

You First

ISSUE 27 - WINTER 2011

**Celebrating
Success**



Winner of Best Publication
howdo
Awards 2010
Public Services Communications

Secret Millionaire | Look to 2011 | Dementia Development



Phil's Foreword

Happy New Year and welcome to **You First** magazine.

The start of a new year gives us all the opportunity to look back at the year that has passed and to look ahead to the coming 12 months. Perhaps some of you will have set yourselves a resolution for 2011 like the members of our community on pages 12-13 have done, and no doubt, you will be looking forward with excitement to some of the things that you will be doing this year.

At CIC, we have much to look forward to in 2011 – not least the development of our new specialist dementia service in Manchester. This January, we start the build on this new state-of-the-art service, which will be able to support people with the condition no matter what challenge they may face, by providing a range of specialist care and support services from one location. Because of this commitment to always being there for people with dementia, we will be branding our new service as **everystep**.

everystep is an innovative new service, which draws upon the latest research and best practice in dementia care. From the architecture of the building the care is provided in, to the training of the staff who deliver the support, **everystep** will be cutting edge, but at its heart remains the founding principles of our charity: our commitment to bettering the lives of people with care and support needs, to making a difference to local communities and always providing the highest standards.

This is a hugely exciting and ambitious project and is exactly the type of innovation that we talked about at our 2010 Roadshows, when we highlighted CIC's commitment to delivering 'new solutions'. You can find out more on pages 14-15, where our Director of Strategic Projects, Ingrid Smillie and Director of Senior Care, Sue McLean, give you their guide to the service.

Elsewhere, this edition is packed with news and fun features from our community. The budding chefs amongst us can pick up a tip or two on pages 10-11, where some of the people we support give us their recipes for delicious winter warmers. We also have an interesting guide to holistic therapies brought to us by the team at Windsor Drive, one of our Independent Living services in the North East. The team give us some fantastic tips for how to relax and unwind, which have really benefitted the people they support.

I'd like to take this opportunity to congratulate the many award nominees listed on the back page of this edition. At CIC we are proud to have such great staff and the many award nominations we have received are truly worthy of commendation.

On the topic of awards, **You First** recently scooped the Best Publication Award at the How-Do Public Services Communications Awards 2010. Our magazine is such a success because of the commitment of our staff and the people we support, who are so passionate about their services and showcasing the best of our community, regularly sending their ideas and stories to the **You First** team. So on behalf of CIC and the **You First** team, I would like to thank everyone who contributes to our magazine in any way – you share in this award success.

Best wishes for 2011,

Phil Edgington
Chief Executive



Congratulations to our **You First** 26 competition winners:

Squeeze album:
Geraldine Martin
Karen Anderson



Ali Campbell album:
Gillian Brindle
Joanne Lee



Joe Cocker album:
Gil Dowley
Jill Evans
Carlos Giganto
Janet Reynolds
Robert Mair



Arcadia Gift Vouchers
Angela Thomas
Joanne Warren
Marian Kilgannon



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cic
— group —
putting individuals first



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You First is a free magazine published four times a year.

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Our cover star:
Annabelle Pryce, Support Worker at Vocational Support Services, who collected a qualification at CIC's recent celebration event (page 5).

The views expressed in this magazine are not necessarily those of CIC.

Planet Friendly

You First is printed on paper that is manufactured from sustainable forests and is elemental chlorine free. Please recycle after reading.

News

At CIC we are committed to ensuring the people we support enjoy full and happy lives. Whether that means simply spending more time with friends and family, or achieving an important dream or goal, we love to hear all about your stories and share them with our readers. This month we were thrilled to receive two very different, but equally special examples of dedicated care changing the lives of the people we support...

They say that the internet has made the world a smaller place, and that definitely seems to be the case for Eileen Watson, who is supported to live in her own home by the Inspirit Care team in St Helens. **You First** were delighted to receive a letter from Eileen's daughter, Kim Miller, who lives in Australia, praising the Inspirit team for their canny use of technology, helping her keep in touch with her Mum from the other side of the world. She told us...



Eileen Watson, pictured centre.

Irene Routledge, pictured centre.

Proving that it's never too late to make important dreams come true is Irene Routledge from Belle Vue in Durham.

Moving into her new home only a year ago, Irene's independence has grown each day, so much so that devout Christian Irene made the decision that she would like her family and the team at Belle Vue to support her to be confirmed. Caroline Bairstow, Lead Service Manager, wrote to us to tell us all about Irene's very special day...



“Living so far away from Mum can be difficult, that's why I appreciate the efforts Inspirit Care make to keep us in touch by supporting Mum to use Skype, an on-line video calling service.

Being able to see and speak to Mum on a daily basis has been brilliant and it's also made organising her care package so much easier. Only last week we were able to hold a video call between myself, my sister, Mum, her carers and Social Services, which was great.

Whenever I look in on Mum over Skype she is always so well turned out, hair looking lovely and beautifully dressed. I just cannot praise Joanne, the Inspirit team leader, and her team enough. It's wonderful to see the efforts they've put into building a trusting and caring relationship with Mum, and the respect and understanding they have shown me, knowing that I am so far away, has been amazing.

It's just so reassuring to know that Mum is so happy and being looked after so well. I can't say thank you enough to the whole Inspirit team.

“Irene moved to Belle Vue in 2009, at which time she needed support to develop her confidence, to talk and participate in her life. Now Irene is so much more independent - doing her own shopping, cooking and chores.

Irene's faith is very important to her and over the past few months, Irene has started to attend church once more.

Knowing how much Irene enjoys her faith, CIC, along with her family and her local church, supported her to fulfil her ambition to be confirmed. Irene spent many hours practising her role for the confirmation service with the local priest and was very happy when the day arrived.

The whole event was a marvellous achievement for Irene and all who attended were so proud of her. Afterwards, Irene had a great time celebrating at her confirmation party with all her friends. Well done Irene!

Celebrating Success

CIC recently held two different celebration days commending the dedication of our staff. Our first recognised the achievements of staff who have achieved great qualifications as part of CIC's Learning and Development programme, the second celebrated another truly exceptional achievement – staff who have been with our charity for 20 years or more.



Our Chief Executive, Phil Edgington, says: "It was a real privilege for CIC to host these celebration days. We know that our staff are fundamental to our charity achieving its ambitions so wherever possible, we want to recognise and showcase their achievements."

