



Community Integrated Care Annual Review 2019

The

POWER

OF THREE



Community
Integrated
Care



2019/20
charitytimes Awards
Charity of the Year

The POWER OF THREE

WE ALL HAVE A STAKE
IN THE SUCCESS
OF COMMUNITY
INTEGRATED CARE.

THE POWER OF THREE
IS OUR STRATEGIC
COMMITMENT -
EVERYTHING WE DO
IS FOR THE BENEFIT
OF OUR COLLEAGUES,
CUSTOMERS AND
COMMUNITIES.



Support colleagues through improved frontline services as well as areas such as training, support and championing the role of Support Workers in society.



Develop new models of care that improve outcomes for people we support, such as introducing assistive technology and community facilities.



Identify ways to better support the communities in which we work through local partnerships, investing in technology and supporting local resources.

Hello

WELCOME TO COMMUNITY INTEGRATED CARE'S 2019 ANNUAL REVIEW

It is with great pride and pleasure that I introduce this publication which showcases the incredible impact our charity has had over the past year.

With a 31-year heritage, our charity is thriving with glowing examples of world-class support enabling people to lead their best possible lives.

In the last review, I spoke about how we had bold aspirations with our ambitious five-year strategy, We Dare. Well, I'm delighted to say that we've had some incredible achievements this year, as highlighted in this publication, which has made Community Integrated Care stand out as one of the leading charities in the social care sector.

As a care provider that is privileged to support over 3,500 people, we have a moral responsibility to stand up for social care

at this time. For too long, our sector – and the communities that we exist to serve – have borne the brunt of a lack of resource, strategy and action. We need to ensure there is a voice for the 1.6 billion unsung heroes working to make the lives of people supported in the UK better. As the political landscape continues to make headlines, we've put our head above the parapet to champion Social Care.

We've taken big steps in our We Dare strategy, conquering culture, implementing care planning technology and advancing our learning and development offering. From welcoming new services to achieving our first Committed to Excellence EFQM framework award, our projects are thriving.

I'm proud to say that in October our charity was awarded the Charity Times 'Charity of the Year' 2019/20 accolade, which has been made possible by the exceptional work of everyone connected to our organisation.

With judges calling us 'mavericks' and commenting on our "commitment to challenge the status quo", we must be doing something right!

Our charity has been breaking new ground since 1988 and we've done it again in 2019 with the launch of the Community Integrated Care Learning Disability Super League. In collaboration with Super League and the Rugby Football League, this is a world first programme that is changing lives through sport. Our pioneering partnerships don't stop here. We've also been delighted to welcome Age Exchange into our family and present at the House of Lords our innovative vision for a national network of dementia support hubs.

We've made incredible strides to become the best employer we possibly can, being shortlisted for eight employer awards, recognising our efforts to create a healthy and happy workforce for all.

Every single one of our 6,000 colleagues is a hero in our eyes, and I wanted to personally ensure we had the chance for each of them to be celebrated. To do this, we reached out to our corporate partners who enabled us to hold our first ever 'We Dare Awards'. Hosted by TV Personality and Broadcaster, Fiona Phillips, it was a special occasion where our colleagues, projects and the people we support were celebrated on a national stage.

It is a privilege to lead this charity and whilst 2019 will be hard to beat, I know for sure that in 2020 we can go from strength to strength.

Best wishes,

Mark Adams
CEO, Community Integrated Care



INTRODUCING OUR NEW TRUSTEES IN 2018/ 19



LIBBY RAPER, CHAIR

Libby has proudly held senior positions at some incredible companies during a career spanning over 20 years, including the role of Vice President of Marketing for Smirnoff Worldwide and, since 2012, Director for Yellowmead, a HR consultancy service based in York.

Prior to this, Libby spent a year leading Design Dimension Educational Trust, which championed and delivered cooking skills in schools across the UK, and was Chief Executive for Culture Northwest, who deliver inspirational arts, culture and lifestyle projects throughout the region. Libby has been a charity trustee for 30 years, including Chairing the Board at The Art House, which supports professional artists with a disability, as well as at Leeds College of Music.



AMANDA DE RYK

Amanda is a Labour Councillor for Blackheath, London, and is Cabinet Member for Finance in the London Borough of Lewisham.

Amanda is also a Trustee of Age Exchange – our partner charity, which is renowned for its pioneering model of support for people living with dementia and their loved ones. Age Exchange's model uses the arts and reminiscence to promote full and happy lives.

Find out more about our partnership with Age Exchange on page 8.



GREG BEALES

Greg is Director of Communications, Policy & Campaigns at the homelessness charity, Shelter. Prior to that he was Executive Director of the Labour Party, serving as a Senior Advisor to Prime Ministers Gordon Brown and Tony Blair.

Greg has worked extensively with the NHS, where he was Performance Director, responsible for improving waiting times and infection control. He has also worked widely across the private sector including with WPP and Accenture.



SHAUN GALLAGHER

Shaun is Director-General, Strategy Delivery in Defra, the Government department responsible for the environment, food and rural affairs. He has previously worked in the Ministry of Justice, and for most of his career the Department of Health, including several years as Director responsible for social care policy.

Providing essential guidance, strategic direction and governance, our Trustees are a vital part of our charity's success. This impressive group meet on a quarterly basis to ensure that our charity makes sustainable and ethical decisions, and to influence our key projects and activities.

Over the last year, we've been really proud to welcome new Trustees from a range of sectors – including household names such as Shelter and Smirnoff.

TWO LITTLE WORDS, ONE BIG AMBITION



At a time when care providers could be forgiven for standing still and cutting back – Community Integrated Care has dared to be different.

We Dare is more than just a corporate strategy. It's not the responsibility of a handful Senior Leaders in Head Office. It's a call to action for everyone who works for this charity.

