

The magazine for supporters
of Community Integrated Care

Community
Integrated
Care



FIRST

Making it personal

Teamwork and transformation at Fir Tree Road

Introducing
your

REGIONAL
GAMECHANGERS



WE RESPECT • WE ENABLE • WE ASPIRE • WE DELIVER • WE INCLUDE



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60 seconds with...

You First talks to our Interim CEO Phil Pegler



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You First – brought to you by Community Integrated Care's triple award-winning Internal Communications & Engagement Team!

Email us youfirst@c-i-c.co.uk

Yammer us using the hashtag #youfirst

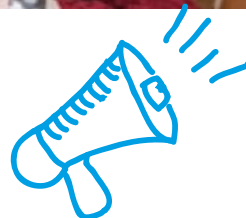
Call us 0151 423 7278

Write to us!

You First, Community Integrated Care,
Old Market Court, Miners Way,
Widnes, WA8 7SP

You First is the quarterly magazine for all colleagues and customers of Community Integrated Care. It is written by our Internal Communications Team, Danielle Chan and Siobhan Biggane, with the help of our guest contributors and is produced by our design partners, Words&Pictures.

WELCOME



Hello everyone and welcome to the Winter edition of **You First**!

It's been four months since I joined Community Integrated Care, and how that time has flown.

As promised, I've been getting out and about visiting services to see our work first-hand, and it has been wonderful to see how much everyone is truly committed to the people they support.

I've also taken the opportunity to identify areas for improvement, and have put together a very simple one-page plan of our key focus areas for the coming years. You can read more about this on page 16.

Finally, I'd like to take this opportunity to wish

you all a very Merry Christmas. Thank you for all of your hard work throughout the year, and in particular, thank you to those colleagues who are working throughout the festive period. It is really appreciated. Wishing you and your families a healthy and happy 2017.

Best wishes,

Phil Pegler,
Interim Chief Executive





MAGAZINE CONTRIBUTORS THIS EDITION ARE...



Deborah Astley – daughter of EachStep Blackley resident, Joe Dolan.

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Laura Tickner – **Service Leader** at Fir Tree Road in Surrey.

8

Paul Thompson – **Head of Information Technology** at Support Services.



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Davis Kuriakose – **Support Worker** at Southern Street in Wigan.

20

If you have a story to share, get in touch by emailing us at youfirst@c-i-c.co.uk!

WHAT'S ON WITH WOW?

Our Trustees and Executive Team have been out and about over the past few months meeting colleagues and the people we support as part of our Welcome to Our World Tour! Some of the highlights include: Trustee, Philip Smyth, and our Chief Financial Officer, Andrew Sleight, at Eccleston Court Care Home in St Helen's, taking part in one of



Philip Smyth and Andrew Sleight at Eccleston Court's **Apetito Taste Test**

our Apetito tasting sessions.

Trustee, Susan Brimelow OBE, who has over 40 years' experience in the health and social care sector, spending a day visiting Supported Living Services in Edinburgh and West Lothian.

Look out for more updates from our WOW Tour in future editions of **You First** and don't forget to let us know if the people you support would like to welcome one of the team!

WELL DONE!



Congratulations to our services that have received 'Good' ratings from the Care Quality Commission (England) or Care Inspectorate (Scotland) in recent months:

- **Highlands Road**, Fareham
- **Lismore House**, West Lothian (who were awarded a 'Very Good' rating!)
- **Heartly Green Care Home**, Manchester
- **Henesy House Care Home**, Manchester
- **Laneside**, Southport

SO social!

We're a social bunch here at Community Integrated Care. That's why there's nothing we love more than celebrating our great people on our social media channels...

Scotland

The residents at **Mansfield House** in Kirkcudbright moved into their brand new, state-of-the-art home, **School Close**, and became tenants in their own apartments. Watch their inspirational journey at bit.ly/schoolclosemove



Keep an eye out for your service in future editions of **You First!**

Older People's Services



Congratulations to our incredible Dementia Care Awards Winners! It was a double celebration for **EachStep Blackburn Home Manager, Phil Benson**, who picked up the **Best Dementia Care Manager Award** and also collected the **Best Dementia Care Home Award** on behalf of his team. Well done also to the wonderful **John Timms**, who raised a fantastic £3,000 for **St Luke's Care Home** in Runcorn in memory of his late wife, Marian, winning the **Best Relative Contribution Award**.