"Staff training is a key focus for CIC. We want our staff to have all of the skills necessary to deliver excellent care and that is why we support them to go for qualifications that will make a real difference to their work. Of course, there is a lot of hard work involved in achieving any qualification and that is why we wanted to invite these staff to Market Court so we could properly celebrate their efforts and achievements."

Phil added, "We were also really delighted to welcome staff who have worked at CIC for more than 20 years. These colleagues have been with CIC since its very earliest days and between them had amassed an astonishing 700 years work for our charity! Their dedicated service has helped our charity grow from being a small care provider two decades ago to the national organisation it is today."

"Both events were true examples of the passion that exists in CIC for our charity and for delivering an exceptional service to the people we support."



This quarter, CIC has had 72 staff achieve the following amazing qualifications:

CIEH Level 2 Award in Health & Safety in the Workplace
ILM Level 3 Award in 1st Line Management
BTEC Certificate in Dementia
City & Guilds level 2 Certificate in Literacy
City & Guilds level 2 Certificate in Numeracy
IOSH Certificate in Managing Safety
Emerging Leaders Development Programme
NVQ Business Admin level 3

20 Years of Service:

Brenda Forster - Ann Street
Jason Martin - Carnatic
Shirley McMannion - Birkdale Road
Karen Manville - Birwood
Ann-Marie Briers - Birwood
Elaine Wright - Blackburne Drive
Mary McGibbon - Blackburne Drive
Walter Cleary - Buckingham Road
Annette Smith - Burden Road
Joanne O'Connor - Cherryvale
Elizabeth Hoskisson - Dalegarth Avenue
Elaine Dickson - Dalegarth Avenue
Lynda Halpin - Dalegarth Avenue
Georgina Allen - Finance, Market Court
Elizabeth O'Shaughnessy - Finance, Market Court
Ann Culshaw - Gordon House
Patricia Giblin - Gordon House
Sheila Warren - Gordon House
Rachel Mary Burns - Green Heys
Stephanie O'Connor - Green Heys
Jacqueline Caddick - Green Heys
Susan Hatton - Health and Safety, Market Court
Ann Roe - Holmdale
Paula Hilton - HR, Market Court
Jill Dyas - Inglenook
Dorothy Malpas - Inglenook
Mary Finney - Inglenook
Jill Lucock - Liverpool Service Manager
Michelle Duvall - Liverpool Area Office
Maureen Collins - Lysander Close
Carol O'Neill - The Meander
Alan Howells - Training, Market Court
Pauline Harding - Winsford Grange
David Mason - Winsford Grange
Dianne Bayliss - Winsford Grange
June Bell - Winterburn Crescent
Angela Griffin - Woodley Manor

Community



Congratulations to Paul Jackson, student at the Rievaulx Day Centre in Billingham, who has successfully completed his 'Work Preparation' course, teaching him about communication, team working, time keeping, and computing.

Tenants and staff from Glendyke Road and Salisbury Park in Liverpool enjoy a relaxing barge trip in Welshpool.



'Halloween Hi-jinks'



- 1 - 'Charnwood Lodge Care Home'
- 2 - 'Munches Park Care Home'
- 3 - 'Mansefield House'



The sun came out for residents and staff from St Catherines Care Home, Nantwich, when they enjoyed a memorable boat cruise along the River Weaver.



David Scott and Andy Morgan from Elwick Road flats in Cleveland, had a night to remember when, decked out in their finest suits, they attended the Warren Road Day Centre end of term celebration ball, taking their support worker, Joanne Thompson along as their special guest.



Budding green-fingers, Connor Smith, has built his very own veg and flower patch with support from the Cumbrian Outreach service team. Connor has grown all kinds of fresh veggies including sweet peas, cabbage, cauliflower and broccoli and has now planted turnips for the winter.



Well done to James Melrose, from Duddington Row in Edinburgh, who braved the wet weather to take part in a sponsored walk in aid of the Drum Riding School. James, who is a regular member of the riding school, walked nearly 7 miles with his Support Worker Elizabeth, raising £80.

A celebration day was held in honour of service users from CIC's Addictions Services in St Helen's and Liverpool who successfully competed their Mentors exam. Well done to you all.





Debbie Morrison, from Windy Nook in Gateshead, enjoyed some winter sun on her first holiday aboard visiting Benidorm in Spain. Debbie is now busy planning next year's getaway!

Elaine Bainbridge from Cookson Court in Penrith, pictured excitedly receiving the keys to her brand new car!



Staff, residents, friends and family from Munches Park, Dumfries and Galloway, raised an impressive £700 by organising a sponsored walk.

Congratulations to Adam Swinfield, from Leicester, proudly pictured after passing his driving test. Car fanatic Adam is now saving up for a car of his own.



Many happy returns to Nora Carr from Rydal Mount in Cumbria who was joined by all her family and friends to celebrate her 70th birthday!



Students from the Rievaulx Centre in Billingham had a memorable day when they visited the home of their Middlesbrough FC heroes – the Riverside Stadium.



“My name's John Radcliffe and I live at Summerson House in Gateshead. I wanted to write to You First so I could tell you all about my amazing holiday to Disneyland Paris, where I got to meet the full Disney gang including Mickey Mouse, Donald Duck and Pluto, as well as going on some amazing rides like the one in the photo. I had the best time ever.”

Staff and residents at West Denton Road, Tyne & Wear, threw a surprise 70th birthday party for Support Worker Brian Rushton, CIC's oldest member of staff. Many happy returns Brian!



Staff and tenants at Broomside Lane, Durham, caught the last rays of summer sunshine with a Hawaiian themed fancy dress party in aid of Dignity Action Day.

Kemp Lodge, CIC's senior care home in Crosby, Merseyside, has been keeping a very special secret...residents and staff helped young businessperson Tom Mairs, 24, play benefactor to an inner-city youth club as part of Channel 4's Secret Millionaire programme!

The undercover entrepreneur visited their service when he accompanied young DJ, Paul Goodison, from SPACE youth club in Liverpool, on his visit to the home to provide musical entertainment to their elderly residents. Tom was so impressed with Paul's have-a-go attitude and the work of the youth project, that he became a benefactor to SPACE and a mentor to the young DJ. **You First** caught up with Tom to find out more...



The secret revealed

You First:- Tom, tell us, how did you get involved in The Secret Millionaire?

Tom Mairs:- One day out of the blue, I got a call from Channel 4 asking would I like to feature in the programme. They'd been looking for entrepreneurs to take part in the new season of the show and I think as I'm quite young, they thought it could make for an interesting episode!

