

ourcommunity

NEWS

News from Seahaven

Football fun

One of the people we support at Seahaven truly enjoyed a day to remember. For his 75th birthday, he was supported by staff member Anthony McCluskey to watch a football match between Gillingham (his lifelong team) and Rochdale and what's more Gillingham won 2-1! His amazing day was rounded off with dinner out.



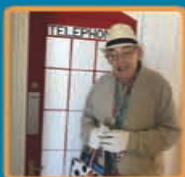
Sensory benefits

Swimming in local pools had not proved successful for one of the ladies we support who has multiple sensory and complex needs so, undeterred, two staff members supported her to try a specialised sensory hydro pool. This was a huge success and now, after many years of not going swimming, this has become an enjoyable weekly activity.



Thank you Jason!

Jason Wardle has gone the extra mile again. This time painting a phone box image for one of the people we support, who loves London and all things red.



Staff successes

A number of Seahaven staff achieved their diplomas this year: Kylie McGarvey - level 5 health and social care; Lynn Heath - level 3 in health and social care; Victoria Robinson - level 2 Health and social care (showed amazing commitment to get her award, never giving up); Imogen Hudson - level 3 Health and social care. A big well done to all.

Recycling project

Some months ago, team member Alex Hutton Clark put in a very detailed proposal for a recycling project for the Deal services. We embraced this and the participation has been amazing. Everyone gets involved and the people we support now wash out their yogurt pots etc and put them in recycling bins. They also share responsibility in emptying the bins. The success has been so great we've reduced to just one general rubbish bin per week, saving money and the environment!



Supporting the Kent LD Partnership Board

We're delighted that The Chilterns, our high acuity community residential service, now regularly hosts the Kent based Transforming Care forum, with several of our clients actively participating.

Also, one of the people we support at The Chilterns is now a member of the Kent Learning Disability Partnership Board (KLDP), with a focus on the Transforming Care Programme.

The board - representatives of which include KCC Health & Social Care Integrated Commissioning for LD, East Kent Mencap and Learning Disability England - involves people with learning

disabilities and / or autism in checking that services are high quality and delivering what people really need.

The individual we support has experience of secure care and has managed to get his life back on track. He's currently looking for employment and enjoys going to the gym. He would like to teach skills to other people with learning disabilities and was nominated at a recent KLDP meeting to do this.



Kent Learning Disability Partnership Board



Skillnet Group
Achieve Equality

Specialist service

We recently revamped, refurbished and opened a new specialist single service in a bungalow next to our existing Heron House, tailored to the needs of a young individual who moved to Optima Care from a service that was unsuitable for their needs.

Since moving into the property,

the individual's family have noticed a big change for the better. We are all so pleased that it is working out so well for them.

Plus a big shout out to...

...Polly Everatt at Heron House on completing her Level 5 NVQ. Congratulations from all the team!

STOMP campaign

Optima Care has signed up to STOMP - a health campaign designed to stop the over-use of psychotropic medication to manage the behaviour of those with a learning disability, autism, or both.

These medicines are right for some people. But sometimes there are other ways of helping people

so that they need less medicine or none at all. It's all about helping people stay well and have a good quality of life.

A quarter of the people we support in London have now seen their medication reduced. We're also rolling out the campaign across our Kent services and will report on the results in the next newsletter.

News from Gate House & Villas

CASE STUDY: BIG ACHIEVEMENTS THANKS TO STAFF SUPPORT

When one of our young individuals moved into Gate House in June 2017, he was totally dependent on the staff team to do everything for him, plus quite overweight. However, over just a 12-month period and with the support of staff, his physical health has improved considerably as have his life skills, bringing him new independence, confidence and responsibility.

Now with staff shadowing him as opposed to actively helping him, he self-administers his medication and signs his own medical administration record. He cleans his own room, does his laundry, prepares dinner for himself and others.

He's learnt road safety and budgeting skills and now enjoys shopping – particularly for fashion items, having developed his own identity and sense of style.

He's leaving school this summer and staff are now supporting him to choose a college placement, along with helping him secure work experience.



How we develop & deliver positive outcomes
Life Star/Health Equalities Framework/Individual treatment programmes

How we reduce & manage risk
START/HCR-20

Active management of LD and MH issues

- Psychopharmacological interventions
- Coping skills
- Psychoeducation
- Psychosocial interventions
- Relapse prevention

Risk management

- Risk assessment
- Offence focused work
- Management of challenging behaviours
- Environment management
- Collaborative working with individual
- Negotiation of advanced directives

I can... shine

Utilising validated outcome tools to measure individual progress

- Activities of daily living
- Vocational, educational and recreational opportunities
- Family links and support
- Community rehabilitation
- Assessment, planning and co-ordination of aftercare needs

Individual's rights & quality of life assurances

- Physical wellbeing
- Independent advocacy service
- Cultural, spiritual and ethnic sensitivity
- Links with external agencies
- Accurate and comprehensive documentation
- Service user choice involvement and empowerment



Expansion of young adult transition services

Building on the success of Gate House's young adult transition service, launched in 2016, we're now giving Eastry Villas a total refurbishment with a view to helping more 18 – 25 year olds transition towards a more independent life.