Since its launch in May 2018, We Dare has been one of the most exciting chapters in Community Integrated Care's proud 31-year history. But what is it that makes it different from other strategies? Well, it focuses on what matters to our people, and puts them at its very heart.

Focussing on key strategic projects, with exceptionally ambitious aims, We Dare has challenged everyone to be part of a very special journey.



CONQUERING CULTURE

The key to any successful strategy is the people who deliver it – and that's no different here at Community Integrated Care. We know that in order for We Dare to be a success, our people need to be motivated by it, engaged with it, and truly behind it!

How do we achieve that? By making our charity a special place where people are proud to work.

The Deal, our Employee Value Proposition (EVP), sets out how it should feel to work for Community Integrated Care, but also what's expected in return. Alongside this, we've developed our first Employee Life Cycle, so that everyone knows exactly what to expect from our charity at each stage of their career with us.

As well as launching our EVP, we've awarded, rewarded and praised thousands of colleagues with our Reward & Recognition schemes, including our Long Service Awards, Little Acorns Employee of the Month and Seasonal Accolades.



THE BIGGEST STEP WE'VE TAKEN IS THE DEVELOPMENT OF OUR VERY FIRST EMPLOYEE VALUE PROPOSITION: THE DEAL.

Of course, nobody truly knows what it feels like to work for our charity better than our 6,000-strong workforce. So, in September 2019, we launched our #DareToShare Colleague Engagement Survey. With a huge response rate of 48%, we're proud to have a wealth of information and insights to take positive action throughout 2020 that will make Community Integrated Care an even better place to work and be supported.



LEARNING AND GROWING

We Dare aims to make Community Integrated Care a learner-led organisation, where our colleagues are knocking at their managers' doors asking for more qualifications and training! That's why we're putting everyone's development in their own hands with a brand-new learning management system, Dare to Learn.

Providing all colleagues with their own personal login, this clever and dynamic system allows our workforce to book courses, receive feedback from managers, carry out e-learning and see training records, all in one place!

Eleanor Minshall, Head of Learning & Development, said: "Dare to Learn helps ensure we meet our regulatory training obligations whilst also giving us a platform to develop learning pathways in the future."



IN THE PAST YEAR:



15,409 HOURS
training completed



2,560 DAYS
training completed



We're operating at **92%** training compliance
UP FROM 77%
at the start of 2017

CARE PLANNING NOURISH



WE'VE EMBRACED NEW TECHNOLOGIES TO MAKE OUR CHARITY FIT FOR THE FUTURE.

We've introduced a life-changing platform called Nourish, a care planning tool that allows our colleagues to monitor and record the care and support they provide on-the-go, using handheld devices.

Not only does this save time and allow our colleagues to do more of what they love – supporting people – it means that support can be planned and delivered in a much more modern and meaningful way.

After an incredible pilot, Community Integrated Care is Nourish-ready!



Over the next two years, this transformative system will reach every single service and change thousands of lives.

Emily McKay, Service Leader, talks about her Nourish experience: "Being part of the Nourish journey has been exciting in so many ways – but probably the most powerful bit is the interaction it has created between our team and the people we support."

"It's been fantastic to involve the people we support in creating their support plans – they can easily look back at photos and notes from activities and decide which ones they want to do again."

"It's freed up so much time for my team too. In fact, they've made me promise that we won't ever go back to paper notes!"



STRATEGY UPDATE



INNOVATING WITH



One of the many jewels in the crown of We Dare is our incredible partnership with London-based Age Exchange. Located in a small high-street hub in Blackheath, this world-class charity provides innovative support to people living with dementia and their loved ones.

A PERFECT MATCH

Though modest in size, Age Exchange more than make up for it with their spirit and enthusiasm for changing lives through arts, reminiscence and intergenerational activities.

Mark Adams, Chief Executive of Community Integrated Care, tells us about his ambitions for our merger with Age Exchange: "We've been inspired by the impact that their life-enhancing work has had on the people in its care and in the wider local community. Coming together with Age Exchange represents a fantastic start to our

bold new five-year strategy. We hope it is the first partnership of many, as we help more charities increase the reach of their incredible work."

Age Exchange's Chief Executive, Rebecca Packwood, oversaw the merger between the two charities: "We set out to find a national partner that provided both the infrastructure we needed to grow and synergy in terms of values and ambition - Community Integrated Care was the perfect match."

CHANGING LIVES THROUGH ARTS

In early 2019, Age Exchange was awarded a grant from the 'Building Connections Fund', a partnership between the Department for Digital, Culture, Media & Sport, The National Lottery Community Fund and the Co-op Foundation, which aims to tackle loneliness and isolation in response to the findings of the Jo Cox Commission.

The funding was awarded to Age Exchange to operate a new pioneering service at our EachStep Blackley care home, transforming the lives of people with dementia. Having launched in March 2019, this is the first development from the partnership between the two charities, providing award-winning support in the heart of the North Manchester community.

A VISION FOR THE FUTURE

October 2019 saw a huge step forward in the partnership, with a high-profile event taking place at the House of Lords. The evening showcased the vision for Age Exchange to an audience of philanthropists, stakeholders and industry leaders from a variety of sectors.

Speaking at the event Mark Adams, said: "I'm proud to see such a cross section of

organisations, all coming together in support of our vision for a network of Age Exchange hubs that really have the potential to change society at scale. Each hub will deliver vital support in the heart of the community, enabling people with dementia to stay at home for longer, improve wellbeing, and reduce the need for residential care."



COLLEAGUES: OUR UNSUNG HEROES

Supporting colleagues through improved frontline services as well as areas such as training, support and championing the role of Support Workers in society.