YF:- Did you choose to film in Liverpool?

TM:- Originally, the show suggested perhaps going to Glasgow or Manchester, as there would be less chance of me getting recognised. But from the start I was quite adamant that I wanted to stay local. I felt strongly that as I've made my money in Liverpool, it should be Liverpool people who benefitted from my donations.

YF:- Was it hard to keep your cover during the filming?

TM:- Generally, people didn't suspect anything. I had a good cover story and as I'm quite young, I don't think people really expected me to be a millionaire. But there were a couple of close calls; when I was working with the boss of one charity, I slipped up a few times trying to give her advice on how she could improve it. In the end she asked me how I knew so much about running a company and I had to

THE SECRET MILLIONAIRE

led...

pretend it was all to do with my Business degree! The funniest time was when I first met the kids at SPACE. They all instantly wanted to add me as a friend on Facebook, and that caught me completely by surprise, as I knew there was no way I could give them my real name! I had to wriggle out of it by making up a fake surname and I did think that looked pretty suspicious, although luckily no one guessed.

to younger people. In the end I worked closely with SPACE, a local youth club which keeps kids off the street in Bootle, Kids Connect, an organisation that takes chronically and terminally ill children on holiday, a young boys football team and CELLS, an organisation in which ex-offenders try to educate youngsters and steer them away from a life of crime. It was interesting to spend time with them all and whilst some were just really

YF: It was actually whilst you were working with the youth club that you met Paul, a young aspiring DJ, who you accompanied to Kemp Lodge to perform some music for the residents as part of the show. Did you enjoy visiting the home and listening to Paul's gig?

TM:- When Paul invited me to watch him play a DJ gig, I honestly thought he meant at a nightclub in Liverpool city centre! So when we arrived at Kemp Lodge, I was a bit confused about what was happening. But Paul absolutely loved performing for the residents and he made me laugh when someone requested some classical music and he played Rod Stewart! But it was a pleasure to visit the home; the staff there were lovely and all made us really

welcome. Even though the music wasn't really to the residents' taste, they still all sang and danced along and Paul was so chuffed with that.

YF:- You got the chance to work with some great, worthy projects - were there any that you particularly enjoyed?

TM:- I really wanted to make sure that the organisations I worked with were youth charities, as I'm only 24 myself, so I knew I'd find it easier to relate

I've met some amazing people, who are worth their weight in gold. I might run a successful company, but I couldn't do even a tenth of what they do.

fun, like SPACE, others took me on more of a personal journey, like working with the children at Kids Connect or meeting the ex-convicts from CELLS.

YF:- Was it a difficult decision to decide who to donate to in the end?

TM:- It was difficult, because I was fortunate enough to meet several very worthy and credible charities. But when it came down to it, I just tried to think 'How would I sum each of these charities up in one sentence' and when I did that, there were two which really stood out to me above the others - Kids Connect and SPACE. These were the two that I really felt needed my help.

YF:- How did it feel revealing your identity and seeing people's reactions?

TM:- That was a bit strange. I felt really awkward saying "Guess what, I'm a millionaire", especially as you do get to know people really well whilst you're filming and you are a little bit worried what their reactions will be. But the reaction I got was amazing and I think as people saw on the programme, the kids at SPACE went absolutely wild!

YF:- Do you plan on keeping in touch with any of the

charities you have helped?

TM:- I'm still in touch with all of the charities, as well as some other fantastic people I met whilst filming the show. Doing the show wasn't just a one-off for me, I have made a long-term commitment and I intend on keeping it. I'll continue to extend financial as well as business support to the charities, and give my own time wherever I can. I've made a personal friendship with Paul, and we'll go out for food or he'll come to visit me in my house. I've also been on a few of the Kids Connect holidays as a helper and I've recently been to the Christmas show SPACE put on with the money I donated.

YF:- Overall, what was it like taking part in the show?

TM:- It was a really positive, unforgettable experience. I've met some amazing people, who are worth their weight in gold. I might run a successful company, but I couldn't do even a tenth of what people like Maureen at Kids Connect do, supporting children who are so ill. Money can't change those things but hopefully it can ease things a little bit, and bring some happiness to people who really deserve it, that's all I was hoping to do.

Winter Warmers

Whilst Britain is facing 'The Big Freeze', why not beat the chill and enjoy some hearty winter warmers. At CIC, we support some avid chefs, not least in our day services where cookery is a regular and popular activity.

Every day people supported by Thorney Croft senior care day service in Dumfries and Galloway enjoy taking part in fun and engaging activities, but the one activity that they like most is cookery. From soups to biscuits, pies to pickles, their members are always making something delicious. In fact, their culinary creations have become so popular that they have recently published their own cookery book!

This same passion for cooking can also be seen at our Rievaulx day service in Stockton. The Rievaulx supports people with learning difficulties to enjoy social activities and learn new skills. Their students have recently been enjoying taking part in cookery and healthy eating classes led by the service's chef Zoe Wood. Both services share some of their favourite winter recipes with **You First**...

Billy's top tips!

Even the most accomplished of chefs can struggle in the kitchen. Luckily, we have a true masterchef on-hand to share some of his top tips. Thorney Croft member Billy Crombie worked in some of Scotland's finest local hotels and restaurants, and gained the highly prestigious Seafood Restaurant of the Year Award in 2004-2005. He shares with us some of his trade secrets...

1. When making shortbread replace castor sugar with icing sugar.
2. To thicken soup simply add a potato.
3. When soaking pulses for soup add 1 teaspoon of bicarbonate of soda to water as this helps them soften quicker.
4. If soup is over-salted add a new potato and a teaspoon of sugar.
5. Cooking beef with english mustard helps to tenderise the meat.



Winter Vegetable Soup

Paul O'Callaghan from the Rievaulx Centre tells us how to make this nutritious and delicious winter classic...

- 1 large potato
- 2 medium carrots
- 2 sticks of celery
- 1 medium onion
- 1 1/2 vegetable stock cubes
- 1 1/2 pints of hot water
- Salt and Pepper



This recipe is for one person so you can simply double up if wish to make some more.

- Firstly, dice the vegetables into small pieces, add oil to a pan and fry on a low heat until soft.
- Make your stock by dissolving the vegetable stock cubes into the hot water. Add the stock to your frying vegetables and simmer for 30 minutes.
- Add a little salt and pepper to taste and your simple soup is ready! Serve with a crusty roll and enjoy.