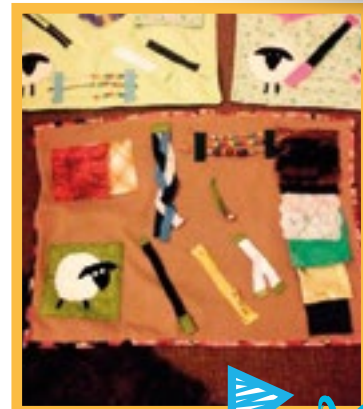


Community Integrated Care shared Widnes Vikings Rugby League Club's post:
Published by Jenny Clark 11:11 10 October at 10:41 AM
The people we support had such a fantastic day - thank you Hep Cahill and Widnes Vikings Rugby League Club!
Widnes Vikings Rugby League Club
17 October at 11:12 AM
Widnes Vikings star Hep Cahill hosted a unique sports festival for people Community Integrated Care support on Saturday 1st October. Take a look at a short video of the day's events here: <http://widnesvikings.co.uk/> #F90 #ProudOfOurPeople



North West

Huge thanks to our friends at **Widnes Vikings**, especially star player **Hep Cahill**, who held a jam-packed day of sports and fun for the people we support in Halton.



Scotland

The talents of our teams know no bounds. Check out these beautiful sensory blankets, hand-made by **Kathleen Clow, Senior Support Worker** at **Charnwood Lodge**.

Connect with us on social media...



Follow us on Instagram



Like us on Facebook



Follow us on Twitter

Connect with us on LinkedIn



Celebrate your compliments!

We're lucky enough to employ thousands of colleagues whose motivation every day is to change people's lives for the better.



So, when you receive praise from loved ones, we want to shout about it!

Compliments should be shared far and wide so that everyone can celebrate your success, feel inspired to do an even better job themselves and get that 'real life' account of the impact of our work. So if you've had some great feedback – make sure you tell us about it.

Don't forget about Little Acorns too! Our Employee Recognition Scheme gives Managers the opportunity to nominate the stars in their team to win Love2Shop vouchers as a reward!

"An angel disguised as a carer"

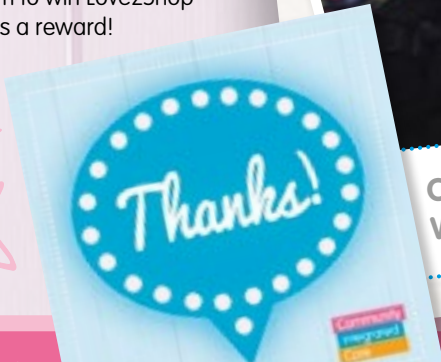


Meet Shanine Ashcroft, a Support Worker at Winterburne Crescent in Liverpool. Her Service Leader, Teresa McPoland, shared with You First this wonderful compliment Shanine received from the sister of Joan, a lady she supports:

"I just needed to express my heartfelt thanks and give recognition to Shanine for always giving 100% in everything she does! She's so enthusiastic and if I'm just about to ask her for something... guess what? She's already dealt with it!"

"Shanine is an angel disguised as a carer. She is a friend to us all, and treats our loved one with dignity, love and compassion. As a family we feel so lucky to have such a competent, caring and energetic member of staff."

Congratulations to Shanine, who collected October's North West Little Acorn Award thanks to this wonderful compliment!



Do you have a star in your service?

Has a loved one said great things about your team? Don't forget to tell us! Email youfirst@c-i-c.co.uk and make sure you tell your Regional Director too!



TAKING CARE AT

For many people, Christmas is a magical time, filled with family, friends, food and fun. But the pressures that the festive season brings can leave some feeling anxious and distressed.

At Community Integrated Care we're really lucky to have our own dedicated Employee Assistance Programme, providing online and telephone support to all employees, on a wide range of wellbeing topics.

In this edition of **You First** we've teamed up with our Employee Assistance Provider, Health Assured, to share some useful tips and expert advice to help you make sure Christmas stress doesn't get the better of you.

Christmas

Money matters

For many of us, the very best part of Christmas is watching the joy on the faces of our loved ones as they open their presents. Health Assured says: "Christmas can be an exciting time, and it's all too easy to get carried away with spending, only to get a nasty shock in January when the bills come in."

