

**Cover Picture:**

Mrs Maggie Hill, resident at Barton Mews Extra Care Scheme, Barton under Needwood, Staffs.



# W A Y S I N O Y

Issue 9  
Autumn 2010

**Shaw News:**  
The training revolution is coming

**Special Features:**  
Shaw launches new funding plan

**Shaw People:**  
Sky diving - all for a good cause

## Welcome to issue 9 of YOURSHAW

Watch out! There is a revolution coming in the next six months in the way training is perceived, managed and delivered in Shaw. Once the revolution is well established you should find it a different world. Whatever training you need for your job will be there to reach for and take hold of. You can set the pace of your own learning and secure your own external qualifications, and all without having to wait in a queue for others.

Will it really happen? Yes. It must, it can and it will. Let me explain.

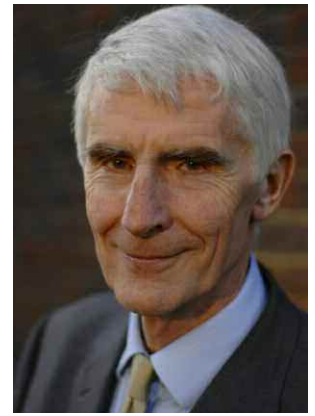
### It must...

The 2008 Community Care Act (operational from April 2010) requires Shaw to evidence that every carer knows how to do their job. Although I believe and trust that all three and a half thousand of you who provide Shaw's care have all the skills needed to do your job, I can't prove that each of you have them. So we are now launching a two month programme to check whether each and every Support Worker, Team Leader and Home Manager has all the key skills necessary for their job.

At the end of this process I expect everyone will be found short of at least some items in their skills tool box. We will then put a plan in place to enable every single person to acquire the skills that the system found they were short of.

### It can...

Some of you may wonder, how can a training department of seventeen people train three and a half thousand? Only if their numbers are multiplied and we adopt new methods. The team of full time trainers/assessors will be strengthened by an additional eighty or so volunteer assessors drawn from each care home or branch office. A further benefit from this will be the chance it affords to the volunteer assessors to acquire external verification and awards as assessors. New methods? We are planning to make more of the training accessible through e-learning to people in the place where they work. Eventually they will also be able to access it through their computer at home if they wish to.



### It will...

As I explained above – the only way we can meet the training needs of everyone in a timely manner is by adopting radically new methods and these new methods also enable us to multiply the number of trainers and assessors by a factor of ten.

Training is going to become more reliable, empowering and readily available so the next three months will be very busy indeed while we put the building blocks of the new system in place.

**Jeremy Nixey**

**Chief Executive**

## YOURSHAW: Shaw staff news

# Shaw NVQ centre ready for the challenge

The Shaw NVQ Centre, under the direction of Training & Development Manager Lorraine Gibbons is ready for the challenge of delivering accessible qualifications for all. It is based at Kempsey. Here NVQ Awards Manager Boyd Rixon describes what is on offer.

We have brought together a range of services, including NVQ courses, Management and Leadership programmes and access to recognised courses and qualifications. We also offer information advice and guidance on training and development services.

We have a proven track record. We positively support additional learning needs and disabilities. The growing diverse range of service user groups to whom we deliver a service demands specialised training. Therefore, our approach is flexible and opportunities to access services are available to staff members who are unable to attend routine training or require additional support.

We have risen to the challenge of

meeting the needs of the business now and in the future. For example, the Care Standards Act 2000 states that all staff in a home should be aware of their role in infection control. It is recommended that a recognised person should undertake specific training in infection control to enable them to recognise problems as they occur.

The NVQ Centre has recently achieved awarding body approval to deliver a Level 2 Award in The Prevention and Control of Infection and this will be rolled out in the very near future.

We constantly seek to improve our services and your feedback is an important part of this process. Candidates who have completed their NVQ awards reported that they have found it useful as it confirmed that they are conducting themselves well and that their work is in line with an excellent set of standards.