Yorkshire Puddings

There is little more seasonal than enjoying a good roast with all the trimmings. Ted Thompson tells us how to make Yorkshire Puddings without having to call on Aunt Bessie!

2 eggs

Milk

Flour

Hi-Ball glass (for measuring)

- Whisk eggs and pour into the glass and mark their level. Once you've done this, pour them into a mixing bowl.
- Pour the milk into the same glass up to the marked level. Now pour the milk into the same bowl as the eggs.
- Pour flour into the glass at the same level and then add into the bowl. Add seasoning and whisk together. Now put your mixture into the fridge for 1/2 hour before cooking.
- Grease a patty tin and place in a hot oven.
- Once your patty tin is hot, pour your Yorkshire pudding mixture in and cook on a high heat for 15 minutes.
- Your delicious Yorkshire puddings will rise beautifully in the oven, ready for serving with a roast!



Quick sponge pudding

The members at Thorney Croft love making this quick, easy and delicious recipe for sponge pudding. Best of all, you can cook it in the microwave!

4oz self-raising flour

4oz butter

4oz sugar

2 eggs

- Cream the butter and sugar in a bowl.
- Fold in flour, add the eggs and beat well.
- Add 1 tbsp water.
- Cook in microwave on high for 5 mins.
- Voila! Delicious sponge pudding.



Looking forward to...

The New Year gives us all chance to take stock of the year that has gone and set ourselves some targets for the year ahead. Whether you want to achieve a goal, make a new start or improve your physical or mental wellbeing, why not set yourself a resolution. Stuck for inspiration? Here are some from the CIC Community...



Les Mullard, 70, Maintenance Officer, St Patricks Senior Care Home, Widnes.

Les is on a health kick as he celebrates a very special anniversary this year...

My resolution – Keep healthy.

“I’m the type of person who likes to be occupied and although I turned 70 on Christmas day I still work at St Patricks. It’s a great job, I love meeting all the residents, spending time with the staff here and generally keeping my hands busy.

I want to keep it that way too. That’s why, when I went to doctors recently and they said that my blood pressure and cholesterol is a bit too high, I knew I should do something about it. So my resolution for 2011 is that I am going to drink less and keep fit.

I already do a lot of walking and there is a lot of exercise involved in my job, but I am going to do even more – I’ll be enjoying a brisk walk every day. As well as that, the wife and I have resolved that we will only have a drink of a weekend. Having someone to share a resolution with makes it all the easier.

In 2011, my wife and I will be celebrating our 50th anniversary and we are planning a big celebration. I’d like us both to be happy and in good health for it.”



Troy McCarthy, 18, Belvedere, Runcorn.

For some of us, the New Year represents a fresh start. Troy McCarthy from Belvedere tells us why he is looking forward to 2011...

My resolution: To become more settled and make music.



"2010 was a difficult year. In July, my mum and I lost our home and I was struggling to get into college. I was so angry and I started going out and drinking too much. I just needed a bit of direction and stability.

Luckily, the year started to turn around when I was housed at Belvedere, a CIC Homelessness service in Runcorn. The staff here are so supportive and have really helped me to pick myself up and start looking to the future. There is always someone on hand to give me advice and I have really learned a lot and grown in independence.

No matter how difficult things have been, I have always had my music. I love listening to music, but most of all I like making it. I have built a little 'studio' in my room in Belvedere - a computer with recording software. With this software, I can make whatever music I feel like, whether I want to make a dance track or heavy metal! It's been a great channel for all of the emotion and frustration of the past year.

My resolution for 2011 is continue to find stability in my life and to make more music. I want to continue to drink less and to try and challenge myself by learning new recording techniques and skills. Ultimately, when I have enough finished tracks I'd like to put them out on the internet for other people to hear. I really feel like things are on the up and that this year will be a new start."



Heidi Neville, 21, Independent Living, Leicester.

After a fantastic 2010, Heidi has an amazing goal for 2011...

My resolution - To go for gold!

"I've been supported by CIC in Leicester since June 2010. In this time, I've made lots of positive steps, like being supported to make contact with my family, finding a job and following my interests.

One of the most fun things I have been supported to do to is to pursue my hobby of swimming. I first took up the sport when I was 11 years old. Ever since, I've loved the buzz of going to the pool - I feel so relaxed in the water and have so much energy after exercise.

My New Year's resolution is to join a swimming club and try for the Special Olympics. Competing at the games would be a dream come true - a great opportunity to meet new friends and achieve something fantastic. Of course, I need to be motivated and work hard, but it will be worth it. I feel excited about my future and 2011."



UK's TOP TEN RESOLUTIONS:

1. Enjoy life more
2. Go on a diet
3. Get fit
4. Learn something new
5. Find true love
6. Get a better job
7. Save money
8. Pay off my debts
9. Take a trip
10. Reduce stress

Step Forward

They say that in life the simplest ideas are often the best and in the case of CIC's new dementia service model, everystep, this is certainly true.

At the core of **everystep** is a set of seemingly simple concepts: that people with dementia need stability in their lives; that they and their loved ones need support; and that they should be cared for by well trained staff with facilities that really meet their needs. CIC has brought these simple beliefs together to devise a service model that is truly innovative.

Ingrid Smillie, CIC's Director of Strategic Projects, explains,

"**everystep** is about supporting people with dementia through any challenge they may face, from their initial diagnosis through the progression of the condition. To do this, we are building a brand new £5 million state-of-the-art service in Blackley, Manchester."

"everystep is about supporting people through any challenge they may face."

Ingrid continues, "From this building we will offer specialist residential, nursing and respite care, as well as a day service that will give people the opportunity to spend a day with company, enjoying engaging activities. This January, we are also launching an **everystep** home care service in Manchester, which will support people with the condition to continue to live independently in their own homes."

"In being able to provide this holistic range of dementia support from one location, we will be able to respond quickly to the changing needs of people with dementia and give them the familiarity and stability in their care that they need. Because of this, our new service model will be branded **everystep**, representing our commitment to supporting people with dementia every step of the way."

Benefits

This integrated approach to dementia care will ensure that people with the condition have an easier transition through care services and always receive the right level of support for their needs.

For example, someone receiving home care from **everystep** will be more assured joining a day centre run by the same organisation that gives them independence in their own home; if they then go on to need respite care or full time residential or nursing care, then they will be supported in this transition by a team that knows them and their needs, in an environment that they are already familiar and comfortable in.