AN AWARD - WINNING YEAR

IT'S BEEN A TRULY REMARKABLE YEAR FOR COMMUNITY INTEGRATED CARE, IN WHICH WE'VE BEEN PROUD TO BE RECOGNISED FOR THE WORLD - CLASS SUPPORT DELIVERED BY OUR EXCEPTIONAL COLLEAGUES AT MANY PRESTIGIOUS EVENTS...



MEET SOME OF OUR WINNERS...



PINEVIEW

Judges noted that for the three people supported at Pineview, in Aberdeenshire, "the sky is the limit." This innovative team think "outside of the box", creating several community partnerships to ensure they deliver person-centred care.



JAMES SAINSBURY

James is a Service Leader in our Southern region and has been with our charity for three years. He is a dedicated leader and mentor within his team and has produced innovative ideas to bring people together.



GILLIAN EDWARDS

Judges commended our Leicester Service Leader Gillian for being an "excellent, innovative and reflective leader" who always "puts the people she supports needs at the forefront of all decisions".



Charity Times Awards:

- ★ Charity of the Year ★ **WINNER**
- ★ Change Project of the Year - Age Exchange & Community Integrated Care



3rd Sector Care Awards:

- ★ The Technology Award



National Learning Disability Awards:

- ★ Employer of the Year
- ★ Care Team of the Year - Dawson Close



LaingBuisson Awards:

- ★ Housing with Care Award – Community Integrated Care's Extra Care services



Skills for Care:

- ★ Best Employer of over 250 staff ★ **HIGHLY COMMENDED**



Support Services Forum:

- ★ Director of the Year – Mark Adams



National Care Awards:

- ★ Dementia Care Manager – Michelle Phillips, EachStep Blackley
- ★ Dementia Activities Coordinator – Frankie Conroy, EachStep Blackley
- ★ Leadership Award – Gillian Edwards, Gilmorton Flats



Caring UK Awards:

- ★ Care Home of the Year (North) – EachStep Blackley ★ **WINNER**
- ★ Care Employer Award



National Dementia Awards:

- ★ Dementia Care Manager – Michelle Phillips, EachStep Blackley
- ★ Dementia Activities Coordinator – Frankie Conroy, EachStep Blackley
- ★ Outstanding Arts & Creativity in Dementia Care – Age Exchange



Wakefield Business Awards:

- ★ Employer of the Year



North West Charity Awards:

- ★ Charity of the Year
- ★ Charity Director of the Year - Mark Adams ★ **HIGHLY COMMENDED**
- ★ Best Social and Digital Media ★ **HIGHLY COMMENDED**



Glasgow Business Awards:

- ★ Best Performing Large Business
- ★ Fair Work Award



Cheshire Business Awards:

- ★ Business of the Year
- ★ Employer of the Year



Scottish Care Home Awards:

- ★ Meaningful Activities Award – Charnwood Lodge ★ **WINNER**



Great North East and Scotland Care Awards:

- ★ The Housing with Care Award – Jedburgh
- ★ Care Home Worker Award - Catherine Khan, Priors Court ★ **WINNER**

- ★ Care Team Award - School Close ★ **WINNER**
- ★ The Putting People First Award – Pineview ★ **WINNER**
- ★ The Dignity in Care Award - Whitby Drive
- ★ The Care Innovator Award - Tees Alive & MCF Foundation ★ **WINNER**

Great Yorkshire and Humberside Care Awards:

- ★ The Housing with Care Award - Audomar Bracho, Cherry Tree House ★ **WINNER**
- ★ Home Care Team Award - Sandy Mount

Great East Midlands Care Awards:

- ★ The Putting People First Award - Bailey Street
- ★ Care Employer Award

Great South West Care Awards:

- ★ The Care Home Team - Magna Road
- ★ Home Care Newcomer Award - Doug Cerencovich, Magna Road
- ★ Care Innovator – Community Integrated Care & Pompey in the Community ★ **WINNER**
- ★ Frontline Leaders Award - James Sainsbury ★ **WINNER**

Great North West Care Awards:

- ★ The Care Employer Award ★ **WINNER**
- ★ Care Home Registered Manager Award - Leah Davenport, The Watchfactory
- ★ The Dignity in Care Award - Julie Davies, Eliot Gardens
- ★ The Home Care Newcomer Award - Yoane Belami, Ash Street



Plus 14 accolades for the Community Integrated Care Learning Disability Super League (p.24)



THE GREATEST SHOW!

THE WE DARE AWARDS 2019 — AN AWARDS CEREMONY LIKE NO OTHER! A GLITTERING CELEBRATION OF THE PEOPLE, PROJECTS AND PARTNERSHIPS THAT MAKE COMMUNITY INTEGRATED CARE TRULY SPECIAL.

In April, this remarkable event brought together our colleagues, the people we support, volunteers, trustees, commissioners and sector leaders to honour the very best of our charity. The spectacular show was proudly supported by several of Community Integrated Care's national partners including headline sponsor, Arena Group.

With an incredible 657 nominations, the most inspirational 59 entries made it to the ceremony, representing the huge social impact of our 6,000 colleagues, our very best partnerships, and the amazing achievements of the people we support. Our winners were announced and welcomed on stage by our Awards host, broadcaster Fiona Philips, the former presenter of GMTV and a passionate campaigner for dementia care.

Mark Adams, Chief Executive, said: "For more than three decades, our charity has supported countless people across the UK, creating stronger communities and enabling individuals to lead fuller, happier lives. At times of unprecedented challenges in the social care sector, it is important that we thank the exceptional people who dedicate their lives to support others and shine a light on the vital contribution of care providers.

Speaking at the event, our awards host, Fiona Phillips, explained: "As soon as I was asked to be part of the 2019 We Dare Awards, I immediately said yes.

"I know that the work of charities like Community Integrated Care is vital to our society. As a nation, we need to be loud and proud in celebrating what the care sector and the voluntary sector contribute to society. It has been my honour to help make that possible at the We Dare Awards."



