

# The Optimist – July 2012

Caring | Safe | Responsible | Valuing each other

## Directors' Update – Our Values and Goals

In your distant memories you may recall our Investors in People assessment (last November), some of the feedback you gave us was that you wanted to know more about the Company's goals and also that you thought the values of the organisation were really good; but you couldn't describe what these were. Therefore we have been working hard to better describe these and also to look at how we can involve you, our team in our business planning process.

So below is our first presentation of the values we want to stand by together with you in how we work and support our Service Users. Over the coming months we will talk more to you about how we live by these values now and how we keep them alive for the future.

Remember these Values, they are important:

**Caring:** treating everyone who uses our service as an individual; respecting dignity, independence and choice.

**Safe:** providing a safe physical, social and psychological environment to live and work.

**Responsible:** ensuring we have the right skills, knowledge and resources to achieve the best outcomes for everyone we support.

**Valuing each other:** Working as a team and valuing each other's contribution

We have also set out our goals for the company and these are outlined below. At our last senior management meeting in May, we all spent time working through these goals and identifying what is important for us to do on a day to day basis to meet these goals. Your Manager will meet with you over the next few weeks to get your ideas on how we can do this. Your service will then have its own plan and we would like your involvement in delivering this.

### Our four goals:-

1. To provide a positive experience for everyone using our service
2. To be a market leading provider of choice
3. A commitment to be a good employer
4. To be a quality based credible organisation

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## Directors' Update /cont..

On a separate note, we have had so many interesting things going on; thanks to everyone who has provided pictures and articles. Please keep sending into Paula the good things you are doing. Keep up all the good work and getting involved with the ideas and celebrations.

It's the Olympics next and if the sun comes out, its going to be absolutely fabulous... For our Service Users in the South we have managed to get tickets to the Paralympics so we will be planning to hold a competition to support service users to watch football, athletics and equestrian events.



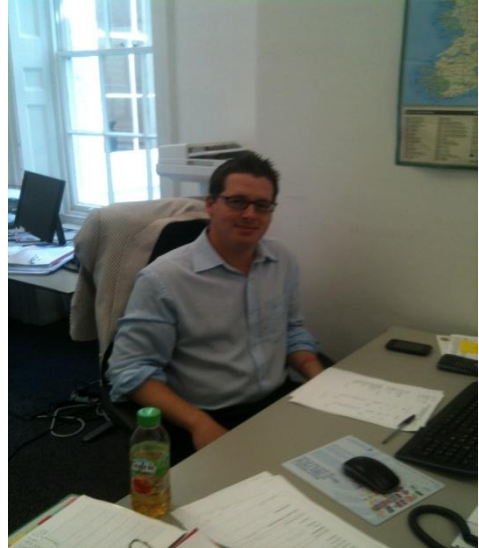
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## Staff News

### Introducing...

A warm welcome to Russell Davis, who joined the Leatherhead Team in the role of Management Accountant for the group, at the end of May. Russell will have introduced himself to many of you by now. Both Dorothy and Karen will continue to provide Finance administration including payroll for the respective sides of our company, and these functions will continue to operate as usual from Lancaster and Manston.



### Love is in the air in Lancaster.....



Many congratulations to Sue Edmondson, Manager of Burrowbeck Grange and to Mandy Hegarty, Office supervisor and Deputy for the Manager at Burrowbeck Community, who both get married in August.

Wishing you both a very happy day and may the sun shine.



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## Our Jubilee Celebrations!



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## Eastry House by Chirsty Lay, Manager

### Queen's Jubilee

Eastry House held its own street party complete with bunting, flags and traditional fare.

The residents had fish & chips with mushy peas and the kitchen staff baked a Jubilee cake.

With the help of staff residents set about sewing hundreds of pearls onto scarves, hats and caps in true pearly king & queen style.

There was sing a long of all the old Cockney favourites and a showing of the coronation in the afternoon.



### Fun Day

Every year at Eastry House we hold a fun day so service users and staff can come together, have fun and raise some money for a local cause.

This year we decided as a group to support the Aspen Disability Swim Club, this is a club run by local volunteers for children with physical and learning disabilities. One of the volunteers is Kate Little who comes to Eastry House each week to deliver music and movement sessions and who told us all about the club and how it needed some additional support.

A Tombola stall and raffle was arranged with all items donated by staff and visitors.

After lunch the games started with balloon volleyball and parachute. All in all a great day was had, everyone won a prize, and we raised £100.00 for the swim club!

