

Community Integrated Care 2015-16 Annual Review







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Welcome to Community Integrated Care's 2015-16 Annual Review.

It is my pleasure to introduce this publication, which brings to life the efforts and achievements of our charity over the past twelve months.

Since 1988, Community Integrated Care has changed the lives of thousands of people with care and support needs. As we reach our 28th year, I am proud to be able to share with you these inspiring examples of how we continue to make a vital contribution to society today.

This Review provides just a snapshot of the achievements of our colleagues and the people we support. You'll read about award winners, innovative new services, ambitious partnerships and most importantly, people leading great lives. This is the story of an organisation working hard to ensure that the people it supports enjoy great experiences and fulfil their potential.

At the heart of these efforts is The Golden Thread, our ambitious new project that aims to give our colleagues the skills to deliver truly person-centred care and a greater

voice for the people we support. This has been powerfully supported by our Peer Reviewers, people we support who have been trained and employed as 'experts by experience'. They have helped us to see our support through the eyes of the people who receive it and transformed many services.

These endeavours have reaped real rewards. You'll see inspiring stories of our colleagues making a difference and the people we support achieving their goals - from skydiving to scoring goals with their football heroes, voting to finding employment. This passion has been matched with big organisational achievements too, including our development of innovative new models of support and thriving corporate partnerships.

Of course, whilst there are many positives, we cannot ignore the challenges facing the care sector. This has been a difficult year for many providers, with funding from local authorities failing to keep pace with the increases to our cost bases. Whilst developments like pension auto-enrolment and the National Living Wage are welcome in that they support the staff who we value so much, in many cases they have not been matched with increased

funding. We are continuing to work closely with local authorities to explore ways to meet these funding gaps, and deliver new, cost-effective solutions to our commissioners.

I believe that Community Integrated Care is in a strong position to navigate these challenges and will continue to thrive in the future. We are a stable and secure organisation, and have this year introduced fresh talent to both our Executive Team and Board of Trustees. As this Review shows, we are innovators and can develop creative solutions to meet the increasing demand for specialist support.

I'd like to conclude by thanking our colleagues and partners who give so much to our charity, and the people we support who we are privileged to work for. We have many things to be proud of and lots to look forward to. Whatever your interest in our charity, I hope you enjoy learning more about Community Integrated Care in this Review.

Best wishes,

Dame Joan Stringer
Chair of The Board of Trustees
Community Integrated Care



Dame Joan Stringer visits
St Luke's Care Home



Welcome to our Team

We've been delighted to welcome some new faces to our Executive Team and Board of Trustees, with the skills and experience to help us achieve our bold ambitions...



Executive Team Appointments

We've strengthened our Executive Team with three key appointments, overseeing our Human Resources and Finance functions, and our services in Scotland.



Kerry Tanfield
Human Resources Director

Kerry has over 18 years' experience working at Director Level in Human Resources, and has worked across a number of diverse sectors including: NHS, Financial Services, Manufacturing and Engineering. She holds an MBA, a Master's Degree in Employment Law and is a Fellow of the Chartered Institute of Personnel and Development (CIPD). She joined our charity in January 2016.



Andrew Sleigh
Chief Financial Officer

Andrew is a Qualified Chartered Accountant and has enjoyed a highly successful 30 year career in finance roles, including most recently overseeing budgets and business integration at Kier Services with an annual turnover of over £1.2 billion.

He joined Community Integrated Care in June 2015.



Karen Sheridan
Managing Director, Scotland

Karen Sheridan joined Community Integrated Care in June 2015. As Managing Director, she leads our operational teams in Scotland - ensuring that they provide modern and high quality support. She also oversees our national partnerships with leading community, voluntary and governmental groups. Karen has extensive experience of working in Scotland's health and social care sector.

Our Board of Trustees

In March 2016, we were thrilled to introduce three new people to our Board, who have considerable leadership experience and a desire to make a difference in social care:



Maria Da Cunha

Maria is Director of People and Legal at British Airways, a £12 billion turnover UK-based global airline with 42,000 employees. She has notable international experience in managing high profile and complex legal matters, and delivering major programmes of change.



Peter Pritchard

Peter joined Pets at Home in January 2011 as their Commercial Director, with responsibility for buying and sourcing, marketing and omni-channel. Peter has worked in retail for 25 years in various senior operational and commercial roles at Asda, Sainsbury's, Iceland, Marks and Spencer, and Wilkinson Hardware Stores.



Professor Heather Tierney-Moore OBE

Heather is CEO of Lancashire Care NHS Trust, and has represented the NHS at board and national levels in England and Scotland. She is a visiting professor at Edinburgh Napier University and was recently named the first Macmillan Alumni Patron.

Culture Change and Quality Focus

Creating a culture of excellence and delivering the best outcomes for our customers...



The Golden Thread

Last year, Community Integrated Care launched The Golden Thread, a long-term project to adopt the highest standards of personalised support in all that we do. Its name represents how we want person-centredness to become the thread that binds together the people we support, our colleagues and the communities we work in.



The Golden Thread delivers in three key areas:

- **Introducing leading person-centred planning tools** - We've worked with our partners at Helen Sanderson Associates to introduce 12 leading person-centred tools, such as One Page-Profiles, Communications Charts and Person-Centred Reviews, in all of our services. These help us to understand what the people we support and our colleagues want from life, see how they like to be supported, and celebrate their special talents and gifts.
- **Giving the people we support a greater input into our organisational strategy** - We want our decisions to be driven by the views and insight of the people we support. This means involving them in key decisions and including them in setting our strategy.
- **Employing Peer Reviewers** - The people we support know better than anyone else what good support looks like. We've trained a brilliant team of 'experts by experience', who assess our services to ensure that the people we support enjoy a great quality of life.

