

Cover Picture:

The Bluebell Day Centre at the Granary, Wraxall



Wax your snow Yoursnow

Issue 8
Early Summer
2010

Shaw News:
Shaw weaves wonders on the web

Industry News:
All change at Department of Health

Shaw People:
Two to tackle China by bike

Welcome to issue 8 of YOURSHAW

Thirty flower arrangements by Eileen Greenfield that could have swept prizes at the Chelsea Flower Show; and compering by Martin Prince that could get him an audition for Britain's Got Talent! These were just two of the elements that made Les Urquhart's teams' second Annual "Shaw Star Awards" such a fun, professional yet above all, such an inspirational event.

As I listened to the citations of the 41 nominees for the eight categories of winners, I felt privileged to be among a group of people who all display such teamwork and total commitment to the people entrusted to their care. To mark and celebrate that event and tell everyone who couldn't be there about it, we have included an additional supplement to this edition.

I know that this spirit is what makes Shaw an exceptional organisation. We all know that it is the quality of care

that we provide which is what matters and what we are judged on.

It is timely that CQC is changing the way it regulates us from October. In future, the yardstick against which all care operators will be measured will be captured in one question - asked in a dozen different ways - "What difference have you made to the quality of life, the independence and happiness of this service user? Show me and prove it". I think we will all cheer this change of focus. It aligns the way we are regulated ever more closely with what we know care services should be all about.

However; being a major legislative change - it will require us to change yet again much of the way we do things. To make the most of the opportunities this change of focus and policy represents, we intend to extend the personal education and development we offer to all staff and



to improve and make this professional development more accessible to everyone.

Over the next two months the training, clinical governance and quality audit services will become more integrated. At the same time they will be much more closely related to and working with all of you who deliver the care. In the next issue I hope to explain how this will create much greater opportunities for professional development.

Jeremy Nixey

YOURSHAW: Shaw staff news

Shaw's "Benefits for You" is launched!

Shaw healthcare is offering all staff the chance to save money on a whole host of products and services all year round with the launch of "Benefits for You", the company's new employee benefits scheme.

Les Urquhart, HR Director said: "With money being tight this year we wanted to use our buying power to help our staff. Working with benefits specialist, Personal Group, we've selected a comprehensive package of benefits including discounts on life's necessities and savings on life's luxuries.

"Whatever your lifestyle you'll find a saving that suits you. There are great deals on electrical products, discounted retail vouchers for everyday shopping, fantastic offers on cinema and bowling, competitive insurance rates, a financial and mortgage advice service, a new childcare voucher scheme and much more."

With summer on its way you can use your "Benefits for You" book as a helping hand to point you in the direction of some entertaining experiences and great outdoor purchases at extremely low prices.

If you're looking to get out of the house for the day, why not take a trip to the cinema and save up to 30 per cent. Or go ten-pin bowling for only £3.99, with free shoe hire.

You can also use your Leisure Vouchers to make some great summer savings on dining out or you can create the perfect BBQ, saving money on garden furniture with major



superstore outlets or cutting the cost of food with a number of supermarkets, thanks to your Retail Vouchers.

We've also included things to support your health and wellbeing. That is why we have included significant benefits such as eyecare and a hospital plan at affordable prices. And we're launching a new, completely free Employee Assistance Helpline to help our staff with any of life's problems.

From 7 June every member of staff will be able to take advantage of all these benefits, simply for being a Shaw healthcare employee. "Benefits for You" booklets will be distributed to all sites and all employees will be given the opportunity of a presentation by a representative of Personal Group, who will outline the scheme and answer any questions you may have.

So don't forget to use your benefits book and start the summer with a smile.

For more information and to view all your benefits simply visit www.personal-benefits.com (your user name and password will be issued with the booklet).

Surehaven Glasgow ready for business

The start of a new era in the care of the mentally ill in Scotland is about to begin as Surehaven Glasgow prepares to open its doors to patients.

Located adjacent to Drumchapel Hospital in the city, the £5 million low secure psychiatric hospital is just awaiting final clearance from the Care Commission before opening for patients. Already, an open day for medical professionals has been held.

The 17-bed purpose built unit will treat men and women between the ages of 18 and 65 who are liable to be detained under the Mental Health Act. It has two gender specific wards, all with single, ensuite rooms. Twenty-four hour patient centred care will be provided.

The hospital has created about 100 jobs locally, as well as providing business for local suppliers.

The hospital manager, Garry Walker, said: "We are now close to the start of this wonderful development which is urgently needed in Scotland.

