

### Making it clear...

To communicate more effectively with its Service Users, Care Solutions Group is producing more easy-to-read guides and documents than ever before.



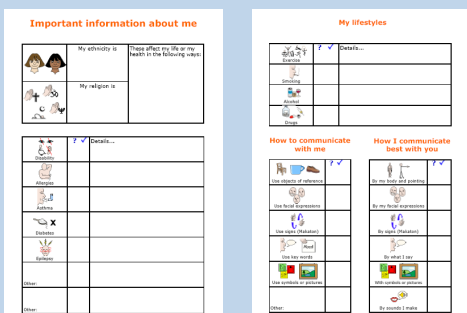
New Supported Living tenants receive a welcome pack that includes an easy-to-read guide to their new home as well as a



welcome card with contact information. Similar guides and information booklets are being introduced for residential Service Users.



Individuals also have an easy-to-read Health & Personal Information pack. This ensures that all personal preferences and requirements, and health needs, are recorded and understood by their support workers and health care professionals.



Sample pages from the Health Pack.

### Social Care Solutions reaches finals of HealthInvestor Awards 2009

The company's drive to implement the Self-Directed Support agenda in its Supported Living service has been recognised with a place in the finals of the 2009 HealthInvestor Awards.

Commenting on this success in the key residential/domiciliary care category the company's Operations Director, Trish Crowsley, said, "This is a result of the team's exceptional ongoing efforts to drive forward change for the direct benefit of our Service Users."

The HealthInvestor Awards finals will be held on June 3rd.

### Coveted award for Milton Keynes' only excellent home care provider

The Milton Keynes branch of Home Care Solutions has received a three star 'excellent' CSCI rating. The award means that Home Care Solutions is the only provider of home care for the elderly in Milton Keynes to hold an 'excellent' rating.



The rating, which is the highest awarded by CSCI, was ratified on the 17th of February following a routine unannounced inspection. Care Co-ordinator Anne Roberts attributes the award to the hard work and dedication of her staff. "I'm lucky to work with a fantastic bunch of people - they have all worked so hard for this."

Home Care Solutions, which is an approved provider to several local authorities including Milton Keynes Council, provides a full range of home care services to the elderly and to people who need support at home because of illness or disability. Home Care Solutions has branches in Oxford, Luton, Bedford, Peterborough, Newark and Milton Keynes.

### New Finance Director joins the team

Care Solutions Group has announced the appointment of Martin Wood as Finance Director. Martin joins the Group from Moto Hospitality. Prior to that Martin has over 10 years' experience in financial management roles for Ernst & Young, KPMG and Accenture.

## For the record - what people say about us

Quality Assurance is more than a paper exercise for Care Solutions Group. The company is in the process of collating responses to its four-stage 2009 Quality Assurance questionnaires and will report its findings during the course of the year.

Questionnaires are sent each year to Service Users, their Next of Kin, Social Workers and other professionals, and staff. The company uses this information to see what it's doing right and what it could be doing better.

The questionnaires that are sent to Service Users and their Next of Kin provide a particularly valuable insight into how they feel about important issues including where they live, daily activities, the opportunities they have for personal development and how they feel about staff and the management team.

The results of the first part of the survey are due to be published in the June edition of *Grouptalk*.

## College is a big hit with Birch House



Several individuals at the Birch House Supported Living scheme are studying towards their exams at Bedford College.

Martin studies Numeracy & Literacy, ICT and Presentation, Community & Citizenship and Craft & Enterprise. He goes to college four days each week and has been going for more than a year. He is very confident of success in his exams in June. Martin enjoys going to Robinson Pool where he swims and also uses the gym.



He is a keen Manchester Utd supporter and in his spare time likes to read and play football games on his Playstation.



Joe goes to college twice a week. He enjoys art most of all and is very good at painting trees. He goes to the library with friends on Fridays and often enjoys a hot chocolate in the cafe afterwards.

Individuals of all ages at the company's residential homes and Supported Living schemes are encouraged to enrol on college courses, both for further education and to pursue hobbies and interests.

## Oakley & Peterborough drama groups thrill audience again



On Friday the 23rd of January the Oakley & Peterborough drama groups presented another superb performance that was enjoyed by an audience of nearly 100.



First onto the stage were the Peterborough drama group who performed their version of *Oliver!* Toni and Katie wowed the audience as Oliver and Nancy, and were supported by a brilliant cast from the residential homes in Peterborough that included Darren, Gary, John, David, Robert and Maz. The audience joined in with many of the well-known songs and gave the cast a standing ovation.



The audience was then entertained by the Oakley drama group with a performance of *Emmerdale - The X-Factor*. Barry hosted the show as Simon Cowell, with a great supporting cast from the residential homes in Bedford, Rushden and Biggleswade, that included Karen, Robin, Fred, Joy, Sarah, Theresa, Rita, Sue and Katie.