Colleagues from our organisation have had in-depth training and support, helping them to understand about our vision for personalisation and develop the skills to deliver exceptional support. From sessions on developing One-Page Profiles and hosting Person-Centred Reviews, through to 'Golden Thread Get Togethers' - fun events that explored how the support can become more personalised - this year has been about inspiring and supporting our colleagues.

We've also tried to change how we do things - making sure that our approaches and business processes are as flexible and person-centred as possible. This effort has touched on all areas of our charity, from radically enhancing our care plans, through to working with the people we support to improve how we help them to manage their finances.

We're already seeing great progress - 8000 people in our charity actively use One-Page Profiles, every person that we support is using new enhanced care and support plans, and we're on track to see Person-Centred Reviews embedded across our charity this year! We're truly going for gold!



Our Peers!

To develop truly personalised services, the people we support must be in the driving seat of their own lives – directing support that meets the outcomes they want, delivered in a way that suits them best.



A top team: Our Peer Reviewers with Jayne Leeson MBE, CEO of Changing Our Lives (right)



So, this year we've been proud to employ a team of Peer Reviewers – experts by experience who help assess the quality of life that people lead in our services.

Our national team of 15 people have been specially trained by the rights-based organisation, Changing Our Lives, giving them the skills to ensure that we are adopting their pioneering 'Quality of Life Standards'. These outline the fundamental requirements for people who access support to lead an 'ordinary life'.

It's their job to visit our services and evaluate the quality of life of the people we support, constructively and independently assessing our services. Their personal experience equips them with a unique perspective that enables people to open up to them about their own lives. They also help our staff to see the support they deliver through fresh eyes.

Their reviews have changed many services - from rotas being built around specific needs, to tenants being empowered to do simple things like answer their own door; all fundamental but important ways to be more personalised and enabling.

This project is key to our organisational strategy for the years ahead and will be a vital tool for quality assurance.

This life changing impact has been felt on our Reviewers too. They've found work that they are passionate about, developed new life skills, presented at national conferences, met the Minister for Care and even been recognised at prestigious sector awards. They are our change makers, and we couldn't be prouder!

A Year in the Life of Our Peer Reviewers

Received specialist training from Changing Our Lives.

Audited services in every region that we provide support in.

Led our internal personalisation programme. They presented to hundreds of our staff and developed a DVD, which was shared with our 5000 colleagues.

Recognised at the 3rd Sector Care Awards and National Learning Disability Awards.

Developed a special guide, explaining how people can be supported to vote in the General Election. It received thousands of downloads and was used across the sector.

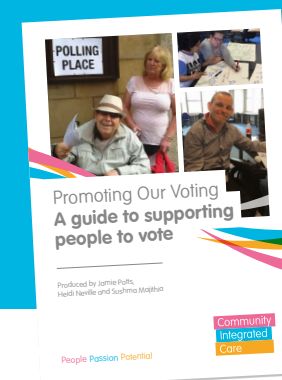
Interviewed for and contributed to the likes of Enable Magazine and Learning Disability Today.

Presented at the Laing Buisson Social Care Forum event, describing how care providers can support young people to get the most from life.

Recruited many colleagues – including our new Trustees.



Peer Reviewers, Heidi Neville and James Brookes, film our personalisation video





A Louder Voice

To be a truly person-centred organisation, we need the people we support to have a real stake in directing our charity.

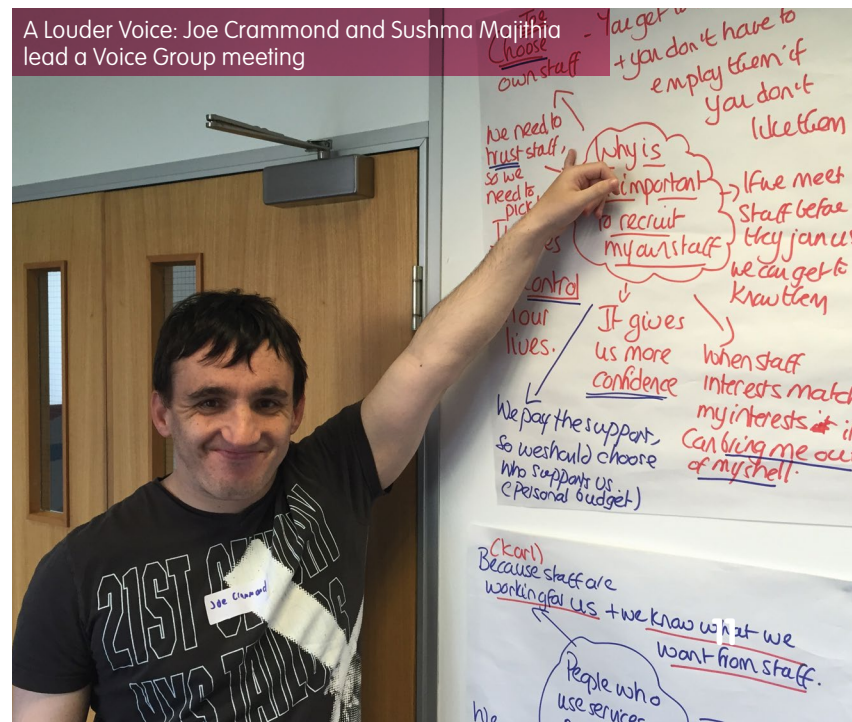
That's why our Golden Thread programme has created a national 'Voice Group', where people we support contribute to organisational decision making.