By following Health Assured's practical guidelines, you can still have a great Christmas without the New Year money worries:

- ✓ **Set a budget** – have a clear plan for how much you have to spend and on what, to make sure it's affordable
- ✓ Try to **avoid buying things on credit** or hire purchase
- ✓ **Pay with cash** rather than plastic to make spending feel more 'real'
- ✓ **Keep a spending diary** so you can see exactly where your money is going

👂👂 You can still have a great Christmas without the New Year money worries 🗣️🗣️

Stress

Cook the turkey with all the trimmings. Buy and wrap everyone's gifts. Decorate the house to perfection. Invite the whole family to dinner. There's plenty to get stressed about during the festive season!

Health Assured tell us: "Almost anything can cause stress and it has different triggers for everyone. Sometimes, just the thought of something, or several small things that build up, can trigger stress."

Use Health Assured's advice for keeping Christmas stress-free:

- ✓ **Plan ahead** by making a daily list of things to do and sticking to it
- ✓ **Schedule your time** to include breaks and downtime from your to-do list
- ✓ Try to **deal with situations objectively**, leaving emotions aside, however difficult this may be
- ✓ **If you have concerns, talk to someone**. Whether it's a loved one, colleague or health professional, don't keep your worries to yourself
- ✓ **Breathe deeply** when you feel tense and anxious – it really helps



Healthy Living

Sometimes our favourite part of Christmas can be its most unhealthy feature: overindulgence! The drinks are flowing, there's food aplenty and lots of great Christmas specials on TV.

While we deserve a restful and treat-filled festive season, we can all benefit from making small changes throughout the festivities:

- ✓ **Be mindful of your alcohol intake**. We all know the health dangers of drinking too much and it's easy to forget these at Christmas. Cutting back a bit will benefit your mood, stress levels, sleeping patterns – not to mention reducing the calories
- ✓ **Get out and about!** We know it's cold out and the TV is tempting, but something as simple as a long walk can really help shake off the cobwebs and cancel out some of that dessert
- ✓ Roast turkey and pigs in blankets might be delicious, but don't forget to **add some vegetables** to that plate too



If you need some extra help and advice over the festive season and beyond, make sure you use our **Employee Assistance Programme**, which offers a range of services including online fact sheets, healthy living plans and telephone counselling.



Health Assured

Visit www.healthassuredeap.co.uk and log in using the following details:
Username: CIC Password: Care

RISING

TO THE

CHALLENGE

Support Worker, Stella Oniri, shares a laugh with Albert Holland, who is supported at Fir Tree Road



From left to right: Brian Williams, a person we support at Fir Tree Road, Senior Support Worker, Greg Jones, Phylis Tedham, who is also supported at Fir Tree Road, and Sandra Harker, who runs Sandra's Riding School in Surrey



Service Leader, Laura Tickner, with Phylis Tedham

It's true what people say: a sign of real strength and determination is being able to recognise your mistakes and treat them as an opportunity to grow and develop.



That's why Laura Tickner, Service Leader at Fir Tree Road in Surrey, is proud to share with You First the journey of change she and her team have been on over the past 12 months, all kick-started with a simple service visit...

"Fir Tree Road is home to six people with learning disabilities, many of whom have lived here for over 15 years," explains Laura. "Whilst the people we support have always been settled in their home, it's fair

to say that it had been many years since any significant modernisation had taken place."

So in December last year, when the service welcomed the Executive Team and their Regional Director for a visit, the feedback was that there was lots of work to do.


Laura continues: "Staff morale, and how this was affecting the people we support, was one of the main issues raised. Obviously I was really disappointed by this – as a Manager, leading a happy team, who support people to lead great lives, is what I aim to do. So I really had to reflect and improve things."

And that's what she did. Laura wasted no time in drawing up a plan of action to explore new ways of engaging colleagues and personalising the service they offered.

"We started by using e-learning to brush up on our awareness of person-centred approaches. This helped get everyone into the right frame of mind to make positive changes.



Howard Peacock, who lives at Fir Tree Road, with Support Worker, Pauline Mwanje

Once the Fir Tree Road team changed their approach, other positive steps began to fall into place and they were soon demonstrating great proactivity and initiative, something Laura believes was missing before because of a lack of confidence.

"In the weeks and months that followed, I was amazed by what the team achieved. For example, knowing how much the people they support enjoy visiting sensory areas, they got creative and turned the service's empty conservatory into one of their very own!"