A HUGE CONGRATULATIONS TO OUR VERY SPECIAL WINNERS...



- Leader of the Year**
GILLIAN EDWARDS
Gilmorton Flats, Leicester
- Champion Colleague**
DEBORAH ARMITAGE
Dillington Mews, Barnsley
- Unsung Hero Award**
JACQUELINE HALLIDAY
Charnwood Lodge, Dumfries and Galloway
- Bright Spark Award**
JULIE FOSTER
Mount Road, Sunderland
- Partnership Award**
CARLINGWARK HOUSE & TREASURE ISLAND NURSERY
Castle Douglas
- Personal Achievement Award Scotland**
ALAN MCKECHNIE
Sandy Road, Glasgow
- Personal Achievement Award Older People's Services**
TOMMY KEANE
EachStep Blackley, Manchester
- Personal Achievement Award North West**
JULIE DAVIES & JOE LIPTROT
Eliot Gardens, Wigan

- Personal Achievement Award North East**
ERICA PRESCOTT
Mount Road, Sunderland
- Personal Achievement Award Central**
SALLY FENWICK
Bailey Street, Nottingham
- Personal Achievement Award South**
CAROLINE RENWICK
Binsteed Flats, Hampshire
- Supporting Star**
ANGELA WALFORD
Widnes
- Daring Together Award**
MAGNA ROAD
Dorset
- The Mighty Oak Award**
JEANNIE MCLEMAN
Albert Street, Aberdeenshire
- Region of the Year**
NORTH WEST
- The We Dare Award Individual**
AVRIL JONES
Dalegarth Avenue, Liverpool
- The We Dare Award Team**
GLEN COTTAGE
Hampshire



IT'S IN EVERYONE'S BEST INTERESTS TO TAKE GOOD CARE OF OURSELVES AND EACH OTHER.

WELLBEING AT WORK

It's fair to say that the last 12 months have brought about an incredible amount of transformation at Community Integrated Care. With so much happening and such hectic working lives, it can be easy to overlook the most important thing: taking care of our wellbeing.

THIS YEAR, COMMUNITY INTEGRATED CARE HAS TAKEN GREAT STRIDES IN ENSURING COLLEAGUES HAVE THE SUPPORT THEY NEED WHEN FACING MORE CHALLENGING TIMES.



THE ROAD TO WELLBEING

A Happy and Healthy Workplace was the focus of our Autumn 2019 Roadshow.

During the event our Chief Executive, Mark Adams, acknowledged the incredible work and commitment from everyone in the room. He reflects on how important Wellbeing is for our workforce...

"We ask you all to come into work, lead your teams, drive our strategic projects, deliver outstanding services – yet how often do we genuinely have an honest conversation about how we're feeling? To do our best work, we all need to be well in ourselves. So really, it's in everyone's interest to take good care of ourselves and each other."



MINDFULNESS MATTERS

Our North West Managers have benefited from the power of Mindfulness this year.

As part of our partnership with Widnes Vikings, we've been grateful to be part of the Offload Programme - a series of mental fitness sessions including mindfulness, self-awareness and coping strategies during difficult times.

We spoke to Russell Treasure, Offload's Mindfulness Coach, about what this involves and how it can help: "Mindfulness is about paying attention to our thoughts and feelings without judging them. By learning how to take notice of the present moment, we can alter our reaction to everyday stress."

Paula Dodman, Head of Operations North West, who took part in Offload told us: "It's so important that we're addressing mental health awareness. I can relate so much to what's being shared in these sessions from my own life. We never really know how to help ourselves, so it's incredible to learn some new techniques and put these into practice."



OUR WELLBEING PARTNERS

As well as launching a number of internal initiatives, we're proud to have partnered with various organisations that can offer a whole host of wellbeing support for our colleagues.



neyber

able futures

WORKPLACE OPTIONS

you BENEFIT



CUSTOMERS: THE PEOPLE WE SUPPORT

Developing new models of care that improve outcomes for people we support, such as introducing assistive technology and community facilities.



PROUD OF OUR PAST, EMBRACING THE FUTURE

We have so many reasons to be proud at Community Integrated Care, and our world-class services are one of them!



A YEAR TO REMEMBER

In 2019, Charnwood Lodge Care Home celebrated in style after reaching an impressive milestone - their 20th Anniversary! Opening its doors in July 1999, the care home in Dumfries has been providing specialist care to 60 older people and people with dementia for over two decades.

The team pulled out all the stops to mark this momentous occasion, organising a spectacular show featuring Highland Dancers, Baton Twirlers and the Dumfries Town Band. This very special event brought



together the people we support, their loved ones, past and present colleagues and the local community – who all celebrated the home's 20 years of success!

But that's not the only thing the team at Charnwood are celebrating! To top off an incredible year, in November the home collected the 'Meaningful Activities Award' at the prestigious Scottish Care Home Awards, recognising the team's efforts in keeping the people they support engaged, healthy and active.

Kerry Higgins, Service Manager at Charnwood Lodge tells us more: "It's been

a fantastic year for Charnwood Lodge, turning 20 and being awarded on a national stage for the work we're doing here – we couldn't ask for much more!"

She continued, "The team at Charnwood Lodge have an unwavering commitment to the people we support. Every single person has consistently worked to improve the activities and opportunities we offer, so that the people we support lead lives that are as full as possible."

Here's to another twenty years at Charnwood!



TRANSFORMING LIVES

In August 2019, we were delighted to open Half-Field Close, a service in Gateshead which is transforming the lives of four people with learning disabilities.

Two of the people we support at Half-Field Close, Jess and Ann, are living independently for the first time. Half-Field Close's modernised and adapted bungalows feature high-tech security systems, an enchanting, therapeutic garden space and beautiful living areas, so that Jess and Ann can lead the fullest lives possible.