The group is led by people we support, and they have a mandate to encourage positive change within our charity by directly sharing their views and insight with our Board. Every member of our Voice Group has received training and mentoring from Jayne Leeson MBE, Chief Executive of Changing Our Lives. Jayne is also working with the group throughout their first year in action, ensuring that they have the skills and confidence to self-manage the group in the long term.

The group has genuine status – holding quarterly meetings with our Executive Team or Trustees to request action and share their thoughts on our organisational priorities.

They have already made a big contribution to our strategy by taking on important tasks such as making policies more person-centred and influencing colleagues from across our charity to deliver more flexible and personalised approaches.

James Brooks, a Peer Reviewer who has also chaired Voice Group meetings, says: "I am proud to be part of the Voice Group. We have a very important role, ensuring that the ideas and views of people supported by Community Integrated Care are always listened to and acted upon."



A Louder Voice: Joe Crammond and Sushma Majithia lead a Voice Group meeting

Project Sunshine – A New Dawn



Our Quality Team presents to managers

In October 2015, we unveiled an exciting new organisational initiative - Project Sunshine - Community Integrated Care's new approach to older people's care.

Marked with a special two-day launch event, the project - created by our Deputy CEO, Cath Murray-Howard and led by our new Head of Older People's Transformation, Paula Spence - will see us create a new dawn for our Older People's Care Homes, making them the very best possible places to live and work.



Focussing on three key areas: quality of care, improved environments and financial sustainability, all underpinned by the importance of strong leadership, the Project puts the people we support centre stage.

Cath Murray-Howard explains: "The project is all about looking at things through fresh eyes, being honest with ourselves, challenging each other and making sure that at every turn we are delivering support that we'd be happy for our loved ones to receive."

To really drive this message home, delegates at the event - including all of our Older People's Services Managers - were split into groups, rotating around three different 'zones' - Quality, Environment and Finance. In each zone, delegates heard from our own internal experts and highly regarded external speakers, and also took part in innovative activity sessions.

In the Quality Zone, guests were given an interactive and thought-provoking insight into what unpersonalised support looks and feels like, brilliantly brought to life by our Quality Team. In the Finance Zone, managers were presented with a set of 'top trumps' style cards called 'Know Your Numbers!', giving them the opportunity to compare some key performance indicators with their peers. Finally, managers were welcomed to the Environment Zone, where they explored the importance of creating a living environment reflective of the life lived by each person we support.

Cath concludes: "Project Sunshine is about future-proofing our Older People's Care services, in what we know is an exceptionally difficult market. We must ensure that all of our services are delivering the very best possible care, in the most beautiful environments possible whilst remaining financially viable. We know that by working together with the leaders of our older people's services we can develop solutions to some of the challenges we are facing, to deliver services we can all be proud of."



Joe Strain, Business Improvement Manager, plays 'Know Your Numbers'



All set for our Sunshine event!



Promoting Our Voting!

Voting is an important right, but unfortunately far too many people with care and support needs are excluded from exercising it.

Over 60% of people with learning disabilities across England and Scotland were not registered to take part in the 2010 General Election, and voting rates are similarly low amongst older people living in care homes.

Our Peer Reviewers aimed to help change this, by developing a unique guide on supporting people to vote at the 2015 General Election.

Their simple and unthreatening guide explained why politics matters to people who access support, and offered nine key ways in which people could be enabled to take part in the election.

Drawing on their training in person-centred tools and promoting the 'Quality of Life Standards', they identified practical tips that had been overlooked in other guides - such as planning staff rotas around election day, using One-Page Profiles to identify how people may want to be supported, and being included in visits by canvassing MPs.

The response to the guide was phenomenal. It was shared with each of our 6000 colleagues. It was also freely distributed across the sector, and used by our partners, advocacy groups, provider forums and commissioning teams. The guide also had significant online interest, with 250,000 people viewing it on Twitter and thousands downloading it. It supported hundreds of people to vote.

When interviewed by Enable Magazine about the campaign, Peer Reviewer, Anne Marie Armstrong, said: "As equal UK citizens, we all have the right to have our voices heard, no matter what our personal needs may be. Everyone receiving care and support should be able to make their own choices about who they want to see elected on 7 May, if they so wish."



ENRICHing our service

Community Integrated Care is proud to have become a major partner of the NHS National Institute for Health Research programme, Enabling Research in Care Homes (ENRICH).

By signing up to the ENRICH programme, our care homes across England and Scotland will participate in research that will both enhance our own provision and share our learning with the wider care home sector.

The Research Ready Care Home Network brings care home staff, residents and researchers together, to facilitate the delivery of research. It aims to improve the quality of life, treatments and care of people who live with dementia and age-related conditions.

Martin McGuigan, Director of Quality and Innovation at Community Integrated Care, says: "Community Integrated Care has set itself an ambitious strategy that aims to not only deliver the highest standards of support in our services, but to also help shape a better care sector. By signing up to the ENRICH programme, and partnering with researchers from across the UK, we will be taking a significant step in making our ambitions a reality."



An Integrated Partnership

Community Integrated Care, NHS Halton CCG and Halton Borough Council came together this year to achieve the ambitions of the Care Act, by turning a traditional care home into a true centre of excellence. Our integrated partnership has changed lives and transformed dementia care provision in the area.

St Luke's is the only specialist dementia care home in Runcorn, Halton. It previously had major occupancy issues, a traditional approach to care and was at risk of closure. We came together with Halton Borough Council and NHS Halton CCG to not just save it – but to transform it too.

Our partnership sees NHS clinical experts regularly work within the home - ensuring residents health needs are met at St Luke's, not in hospital. The service now receives on-going support from a CCG team that includes a Registered Mental Health Nurse, Advanced Practitioners, Occupational Therapists and Behavioural Specialists. It has also included new approaches to training and care delivery, with additional support provided by the Council and CCG.