Others found the NVQ beneficial as it gave them food for thought and

helped them improve their skill set. It has also heightened their awareness to focus on the needs of the Service Users.

The NVQ Centre has the tools to help you achieve. All our NVQs and training is supported by our own verified team and in house assessors.

We can offer:

- Management & Development programmes
- NVQ Health and Social Care
- NVQ A1 Assessor Award and V1 Internal Verifier Award
- ILM First Line Management
- ILM Team Leading
- Dementia Awareness Certificate
- Prevention and Control of Infection Award
- Palliative Care Certificate

To know more about any qualification provision please contact: Boyd Rixon 01905 829823, [boyd.rixon@shaw.co.uk](mailto:boyd.rixon@shaw.co.uk) or talk to any of the NVQ team.

## Shaw hosts “inspiring” look at Autism

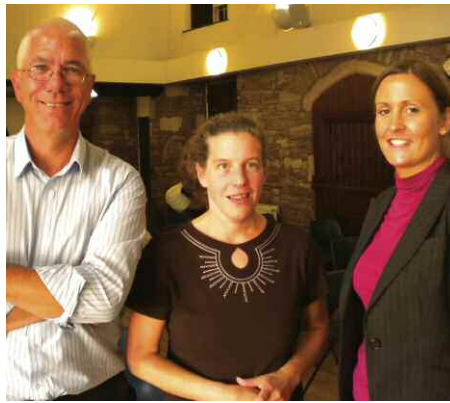
More than 100 people from a wide range care services across Wales and the West attended The Christ the King Church Hall in Thornbury, near Bristol, to hear an inspiring insight into living with autism.

You could have heard a pin drop as Ros Blackburn began her presentation. Diagnosed at only one year old, Ros, now 42, has lived with Autism all of her life. Her uncanny way of retelling her own life experiences was nothing short of awe-inspiring.

Ros has a full time job, travelling the world offering talks and presentations to help people understand this debilitating condition. She proved inspirational, speaking in an eloquent, yet funny and totally enthralling way. She offered people the chance to voice their own opinions, engaging with the audience throughout the show.

The afternoon was arranged by Shaw Wales and West Area Manager, Pete Brady, who met Ros at a conference a few years ago and has since involved her in training sessions with staff from many care organisations across the south west.

Pete said: “Ros challenges the stereotypical view that people with autism want to be isolated and live on their own. She recognises that for the



**Above:** Pete Brady with Ros Blackburn.

benefit of her own health and wellbeing, she needs to be around other people.

“She challenges the government’s ‘personalisation’ agenda which gives people with learning disabilities the opportunity to live independently,

## YOURSHAW: Conference News

which many can’t handle and this can lead to isolation and loneliness. I am always pleased to see staff leave Ros’ seminars, prepared to go back to their care homes, question their practice and improve the lives of those in their care.”

Afterwards, Carolyn Booth a Shaw healthcare manager from The Copse in Weston-Super-Mare commented: “It was very interesting to hear how it feels to receive services. I hope we will all use Ros’ experiences to be more reflective and open minded in our approach to caring for people”.

Shaw healthcare was pleased to host this event which provided many other organisations with the opportunity to meet Ros and we hope to organise similar events in future.



**Members of the spellbound audience.**

## Surehaven Glasgow recruits staff

Surehaven Glasgow has been busy recruiting staff now that it is fully registered as an independent hospital for the care and treatment of patients with mental health disorder with the Scottish Commission for the Regulation of Care.

The first phase of recruitment is complete, with one fully staffed ward of Registered Nurses (Mental Health) as well as Healthcare Support Workers who are on duty 24 hours per day, 7 days per week. The multi-disciplinary team also has a full time Psychologist and Occupational Therapist.