The needs of people with dementia can change rapidly and it can be difficult for care providers to quickly provide new packages of support when this is the case, often placing a strain on family carers.

Understanding Dementia Care 
everystep

Visualisation of the **everystep** service, which will open in Spring 2012.



In the New Year, CIC started the development of what will be one of the most innovative dementia services in the UK. This new Manchester based service, which will be built for Spring 2012, will support people with the condition through any challenge they may face, by offering a range of specialist services from one state-of-the-art building. Let's take a look inside...

With our new model, the move between care services will be much simpler with **everystep** being able to tailor the services they provide when needed, as well as offer guidance and support to the person and their family.

"Finding dementia support for yourself or a loved one is naturally going to be a difficult and emotional process", explains Ingrid. "Our approach in developing **everystep** has been to find ways to offer support that is more effective and flexible than traditional care services. In short, we want to make the difficult steps in accessing care services easier and offer people precisely what they need – stability."

Understanding

The **everystep** model is built upon a specialist understanding of dementia, drawing upon the latest research in dementia care. Every detail, from the building the care is delivered in, to the training of the staff that provide it, is focussed on meeting the needs of **everystep**'s clients.

The **everystep** building, which will be named by members of the local community before its launch in 2012 and has been designed by award winning architects Pozzoni to facilitate the best possible lifestyles for people with dementia.

Ingrid says, "We have gone to great lengths to design a building that truly meets the needs of people with dementia. From the architecture of the building through to our use of specialist lighting, furnishings and assistive technologies, every detail of the service has been planned in a way that will really bring independence, comfort and safety to the people we support."

"We also want to make sure that our service is a big part of the local community too, so our development will also include facilities for the whole community to enjoy, including a café and public gardens."

"Our service will be vibrant - a place where people are happy, engaged, and well cared for."

Of course, great care doesn't just rely on great facilities. **everystep** will have great carers too. All staff working in the service will be given specialist

training to ensure that they understand the condition and can apply this understanding to the care they give.

CIC's Director of Senior Care, Sue McLean explains, "Dementia is a very complex condition so it is essential that staff have a real knowledge of it. Staff working for **everystep** will be supported to gain this with regular training, including CIC's unique BTEC Dementia course."

She adds, "When you understand the condition you can find new ways to meet the individual needs of sufferers. The key to great care is combining an understanding of the condition with an understanding of the person you are supporting and this is very much the emphasis for **everystep**."

Our approach

Wherever possible, people supported by **everystep** will be given a consistent staff team. Sue explains, "Not only will this help our staff to really get to know the people they care for - their life, the things they enjoy and the things that bring them comfort, but it will also give the people we support the consistency and familiarity that they need."

Above all, **everystep** is focussed on offering people better lives. Sue tells us, "For many people with the condition, accessing a dementia care service will be an emotional and challenging step, with family members naturally feeling distressed too. People feel like they are losing their independence, perhaps closing a chapter on their life and of course there are a lot of assumptions made about dementia or senior care services."

"With **everystep**, as with all of CIC's senior care services, people will find that they have made a very positive move. Our service will be vibrant - a place where people are happy, engaged and well cared for. We will support the mental stimulation and physical wellbeing of our service users, ensure that they remain part of their communities and that they get to follow the interests and activities that they enjoy."

Sue concludes, "Dementia is a daunting condition with lots of 'what if's' and as much as possible, we want to take some of that worry away. **everystep** isn't just a name to us, it's our commitment; that we will always be there, supporting people every step of the way."





Make an

In the last edition of **You First**, we introduced you to **who give their time freely to help us deliver our services**. **Laycock**, as she gears up to launch CIC's new volunteer experiences, the benefits to volunteering and how

Helen, tell us, what got you into volunteering?

During my first few months at University I went along to a 'Volunteering Awareness Week' event where there were lots of organisations all looking for people to donate a little bit of time. One group that really stood out to me was The Reader, an organisation that promotes reading within the community. As an English Literature student and someone with a real passion for books, I felt that this would be the perfect organisation for me to volunteer with, and I was right. I got to be involved in some fantastic projects and I learnt loads of new skills which really enhanced my CV, helping me land my first job as a professional fundraiser at a local hospice.

What do you think motivates people to volunteer?

People volunteer for lots of different reasons; some want to give something back to their community or to an organisation that has helped

them or a loved one. Volunteering is also a very social activity and lots of the volunteers I have met enjoy getting the chance to meet new people and make new friends. It's also a great New Year's resolution too, as it's really different from the typical 'join the gym' resolution and I imagine it's a lot easier to stick to!

What sort of skills can people gain through volunteering?

I'd say that communication and social skills are high on the list because volunteering usually takes people out of their comfort zone, gives them the chance to meet new people and perhaps see things from a different perspective. Practically, it can be a great opportunity to test drive a career, to learn more about the sector you want to work in, or for students, as it can be a great first step on the career ladder, as it was for me. It's also a great confidence booster as you will find yourself

doing things you've never done before, all the while knowing that you are doing something worthwhile.



Does it take a certain type of person to volunteer?

There's no one special type of person that makes a good volunteer. Provided you enjoy working with people, are willing to learn new things and be part of a team, then volunteering is for everyone. Volunteering naturally brings people together because it's a sharing experience – sharing skills, talents and perspectives, and that makes it open for everyone.

So, tell us about CIC's new volunteer programme - 'Experience'?

Joining CIC, my first task was to develop a comprehensive volunteer programme which would promote the many volunteering opportunities there are available throughout the CIC Group. Although we've already got lots of amazing volunteers, it was important for us to get a proper programme drawn up, which set out our goals for volunteering and also put a proper support structure in place for the people who so generously donate their time to us. By doing this, we can make sure that the CIC volunteer experience will be one which benefits everyone – volunteers, staff and service users. At the moment, the programme is running just across the North West, although we will be looking to roll this out across the country next year.

n experience

some of CIC's most important people – our dedicated team of volunteers, **You First** catches up with Volunteering Co-ordinator, Helen, to find out more about her volunteer programme, 'Experience'. Here Helen tells us more about how you too can get involved in this exciting scheme....

And where did the name 'Experience' come from?

We decided to call the programme Experience because for us, that's what volunteering is all about. Whether you are a student looking for work experience, retired with some time on your hands and looking to share your life experiences, or just someone wanting to meet new people and have a new experience, volunteering can deliver all of that and more!

So what are the different types of opportunities 'Experience' can offer?