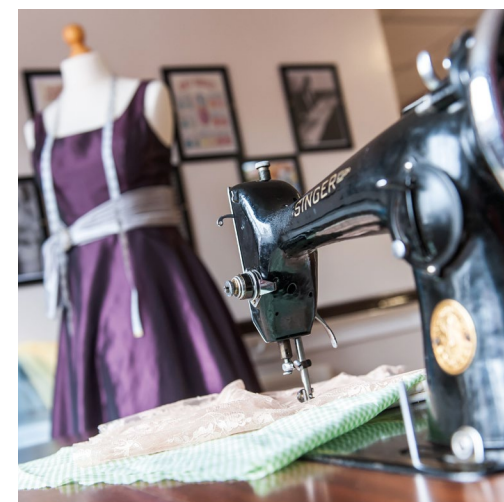
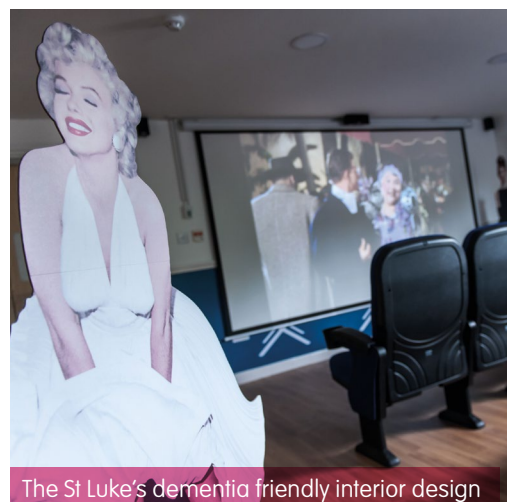
In return, we have introduced a philosophy of creative and person-centred care, genuine community engagement and a new approach to care home environments, where residents can enjoy creative and stimulating themed rooms.

We took this partnership to the next level when we jointly funded a £250,000 refurbishment of the home. This has not only created a more dementia friendly environment, but also a more imaginative one too – with it including a cinema, pub and indoor gardens.

The results of the partnership have been incredible. The home has significantly reduced demand on local NHS services, people are passing away in the home – not hospital, and extraordinary outcomes are being achieved every week.

This project shows that the aims of the Care Act – integration; upfront investment to reduce long-term demand; preventing the escalation of needs; concentrating on the outcomes people want to achieve – can be delivered to the benefit of the person supported, taxpayer and community.





Value for Money and Income Growth

Growing our charity to provide better
services to more people...



Welcome to Community Integrated Care!

This year, our charity has grown significantly to support many more people. As we've welcomed new services into the charity, we've worked hard to modernise them, introduce truly person-centred practices and build better links with the community too. Here's just a few highlights:

- **Sheffield** – People who had previously been supported in registered NHS services, and their families, selected us to be their care provider last year. We've deregistered and modernised these services. They are now receiving their own individual hours of support, following their passions like watching football or cooking, and leading better lives in the community.
- **Knowsley** – In November 2015, social housing leader, Lord Best, declared Bluebell Park, a 122 flat Extra Care service in Huyton that we are proud to be care provider of, officially open. The service was built by our partners at Knowsley Housing Trust and features wonderful facilities such as a salon, gardens, bistro and games room. Our input sees residents enjoy flexible support, as well creative and fun events in the service.

- **Portsmouth** – We became the provider of a number of services in Portsmouth last year. We've worked hard to modernise the support provided by them, deregistering them and introducing new person-centred thinking approaches.
- **Liverpool** – Community Integrated Care has provided support in Merseyside for over 25 years, and we're proud to be a big contributor to the community.

This year, we retained the contract for our Liverpool services and set upon an ambitious modernisation programme. This includes deregistering and remodelling residential services into Supported Living, using 'Just Checking' technology to assess where sleep-ins can be safely and positively removed, and creating more enabling living environments.

This will achieve better outcomes and deliver cost savings for our commissioners.



Blackburn Bound

In May 2016, Community Integrated Care opened EachStep Blackburn - a brand new, state-of-the-art, £4.8 million dementia care service. At the heart of our plans was a commitment to making this home a genuine hub for the local community, where we share our talents and resources with local people, and encourage their participation too.

EachStep Blackburn is a 64 bedded care home that provides respite, residential and nursing care. We have developed it as part of a special partnership between our charity and Blackburn with Darwen Council, with the aim of modernising local care provision and reducing demand on NHS services.

At Community Integrated Care, we believe that with vibrant, creative and person-centred support, it is possible to live well with dementia and enjoy a great life. That's why we've been working hard to form links with groups who can enrich the support that we deliver. We've built partnerships with everyone from Blackburn Rovers to local businesses, community centres to schools and colleges – all of whom will be playing an active role in our service.

We also want to overcome the traditional barriers that prevent many people from South Asian backgrounds accessing care and support. Our charity has formed a long-term partnership with One Voice, a leading local South Asian community group. They have introduced us to hundreds of people and groups, who we have consulted with to deliver a culturally appropriate and inclusive service.

Above all, EachStep will be a place that delivers great support. We've recruited people by their values, and are delivering a model of support that focusses on providing active and personalised support. To achieve this, we've formed a unique partnership with Helen Sanderson Associates, which will see us implement Community Circles, use a suite of leading person-centred thinking solutions and apply the Individual Service Funds principals.

Cath Murray-Howard, Deputy Chief Executive of Community Integrated Care, says: "We want to deliver creative support that keep people in touch with their community. EachStep Blackburn offers the very highest standards of dementia support, delivered by highly trained, caring staff in exceptional facilities."



