ex-user trying to stay clean. "An old friend has knocked on the door and said, 'Can I come in and use the phone?' She has said, 'Course you can', and two huge guys have come in with her and have taken over the flat for two weeks."

What are the signs?

- It usually takes place in a multi-occupancy or social housing property

- There may be an increase in the number of comings and goings, including people you haven't seen before
- There might be new vehicles outside the property
- A possible increase in anti-social behaviour in and around the property
- It can happen anywhere.....

What should be done?

- Inform the Police
- Contact Social Services
- Seek advice from your local Safeguarding team.

In all cases of County Lines, Cuckooing and Mate Crime the perpetrators are likely to target are:

- People with mental health problems
- Disabled
- Young people
- Lonely
- Drug addicts
- People in debt

Please note that none of the lists are exhaustive and you should seek advice if you are concerned

Hampshire Care & Support at Home Newsletter

STAFF RECRUITMENT



'Unity in Care' are on a recruitment drive. However, any current staff that may have candidate referrals for care/support workers, please let the Unity in Care office know.

WHAT WOULD YOU DO ?

Scenario 1: A client wants to make themselves a cup of tea, do you ?

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

Scenario 2: I have noticed there is no care plan in the client folder. What should I do?

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

Scenario 3: You are on your way to the client, and you begin to feel unwell, what do you do?

- a) Try your best to attend to the client, then inform your manager that other calls must be covered
- b) You simply turn back and head home without informing manager/office
- c) You call the client to inform them, you feel unwell, so you cannot provide him/her care or support

2019 XMAS PARTY AND 'CLIENT STAFF NOMINATIONS AWARD'

Well yet again another year that the Christmas Party was very well attended. Everyone looking resplendent in the 'black and red theme'. Abby said "there was a great mix of songs for everyone to dance along to. The food was good and varied-and as usual of variety from the different cultures within the company. The atmosphere was relaxed, festive and everybody seemed to be enjoying themselves. Rupert as is normal hardly sat down preferring to 'bop' his way around the dance floor".

This event gives everyone the opportunity to 'get together', out of the work environment and chill out. As now is customary within Unity in Care—this event is used as an opportunity and a platform to present the yearly client '**Staff Nomination Awards' for 2019.**

Our clients continue to support this initiative. We had **nearly 61%** of our client base return these voluntary 'staff nominations' (a rise of 8% from 2018).

It continues to prove how special each and every one of you are in their lives—so again let's remember that throughout the coming year.

We will all be looking forward to the next event that we can all get together again, and share some personal time with each other.

I would again like to acknowledge 'Bev' and her continual backing to the clients 'staff nominations' initiative - from the manpower resource that this requires; to the cost of conducting the event, the stationery supplies and of course the postage, the recognition trophies and other additional prizes that are awarded. It really does go without saying that you 'the staff' are not only special to the 'clients that you support', but also to 'the manager' of the company that 'employs us all'.

Each year we look forward to what the year ahead might bring. However, for us—we must all continue to improve on our **teamwork** and **communication** with all that we come in contact with, which makes a major difference to the reputation of any company—the difference from simply being an '**okay**' company to '**A REALLY GREAT ONE**' - that everyone will want to do business with, and new recruits will want to work for (*don't forget if you think you know someone that wants to join our 'team', please give details to the office*)—this is what is going to keep Unity in Care on top of our game, and in a very strong position with regards to our competitors.

Julie Williams
Business Administrator

STAFF NOMINATIONS 2019

1st Jason Shaw

2nd Sara A Hunter

3rd Pansy Wright

'Manager Carer of the Year Award'

Asvaldo Lattimore and Audrey Bosha

Well done, to all the 'nominees:'

Audrey Bosha

Allan Coleman

Sara A Hibbert

Novelett Miller

Tracy Golding

Dorothy Lima

Sanela Aldridge

Asvaldo Lattimore

Chris Willis

Diana Burton

Louise Sutherland

Collene Russell

From DoLS (Deprivation of Liberty Safeguards) to LPS (Liberty Protection Safeguards) an important time for mental capacity

In July 2018 the government published a Mental Capacity (Amendment) Bill, which passed into law in May 2019. It replaces the Deprivation of Liberty Safeguards (DoLS) as the system to lawfully deprive somebody of their liberty, with a scheme known as the Liberty Protection Safeguards (LPS) (although the term is not used in the Bill itself).

The new Liberty Protection Safeguards (LPS) is due to come into force in October 2020 via the Mental Capacity (Amendment) Act 2019.

The legislation will create Responsible Bodies to authorise an incapacitated person's deprivation of liberty. The identity of the Responsible Body will depend entirely upon the arrangements for the person's care, which could be:

- * An NHS Trust or Local Health Board if the person is being cared for in the hospital, or
- * A CCG or Local Health Board for arrangements under NHS CHC, or
- * A Local Authority in all other situations, such as care homes, supported living and private hospitals.

Under LPS, deprivation of liberty will have to be authorised in advance by the Responsible Body and will also apply to 16 and 17 year olds alongside adults.