Marc Brodie, Managing Director of the North East, told us: "We're incredibly proud to open Half-Field Close and to have been involved in this development in partnership with Gateshead Council.

The service really is at the forefront of assistive technologies and we're delighted to be supporting people with care needs to become more independent."

Ann, 36, has autism and had previously lived with her mother on weekends and at a respite service during the week. Her mother said: "Half-Field Close is like winning the lottery as I now know my daughter is safe and can be supported independently with her own team."



HALF -FIELD CLOSE IS LIKE WINNING THE LOTTERY AS I NOW KNOW MY DAUGHTER IS SAFE AND CAN BE SUPPORTED INDEPENDENTLY WITH HER OWN TEAM.

Sarah Adams, Service Leader at Half-Field Close explained the preparation that goes into supporting people into their first independent living environment: "We've been working closely with Ann, Jess and their families to ensure they are ready for the transition."

She continued, "Both of them have been fully involved in the development of support plans and interviewing a selection of the staff team. They know each other from their day services so can't wait to start having BBQs in their glorious garden and parties on the patio!"

SAY HELLO TO OUR QUALITY ADVISORS!

Cast your mind back to 2015 – do you remember our Peer Reviewers? A formidable group of people who took our organisation by storm! Our Peer Reviewers were a team of people we support, employed by our charity, to review the quality of our services as experts by experience.

Well, with a big and bold strategy like We Dare, comes even bigger and bolder ambitions and actions to match. That's why our Peer Reviewers are not only back, they're better than ever! With a new name to boot... **Meet our Quality Advisors.**

Our Head of Continuous Improvement, Graeme McConnell, shares a bold vision for our Quality Advisors: "Everything we want to achieve relies on us delivering a really high standard of care and support – and that's why our Quality Advisors are so important to everything we do."

"AFTER ALL, WHO KNOWS WHAT GOOD SUPPORT LOOKS LIKE MORE THAN SOMEONE WHO RECEIVES IT THEMSELVES?"



"Originally, the role of our Peer Reviewers was largely limited to carrying out quality audits on services and reporting back to Managers on the areas in which they could improve. In their new role, it's so much more than that."

"In the last year, our Quality Advisors have helped create our charity's first Participation Strategy, spoke at our Leadership Roadshow about their ambitions for the future and been an integral part of our Induction for Managers. They're influencing at every level of our charity to make it a better place to work and to be supported."

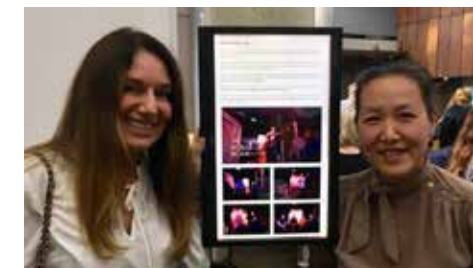
Sushma Majithia, one of our Quality Advisors, tells us how proud she is of her role: "We've achieved so much but we're not stopping there! We're so passionate about making our mark on Community Integrated Care and society in general."

"As a team, we know where we can make our biggest impact and that's what we're keen to do more of. Influencing policies, advising managers and speaking to other industries about how they can become more disability-friendly – there's so much we can do."

DARE TO CARE: A SPECIAL PERFORMANCE



In 2019, we collaborated with Britain's leading arts and technology institution, **FACT (Foundation for Arts and Creative Technology)**, to deliver a creative research programme exploring the future of social care.



As part of FACT's 'The Future World of Work' programme, the project aimed to bring together creative and research organisations to explore the potential for innovation, change and development in major industries within the Liverpool City Region.

The research programme culminated in a unique dramatic production, 'A Night of Social Care Improv', which explored opportunities and challenges for the future, reflecting the tipping point that our sector faces right now and the era of uncertainty that follows.

The production was an improvised performance which saw people with lived experience of receiving care and support take to the stage, with role play being used to unveil hypothetical futures for work in learning disability and mental health support. The sold-out event shared valuable insight and created a much-needed discussion on key issues for the sector including technology, funding, community engagement and human rights.

Working together with international artist, Hwa Young, the production was developed during a three-month residency, which saw the artist spend time in our specialist services, alongside the people we support, their families and our colleagues.

Martin McGuigan, Executive Director of Innovation and Managing Director for South-Central at Community Integrated Care, said: "The social care sector plays a vital role in society today, so it is important that we can explore how it might change, develop and innovate in the years ahead. It has been an exciting opportunity to have an artist spend time with people at all levels of our organisation to review how they perceive both the challenges and opportunities for the future, and to bring this insight to life in such a creative way."



He continues, "This innovative production was engaging, entertaining and inclusive, and gave the audience a clear sense of the value of high-quality, person-centred care. We were delighted to bring together a diverse range of thought-leaders from across the care, political and cultural sectors, as well as members of the public, to help inspire positive change."

Artist, Hwa Young, explained the success of the performance which took place in FACT: "Through the production, I wanted to shine a light on the social care sector, which is often overlooked. We achieved that with this performance. It was incredible to see the audience connecting directly with the stage through the improv nature of the performance, giving everyone a glimpse of the exceptional work carers do every single day."



WHETHER IT'S OUR COMMUNITY PARTNERS HELPING TO LEND A HAND OR SUPPORT FROM WITHIN, THERE'S BEEN CHANGING ROOMS, MAKEOVERS AND GRAND DESIGNS GALORE.

A TIME FOR TRANSFORMATION

SENSORY SURROUNDINGS

Winners of the We Care Fund in Abshot Road, Hampshire have put their £250 grant to excellent use by building their very own, very creative sensory room!

Purchasing new equipment such as bubble lights and relaxing colourful chairs, the people supported at Abshot Road have been able to create a beautiful and tranquil place where comfort is key.