This is one of the most unique things about the whole programme - the opportunities are endless. Because CIC is such a large organisation, with so many different facets to it, we can offer a range of different volunteer experiences, depending on what each volunteer is looking for. So you might want to be more involved with the care side of our organisation, perhaps spending time in one of our senior care homes, or maybe you are a bit of a business brain and want to learn more about the workings of a big national organisation like CIC. Maybe you have special musical and artistic skills you could come and share with our residents or just want to do something more practical like help build a sensory garden or drive one of our mini buses. Volunteering really can be as wide as your imagination.

Finally Helen, how can our readers find out more about volunteering with CIC?

Anyone wanting to get hold of a volunteering info pack, or an

application form, can email me at experiencevolunteering@c-i-c.co.uk or call me on 0151 423 7232. I'm always available for anyone looking for more information, even if it's just a chat about volunteering to see if it might be something for them. Just get in touch!

Facts on volunteering

- A quarter of people aged between 35 and 44 said they volunteer to improve their health.
- 35% of people in England participated in informal volunteering last month
- 25% of people who volunteer more than five times a year say volunteering has helped them lose weight
- Nearly half of all volunteers (47%) say volunteering has improved their physical health and fitness.
- 63% of 25 to 34-year-olds say volunteering helps them feel less stressed. 62% of over 65's say volunteering reduces stress.
- 11.1 million people volunteer formally at least once a month. They were most likely to be involved in: organising or helping to run an activity or event (57%), raising or handling money (54%), leading a group/being a member of a committee (40%), giving other practical help (32%).

Reviews



Music

EVA CASSIDY - New album 'Simply Eva'.

Eva Cassidy is the voice that has enchanted listeners worldwide. Eva has sold over 8 million records and achieved an unprecedented three consecutive posthumous No. 1 albums as well as the collaborative No.1 single with Katie Melua What A Wonderful World. Now, on the 10th anniversary of the seminal Songbird album first going No.1, Simply Eva presents Eva Cassidy as fans have rarely heard her. The album is a collection of previously unreleased performances that focus entirely on Eva's voice, with only the backing of her acoustic guitar, presenting her timeless songs in a new light. Amongst the 12 tracks lies a more intimate and affecting version of Songbird, now an Eva signature song, as well as an acoustic-blues arrangement of People Get Ready and folk interpretations of Wayfaring Stranger and Wade In The Water. The album also features a new and extended version of Paul Simon's Kathy's Song and concludes with a spellbinding acapella performance of I Know You By Heart, the first voice-only Eva track. The long-held maxim that 'less is more' has never proved as true as on Simply Eva. Unadorned and rediscovered, Simply Eva is a sharp reminder of the haunting beauty of Eva's voice and her undimmed talent.

Music

PAUL WELLER - MEN Arena.

Review by Paula Hilton, HR Manager

One thing I will say about a Weller gig is that no two are the same; the sharp suited alpha-Mod always delivers and his recent gig at MEN arena was no exception. The hits came thick and fast with 'Start', 'Strange Town' and 'Pretty Green' sending the 1st and 2nd generation mod fanbase crazy. He hands vocals over to his young bass player for 'Art School' from the Jam's first album, this gives it a fresh new sound, but you still can't take your eyes away from the man himself in a pin-stripe suit banging away on the Gibson.

As well as the old classics, we heard some of the best from his new album, 'Wake Up The Nation' and just when we thought it couldn't get any better, he's joined by "the best tambourine player in Manchester" Mani (Stone Roses and Primal Scream legend) and The Coral's James Skelly, for an amazing encore of Manfred Mann's 'Pretty Flamingo', The Beatles 'Ticket to Ride' and the Coral's 'Dreaming of You'.

My husband was a bit disappointed that this time around we didn't get "That's Entertainment" but that's Weller, he never does what you think he's going to do and that's why we never get tired of seeing him live - long may the Mod Father reign.



Competition

You First has three copies of Eva's new album to give away. Just answer the following simple question: When did Eva Cassidy top the charts with the No 1 album Songbird?

- 1981
- 1991
- 2001

Email your answers to john.hughes@c-i-c.co.uk or send your answers to our address on page 3. Deadline for entries is 14th March 2011

Music

CAST review

Review by Mike Beach, Web and Communications Assistant

Originally scheduled as a one-off gig to celebrate the 15 year anniversary of their classic 'All Change' album, demand for tickets forced Cast to rethink their plans and much to the delight of fans, saw the band embark on a full UK tour.

A full house at the Liverpool O2 Academy eagerly awaited the official return of the band to their home city and an excited crowd erupted when an appreciative John Power and company came on stage, kicking off the set with a heartfelt thanks to fans for making their return such a roaring success. Upon hearing the opening chords to one of the group's most iconic songs, 'Alright', it was apparent that the band's return to Liverpool was a long time coming, as the foundations of the O2 Academy literally shook.

This gig seemed to be a fan only affair and everyone sang along to all the favourites like 'Sandstorm', 'Flying' and my personal favourite, 'Walkaway'. The music felt surprisingly fresh and must have fuelled excitement for anyone eager to hear new music from the band. I can't imagine anyone having left the gig disappointed and the band seemed genuinely pleased to return to the stage together once more.





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Aidservice Ltd. are proud to be associated with the CIC Group and would like to give special thanks to Denise Kennedy and Theresa Wilburn at Widnes.



World Mental Health Day

On the 10th October every year, communities across the globe take part in local, regional and national World Mental Health Day commemorative events. This year, CIC services around the UK held their own mental health awareness events, participating in sponsored walks, holistic therapy exhibitions and fundraising events.

Fancy That!

Portsmouth's mental health support service Port of Call, a café and computer support centre run by CIC, embraced the spirit of celebration during Mental Health Awareness Week.

Service users and staff got involved in a whole host of events. Pictured are John Jones, and Donna Vickers with project manager Sarah Merkaj participating in a fancy dress sponsored walk. It was a soggy day but rain did not stop the fun.



Other activities included: a BBQ; a raffle with prizes donated from local companies; a talk on "mood-foods"; a pamper day at the café (providing hand massage, manicures and hairdressing). Port of Call also spent two days distributing leaflets in the city to promote their service and raise awareness of mental health. Port of Call have raised £350 from their efforts – well done guys!

World Mental Health Day is an initiative of the World Federation for Mental Health (WFMH). The World Health Organisation (WHO), which is the UN's directing and coordinating authority for health, supports this event. The Mental Health Foundation is another organisation that promotes World Mental Health Day.