Each of the Woolpack's customers was invited to perform a song to Mr Cowell's trademark wit and criticism, which was delivered with hilarious results. Service Users, family and friends said they had a great time and were looking forward to the next production, which will be held in June.

Performances are planned three times each year and the Oakley and Peterborough drama groups meet most weeks for rehearsals.

## 'Karate kid' scoops big prize

Congratulations have been heaped on Andrew from Husbands Bosworth who has won an international karate competition. The event, which took place in Leicester on the 3rd of November, drew competitors from as far away as Sweden. Andrew won 1st prize in one of his events and came 3rd in another. Andrew, who goes to karate lessons each Wednesday, also won his orange belt in December and is preparing for his green belt championship event which will be held later this year.



## Easier WWW

To help clients navigate the Group's individual websites they now only need to remember one address.

[www.caresolutionsgroup.com](http://www.caresolutionsgroup.com)

This new website address provides direct access to Community Care Solutions (Residential), Social Care Solutions (Supported Living), Home Care Solutions (domiciliary) and Day Care Solutions (day care services).

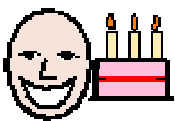
## New Supported Living service in Northampton announced

Care Solutions Group has announced the launch of its 19th Supporting Living scheme. The four-bedroom shared house in Northampton brings the number of placements in the company's Supported Living service to 45. Service Users are due to move in on the 23rd of March.

The company worked closely with the In Control team, and with the Service Users themselves and their families, to secure an ideal property to meet their needs. The house is being furnished according to their own specification, including the installation of an adapted kitchen and a wet-room. Individual support is being provided to facilitate a smooth transition.

Referral & Assessment Officer, Holly Blackwell, has overseen the project and commented, "It was important for us to take on board the outcomes that each individual desired and to involve them at every stage." This approach is being adopted as part of the Self-Directed Support agenda so that all Service Users in the company's Supported Living schemes have a greater say in how their support is utilised.

## 60th birthday surprise for Daphne



Daphne, from the company's Leicester residential service, has celebrated her recent 60th birthday in style. A party was held at the home in her honour and was attended by 30 of her family and friends.



Towards the end of the party Daphne received a wonderful surprise. Her niece had arranged a holiday to Spain for Daphne to visit her brother! Everything had been organised for her and Daphne flew to Spain the next morning. Daphne said, "Thank you everyone for making my 60th birthday so special."

## Ahead of the game for the digital switchover

To ensure Service Users enjoy uninterrupted viewing, Care Solutions Group is installing new digital aerials in its residential properties. This upgrade will ensure that all communal areas and bedrooms are ready for the switchover from analogue to digital TV. The Group is also ensuring that all its Supported Living and Home Care Service Users are



aware of the coming switchover to ensure they are not left in the dark when the time comes. Where individuals qualify under the Switchover Help Scheme, support will be provided to ensure access to the scheme.



## New centre boosts in-house training facilities

The company has announced the opening of a new state-of-the-art training centre in the historic county town of Huntingdon. The centre doubles the company's capacity for in-house training courses and will host a variety of courses including NAPPI, Protection of Vulnerable Children (POCA), Personal Awareness Consultancy & Training (PACT) and Autism as well as the initial five day induction course.

The company has won many awards for providing outstanding training to its employees. Most recently the company was a finalist in the 2008 Cambridgeshire Recruitment & Training Awards.

## Valuing people

Not forgetting that its employees are key to the company's success, Care Solutions Group has introduced its own annual awards ceremony to celebrate and reward excellence.

An overall Group Employee of the Month is selected from the winners of individual company Employee of the Month awards. The Employee of the Year award will be presented at a gala dinner in December.

HR Director, Lynne Shaw, said, "We feel it is important to reward those individuals from within all areas of the Group who go the extra mile for Service Users, for colleagues and for the company as a whole."

## Art competition for Snoezelen

Service Users who like drawing or painting have been invited to submit their work for the chance to win a great prize and to have their pictures displayed at the Snoezelen facility in Bedford. The winning entrant will receive a superb art pack and will have their picture specially framed. All entries will be displayed for visitors at the newly decorated and outfitted facility.

The art competition is on the theme of SPRING, and the company plans to promote additional competitions each quarter to follow the seasonal theme. Entries will be judged on the 31st of March and the winner immediately informed of their success.

The company's Snoezelen facility has a large selection of equipment for fun and therapy spread over three rooms - the Sensory Room, the White Room and the Activities Room.

## New organisation chart places Service Users at the centre

To demonstrate its commitment to supporting and upholding the rights of its Service Users, Care Solutions Group has released a new organisation chart. It is designed to show that individuals in its care are central to its ethos. The new chart is prominently displayed at the company's head office, regional offices and branches, and in its residential homes, as a visual reminder to employees of who is at the heart of our organisation.

**CARE SOLUTIONS GROUP**  
Company Organisation Chart



Including external influencing factors

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