Support Worker, Jordan Conroy, told us all about it: "This amazing sensory room was only made possible thanks to the We Care Fund, and the guys absolutely love it. One

of the people we support has even donated their sound system to make the room even more special. There's still a way to go but we've made brilliant progress."

WHAT'S NEXT FOR THIS CREATIVE SPACE?

Jordan told us: "We want to take the room a step further by introducing more furniture and fixtures to stimulate the sights, sounds and smells in the room. We're constantly coming up with ideas and the possibilities are endless."



A GARDEN TO GROW IN

School Close is a state-of-the-art care service for adults with physical and learning disabilities in Kirkcudbright, Scotland. Thanks to the support of the local community, they've transformed their outdoor space into a garden haven.

When the service opened in 2016, the large space had not been developed, so the dedicated staff team and the people living there embarked on a crowdfunding campaign to help raise funds to turn the outdoor area into a relaxing and therapeutic garden. The campaign was a huge success, thanks to the generous donations of money, materials and even manual labour!

The garden features raised flowerbeds that are accessible to everyone, a sensory planter and a gazebo. People supported at School Close will now be able to develop their horticultural skills and grow their own produce – enhancing their independence and creativity whilst improving their health and wellbeing.



Heather Birnie, Service Leader for School Close, says, "We're absolutely delighted with the results of the garden transformation here at School Close."

"I'M SO PROUD OF THE WHOLE TEAM FOR PULLING TOGETHER AND TAKING THE INITIATIVE IN SETTING UP THIS EXCITING PROJECT."

"A huge thank you to everyone who has donated to our cause, with a special thanks going to Castle MacLellan Foods and the Kavli Trust for their sizeable donation, Twynholm SWI, the Tuesday golf ladies in Kirkcudbright, the Inner Wheel Club, Kirkcudbright Co-Op, the Rotary Club Kirkcudbright – and not forgetting their two trustees who have overseen the entire project, Irene Mitchell and Margo Brown."

Alison McKie, of Castle MacLellan Foods said, "We're really proud, as part of the charitable Kavli Trust, to be able to support fantastic local good causes that make a real difference to people's lives. The transformation of the garden is remarkable and we hope that it's enjoyed for many years to come."



Community Integrated Care's We Care Fund enables our services to apply for grants, to deliver creative and life-changing projects for the people we support.



COMMITTED TO QUALITY

Top quality support is the absolute foundation of everything we do. That's why we've undertaken a huge organisational project to make continuous improvement part of everyone's day job.

We're proud to have signed up to the European Framework for Quality Management (EFQM), an international body that supports organisations like ours to always strive to improve in everything we do.

In late 2018, we achieved our first award under the EFQM framework: Committed to Excellence Award (Assessment) 2*! Committed to Excellence Assessors praised us on our corporate strategy and noted that our strategic projects are tackling the same areas that the EFQM framework would have highlighted as areas to improve.



GOOD WORK!

CONGRATULATIONS TO THE FOLLOWING COMMUNITY INTEGRATED CARE SERVICES, WHO HAVE ACHIEVED RATINGS OF 'GOOD' OR BETTER WITH THE CARE QUALITY COMMISSION AND CARE INSPECTORATE THIS YEAR...

ENGLAND



- Abshot Road
- Charlotte Grange Care Home
- The Dell Care Home
- Dormy Way
- EachStep Blackley Care Home
- Eliot Gardens **OUTSTANDING**
- Elizabeth Road Care Home
- Festing Grove
- Gatesgarth
- Glen Cottage
- Griffin Lodge
- Heartly Green Care Home
- Highlands Road
- Linda Grove
- Martin Close

- Newgate Lane
- North West Regional Office
- Redlands Lane
- Rosedale/Rosewood (Flaxton Street)
- Sandy Mount
- 2 and 4 Seafarers Walk
- Seaview House
- Segensworth Road
- South Regional Office
- St Stephens Care Home
- Summerson House
- Teeside Domiciliary Care Office
- The Watchfactory
- Wensley Street

SCOTLAND



- Aberdeen Regional Office
- Charnwood Lodge Care Home
- Cornwall Park Care Home
- Dumfries and Galloway Services
- East Central Support Services
- Glasgow Area Office
- Highland Services

- Jedburgh Services **EXCELLENT**
- Merse House Care Home
- Muir's Court
- Munches Park Care Home
- Perth & Kinross and Forth Valley Services
- Todlaw



COMMUNITIES: BRINGING PEOPLE TOGETHER

Identifying ways to better support the communities in which we work through local partnerships, investing in technology and supporting local resources.



A GROUND BREAKING PARTNERSHIP

In 2019, Community Integrated Care partnered with Betfred Super League and the Rugby Football League (RFL) to form a ground-breaking inclusive sports programme for people with learning disabilities, **The Community Integrated Care Learning Disability Super League**.

It's been an unforgettable first year, with the project promoting the development of skills, confidence and positive experiences for hundreds of people with learning disabilities. This project is making a major statement about social inclusion, both in the rugby heartlands as well as across the UK.

LET'S TAKE A LOOK BACK AT 2019'S SPECIAL MOMENTS...



FEB. 19 - KICK OFF AT OLD TRAFFORD

In February, this world-first initiative was revealed at our organisation's Spring Roadshow to a room full of our leaders.

Hosted by Sky Sports presenters Terry O'Connor and Brian Carney, the announcement featured Learning Disability Super League players alongside stars including Warrington Wolves hooker Danny Walker, Wigan Warriors second-row, Willie Isa, and St Helens prop, Luke Douglas – proud ambassadors for the programme.



APR. 19 - BUILDING THE FOUNDATIONS

Community Integrated Care delivered expert learning disability and autism training to all of the Rugby Football League charitable foundations taking part in the programme.