International Flavour

Leicester's Floating Support services held a Mental Health Awareness event at CIC's new Enablement Service. They chose an international theme celebrating the food and culture from a host of nations including: Scotland, South Africa, India, China, Mexico, Spain, Italy, Japan, Switzerland, Egypt, Morocco, Portugal, Belgium, America and France.

Mental disorders affect nearly 12% of the world's population. About 450 million, or one out of every four people around the world, will experience a mental illness that would benefit from diagnosis and treatment.

Sport for All

Gateshead and Newcastle services took part in a fun event aimed at promoting mental and physical wellbeing and challenging stigma in mental health.



Staff and service users from Stone Street flats, Rotherfield Garden and Halcyon Place in Gateshead joined friends and colleagues from Windsor Drive in Newcastle at the one day event held in Hadrian Leisure Centre, Wallsend Newcastle Upon Tyne.

Gary Sober, Home Manager of Windsor Drive, and Wais Zamani, Team Leader of Stone Street Flats and Marigold Avenue, organised the event as part of national 'Time To Get Moving' Campaign with North Tyneside Council and partners.

Wais said: "Everyone on the day was impressed with how organised, enthusiastic and passionate our team were about what we deliver at CIC."

Service users and staff enjoyed using some of the facilities like the trampoline, badminton, curling, as well as getting a free health check and receiving valuable information from the stands.





Play Your Part

As a national social care charity CIC has a very clear vision statement: "Our vision is of an inclusive society where diversity is celebrated. For us, this means every person supported is treated with dignity, respect and has real choices and opportunities in life."

That is why a participation strategy aimed at getting the people who access our services to get involved in CIC is so important to us. Not only will it ensure people can help shape services that really respond to individual needs, it will make certain that everyone who is a part of our diverse community has a say in the future direction of our charity. It will also enable service users to measure our performance as an inclusive organisation in line with the Service User Charter which was established by the Step Up to Life service user group from CIC's North East Independent Living services.

Everyone involved in the Participation Strategy will:

- Be provided with information in ways that make it more accessible to read and understand.
- Be asked their opinion about policies and plans.
- Make decisions about what CIC service users want and will plan to make it happen with the Executive Board.
- Have their ideas and concerns listened to and acted upon.
- Take part in quality audits of services.
- Help direct staff training.

To do all this, we need individuals from right across CIC - people who access services in Independent Living, Senior Care, Addictions and Homelessness - to volunteer to join together and form the CIC Service User Forum.

The Forum will be a national body and will meet every three months to draw up the Participation Strategy plan and make it happen.

To properly represent the make-up of our service users, we are looking for eight individuals to volunteer from our Independent Living services: two people from Scotland, two from the North West/Cumbria, two from the North East/Leeds and two from the South/Leicester.

From our Senior Care services we want three volunteers with each one representing their region - North West, Scotland and North East.

Two people from our Addictions and Homelessness services and one person from our Children's Enablement Services will complete the required number of 14 representatives.

These representatives will fully reflect the diversity of CIC's unique community and can help influence the way services are delivered for individuals with whom they share similar interests and experiences.

To volunteer to join the Service User Forum as a representative here is what you need to do:

Email the lead person for your sector:



Caroline Bairstow -
Independent Living services
caroline.bairstow@c-i-c.co.uk



Julie Cowen -
Senior Care services
julie.cowen@c-i-c.co.uk



Mandy Postle -
Children's Enablement services -
mandy.postle@c-i-c.co.uk



Cath Groves -
Addictions and Homelessness services
cath.groves@c-i-c.co.uk

In your email please let us know:

- How you will help the group do its work.
- A bit about why you want to join the group.
- One thing you want to change in CIC and why.

Don't forget to include your name and address and a contact phone number in your email so we can get back to you.

All applications need to be with your lead person by 25.01.11

We will work with everyone who applies to ensure they understand the role and are happy to undertake the commitment. The elections for representatives will take place in February 2011 and the first Service User Forum meeting will then follow.

Relax yourself

Complementary therapy is popular amongst people who access CIC services as our piece from Windsor Drive demonstrates.

Finding safe ways to improve the health and well-being of our service users is something our staff care deeply about. There are many different complementary therapies including: aromatherapy, massage, nutritional therapy, hypnotherapy, reflexology, meditation and yoga. You First takes a look at holistic healthcare for all...

complements the range of services provided by the NHS – in fact in some cases, they are available on the NHS.

Complementary therapists stress that their work is based on the interaction between the body, the mind and the energy system that combines them. This belief is known as **holistic medicine**.

No Alternative

The term 'alternative therapy' is used for therapies that offer alternatives to orthodox medicine. However, although some therapists might claim that their therapy provides an alternative to orthodox medicine, such claims should always be treated with caution. No therapy should be considered as proven to be safe and effective if service users have not been involved in the design and evaluation of the therapy.

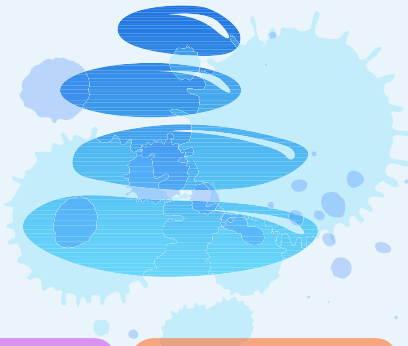


Research carried out by the Mental Health Foundation shows that mental health service users want greater access to complementary therapies and that where these are provided they are found to be well-received and helpful.

Not to be confused with 'alternative therapy' which is used in place of conventional medicine and can be unorthodox and sometimes dangerous, complementary therapy is applied alongside and in support of conventional methods – that means it

There has been an increase in the use of complementary therapies within the NHS, particularly amongst nurses and health practitioners in the community. Primary Care Trusts have responded positively to recent NHS reforms and developed opportunities for patients to consider a range of holistic healthcare, on the basis of cost and effectiveness.

However, the Mental Health Foundation's website also warns that "given the current demand from the NHS Executive for evidence-based medicine, more investment in good quality research, service development and training is needed if there is to be progress towards an integrated and holistic mental health service that provides real choice for service users."



Popular Complementary therapies

There is a growing list of complementary therapies – too many to describe here, but here are a few of the popular ones. If you want to learn more, or find out what is available in your area go to: www.nhsdirectory.org

Acupuncture

Acupuncture - very fine sterile needles are painlessly inserted into the acupuncture points to regulate the flow of energy in the channels and restore the normal balance. It is used to treat a wide range of illnesses such as pain, tiredness, stress and mental disorders.

