

THE LOOKING AFTER EACH OTHER FED

Feb 2012

Staff & Volunteer Newsletter

Dear All,

You learn from everything in life, and when I was ill at the end of last year I was forced to rely on care staff to help me walk with a zimmer – a very sobering experience which made me even more committed to improving the lives of the people we support.

On the subject of being ill, I want to thank you all again for the tremendous warmth shown to me by all of you when I was off and when I came back to work. I was incredibly touched by so much kindness.

Rebranding

New signage, new ID – you'll be getting used to our new branding. I have had lots of comments from "It's brilliant!" to "It's a waste of money!" Why did we do it? Research showed people were confused about our identity and that we were not getting the message out clearly enough about *how* we help people and the *scale* of our operation. Our new look and more forceful marketing will help to place THE FED at the forefront of people's minds, as a modern, smart, professional organisation, so they choose to support *us* before other causes.

The sub-brands are tools to help us with fundraising, allowing us to showcase specific projects and gain support from donors who feel an affection for a particular area of our work.

Remember, we have to raise between £1m and £2m each year to continue to run HEATHLANDS VILLAGE and all our communal support projects. It is a massive responsibility.

Investing in our staff

We've invested in recruitment over the past year, taking on an additional 12 Social Care Workers, 4 Shift Leaders, 2 Clinical Leads and a Training Manager to develop staff skills, including working

towards NVQs and delivering mandatory training bespoke to each department.

Creating a better environment

We've started the central heating work (wish it was completed) and have brought in architects to audit the public areas of HEATHLANDS VILLAGE, looking at how to improve well-being and security, create more space, make meal-times a better experience, and reduce the health and safety risk when wheelchairs clog up the corridors. We will discuss their plans with as many of you as possible, and when these are approved we'll be launching a fundraising campaign to cover the costs of the work - another big and important challenge.

Celebrating success

We've seen a 41% increase in the number of people using our mental health DROP IN services.

A better place to work

Also high on our list of priorities is making this an even better place to work. We will continue to review terms and conditions and have completed our salary review which will be presented to all staff over the coming weeks. We believe the proposal significantly improves the majority of pay scales.

In short, yes, we've come a long way but we can go even further to achieve all that we wish, for our residents and service users, and for us, the staff and volunteers who are our greatest resource and the life-force of THE FED.

Thank you for all the hard work.

Karen



Jewels in Dementia An interview with Patsy Pope

Since October last year Patsy Pope has been a frequent visitor to HEATHLANDS VILLAGE, delivering regular staff training in dementia care.

Patsy has been working in the mental health field for over 25 years. Born and raised in Liverpool, she emigrated to the US in 1984, where she obtained degrees in nursing and psychology from the University of Nebraska.



While living and working in America, her path crossed with Dr Bill Thomas, founder of the Eden Alternative - a small not-for-profit organisation, founded on the belief that aging should be a period of continued growth and development, rather than inevitable decline.

With Bill, Patsy worked to change the way that older people are cared for, emphasising the need for a more person-centred approach.

She returned to the UK in 2004 in order to care for her mother, who is suffering from Alzheimer's disease (pictured with Patsy above), and now travels around the UK delivering her dementia training to a wide range of organisations.

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Give as You Live

THE FED has signed up as a charity on **Give as You Live** - a tool for people who book tickets and holidays, or shop online, allowing them to donate to charity without spending any extra money.



Give as you Live™

There are thousands of online stores who give a percentage of every purchase to a charity of your choice.

To use **Give as You Live**, go to their website at www.giveasyoulive.com, where you can either shop via the **Give as You Live** store, or download their app to your browser.

Happy Shopping!

Dementia Cafe to Launch Next Month

March will mark the launch of THE FED's Dementia Cafes at HEATHLANDS VILLAGE.

The meetings will provide an informal, friendly venue for people suffering from dementia, as well as their family, friends, and carers - a place to share experiences, make new friends and receive advice from people in similar situations.

The meetings will take place monthly on a Thursday for two hours, with different themes and topics for discussion each month. Refreshments and snacks will be served.

The Cafes will be run with the help of Rachel Yates, from charity Making Space, who has set up similar cafes in Bury that have proved very successful. For more info, or to attend these meetings, please contact **Alison Lightfoot** on Ext. 4073

Well Done!



Following receipt of our Gold Standards Framework Beacon Award, staff from the nursing unit attended a presentation evening in November when they received personal certificates and lapel pins in recognition of their hard work contributing to HEATHLANDS VILLAGE's achievement.

These were presented by Dr. Richard Berman, Consultant in Palliative Medicine at The Christie and our Clinical Director, Karen Johnson.