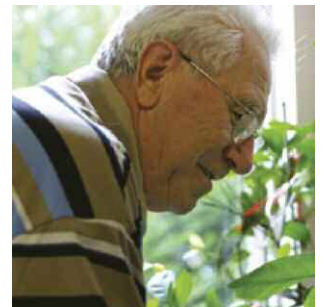
## YOURSHAW: Surehaven News

The second phase of recruitment will begin later in the year as the number of patients increases. Then Surehaven Glasgow will be recruiting for Registered Nurses in Mental Health (experienced and newly qualified), Healthcare Support Workers, Activities Co-ordinator, Psychology Assistant, Housekeeping Assistant, Catering Assistant and Typist. All of these posts are also available as bank posts.

We are pleased to report that Dr Luqman Khan has accepted the position of Consultant (General and Forensic) Psychiatrist to the service.



So, what can you do to help ensure you can cover the cost of care?



Care funding advice

when you need it

Shaw healthcare

partnership  
care direct

# Shaw launches new CARE & HOME Service

## It is an increasing concern as the population enjoys longer lives - how do we fund care in old age? Now Shaw offers solutions

Shaw healthcare has launched Care & Home, a brand new service to support the increasing numbers of people who are responsible for funding their own care needs. In a 'first of its kind', this innovative provision is for those individuals who will require care whilst at the same time protecting the home and assets they have worked so hard for.

The decision to seek care for a loved one can be a very stressful time for all concerned. The discovery that this care, be it domiciliary or residential, might not be paid for by the state but by the individual themselves or their families can sometimes come as an unwelcome surprise. The additional worry of how quickly these costs may mount-up, adds to what is already an extremely anxious time.

In England currently, anyone with assets over £23,250 may have to pay their care fees in full. The average cost of care in the UK is £25,000 per annum for residential care.

Increasing numbers of people who own their own homes will have to self-fund their care in the future. Many are unaware of the options that exist to help ensure they need never worry about running out of money and still retain their home for future generations.

To meet this need, Shaw has launched Care & Home headed by Jon Pain and Suzanne Hughes. The aim of this business venture is to

provide impartial, practical support for those individuals identified as self-funders who, by virtue of their assets, will be expected to self-fund their future healthcare needs.

Shaw's Care & Home is working as an Appointed Representative with an FSA registered specialist in care fees funding. This partnership will ensure that tax efficient financial products can be offered to Service Users to help protect their assets including the family home whilst ensuring that good quality care is provided.

Care & Home provides a 'one-stop' solution - identifying the most appropriate type and amount of care required for an individual. At the same time we can help them to select an appropriate care provider ensuring they receive the right level of support in their chosen location.

As part of the initial launch of this new service, leaflets detailing the scheme have been positioned in several Shaw homes outlining some of the financial solutions available today.

Suzanne Hughes is the marketing lead on this exciting new project and is keen to meet with individuals and their families throughout the UK for whom the burden of care is imminent and are interested in protecting the family home.

Shaw employees who know of someone who might be interested are encouraged to give Suzanne a call on 07855 407208 or email her at [suzanne.hughes@shaw.co.uk](mailto:suzanne.hughes@shaw.co.uk)

Any referrals that lead to an individual taking one of Shaw's services will be rewarded with a £20 "Thank You" voucher.



**Above:** Suzanne Hughes, marketing lead on the new Shaw funding project.

Many people are unaware of the options that exist

**Below:** Jon Pain, joint head of Shaw's Care & Home service.



## YOURSHAW: Regional Round Up

### Down to Earth with a bump - for a good cause

Four staff members from The Hawthorns in Evesham experienced the thrill of a parachute jump to raise funds for improvements to their residents' garden.

Brian Moyo, Deputy Manager; Faye Severn, Administrator; Louisa Bayliss, Team Leader; and Kelly Dobson, Support Worker, all took to the sky and raised just over £1,000 in the process.

All were novice jumpers and not a little frightened.



**Above:** (left to right) Kelly Dobson, Louisa Bayliss, Faye Severn and Brian Moyo



The Hawthorns team prepares for lift off

There were tears during the flight and lots of fluttering hearts and sweaty hands.