On 13th April Kate collected our donation accompanied by Carly, one of the children who will directly benefit from our day. This was a wonderful moment for all of us, we presented the money to Carly who will take it back to the Swim Club to purchase floats so the swimmers can now enjoy some independence in the water.

### Kent Association for the Blind training

A sight awareness course was held at Eastry House on 23rd April this year and delivered by KAB. This course relies heavily on learning through experience, which some would argue is the most effective way to learn, especially so if the outcome of the learning requires you to empathise with the difficulties faced by those in our care.

The attendees were required to complete basic, everyday tasks whilst blindfolded. These included pouring water from a jug into a cup, buttering a slice of bread then cutting it into four triangles. The group also wore glasses that demonstrated clearly what it would be like to have partial sight, cataracts or tunnel vision.

Although I understand a lot of fun was had, the message was also clear and concise. We could all benefit from developing a greater understanding of the difficulties faced by those we support.



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Well done to everyone who took part in our **Olympic Artwork Competition.**

We received some great pieces of artwork and it is going to be a tough decision, but judging is currently taking place and the winner will be announced shortly.....

Good Luck to everyone who entered!



# The Flaming Torch – by Alex Johnson, Manager of Burrowbeck Community



Up in Carnforth, Morecambe and Lancaster, Friday 22<sup>nd</sup> June dawned like a normal summer morning, persistent driving rain and howling winds of up to 50 mile an hour winds. But there was a buzz in the air. The streets were slowly filling with excited school children, soggy musicians assembling, trying to protect their instruments, sales of wet weather gear hitting an all time high, the police in a highly agitated state wondering if they would cope with THE TORCH. In the community care offices The Mallards the team were under pressure the phones were going mental. Main roads were being closed, rolling roadblocks in place, carers not where they should be, cannot get to where they should be, Hang on readers the phone is ringing “sorry Mrs Jones your carer has be delayed by the TORCH” said Alex. “Oh it’s alright Alex I will look in the porch and see if I can see her” said Mrs Jones.” No” said Alex “it’s the TORCH not the porch” “What TORCH” said Mrs Jones “it’s not dark”



Now where was I, oh yes that was only 1 of the plentiful calls we received today. As the day progressed the rain became harder the winds more strong more of the population, by now totally soaking wet dishevelled and cold, cheered loudly as the heroes carrying the TORCH passed by. In the Mallards much hair pulling and frustration was being vented as the phone calls went into over drive, carers upset at not getting to clients on time, clients upset that their service was delayed, the office team offering words of sympathy and encouragement to both carers and clients.

In the distance we hear a faint roar, becoming louder, the crowd is cheering we can hear music, the TORCH is approaching, it is 450 yards away and then.

The relay has stopped they are loading it in a van, it here being driven past Burrowbeck Grange at 30miles per hour. Nobody lining the streets, no musicians playing Where is the justice? So if you are lucky enough to have the TORCH pass near you cheers the torch bearers on, the heroes, and spare a thought for the unsung heroes of the TORCH’S day In Lancaster the community carers.

WELL DONE TO YOU ALL.

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## Gate House by Andrew Cardiff – Deputy Manager

We have had a number of day trips to Whingham Bird Park, Howletts Zoo and Central London.



The guys had a great day out and bumped into some familiar characters whilst some were also brave enough to attempt the London Eye.



The Residents are also looking forward to some upcoming events that will include holidays at St Margaret's Holiday Park and a BBQ/party for the Queens Jubilee. Another very popular activity of late has been regular trips to Thorpe Park which has been enjoyable for the service users and also clearly evident from the staff team(opposite)!



Within Gate House we are currently undertaking projects as a group to look at ways of improving how we involve residents in making decisions about themselves and the home and improving the links that we have already established with the communities surrounding our homes. Our ethos is that our residents are central in everything that we do and we are continually striving to look at ways of improving and offering choices to them so their lives are fulfilled. Our objective at Gate House is to implement ways that all residents, despite their ability, are involved in the decision making process of the home in a positive and interactive way.

We are currently developing links working in partnership with the local learning disability team and relatives to promote and build upon the strengths of our service users so they are able to make a more sensitive and flexible approach to community based activities.

We have also been working closely with clinical psychologists and occupational therapists to develop and build upon individual creativity. Social stories have been a success amongst the group and comic strip conversations have been great ways to help people with autism develop greater social understanding and promote independence.