Clinical Manager, Sue Cleary, said, *"Staff were very proud and pleased to have their achievements recognised in this way! We're all proud of the hard work and dedication they have shown in achieving this prestigious award. Her comments were echoed by Dr Berman who added, "This is a nationally recognized accolade reflecting excellence in palliative care. This was awarded to Heathlands staff for their commitment and dedication to the delivery of high quality care for patients nearing the end of their lives."*



Receiving their awards from Dr Berman and Karen Johnson are top (L) Milosz But and (R) Mary Gower and bottom, Carole O'Brien.



Jacqui Byron recently joined THE FED as our new Carers' Advice Worker. She will be working with carers both on a one-to-one basis and in groups, offering advice, assessments, and support. Carers are people who look after a disabled, ill or frail and elderly relative or friend, who could not manage without their help. It is often a difficult, isolating and stressful role.

Jacqui is also helping to develop a variety of projects including the new monthly Dementia



Cafes, cookery groups, and life skills workshops. With a background in therapy and person-centred counselling, Jacqui is ready for the task!

She grew up in Diggle, North Yorkshire, the youngest of 6 children. She now lives in Lees Village in a house built in 1754! Her flat is above a beautician's, which she rents out and jokingly adds, *"It pays for my son's university fees in London!"* As well as her son (22), Jacqui also has two daughters (18 & 23) who live in Birmingham.

Jacqui enjoys cooking, and volunteering on the Executive Committee of Tameside, Oldham & Glossop Mind, an organisation that strives to offer services for better mental health and well-being.

She has a passion for travelling and tries to visit Morocco twice a year, with a trip planned this October. She says, *"I love everything about Morocco: the food, the vibrant colours, the culture, and the excitement that surrounds the capital, Marrakesh!"*

Funding successes for 2 new dementia projects and another hopefully on its way!

Remember Me

Our Remember Me project begins in April, and will offer art classes for people with dementia and their carers, focussing on memories. It will be available to residents and people in the community. Funded by Bury Council Age of Opportunities, the project will aim to provide everyone with a life history booklet using art to express memories and experiences.

My Memories

A grant from The Big Lottery, Awards for All Fund will help us buy reminiscence therapy software to enhance the lives of people we care for who have dementia. The software combines interactive games and entertainment with reminiscence and will help staff, volunteers and relatives to interact more effectively with people with dementia. It will be available for use with residents from March.



Forget-Me-Not

We are through to the second stage of our bid for a grant from the Silver Dreams Fund. The Forget-Me-Not Project will, we hope, enhance the lives of older people with dementia and their carers by providing specialist volunteers offering intensive person-centred support. In May we'll find out if we are one of only 30 lucky projects to be funded nationally.

BEAUTY DISCOUNT FOR FED EMPLOYEES



Hairdresser Howard Casofsky would like to offer all FED staff a 20% discount (simply present your valid staff ID badge) at his Affinity salon in Whitefield which also offers a range of beautician services. To make an appt, or for more information about services offered, call 0161 796 5155 or visit the salon at 145 Bury New Road.

Festive Lunches 2011

A great time was had by all who attended THE FED's annual festive lunches when staff were served by managers, and the staff canteen was decked out in festive splendour! Everyone loved the decorations and table-settings as well as the fabulous traditional 3-course meal. Well done to the catering staff on a brilliant job!



Above, Karen Phillips with nursing staff from units 1/2.



The TIME FOR YOU team in festive spirit, above, and opposite, Eventhall staff enjoying their meal.

Jewels in Dementia (continued from page 1)

Her course, *Jewels in Dementia* aims to provide clear, understandable information about dementia to a wide range of people – from experienced nurses and carers, to office staff who are less familiar with dementia. The course is designed, in her words as “a user friendly tool to describe dementia to family and carers.” It employs precious stones – diamond, emerald, amber, ruby and pearl – to denote the varying stages of a person's dementia.



“Dementia can't be understood in a one-directional way. Our knowledge of dementia is constantly changing. That is why it is so important that we constantly adapt how we deliver dementia care.”

People have responded so positively at HEATHLANDS VILLAGE because the Jewels course approaches training on a more accessible level. There's no test, it's non-threatening and it's a more relaxed 'round the kitchen table' attitude towards learning about dementia.”

INTERESTED IN ATTENDING ONE OF PATSY'S COURSES? CONTACT ALISON LIGHTFOOT ON EXT 4073.

Donate! Don't Dump!

The proceeds from The Charity Box, 2 shops who raise money on behalf of THE FED, help to fund many of our services, including our mental health project, volunteer support, and many others.

In the week beginning Feb 20th we would like to encourage any staff, volunteers and residents, who are having a spring clean to bring all unwanted clothes, toys, bric-a-brac, etc directly to THE FED vans in the top car park.

We will then take your goods to one of the two charity shops. The sale of these items will then help fund some of our many invaluable services!