The new roles and responsibilities will include:

- * the identification of an 'appropriate person' to represent and support the cared for person,
- * the assessment of the cared for person's capacity,
- * consultation with the cared for person,

- * pre-authorisation reviews,
- * drafting and signing off authorisation records,
- * regular reviews, and
- * the authorisation of the DOL in an emergency situation.

For the responsible body to authorise any deprivation of liberty, it needs to be clear that:

- * the person lacks the capacity to consent to the care arrangements
- * the person has a mental disorder
- * the arrangements are necessary to prevent harm to the cared for person, and proportionate to the likelihood and seriousness of that harm

In order to determine this, the responsible body must consult with the person and others, to understand what the person's wishes and feelings about the arrangements are.

Where it is clear, or reasonably suspected that the person objects to the care arrangements, then a more thorough review of the case must be carried out by an Approved Mental Capacity Professional.

Where there is a potential deprivation of liberty in a care home, the Act allows care home managers to lead the assessments of capacity and the judgement of necessity and proportionality (if felt appropriate by the local authority), and pass their findings onto the local authority as the responsible body. This aspect of the Act has generated some negative comment, with people who feel it may lead to insufficient independent scrutiny of the proposed care arrangements.

Safeguards once a deprivation is authorised include regular reviews by the responsible body and the right to an appropriate person or an IMCA to represent a person and protect their interests.

As under DoLS, a deprivation can be for a maximum of one year initially. Under LPS, this can be renewed initially for one year, but subsequent to that for up to three years.

Again, as under DoLS, the Court of Protection will oversee any disputes or appeals.

The new Act also broadens the scope to treat people, and deprive them of their liberty, in a medical emergency, without gaining prior authorisation.

The target date for implementation is October 2020. Prior to then, a revised MCA Code of Practice will be published, which, the sector trusts, will bring clarity to some outstanding questions about how LPS will work in practice.

Care/Support workers can stay up to date, by registering for a MySCIE (*see url link below*) account to receive the latest news, best practice advice and training options about mental capacity (and much more).

Abby Preston
Business / Finance Administrator

<https://www.scie.org.uk/myscie/login>

(information source:) [https://www.bondsolon.com/health-social-care/liberty-protection-safeguards-\(lps\)](https://www.bondsolon.com/health-social-care/liberty-protection-safeguards-(lps))

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



RACKS FITNESS

73 Coleford Bridge Road
GU16 6DN
racksfitness@outlook.com
www.racksfitness.com

'Award Winning' Flower Designer



Kathryn Austin is an 'Award - Winning Flower Designer' with over 25 years' experience decorating fabulous venues and beautiful homes, using the world's finest flowers for parties, weddings and celebrations of every kind.

Kathryn is also a qualified NAFAS Area Demonstrator & experienced tutor.

'Hands-On Flower Workshops' through-out the year, packed with ideas, inspiration and no-nonsense know-how for beginners and experienced flower arrangers. This dragonfly is just one of the 'hands on flower workshops'.

Learn how to choose *fresh* flowers, get the best from your budget, prolong the life of your flowers, and the tricks of the trade which will make it easy for you to dress your home to impress your friends and family.

Places are limited and depending on the venue, typically only £20 inclusive of all the flowers needed to create your arrangement.



For more information call today on 0800 458 6459 or e-mail: flowers@kathrynaustin.co.uk

'Hands-On Scrapbook/ Photo Album Workshops'



Spend a delightful hour in this Workshop and take home a Scrap Book or Photo Album covered with beautiful, richly textured fabric and secured with ribbon ties.

Only £20 including all the materials you will need to create this lovely keepsake. Numbers are limited to give everyone personal tuition.

Available at various times and venues in Fleet, Frimley and Farnborough. All with disabled access/ground floor and easy parking.

For more details please call FREE on 0800 458 6459 or e-mail: flowers@kathrynaustin.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

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'.

Peter Culver

Garden and Property Maintenance

Friendly personal service
Day time: 07702872017
Evening: 01252 659595



Happy Mother's Day Sunday 22nd 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.

Below are just a few simple gift ideas, that she will most certainly appreciate !



Rural Life Centre

Reeds Road, Tilford, Farnham, Hampshire. GU10 2DL

The **Rural Life Centre** began as a private collection of agricultural equipment, assembled by the late Madge and Henry Jackson, before opening to the public in 1973. The museum is now run by a charitable trust, the *Old Kiln Museum Trust*. Pleasantly distributed over ten acres of field, woodland and buildings, their exhibits include a large number of implements and devices marking in excess of 150 years of farming. Many aspects of village and rural life, including many 'rescued' village buildings, are displayed in realistic individual settings. There is so much more to explore!

For more information and prices etc:

info@rural-life.org.uk

Tel number: 01252 795571

Thanks to the following contributors:

Beverley Garrett
Abby Preston
Julie Williams
Hampshire Care & Support at Home

Editor: Julie Williams