We're planning an open day soon. Email Suzanne@optimacare.co.uk to ensure you receive updates.

IT helpdesk

Reminder to all staff!

For IT support contact
PKF Cooper Parry IT Solutions
on **01332 411160** or email
helpdesk@pkfcooperparry.com

Eastry Villas team 'Make a difference'



The staff team who support one of our individuals at Eastry Villas are the latest worthy winners of our 'Making a difference' initiative. Here they are pictured receiving the 'big cheque'!

Unfortunately, Kirsty Gladwish couldn't attend the presentation but is part of this particular support team.

Well done to all! Their brilliant work is highlighted in the nomination below.

Nomination from Jo Neiles, Registered Manager

One of the people we support at Gate House was significantly underweight when she joined us in 2015. She had a poorly managed diet due to an inherited metabolic disease. Her diet was restricted and supplemented with prescribed low protein foods and oral creatine powder. She was a size 4 waist when she arrived and had to attend hospital regularly. Staff at Gate House were told by her consultant that she might always be on a medicated and restricted diet and would struggle to gain weight if she did, it would be almost impossible for her to maintain.

She displayed behaviours that challenged, she did not appear to want to engage with staff. She ate very little and drank even less.

For seven months staff at Gate attempt to support her to enhance her quality of life and independence by working on living skills as well as trying to engage her in activities.

It was agreed that she might benefit from a single person service and so she moved to what was previously known as Gore within Eastry Villas.

She has changed significantly with the dedication of her staff team Laura Tweed, Paula Parnham, Leonie Bailey and Kirsty Gladwish. She now attends community based activities, maintains regular contact with her mother and engages with daily living tasks. She can now verbally communicate in sentences and not just repeat single key words to get her needs met.

With dedication and determination the four staff have been able to maintain a greatly improved diet for her. She is now a size 12-14 and has, for the first time, had her medications reduced. Her consultant was so impressed by her progress that he informed the staff attending her latest appointment that she was the only patient he had with this condition that was able to reduce medication, and maintain a somewhat normal diet, whilst sticking to a healthy weight.

I am in no doubt that without the perseverance of these four individuals she would not be enjoying life as she is now. They have demonstrated that with the right team anything is possible!

WIN

Competition! £100 prize

The competition is open to all Optima Care staff (the families of the people we support and their carers can nominate staff members too). Simply let us know in no more than around 50 words how you've 'Made a difference' in your job role recently - this can be with reference to how you've made a difference to another team member, the individuals we support or their carers and loved ones. It doesn't need to be a huge thing - just something to show you've gone the extra mile. You can also nominate other people if you think they'll be too modest to tell us!

Simply email your entry to Suzanne@optimacare.co.uk by Friday 3rd September 2018. The winner will appear in the next issue of the newsletter.

Having a blast in Barcelona

By Raj Pandey, Assistant Manager, New Heston Road

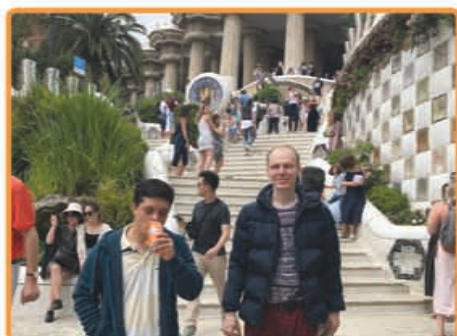
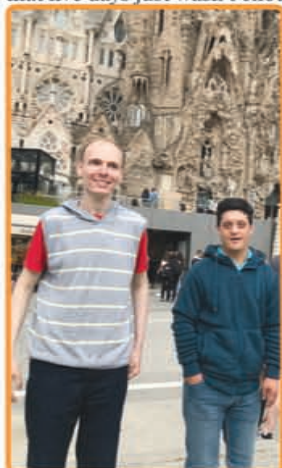
Two of the people we support recently enjoyed a holiday in Barcelona, Spain, supported by two members of staff.

On the suggestion of the individuals we support and with agreement gained from their family and social worker, we set off on a 5-day adventure.

Whilst there, we offered them a variety of activities and they chose what they wanted to do each day.

We did lots of exciting things: from visiting the top tourist destinations such as Barceloneta beach, Gaudi's cathedral (Sagrada Familia) and the beautiful gardens and modernist works at Park Guell, to a rickshaw safari and even a helicopter ride.

Everyone had a great time but commented that five days just wasn't enough!



Celebrating the festival of colours

We helped one of the people we support celebrate the 'Holi' - also known as the 'festival of colours'. Signifying the victory of good over evil (& the end of Winter) this Spring festival is celebrated by both Hindu and non-Hindu people.

It involves getting together with friends and family and making and eating sweets and other foods of many different colours.

Lasting for a night and day, it's a festive day to meet others, play and laugh, forget and forgive, and repair any broken relationships.



Optima Care rated 'Good' by CQC

Our newly launched enhanced supported living services in London have just been awarded 'good' across all key lines of enquiry. This is great recognition for a team who have proven that supported living can be a realistic option for people with complex needs.

The CQC summary stated: "People were supported by staff that knew them well and treated them with dignity and respect. Relatives told us that staff were kind and caring and treated their loved ones well."