With in-depth sessions and a virtual autism simulator experience, the participants gained a unique insight into what it is like to have a learning disability.

This invaluable support enabled the clubs to develop their skills ahead of the programmes kick off at the 2019 Dacia Magic Weekend.



MAY. 19 - A MAGIC WEEKEND IN MAY

May saw the official launch of the Community Integrated Care Learning Disability Super League at the 2019 Dacia Magic Weekend.

This incredible event enabled more than 160 people with learning disabilities and autism to follow in the footsteps of their Super League heroes at the iconic Anfield Stadium. Playing in the half-time slot of the headline fixtures, the Learning Disability Super League teams captivated the crowd and took centre stage at the event, which was attended by over 55,000 people and watched on Sky Sports across the nation.



AN IMPRESSIVE FIRST YEAR GAINING WORLDWIDE RECOGNITION.



- North West Charity Awards:**
 - Outstanding Charity Support by Large Companies – Super League and the RFL **WINNER**
- Great Yorkshire Care Awards:**
 - The Care Innovator Award **WINNER**
- Great East Midlands Care Awards:**
 - The Care Innovator Award **WINNER**
- Great North West Care Awards:**
 - The Care Innovator Award **WINNER**
- Skills for Care Awards:**
 - Most Effective Collaborative Approach to New Models of Care **WINNER**
- 3rd Sector Care Awards:**
 - Special Recognition **WINNER**
 - Innovative Quality Outcomes
- Leaders in Sports Awards:**
 - The Facebook Community Award
- Believe Sports Awards:**
 - Community Programme of the Year
- Groundwork Awards:**
 - People's Choice Award
- Great North East Care Awards:**
 - The Care Innovator Award
- British Sport Awards:**
 - Sport for Social Change
- British Sports Journalism Awards:**
 - Sport for Social Change Award
- Charity Film Awards:**
 - Charity Film of the Year

JUNE - SEPT. 19 - SUPER FESTIVALS

A series of high-profile festivals took place throughout 2019, hosted by the likes of Warrington Wolves, Widnes Vikings and Hull KR to name a few. Each festival featured 11 teams from across 9 clubs, Castleford Tigers, Hull KR, Leeds Rhinos, St Helens, Wakefield Trinity, Warrington Wolves Widnes Vikings and Wigan Warriors, taking part in the action.



OCT. 19 - 'STEELING' THE SHOW

Betfred Super League's very own end of season celebration noted the huge impact of the Learning Disability Super League on the great game of Rugby League. In October, Oliver Thomason, a Warrington Wolves Learning Disability Super League player stole the show at Super League's Man of Steel Awards. Collecting an award on stage on behalf of the Warrington Wolves Foundation, his post event catch-up with Man of Steel winner and Learning Disability Super League Ambassador, Jackson Hastings, went viral on social media – with over 60,000 views.



OCT. 19 - A GRAND CELEBRATION

What better way to celebrate an extraordinary first season than an exclusive celebration event at the biggest event in Rugby League's calendar, the Betfred Super League Grand Final at Old Trafford! This star-studded event, organised by Community Integrated Care, brought together more than 600 people who supported the success of the programme throughout 2019, including players, coaches, volunteers, and family members.

The celebration, which was hosted by Sky Sports star Angela Powers, gave every participating player the chance to collect a well-deserved memento marking their inspiring participation in the Community Integrated Care Learning Disability Super League.



CARE INNOVATORS!

THE DREAM TEAM

For over 10 years, our Billingham-based day service Tees Alive has been teaming up with Middlesbrough F.C. Foundation to offer the people we support opportunities to stay healthy, active and engaged right in the heart of their local community.

From high-profile footballer visits to VIP pitch-side experiences, there've been so many magnificent moments from this decade old partnership. But none more so than seeing the huge impact it's had in promoting inclusion for people with learning disabilities in the local community.

Marc Brodie, Managing Director of the North East tells us more: "The impact of these sessions on the people we support has been phenomenal. We've seen a huge improvement in confidence, communication, and of course, football-ability for the people who take part. The sessions focus on building confidence and teamwork skills too, so the people who attend can develop themselves, whilst having a great time."

OVER THE LAST DECADE, COMMUNITY INTEGRATED CARE HAS BEEN PROUD TO DEVELOP MANY THRIVING PARTNERSHIPS BRINGING TOGETHER SPORT AND SOCIAL CARE.

In 2019, both our Middlesbrough FC and Portsmouth FC partnerships have been awarded the 'Care Innovator' accolade at the Great British Care Awards!



WINNER OF THE CARE INNOVATOR AWARD NORTH EAST!



WINNER OF THE CARE INNOVATOR AWARD SOUTH WEST!

PORTSMOUTH F.C PARTNERSHIP KICKS OFF

In February we launched an exciting new alliance with the charitable arm of the League One team Portsmouth F.C, Pompey in the Community, to deliver life-changing opportunities for people with learning disabilities and autism.

Teaming up with the charity, we've enabled the people we support to take part in weekly accessible sports and activity sessions to improve their health and wellbeing, increase community engagement and promote inclusion.

Martin McGuigan, Executive Director of Innovation, explains more about this partnership: "At the beginning of this new journey in February, our colleagues and the people we support attended an exclusive behind the scenes stadium tour of Fratton Park. This was a once in a lifetime opportunity with many participants being life-long Pompey fans and regularly making their way to the stadium to cheer on their favourite team!"

He continued, "The partnership has blossomed being showcased at Parliament for National Learning Disability Week at the 'Sport You Can' event in June and collecting the 'Care Innovator' accolade at The Great South West Care Awards in October – which is just incredible considering the partnership is not even a year old!"

"A huge thank you to Pompey in the Community. The charity, and the club as a whole, have demonstrated a genuine commitment to changing lives through sport."