"This establishment will save patients having to go outside

the area for treatment as they often have to at present. That is an issue that naturally adds to their concerns and those of their families. We are very much looking forward to welcoming our first patients to Surehaven Glasgow."



Above: Surehaven Glasgow

Praise heaped on Pembroke Dock hospital anniversary

The recent one-year anniversary of Surehaven's Pembroke Dock Hospital was made extra special by a glowing tribute from the mother of a patient.

Monica Smith, a long-time campaigner for better services for people with learning disabilities in Pembrokeshire, said she was 'overwhelmed' by the positive effect the Surehaven hospital had had on her son.

"A lot of people still don't know how brilliant the hospital is," she told the *Western Telegraph*.

"The staff are better than any I have ever met. I would recommend anyone who has learning difficulties to go there. I think it is good for the local area too as the patients were being sent miles away before Surehaven opened."

It's all change at the Department of Health

The recent General Election means that there are new figures in charge at the Department of Health.

As was widely expected if the Conservatives won power, Andrew Lansley, who had been Shadow Health Secretary since 2003, now takes on the role in government. The MP for South Cambridgeshire was first elected to the House of Commons in 1997

As part of the coalition, it is the Liberal Democrat MP for Sutton and Cheam, Paul Burstow, who has been given the role of succeeding Phil Hope as Care Services Minister.

The biggest issue, as it affects everyone at Shaw healthcare, will be the establishment of a new

independent commission to advise the Government on the future funding of long-term care. It will report within a year. It is one of many elements contained in the



Above: Paul Burstow, the newly appointed Care Services Minister.

YOURSHAW: Industry News

coalition programme for government. Paul Burstow said: "Urgent reform of the social care system is at the top of our agenda. The current system is unsustainable – it cannot go on as it is. Our first step to reform is to establish an independent commission.

"The Commission on Long Term Care will be tasked with delivering a sustainable settlement, which is a fair partnership between the state and the individual. We'll set out further details and the terms of reference soon."

The Government has also announced that it will not be commencing the provisions in the Personal Care at Home Act, 2010 relating to free care at home.

Shaw healthcare's position as a leading provider of high quality healthcare has been reinforced by the company's exciting new website – don't take our word for it, go to www.shaw.co.uk and see for yourself. It's live right now.

The company has worked with the Bristol-based Synergy Creative to launch a website that is clear and easy to navigate. The site has a sophisticated search facility (see opposite) to enable visitors to it to search simply for care homes according to their region, type of service and specific care needs.

The new-look site is therefore a significant tool for Shaw to communicate with its many audiences – not just you, our staff, but customers too, ranging from relatives of potential service users to local authority commissioning directors and teams.



And as well as comprehensive detail about the range of services offered by Shaw healthcare, the site offers impartial advice on a range of topics of interest to potential purchasers of care – including how to choose a care home, what care options are available, how a needs assessment works and how care might be funded. This positions Shaw healthcare as not only a high quality provider of care, but also a high quality provider of care advice.

Shaw healthcare's Sales and Marketing Director Paddy Hehir says the website is beginning to make a big impact: "Already the new-look website is attracting over 8,000 visitors each month," Paddy says. "But it is important to our Search Engine Optimisation (SEO) strategy that we keep the site fresh, updated and populated with content that is both interesting and informative to our visitors. The more 'hits' our website receives, the higher Shaw healthcare will go up the page rankings of search engines such as Google."



And Shaw healthcare staff have a vital role to play in aiding the quest for high search engine ranking insofar as your input – stories, shared experiences and case studies – will add to the credibility of the site and its attractiveness to visitors. In this way the new-look website will complement the YourShaw newsletter by providing a further, and immediate, outlet for your news and views.

Above: A selection of images which feature across the new Shaw website.

healthcare image nced by its...

Paddy Hehir adds: "I'd like to ask all of you to please keep us updated with your news and events in your area and we'll feature as much we can on the website. Who knows – your item may even feature on the home page!"

Shaw healthcare is determined to keep developing and improving the website. New features to be added soon – include a jobs search section – a comprehensive database that enables visitors to search and apply for jobs online. It's a really exciting feature that will enhance the company's recruitment process.



Further development of and improvements to the website will be greatly assisted with your input.

So if you have any feedback and suggestions for making the Shaw healthcare website even better, please get in touch with Shaw's website manager Nicola Leonard on 02920 365067; or email her at Nicola.Leonard@shaw.co.uk

WEB SITE STORY



Above: The new Shaw healthcare homepage.