**Don't Dump Week :
Mon 20th - Fri 24th Feb**



Achievements & Awards

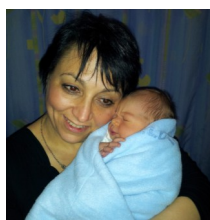
Congratulations to (L to R) Joanne Ingber, Natalie Tracey, and Wendy McMahon, and Geraldine Freeman (inset) for completing their ILM Certificates! And a big well done to Cheryl Chadwick who has successfully completed her QCF Level 2 Customer Service Certificate, and to Richard, Sam, and David who have completed their Level 3 Customer Service Certificates!

£50 reward for successfully referring a new employee

Our new employee referral scheme rewards individuals if they recommend someone who THE FED goes on to employ! If you know anyone who you think would be a great fit with THE FED, let HR know, and you could get £50 vouchers if we take them on.

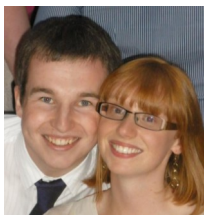


Mazeltov & Congratulations!



Mazeltov to Joyce Khan who became a grand-mother again to her third grandson Akiva, to **Sarah Gill**, on her

engagement at Christmas to boyfriend **Matt Midgley** (opposite), and to **Jane Mechlowitz** on the recent marriage of her son Dani to Shuli Rose (shown below).



Happy Birthday to Joanne Woolfson who recently celebrated her 40th birthday, **Carol White** who celebrated her 50th birthday, **Ruth Silverman** and **Geraldine Freeman** who recently turned 60, and **Winne Allmark** who turned 65 in January.

Current Vacancies

- Social Care Workers — various hours/shift patterns available
- Bank Family Support Workers — Project Smile
- Bank Social Care Workers
- Bank Receptionist

For more information contact **Sue** in HR on ext **4895** or email susan.r@thefed.org.uk

Electronic Care Plans

On **Feb 20th** Training Manager, Alison Lightfoot and IT Manager, Deborah Haberman will run refresher courses on **CareSys** - our electronic care plan system. This keeps all resident information, whether it be dietary needs, religion, medications etc in one place.

The courses will enable senior managers and shift leaders to get up-to-date with the software, so that they can cascade the information down to the nursing staff and carers.

Bradford factor results

Since the introduction of the **Bradford Factor**, a tool to measure worker absenteeism, we've seen a drastic decrease in absences meaning that our costs for sickness have also decreased!

Staff on the Move

Best wishes to: Jennifer Berger who has recently returned to THE FED, to Jane Mechlowitz and Zoe Guerrier who've moved departments, to Katie Hancock on her promotion, to new students Sasha McDonald, Alex Sibley, Clare Flanagan, and Esther Abenson, and new staff Joanne Lazarus, Rachel Rosenhead, Sarah Gill, Jacqui Byron, Michelle Tinkler, Alison Chadwick, Clare Mockler, Deborah Harrison, Andrew Cockerill, Helen Connor, Rita Grimes, Colin Lea, Karen Wingate, Irene Lungu, Andrew Haggerty, Glen Edwards, Lisa Joynson, Anne Bannon, and Jamie Burgess.

A fond farewell to: Genevieve Shawe, Beata Cygan, Danielle Sackfield, Abosede Layeni, Joanna Pawlak, Stephanie Wynne, Irene Buxton, Elizabeth Evans-Lee, Kim McLoughlin, Emma Munday, Pat Preenhalgh, Eileen McGladdery, and Lauren Collins.

Project's Llandudno Trip brings lots of smiles!

PROJECT SMILE's holiday to Llandudno in October was a huge success. Staff and carers took 18 children who use **PROJECT SMILE's** respite service, on a fun filled 4 day trip to places including Chester Zoo, Liverpool Spaceport, Underwater

THE PROJECT SMILE FED

Street, bowling, and the Great Orme where the

children went snow-tubing! A great time was had by all with one parent stating, *"My husband and other children had a lovely rest, whilst my daughter had such a fabulous time on the holiday!"* Another parent explained that *"My son waits for the holiday to come round each year!"*

Welcome Back!

Welcome back to receptionist **Linda Carson** who was off for 5 months after suffering a bad break to her leg while on holiday in Majorca. We're all happy to have you back!

And welcome back to Finance Director **Dominic Irving**, who has been off for 8 weeks, but who can now be seen limping around the 3rd floor!

New Clinical Leads

As part of THE FED's continued commitment to raising standards of care throughout the organisation, we now have two new Clinical Leads. Rita Thomason (L) works in EHT and EH2, while Alison Chadwick (R) is working in Ground and First Floor Flats. Both ladies have a background in nursing, and are able to provide much more support to residential staff. Their presence will hopefully not only provide support to the team, but also reduce the number of hospital admissions.