INFLUENCING THE NATION



STANDING UP FOR SOCIAL CARE

In the last 12 months our Chief Executive Officer, Mark Adams, has been a regular at Westminster presenting the work of our charity to the nation's top influencers.

Mark met with over 30 MPs at a #SolveSleepIns event to highlight the desperate Government funding needed to support and fund the sleep-in back pay crisis. He has presented in Parliament at the 'Sport You Can' event during Learning Disability Week, showcasing the innovations from our charity whilst also meeting separately with Cabinet and Shadow Ministers about the future of social care.

Mark tells us more: "We recognise the challenges facing Government and see how quickly politics is moving. We don't want to simply ask for more resource – we want to provide a helping hand."

"WE WANT ORGANISATIONS LIKE OURS TO BE GIVEN THE OPPORTUNITY TO WORK IN PARTNERSHIP WITH THE GOVERNMENT TO SOLVE THE PROBLEM."

We have the expertise to innovate, to design life-changing models of care, to be the architects of efficient and effective solutions that allow people to thrive.

Care providers, local government and society in general is fragmented, but we need to come together behind this issue, as it's one that can only be fixed together. We Dare to be part of it."



EVERY DAY IS DIFFERENT WHEN YOU CARE!

In April, we partnered with the Department of Health and Social Care to be part of the national 'Every Day is Day is Different When You Care' recruitment campaign.

To inspire more people to consider a career in adult social care, and give a snapshot into how rewarding it can be, we took part in a photography exhibition displayed in the House of Commons. Tony Stewart, a Support Worker from Liverpool, was one of twenty four social care colleagues from across the country who were invited to take part in the initiative.

The photography exhibition showcases the diversity of roles in the social care sector and celebrates the unsung heroes in the field, all while raising the profile of adult social care in the UK.

At the viewing, Tony met with the Minister of State for Care, Caroline Dinenage, who opened the exhibition and chatted to Tony about his portrait. Tony's portrait shows him accompanying a person he supports, Liam, to attend a job interview, representing the life-enhancing support delivered frequently by care workers in the sector.

Tony says: "The thing I enjoy most about being a Support Worker, is assisting people to reach their full potential. I really enjoy coming into work and having a chat, as well as a laugh and a joke with Liam to see what he has been up to throughout the week."

"Liam now has such a passion for life, and I am so happy to see this difference which I feel is partly down to myself and also the great team at Community Integrated Care too, who have taken the time to invest in Liam's wellbeing."

LIAM NOW HAS SUCH A PASSION FOR LIFE!



CELEBRATING OUTSTANDING SERVICES

Jon Ashworth, Labour MP and Shadow Secretary of State for Health and Social Care, visited one of our learning disability services, Gilmorton Flats, celebrating National Learning Disability Week with his constituents.

Gilmorton Flats, one of our CQC rated 'Outstanding' Leicester Services, specialises in supporting people with physical disabilities, learning disabilities, and autism to live the best possible lives.

A garden party was hosted for the people supported at the service, celebrating the reopening of a new outdoor area which had been updated with accessible garden furniture and a fruit and vegetable plot, promoting healthy eating and active lifestyles. The visit coincided with National Learning Disability Week 2019, celebrating the inclusion of people with disabilities.

Jon said: "It was great visiting Gilmorton Flats. The refurbished garden will help people to spend more time outdoors and reduce loneliness. Gillian is clearly an inspiration for the people living here."

Martin McGuigan, Managing Director of Central & South for Community Integrated Care, says: "Everyone at Gilmorton Flats was thrilled to receive a visit from Jon Ashworth. It's been a pleasure welcoming him to the service and introducing him to our colleagues and the people we support."

We have a really committed team here in Leicester, who have dedicated so many hours to creating this wonderful garden to promote health and wellbeing for the people we support.

LOOKING Toward the FUTURE



I'm proud to round off my first year as Chair with the closing message to Community Integrated Care's 2019 Annual Review. Over the past year, I have been pleased to see our charity strive forward with a whole series of initiatives that make an incredible difference.

In January 2019, I had the honour of being elected as Chair of the Board of Trustees for Community Integrated Care. Taking the baton from Dame Joan Stringer, who has had an immeasurable impact on our charity, I knew I had big shoes to fill.

As I'm sure you will agree, looking through this publication we have consistently produced outstanding work throughout 2019. I'm particularly proud of our awards success, especially

being crowned the Charity Times 'Charity of the Year' - that is truly special.

I continue to be amazed by the incredible work our colleagues consistently deliver, enabling the people we support to achieve their goals and live the best lives possible.

Since joining, I have been lucky enough to visit services, such as Gilmorton Flats in Leicester (how will I ever forget John giving me a front row seat to a guitar medley), attend our Autumn Roadshow and see the immense impact of the Learning Disability Super League in Leeds. If this year is anything to go by, I am excited for what the future brings for our charity.

I have trust in the current leadership to continue to develop our organisation to deliver the best possible care, introduce innovative initiatives and lobby for the good of the whole social care sector.

And finally, I would like to thank everyone for making me feel so welcome. We have made great strides over the past few years and I can't wait to see what the future holds for our charity.

Best wishes,

Libby Raper,
Chair, Board of Trustees, Community Integrated Care

GET INVOLVED WITH COMMUNITY INTEGRATED CARE



Community Integrated Care is consistently looking to connect with forward-thinking individuals and organisations who share our vision and passion for the social care sector. We are seeking inspirational people who can help us to achieve our ambitious aims – and even take them to a new level.

Throughout this publication, you can see how Community Integrated Care is an organisation which seeks out collaboration and brings together news ideas to ensure the people we support live the best possible lives.

You can get involved in a range of ways:

- Be supported by us
- Build your career with us
- Collaborate on a project
- Fundraising for us

YOU CAN GET IN TOUCH WITH US BY:



MAIL / VISIT

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