YOURSHAW: Regional Round Up

Community Services backs Dignity Action Day

Shaw Community Services gave its full backing to this year's special action day to promote Dignity in Care.

The aim was to ensure that dignity is a reality for all. Over and above the care that Shaw provides on a daily basis, the team at Leadon Bank at Ledbury, ran a celebration afternoon which involved the people they support, their families, and the local community.

Sally Levett, of Community Services said: 'Dignity Action day gave everyone the opportunity to contribute to upholding people's rights to dignity and provide a memorable day for people receiving care. Dignity Action Day was created to ensure people in care are treated as individuals and are given choice and control.'



Above: Dignity Action Day at Leadon Bank, Ledbury

Waverley House welcomes new manager

Waverley House, at Leominster, has a new manager. Lea Larsen, who was born in Denmark, arrived from Bedfordshire in order to be closer to her family who moved to Leominster sometime ago.

Lea said: "I was thrilled when offered this position to manage Waverley House, it's a lovely building. I am really enjoying my work; getting to know the staff, families and local working professionals.

"I have been overwhelmed by the support I have received; from the regional team since taking my position and also other home managers from the county."

Lea has many years experience in the healthcare sector, gaining a degree in nursing at Leicester De Montfort University ten years ago. She then worked in hospitals in Leicester, gaining experience in both theatre and ward nursing.



Above: Lea Larsen, the new manager at Waverley House.

Petersfield residents' success at flower show

Residents from Petersfield have been celebrating success in the Arts and Crafts section specifically for residents of care homes at Portishead Flower Show.

Success came through the group entry of butterflies and flowers that won a Special Merit Award and 98-year-old Betty Evans took first prize and a Cup for her knitted pram covers.

Betty has been an avid knitter for many years and her pram covers are a work of art. Unfortunately, due to failing eyesight Betty no longer knits but she remains a very active member of the arts and crafts group and will be working with her friends on next year's entries.

Residents at Petersfield have the opportunity to try their hand at arts and crafts at weekly session organised by Activity worker Sylvia Howell, who helped residents make paper flowers and butterflies for the group entry and gave her own time to ensure the items were exhibited and collected on the day.



Pictured above are the Petersfield residents with their winning entries. Back row left to right – Josie Tyler, Betty Fellender, Joan Marriott. Front row left to right – Betty Evans, Elsie Rippeth.

Water feature creates quiet area to share memories



Above: From the left Jen Scott, John Malyon and home manager, Sharon Payne

Lancum House, at Wellingborough, has transformed an unused area in the home into a quiet therapeutic area.

The idea was to introduce a new area for residents and their families to come and sit and share memories and quality time together.

When a relative from the home, Jen Scott, heard about the idea, she quickly donated some money, knowing she would like to spend

personal time there with her father, John Malyon, who is a dementia resident.

Jen's mother, Edith, was also a resident at the home until she passed away in December last year.

Jen said: "Dad often asks about Mum and where she is. When I bring him here we listen to the trickling water and talk. Dad has already linked this space to Mum".

Eileen takes to the skies to fulfil a dream



Above: Eileen Hedgecock makes the most of her helicopter ride.

A resident at Rotherlea Care Home in Petworth was able to live her dream when her name was pulled out of the "pick a wish" box.

Seventy-eight year old Eileen Hedgecock's dream came true when she was taken on a helicopter ride over Brighton pier and along the south coast. Eileen and two of her friends from Rotherlea, Mike Keen and Charlie Chase, were driven to Shoreham airport to be greeted by pilot John Davies from Helifly.

Eileen said, "It was absolutely out of this world. I have never been in a helicopter and always fancied it".

The ride was followed by a trip to the sea front where they enjoyed a fish and chip lunch.

Sue Humphrey who works at Rotherlea as an Activities Co-ordinator said, "This is fantastic thing for the residents".

On their bikes - Julie And Angela tackle China for charity

Two courageous staff members at The Copse Specialist Care Home at Weston-super-Mare are planning to go for a bike ride - with a difference.

Julie Taylor, who is the activity co-ordinator, and Angela Stephens, deputy manager, are planning a 300 mile cycle through Asia to raise money for the mother and baby charity, Women for Women. The five-day women-only journey in October will take them through the Beijing province and see them follow in the footsteps of the charity's other supporters such as television personality, Fern Britton.