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## Turning Miles into Smiles in memory of Matty

You might remember last year's soggy challenge to climb the 3 Peaks to raise funds for Cerebral Palsy UK and the Kingfisher Centre. One of my fellow Peakers had a severely disabled son Matty who was the inspiration behind the challenge. Sadly Matty died suddenly in April this year aged just 16. This year I am taking part in the Marshside 50 Mile Challenge on Sunday 22nd July here in Kent. It will consist of 8 x 6.55 mile laps of the countryside near Canterbury. I will be raising funds for Matty's school - Valence School to help them to purchase equipment to help youngsters who face incredible challenges just to get by day to day.

I have set up a Virgin Money sponsor page and any donations will be gratefully received and used to spur me on during the Challenge.

My page:

<http://uk.virginmoneygiving.com/SharonFoster2>

Sharon Foster, The Chilterns

## Man on the Run event

Well done to one of the Chilterns 'male residents completed the 5k Man on the Run event at Herne Bay on Sunday 10 June with staff support. He completed the course in 38 minutes and 20 seconds, well under his target time of 40 minutes and met former East Enders actor Shaun Williamson who congratulated him on his effort.



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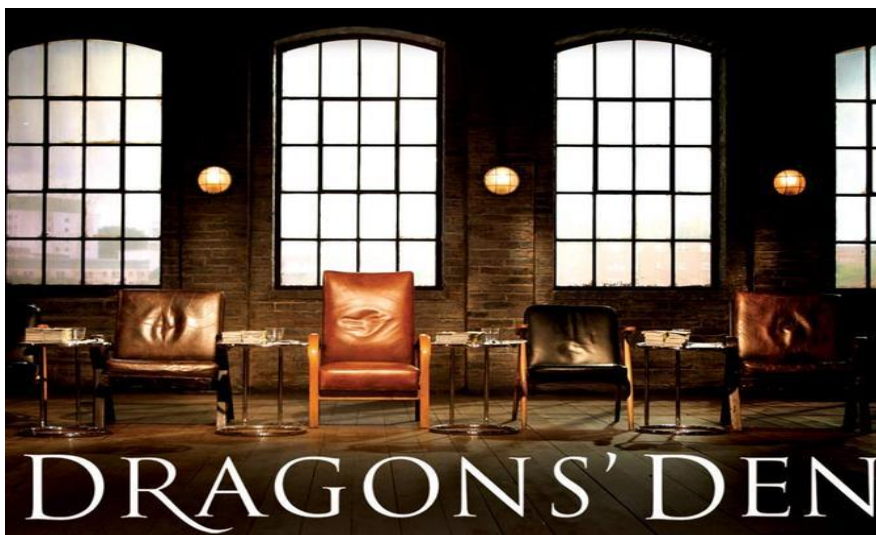
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## Dragon's Den Competition

**We are pleased to announce the shortlisted entries through to the final and facing the Dragons are:-**

**Lancaster Gardens – Sensory Room  
Gate House - The Magnificent Seven  
Day Centre – Disco equipment  
Spenser Road – Sensory Room  
The Chilterns – Team Chilterns  
Preston – Stepping Stones**

**Well done and Good luck to everyone involved. Watch this space for further updates.....**



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## Well Done Eddie!!

Congratulations Eddie on taking on the ambitious challenge of cycling from Windsor to Wales; 130 miles in one day, to raise funds for two great charities which run vital and inspiring community projects; Housing Options in Scotland and CraigOwl Communities.

The challenge took place on Friday, 22<sup>nd</sup> June. Eddie and his team made it in 13 hours (9 hrs 50 mins actual cycling) and exceeded their target of £3,000.

To find out more about the charities visit their websites:-

**Housing Options in Scotland** <http://ownershipoptions.org.uk/> and

**CraigOwl Communities**

<http://www.hillcrest.org.uk/CraigOwl/CraigOwl+Communities/>





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## Burrowbeck Grange

### ***DIGNITY***

- Dignity is about values, it's about self-respect.
- It's about feeling worthy, our honour to protect.
- We don't give dignity a thought as we live our lives each day, it's only when it's compromised that we start to have a say.
- For our wonderful older folk when they become ill they find they can't maintain their own and sometimes lose the will.
- Dementia is the worst time when they know not what they do, incontinence, removing clothes shows dignity's gone through.
- Some carer's treat them like children in a nursery or school.
- Left sitting naked on the toilet and feeling like a fool.
- They are spoken to like babies or not spoken to at all,
- Not treated like human beings not even when they call.
- They are talked over, included they are not.
- Just left sitting aimlessly like they have been forgot.
- We need people who are carer's to this problem awake.
- To treat every person as if their own name sake.
- We must maintain it for them in all do to care, to keep them clean, covered and protected and keep dignity right there.

**Written by Margaret Parker**

**Deputy Manager BBG**



Burrowbeck  
Grange  
Nursing  
Home