"When one of the Senior Support Workers, Greg Jones, arranged to be trained on how to use the local hydrotherapy pool, so that the gentleman he supports wouldn't have to wait eight weeks in between his sessions, I knew we'd really cracked it!" says Laura excitedly.

"Mapping out what's available in the local community has been a huge part of the progress we've made and one of our biggest success stories has been carriage riding, which Greg and fellow Senior Support Worker, Edirisa Kabuye, discovered. Two of the people we support, Howard and Phyllis, absolutely loved trying this for the first time... so much so they went back again the following day and have done regularly ever since!"

Laura reflects on a great 12 months for Fir Tree Road, which shows no signs of slowing down...

"While the feedback was initially difficult to take, it's definitely led to a huge transformation. The team are communicating well, supportive of each other, and keen to improve."

And the icing on the cake? "Just a few months ago, we received an unannounced visit from CQC. They were so impressed with what they

saw, they rated us 'Good' in all areas!"

"Most importantly though, the people we support and the staff are really feeling the difference, meaning fulfilled and happy days for everyone at Fir Tree Road!"

"IN THE WEEKS AND MONTHS THAT FOLLOWED, I WAS AMAZED BY WHAT THE TEAM ACHIEVED"

Laura Tickner,
Service Leader

We then looked at the Helen Sanderson Associates' Person-Centred Thinking Tools, along with our 'It's Personal To Me' support planning documentation, and used these to make meaningful changes. From reviewing everyone's support plans, to introducing new activities and decorating personal living spaces.

"Already, I could see a more positive culture forming. Just by having these group discussions and sharing ideas in an open and honest forum, confidence was growing, communication was getting better and the service was improving."

Brian and Senior Support Worker Edirisa Kabuye take a moment to feed the horses



Brian McCabe really enjoys Fir Tree Road's new sensory area. He's pictured here with Support Worker Lurdes Ferreira



You
FIRST

Introducing
your

GameChang



GameChangers

is Community Integrated

Care's brand-new Employee Forum.

When we launched GameChangers, we told you how this was your opportunity to be heard, and take part in shared decision-making to make our organisation better for everyone.

Fast forward 161 days and we're incredibly proud to introduce your Regional GameChanger Employee Representatives!

These are the people who will represent your views on our Employee Forum for the next two years, so please get to know their faces! In the coming weeks, we'll be telling you how you can contact your GameChangers, so start thinking about how the Forum could work for you!



Did you know our GameChangers have their own dedicated area on Click?

ers



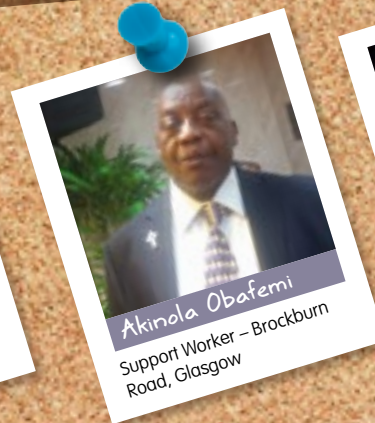
What happens next?

Each of our GameChangers will be receiving bespoke training on how to best represent colleagues' views from Employee Relations Specialists, ACAS, in January. Our very first Employee Forum meetings are then planned for the New Year, so look out for further updates!

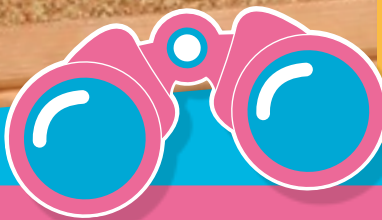
There'll be a
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An amazing
150
of our colleagues
put themselves
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GameChanger

Your Scotland GameChangers



Total
number
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1K



Join the conversation on
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#GameChangers!

ers



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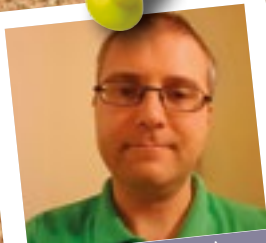
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Your North East & Cumbria GameChangers



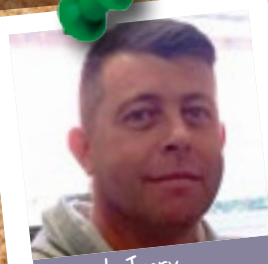
Kathleen Todd
Service Leader – Gateshead