The charity, which is also backed by Professor Lord Robert Winston, supports women scientists in their aim of preventing devastating cancer causing conditions, miscarriages, infertility and genetic diseases.

Julie, who is a 55-year-old grandmother, said: "We might be a bunch of menopausal women with middle-aged spread who haven't ridden bikes for years but we are prepared to train hard for this challenge and need to raise £7,000. It is for a really good cause.

"Two hundred and fifty babies die each week in the UK. Just as devastating is to be told that you have cancer - 8,500 women a year die from gynaecological cancer.

"The Wolfson and Weston Research Centre for Family Health



at Imperial College, London, specialises in the diagnosis, prevention and treatment of a range of devastating conditions affecting women and their babies.

"We hope people will dig deep and support us."

Anyone wanting to support Julie and Angela can make a donation online at www.justgiving.com/beijingandbust

And Julie and Angela are not the only ones getting on their bikes. See future editions of Yourshaw to read more about others prepared to pedal "that extra mile!"

YOURSHAW: Keeping in touch



Cover picture...

Service User
Kathleen
Krawchik enjoys
a joke with the
Bluebell Day
Centre Manager
at the Granary,
Alison Taylor.



Cash bonanza for Sandalwood Court

An evening of Irish dancing has raised £1,800 for Shaw healthcare's Sandalwood Court care home in Corby.

The fund-raiser was held at the town's Irish Centre and was the brainchild of the family of Sandalwood resident Theresa McCann.

As well as the hundreds of people taking to the dancefloor, cash for Sandalwood Court's entertainment's committee was raised with a raffle, while further dancing entertainment was provided by a local school of Irish Dance.

Left: Pleased with the proceeds are Sandalwood Court manager Paula Dutton, fundraiser Geraldine Campbell and Sandalwood resident Mary Burr. (Photo courtesy of Northampton Evening Telegraph)

Laureate

Continuing our series of poems, we present this edited offering from Maggie Hill, a resident at Barton Mews, who went to London with Scheme Manager, Kim Higgins, and another resident, Elsie Crisp, when they won the recent Elderly Accommodation Counsel housing award.

A Grand Day Out

We are going to London and will travel by train, so I've curled up my hair and just hope it won't rain.
I'm all dressed up and wearing my best, I want to look smart and just as good as the rest.

The train leaves from Lichfield, must be there in good time. You pay to park, if you don't want a fine.
The tickets been paid for, a space we must find, we really must hurry, we might be out of time.

At last all's not lost, a space has been found, but it's cost her more cash and its further in town.
Once again we're ok, our smile is now back but it seems that our train's on the other track.

In London, in taxi, well this is so nice, and if we are lucky we'll take in some sights.
In only a second, it seems we are there, I can see all at once it's a smart affair.

We were wined and then dined, there were speeches galore, really rather exciting, not a bit of a bore.
Then right at the end, when it's nearly all over, they called out our name, we were really in clover.

Up on the stage as we stand in a row, are we bronze? Could it be silver? I really don't know!
When they said we were gold... Gold! Well what can I say, thank goodness we got here, it was a long way.

There were photos, more smiles, and handshakes all round, one last toast then we're homeward bound.
Another ride in a taxi, showing off with a prize, and I've five large umbrellas - well that's a surprise.

Then a kind gentleman says, with a grin, 'This train's not for Lichfield - not the part you are in.'
We grab up our goods and rush down the train. Guess who's got the umbrellas again?

Kim's laughing so much, tears have run down her face, whilst trying to look cool like I'm having a race. We fall in our seat, all clutching our bags, I can tell by her face 'Elsie thinks we are mad.'

I'm home now and sat with a glass in my hand. I smile and remember 'what a day - it was grand!'

yourshaw competition - now worth £50

It's time to look forward to summer. Pictured here is a star from the world of sport, who has been making many headlines in the past few months. Can you identify this person?



Please email your entries to News@yourshaw.co.uk or fax to 0844 585 5958. All entries must reach us by midday on Monday 19 July. As usual we have M&S vouchers* for the lucky winner, this time to the value of **£50**.

The winner of the picture puzzle competition in the last issue of Yourshaw was Kate Lane, from Shaw head office in Cardiff.

Kate wins £25 of Marks & Spencer vouchers. And who was that in the photograph?

Many of you got it right. It was Britain's greatest ever Olympian, Sir Steve Redgrave.

*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.

CONTACT US: We really want this newsletter to be about you. Please contact your local newshound with all your news, stories and pictures - or you can contact the editor direct at: news@yourshaw.co.uk