Preparing for construction with Blackburn with Darwen Council and LNT Construction



Christine Cooper, Managing Director of LNT Construction, with Cath Murray-Howard, our Deputy CEO



Construction of the home



Young people volunteering for One Voice Blackburn raise awareness of EachStep



You'll find out more
about our successes
at EachStep Blackburn
in our next Annual
Review!

Workforce

Selecting the best staff and investing
in their personal development...



Just Go For It!

Community Integrated Care's Support Workers and Managers came together this year to promote careers in social care in a special new video, called 'Just Go For It!'

This film shows how rewarding a career in social care can really be from the perspective of the people most in the know – our Support Workers and Managers themselves!

In the inspirational film, the team address some of the most common misconceptions about becoming a Support Worker, which include being too old, too young, inexperienced or underqualified. They describe how the most important thing for our charity is finding people with the right values, passion and commitment – because our training and development can create the additional skills.

Kerry Tanfield, Community Integrated Care's HR Director, says, "This inspiring video shows a career as a Support Worker to be just that – a career. It wonderfully depicts the broad range of people who a career in social care is suited to, as well as the values that make a wonderful Support Worker."

"It also demonstrates something we most certainly already knew – we have absolutely wonderful people at Community Integrated Care, who are committed to recruiting like-minded staff to deliver the highest quality care and support."



Martin and Cortney star in our film!



Tracey Manten from Tees Alive, with film producers, Jack-All Productions

Tees Alive pose for the camera!



Expanding our team...

As Community Integrated Care has grown, we've introduced two new teams to help us effectively bring on board new services and ensure that we deliver high standards of support to everyone in our charity - our Mobilisation Managers, and Quality and Excellence Partners.

Our Mobilisation Managers work closely with commissioners, people who receive support, families and community groups, to effectively manage the launch of new services or the transfer of existing ones to us. Their efforts are key to ensuring that when people join Community Integrated Care, they receive personalised and well run services.

To support our efforts to deliver high quality and person-centred support, we have also employed a team of Quality and Excellence Partners. These are experienced professionals who have come from a range of backgrounds – such as CQC, Advocacy, and The Supporting People Programme – and have the role of providing support and mentoring to our services. They also undertake regular Quality Audits and ensure that our services are meeting key national standards.



Our Quality and Excellence partners

Engaging our Colleagues

During 2015, Community Integrated Care partnered with research specialists, Gatehouse Group, to carry out our charity's first ever Internal Communications & Engagement Review.

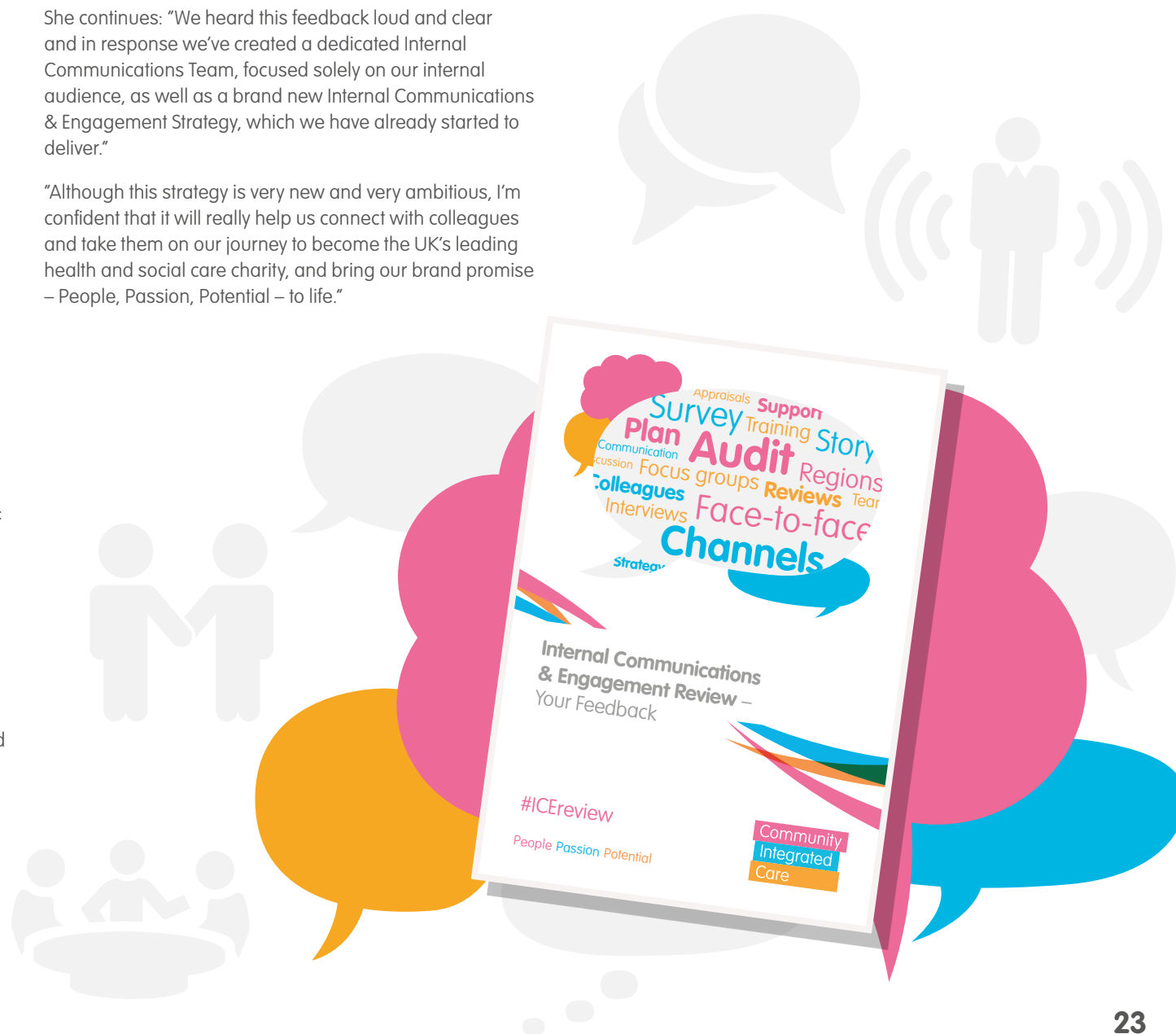
Through an all-company survey, a series of regional focus groups, and face-to-face Executive team interviews, we asked colleagues to tell us what they believed great communication really looks and feels like. Over a quarter of our workforce contributed in some way to this really important piece of work – making this the most significant piece of employee research we have ever carried out.