Faye commented: "I couldn't squeeze my eyes shut hard enough through the free fall. Once the parachute opens it pulls you back and up into the air, then they have to slacken you off. For me this was a very scary part. I really thought I was going to fall. Then you suddenly feel calm as you start to glide, the views are amazing and the ground comes up to you."

Faye was the only person to land on her feet. The other three may well have had some bumps and bruises from the day!

All considered it was their best ever experience but agreed that a bigger thrill is watching their residents' faces enjoying the new raised flower beds and improved garden area.

### Hat trick of successes for West View

The catering team at West View have achieved a top quality 5 Star rating from their local authority for the third year in succession.

The Environmental Health department at Ashford Borough

Council, in Kent, mark and score food establishments that they license in their "Scores on the Doors" scheme. It applies to all of food outlets in the area, not just care environments. The 5 star rating is the highest ranking

possible.

West View has also been awarded the "Clean Food Award" for the last three years which runs in parallel with the ranking system. A fantastic achievement by the whole team.

### Father and Daughter raise funds for Ashfield House

Eric Gathercole, a resident at Ashfield House, and his daughter Janet have raised £1000 for the home's social fund.

Janet, who visits her father most days, helped him organise fun and interesting games for the general public. In addition to raising funds their efforts also raised awareness of the home.

And while we are on the subject of fundraising, at head office Richard Pugsley has been busy organising quiz nights in aid of the Alzheimer's Society. Over £500 raised - well done Richard!



**Right:** Janet and Eric Gathercole

# Leadon Bank thanks Maureen on National Volunteer Day



Staff at Leadon Bank celebrated National Volunteer Day with a special presentation of flowers and a certificate to Maureen Hill.

Maureen, *left*, who lives in one of the extra care apartments at Leadon Bank, has been a volunteer on a daily basis in the day care unit, seven days a week, since February 2008. She is fit and active - a jolly person who likes to be busy.

Maureen says she is young at heart and enjoys the company of others and is always keen to take part in many of the events at Leadon Bank.



And Leadon Bank staff and one resident raised £100 for their mini bus appeal by holding a fancy dress car wash. The staff were represented by Nik Jones, Jolene Bloise, Liz Barker, Anne Hall, with resident John Gundy who lives in one of the Extra Care flats.



## Identical twins enjoy double celebration

Identical twins Ada Brookes and Annie Creighton (*above*) celebrated their 90th birthdays at Sandalwood Court, Corby.

Ada and Annie were joined by friends and family to enjoy cake and champagne on their big day.

Annie's daughter, Heather Tilley, said: "They have always been very close. They worked together in the cotton mills around Manchester from the age of 11."

Noel Creighton, one of Annie's three sons, said: "Sandalwood Court is a lovely place and they're both very happy here together."

Teresa Taylor, deputy manager, said: "They're both adorable - real characters. Ada likes to go outside for a cigarette every now and again and Annie absolutely loves company."

"I have never come across identical twins in a home together like this in all my career."

## Special commendation to Hazel Court staff

Hazel Court has received a commendation for the successful implementation of the Gold Standard Framework, a model for End of Life Care.

Judith Gumede, Deputy Manager collected the Award at the Gold Standard Framework International Conference in Birmingham at the end of June.

Like all projects, it was a learning curve and thanks are due to Nikki Parry, GSF Coordinator, Dr Shah, Hazel Court's GP and the staff at Hazel Court.

Everyone took a great interest in the model to ensure Hazel Court delivers the best palliative care to the residents, while providing good professional support to their relatives at that critical time.



Judith Gumede (*centre, with plaque*) and team members accept the award in Birmingham

## Carnival Champs

It was success all the way as Ashfield House won first prize in September's Raunds Carnival in Northamptonshire. The brightly decked out float was voted the best with staff ensuring that residents were fully involved.

The success was as a result of a big team effort involving staff, residents, families and friends. Taking the top prize made all the hard work worthwhile and a good time was had by all.