Aromatherapy

Aromatherapy is the art of using essential oils to restore health and wellbeing in mind, body and spirit.

Counselling therapy

Counselling therapy - provides support and understanding of difficulties within our personal and working lives with the security of confidentiality.

Homeopathy

A holistic system of medicine which treats the root cause of your problem. The medicines rebalance and increase your energy and boost your immune system to leave you symptom free and happy in yourself.

better!

In touch with emotions

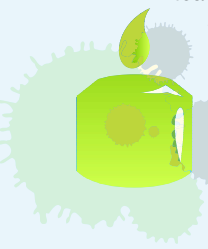
One CIC service where complementary therapies are proving popular is Windsor Drive, Tyneside. Manager Gary Sober tells us more...

“When a service user says “It makes me feel safe and relaxed” or “It re-energises me”, as a registered mental health nurse you sit up and take notice!



Weekly pamper sessions involving face masks, essential oils, massages and the odd hot chocolate with marshmallows have demonstrated a remarkable improvement in sleep patterns and overall mood and motivation for service users. As we were keen to build on the benefits being felt, we invited holistic therapist Julia McCarthy along to Windsor Drive to teach us more about complementary therapies.

Julia trained with the most influential teachers in complementary medicine and established her own company with a vision to provide the best in holistic, personalised care. It is the clients who determine the unique therapy they

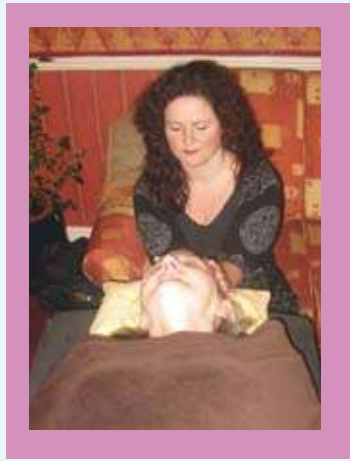


receive, whether this is aromatherapy, massage, Indian head massage or reflexology, the emphasis is on long-term well-being.

So what are complementary therapies?

They are natural remedies which work alongside traditional medication. Complementary therapies claim to restore the body's natural equilibrium, helping the body to relax, eliminate toxins, relieve pain, improve sleep patterns, increase energy levels, and reduce tension. Given that many mental health problems are brought on or exacerbated by stress, there are obvious benefits to these treatments.

One of the most popular and talked about complementary therapies is aromatherapy. Aromatherapy involves the use of aromatic essential oils which can be inhaled, ingested or applied topically. They can be added to a carrier such as a vegetable oil or unscented lotion and then applied to the skin, or they can be added to bath salts, room sprays or just applied to a piece of cotton and inhaled.



Oils used by aromatherapists to reduce anxiety, improve mood and reduce stress include Bergamot, Lemon, Clary sage, Lavender, Geranium, Roman Chamomile, Rose Otto, Sandalwood and Jasmine. When the essential oils are applied in a warm comforting environment to a background of relaxing music, blended with the therapeutic use of touch and the caring essence inherent in holistic nursing, we can begin to understand its attraction and the positive responses from participants.

This therapy really works at Windsor Drive! Six service users who regularly attend complementary therapy sessions with Julia report experiencing some sensational results.

Pat Webb describes how she feels “on a different plane.” She says it focuses her mind giving her more energy and allows her to be in touch with her emotions. For Sandra her therapy helps her feel safe, secure and in control. “It helps put my mind in order” she says enthusiastically. “Not only does it give me a boost I think I’m able to tolerate the stressors in my life.”

Hypnotherapy

The induction of a trance-like state in order to alter the destructive states of mind, habits, phobias, anxiety panic attacks, lack of confidence and much more.

Indian Head Massage

A holistic massage therapy which aims to balance the mind, body and spirit by relaxing the muscular system, relieving headaches and tension and improving the mobility of joints.

Massage

The therapeutic benefits of massage have been known for thousands of years and today it is being recognised again as a truly holistic therapy having an influence on the mind, body and spirit. Traditional massage is also known as Swedish massage.

Reflexology

The application of pressure to specific areas in the hands or feet to stimulate the nerve pathways to various areas of the body to encourage normalisation and balance.

Reiki

Reiki is the Japanese Universal Life Force energy channeled through the practitioner to the patient loosening blocked energies and stimulating the body's own natural ability to heal itself.

cic

— group —

putting individuals first

CIC is delighted to announce that our staff have been shortlisted for a raft of national and regional care awards.

Congratulations to all of our nominees....

Great British Care Awards

North West Care Awards

Outstanding contribution - Jill Lucock Assistant Director (CIC North West Independent Living Services).

Care Manager - Debbie Lanceley Service Manager at The Peele care home, Manchester (CIC Senior Care Services).

Care Manager - Irene Marsden Service Manager at St Lukes care home, Widnes (CIC Senior Care Services).

East Midlands Care Awards

Best Care Team - Leicester Floating Support Team (CIC Independent Living Services).

North East Care Awards

Best Ancillary worker award - Lee Rafferty, Charnwood Lodge, Hartlepool (CIC Senior Care Services).

Home care worker award - Elisabeth Henderson, Rotherfield Gardens - (CIC Independent Living Services).

Best Care Team - Northbourne Road Care Team, Gateshead (CIC Independent Living Services).

South West Care Awards

Outstanding Contribution - Chantelle Lemmon, support worker, Palmerstone Court, Portsmouth (CIC Independent Living service)

Outstanding Contribution - Pauline Connelly support worker, Portsmouth (CIC Independent Living service)

Carer Award - Graham Skeet – support worker, Bridge Road, Portsmouth (CIC Independent Living service)

Carer Award - Robert Jacob – support worker, Seafarers Walk Portsmouth (CIC Independent Living service)

Scottish Care Awards

Care worker award - Leoni Mooney, support worker, Arden Craig Road (CIC Independent Living Service)

Caring Times Awards

Special Needs Carer - Katrina Pooley – Newcastle Enablement Service (CIC Independent Living services)

National Dementia Awards

Pemberton Fold Care Team, Manchester (CIC Senior Care Service)

International Dementia Excellence Awards

Pemberton Fold Care Team, Manchester (CIC Senior Care Services)

How-Do Public Services

Communications Awards

Best Publication – **You First** Magazine.