Danielle Chan, Head of Internal Communications and Engagement, says: "The results of this audit were fascinating. Some of what we discovered we already knew: we employ an extraordinarily caring group of people, passionate about the work they do and the people they work with and for. Our workforce are proud of our charity – and we are proud of them too. But there was lots we didn't know – and that is where we have really seen the value of this research."

"We called for honest feedback – and that's definitely what we got! Colleagues told us they wanted more influence and involvement in how our charity is run, to be better listened to about their ideas, issues or concerns, to know more about the direction of our charity and for their successes to be celebrated."

She continues: "We heard this feedback loud and clear and in response we've created a dedicated Internal Communications Team, focused solely on our internal audience, as well as a brand new Internal Communications & Engagement Strategy, which we have already started to deliver."

"Although this strategy is very new and very ambitious, I'm confident that it will really help us connect with colleagues and take them on our journey to become the UK's leading health and social care charity, and bring our brand promise – People, Passion, Potential – to life."





Our Southern Region celebrates

Graduating with Honours!

This year, Community Integrated Care invested over £60,000 in the people who invest so much of themselves to make our services great places to live and work – our Frontline Leaders and Middle Managers.

Our Service Leader & Middle Manager Development Programmes have seen over 100 colleagues take part in a year-long intensive training programme, featuring high quality internal and external training, mentoring and support.

The Development Programmes have covered the key skills we believe our Leaders and Managers need, including Leading Self and Others, Change Management, Customer Service, Communication and Influencing. Each programme concluded with a group business challenge presentation to our Executive Team, followed by Graduation Ceremony celebrations to acknowledge the hard work and commitment of participants.

She continues: "The feedback we've received about the Development Programmes has been overwhelmingly positive. Not only have people told us that they feel more confident and empowered in their roles, but importantly, that they feel valued because of the investment we've made in their development."

HR Director, Kerry Tanfield, concludes: "At a time when our sector is facing unprecedented change, making sure we have dynamic, focused leaders, who can help us navigate the challenges that lie ahead, is vital. I am delighted that the Development Programmes have helped us go some of the way to achieving this."

Jayne Barlow, Learning and Development Manager, says: "Creating a culture of excellence through strong leadership, clear objectives and continuous improvement, is an integral part of our corporate strategy; with nearly 6000 colleagues, spread right across England and Scotland, we need to know we have a team of Managers in place who really understand the culture we are trying to achieve."



Middle Management graduates



Profile

Sharing our experiences and
influencing a better care sector...



A year in the spotlight...

This year, we've been proud to be recognised for our ambitious approaches and the person-centred support that our colleagues provide at a host of prestigious sector award events...

Laing Buisson Independent Specialist Care Awards



Peer Reviewer Project

Personalisation Award

Community Integrated Care

Care Home Provider

Cath Murray-Howard

Entrepreneur Award 🏆 WINNER

Skills for Care Accolades



Community Integrated Care, NHS Halton CCG, Halton Borough Council

Most Effective Approach to Integration and New Models of Care

National Learning Disability Awards



Paula Smith

The Manager Award

Community Integrated Care

Peer Reviewer Project

The Employer of People with a Disability Award

Tees Alive & Middlesbrough FC Foundation

The Sporting Chance Award

Oliver Street Team

The Supporting Older People with Learning Disabilities Award

Heather Birnie

The Making a Difference Award

David Traynor

The Great Autism Practise Award

Malcolm Pugh

The Newcomer Award 🏆 WINNER

National Dementia Awards



Carlingwark

Continence Care Award

Mandy Kennedy

Activities Coordinator Award

Great British Care Awards Finals



Rob McIntyre – Pinfold Lane

Care Home Worker Award

Margaret Fairie – Dean View Villas

Nutrition and Hydration Award

Adam Wells

Putting People First Award

Community Integrated Care's Peer Reviewer Project

Putting People First Award

Laing Buisson 10th Anniversary Awards



The Golden Thread

The Personalisation Award

The St Luke's Partnership (Community Integrated Care, NHS Halton CCG & Halton Borough Council)

The Excellence in Dementia Care Award

Spencers Villa, Durham

Autism Spectrum Services Award 🏆 WINNER

National Care Awards



Cath Murray-Howard

Leadership Award 🏆 WINNER

Kelly Henderson

Resident Engagement 🏆 WINNER

3rd Sector Care Awards



Peer Reviewers and John Hughes

Citizenship Award

Kelly Henderson

Creative Arts Award 🏆 WINNER

Community Integrated Care, NHS Halton CCG, Halton Borough Council

Innovative Quality Outcomes Award

Cath Murray-Howard

Leadership Award

Liverpool Housing Trust Awards



Jacqui Burston

Carer of the Year 🏆 WINNER

The Spencers Villa team at the Laing Buisson Awards



Meet our award winners:

★ **Cath Murray-Howard** - Our Deputy CEO, Cath, was praised by judges, who said: "She has clear vision and purpose, a sense of passion and fun, plus a commercial edge. She has an infectious energy that delivers results, through her inspiring leadership."