## YOURSHAW: Keeping in touch



**Above:** Members of the Sparrowfields snooker fundraisers. From the left: Paul Sweeney, Dean Sadler, Shaun Salmon, Christian Massey, Martin Cullinane, and Lorenzo Houlis.

## Sparrowfields putting the fun into fundraising

Staff and Service Users at Sparrowfields Care Home, at Weoley Castle, Birmingham, have had a busy summer with a number of fundraising initiatives.

Among the highlights was a sponsored snooker marathon, involving Service Users that took place at a local club. In all, £350 was raised.

There was also a car wash, where local people paid £5 to have their cars cleaned - some people

gave £10. Staff and Service Users were involved in making bread pudding, cakes, tea and coffee, as well as chicken, rice and BBQ food to purchase. Sales went on until late evening, and £250 was collected.

Many of the fund raising ideas were planned and organised by Support Worker, Richard Ragg. Natalie Coombs, Team Leader, helped Service Users to write the poem.

## Cover picture...



**Mrs Maggie Hill, resident at Barton Mews Extra Care Scheme at Barton under Needwood, Staffs.**

After living in Barton under Needwood for 35 years, Maggie moved into Barton Mews shortly after the development opened. Maggie and her husband had begun looking to make a move as he was spending more time in hospital due to illness.

Now that Maggie is on her own the decision to move seems even clearer. Maggie said: "Shortly before I moved in, I fell and broke my arm and it was so hard to cope on my own. Simple tasks, like filling the washing machine or making a cup of tea, were so difficult with no one to help."

Barton Mews offers the ideal solution for people like Maggie, wishing to maintain their independence, yet having the comfort of 24-hour support whenever it is needed.

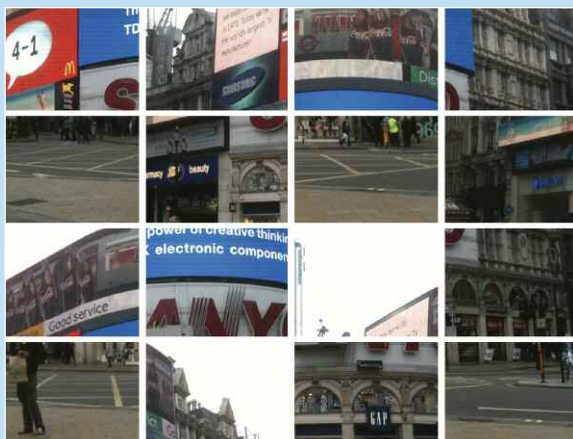
"It's like living in a 4 Star hotel", says Maggie. "Everything is there when you need it but you live in your own apartment with your own front door.

"The funny thing is, now that I've moved I'm busier than ever. The social life is wonderful, with film nights in the main lounge, scrabble and supper nights, birthday parties and coffee mornings. The hardest part is fitting everything in. My daughters visit regularly and often complain that I have a better social life than they do. They recently asked me to move with them down to Cornwall, but I won't go. I wouldn't go if I won the lottery; I feel that I've truly found my niche here and wouldn't change if for the world."

## yourshaw competition

After the popularity of the photo competition last time, we have a slight twist on the same theme in this edition. Pictured here is a well known London scene. But can you tell us where exactly in London it is?

Please email your entries to [News@yourshaw.co.uk](mailto:News@yourshaw.co.uk) or fax to 0844 585 5958. All entries must reach us by midday on Monday 15 November.



Again we have £50 of M & S vouchers for the lucky winner.

**The top sportsman featured in our picture puzzle competition in the last issue of Yourshaw was Tiger Woods. We had our biggest number of entries and the winner was Lynne Anderton, Assistant Management Accountant. Congratulations to Lynne, who won £50 of Marks & Spencer vouchers.**

\* The voucher can be used in part or full payment for any purchases of your choice at any UK branch of Marks and Spencer. This competition is open only to current employees of Shaw healthcare, with the exclusion of those involved in the production of this publication.

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