★ **Malcolm Pugh** – Malcolm supports five people with complex disabilities to lead full and independent lives. Judges praised him as: "An outstanding man who has a natural ability to make a huge difference and understands each individual. An absolute star!"

★ **Spencers Villa** – This service supports three young men who have autism. It was praised for its person-centredness and focus on achieving outcomes for the gentlemen who live there, including college, volunteering and friendships.

★ **Kelly Henderson** – Kelly Henderson has introduced Playlist for Life into Carlingwark House and shared her insight nationally. Playlist for Life is a music therapy for people living with dementia, which looks at the important songs to an individual that will promote their treasured memories.

★ **Jacqui Burston** – Jacqui Burston oversees three services that support people with enduring mental health needs in Merseyside. Her support has enabled amazing outcomes – with the people she supports reducing reliance on medication, finding paid work, and achieving their personal ambitions.



Cath Murray-Howard and Kelly Henderson celebrate at the National Care Awards



Jacqui Burston with Peter Mullholland, who she supports, at the LHT Awards

Taking Centre Stage

As an ambitious charity that is committed to innovation, we are often invited to share our insight at conferences, roundtable debates and sector discussions. We've been proud to share our learning and contribute to important conversations that have shared best practice or encouraged debate. Here are just a few examples...

International Dementia Congress and National Dementia Congress

In the space of two days, we presented at both of these high-profile events alongside Halton Borough Council and NHS Halton CCG, sharing our insight on delivering integrated care services.

The Gathering

We discussed how care providers can work in partnership, develop new models of care and draw in the talents of the community, in three presentations at Scotland's biggest charity sector event.

Time for Change

With our partners at ACEVO, we contributed to roundtable debates on Sir Stephen Bubb's landmark report: 'Winterbourne View - Time for Change'.

BILD Aging Well

We shared practical tips on how to adapt the support of older people with learning disabilities, meeting changing needs and promoting independence.

Guardian Leadership Debate

Our charity took part in a roundtable with sector leaders on 'Promoting strong leadership in the social care sector' for the Guardian newspaper.



Karen Sheridan discusses new models of care at The Gathering

the **guardian**

acevo

Charity Leaders Network

bild

all about people

Exhibiting at The Gathering 2016



Customer Focus

Enabling the people we support lead full and happy lives...





Playlist for Life

On 19th June 2015, Community Integrated Care was proud to welcome leaders of the music therapy charity, Playlist for Life, to Carlingwark House – broadcaster and Founder, Sally Magnusson, and its Deputy Chair, Andy Lowndes.



PLAYLIST FOR LIFE
CONNECTING MUSIC, PEOPLE AND MEMORIES

Playlist for Life is a unique approach that sees people who live with dementia enjoy listening to person-centred iPod playlists, made up of songs that are personally memorable to them. Our Carlingwark House care home, which is based in Castle Douglas, Dumfries and Galloway, began using Playlist for Life in early 2014. It has made a significant impact on residents, transforming their health and wellbeing.

Sally and Andy saw first-hand the incredible impact that playlists have had on the people we support, and spoke to relatives who movingly described the difference they feel it has made to their loved ones.

The visit drew the attention of a host of media – being featured on ITV



Borders News and a host of local and national newspapers, helping to raise awareness of the programme.

Carlingwark's Team Leader, Kelly Henderson, says: "It was a real honour to welcome Sally and Andy. Playlist for Life has made an incredible difference to the lives of the people we support. By developing personalised playlists, we've been able to improve the health, happiness and wellbeing of people who live with dementia, no matter how complex their needs are."

Sally Magnusson said: "I've very much enjoyed my visit to Carlingwark. It is wonderful for me to see how their staff have taken this on – they have introduced Playlists very carefully and thoughtfully, in a person centred way."

Middlesbrough FC Stars Support Community Integrated Care!

People supported at our Tees Alive day service in Teesside got the ultimate surprise when their heroes from Middlesbrough FC dropped by for a football training session. Club captain, Grant Leadbitter, and goalkeeper, Dimi Konstantopoulos, spent a packed afternoon with the members, helping to develop their soccer skills.



Tees Alive are surprised by Middlesbrough FC Foundation



The session was a dream come true for many of the group, who are lifelong 'Boro supporters. Their footballing heroes joined them in some shooting and passing practice, as well as teaching the group some penalty techniques. Grant and Dimi then joined in for a match against the Tees Alive Team, with our students coming out as clear winners!

The special day was part of a series of weekly training sessions provided by Middlesbrough Football Club Foundation to Tees Alive.

In recognition our partnership with the club, which dates back to 2009, we officially awarded it 'Friends of Community Integrated Care' status at the event.

Andy Hood, Service Leader at Tees Alive, said: "The impact of these training sessions with Middlesbrough FC Foundation has been incredible – from confidence to communication, fitness to football skills – the group have come on in leaps and bounds. It was incredible to see the reactions from the team as they realised they were being joined by their heroes – it was a day they'll never forget!"

Footy Legends share their Sporting Memories

Football legends Lou Macari, a former star of Manchester United, Celtic and Scotland, and Alex Williams MBE, the former Manchester City goalkeeper, took part in a special event at EachStep Blackley – helping people affected by dementia reconnect with their footballing memories.



EachStep Blackley host a special football themed café



Shelia Crompton, widow of Manchester United legend Jack, shares her football memories

The footballers were guests of honour at The EachStep Blackley Dementia Café, a free monthly event that supports people affected by the condition. They took part in a special reminiscence session led by Colin Bridgford, Chief Executive of Manchester County FA, looking at the history of the clubs. They were joined by Sheila Crompton, widow of Manchester United's legendary goalkeeper and coach, Jack Crompton.

As well as sharing fascinating stories from the football clubs – including tales of playing with and against legends of the game, such as George Best and Francis Lee – the group shared rare and unique footballing memorabilia.

The event was created with the support of Dr Annabel Kiernan, Director at the Centre for the Study of Football and its Communities at Manchester Metropolitan University.

Michelle Phillips, Manager of EachStep Blackley, says, "Football is very important to people in Manchester, so there are few better topics for us to cover at our Dementia Café. We were delighted to welcome Lou and Alex, as well as Colin and Shelia, to what was a fantastic event. This session reminded people of special memories of watching Manchester United and Manchester City, and was very emotional at times. I'd like to thank them, and Manchester Metropolitan University, for creating what was a wonderful day."



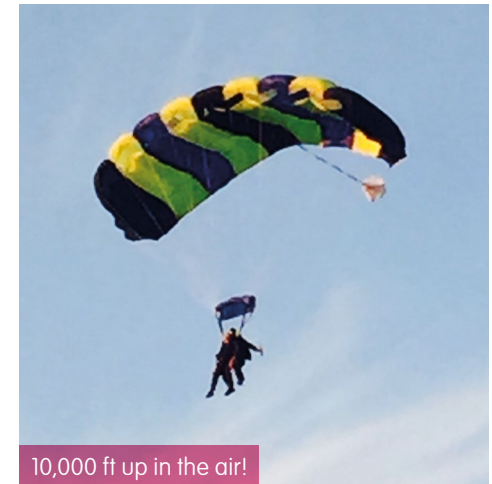
A Giant Leap for Joseph

A person supported by Community Integrated Care achieved his greatest ambition, when he took part in a skydive for charity.

Daredevil, Joseph Gigli, 27, from Broxburn, West Lothian, took to the skies in April, raising money for Dreamflight – a charity that supports children with disabilities and serious illnesses to enjoy dream holidays in Florida.

Joseph, who is supported to live independently in our Muirs Court service, was bravely accompanied in a tandem jump by his Support Worker, Erin Findlay. Together, they jumped from 10,000ft over the Fife countryside.

The incredible feat was a year in the making, when thrill-seeker, Joseph, expressed a desire to take part in a skydive. Undaunted, his team at Muirs Court made every effort to support him to achieve his dream. Their preparations included helping him test himself in high-adrenaline situations with activities like rock climbing and riding roller-coasters, as well as supporting him to understand the process of skydiving.



Joseph says, "I am so happy that I completed my skydive! It was so fun and I didn't feel scared at all. I am very proud to have raised money for Dreamflight, which I hope will help someone go on holiday to Florida."

Daredevils: Joseph and Erin prepare to skydive.

Meet Our Marathon Man

Jamie Knox, who is supported by Community Integrated Care in Edinburgh, achieved his dreams in March, when he completed the famous Silverstone Half Marathon.



Jamie, 22, has autism and joined our Howden Hall service two years ago. As our team got to know him, they recognised that he had lots of energy and was happiest when active, but his challenges with social situations meant that he would not enjoy team sports. So they helped Jamie access his local gym, a space where he could set himself personal goals and focus on himself without worrying about others. With their support he discovered a passion for running.

Over the course of the year he built up his fitness and signed up to take on the 2015 Edinburgh Subway Helping Hearts 5km Race.

Completing this was a significant achievement for Jamie, with him participating in a busy event with thousands of other people. This success was enabled by the person-centred support of his team, who used reassurance techniques and provided lots of guidance to help him prepare.

Having completed the 5k race, Jamie wanted to take on a much bigger challenge. His team supported him to take on the 2016 Adidas Silverstone Half Marathon on 13th March. This event is one of the highlights of the UK running calendar and attracts almost 8000 other runners. His dedicated team ran the race alongside him, giving him support and encouragement throughout each of the 26,000 steps of the race. Together they completed the race in a fantastic two hours, 47 minutes.

Jamie's Support Worker, Michael Thomson, says: "Jamie has achieved incredible things since taking up running, and the sport has given him a new confidence and passion in life. We were honoured to be running alongside him, helping him to succeed with this great ambition. It was incredible to see him proudly wear the medal around his neck at this famous racetrack."

Jamie Knox with Michael Thompson, Support Worker, and Bretton Murray, Senior Support Worker, at the finish-line





Financial Results

The year ending March 2015 and March 2016 saw Community Integrated Care continue to outperform the sector in terms of growth.

	End of March	
	2014-2015 (£'000)	2015-2016 (£'000)
Income	£104,352	£107,003
Expenditure	£103,936	£105,940
Net surplus	£416 (0.4%)	£1,063 (1%)

In the financial year 2014-15, the organisation grew total income from the previous year by 4.6%; this was a strong performance. Surplus doubled from the previous year too.

In 2015-16, the audited accounts show that the growth continued with overall income growing by 2.5% and surplus increasing from 0.4% to 1% in this year.

In both years we demonstrated further commitment to delivering more services for people with learning disabilities, autism, mental health concerns and dementia.

We feel confident that we are in a strong financial position to grow our charity, innovate and invest in our services. Community Integrated Care is in a sustainable and healthy position for the years ahead.



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