Anthony McDade
Senior Support Worker –
Riverside Park, Sunderland



Lisa Dixon
Senior Support Worker
– Stockton Home Care,
Stockton-on-Tees



Patrick Ivory
Support Worker –
Dean View Villas,
South Shields



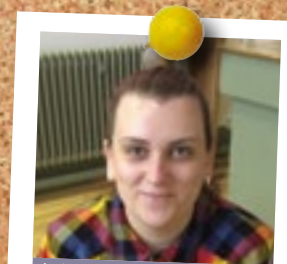
Emma Halliday
Senior Support Worker –
The Oaks, Stockton-on-Tees



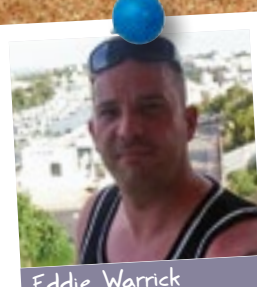
Elaine Armitage
Support Worker – Low Lane,
Middlesbrough



Sandra Reay
Service Leader –
Sunderland

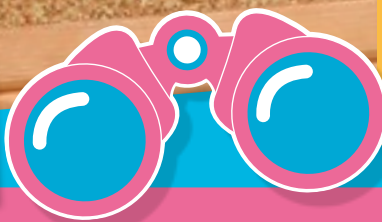


Wendy Hetherington
Service Leader – Gateshead



Eddie Warrick
Support Worker –
Stockton Home Care,
Stockton-on-Tees

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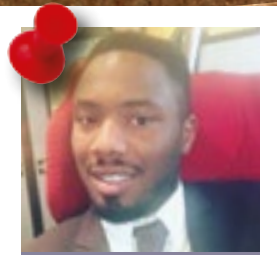
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Your Central GameChangers



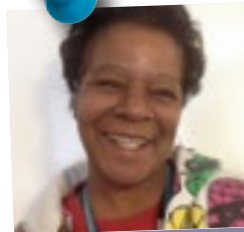
Cortney Henry

Service Leader – Leicester



Robert Clements

Locality Manager – Wakefield



Cassandra Qualey

Support Worker – Gilmorton,
Leicester



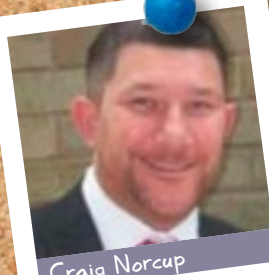
Elizabeth Biscomb

Senior Support Worker –
Cranworth Close, Rotherham



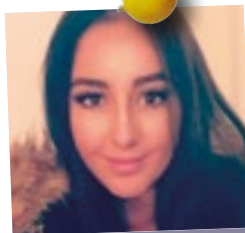
Peterson Ekhatior

Support Worker – Redhill
Road, Nottingham



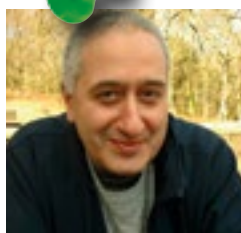
Craig Norcup

Support Worker – Ayresome
Terrace, Leeds



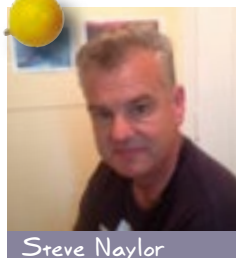
Gemma Vadera

Support Worker – Musters
Road, Nottingham



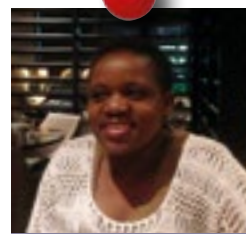
Kassem Shah

Support Worker – Wensley
Street, Sheffield



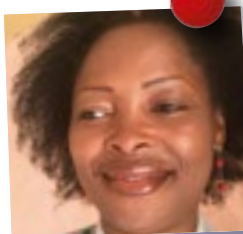
Steve Naylor

Senior Support Worker –
Allerton Avenue, Leeds



Chipso Mukungurutse

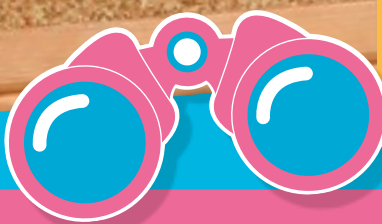
Senior Support Worker –
Broad Lane, Leeds



Zioness-Amaka
Georgina Curry

Support Worker – Jackson
Avenue, Leeds

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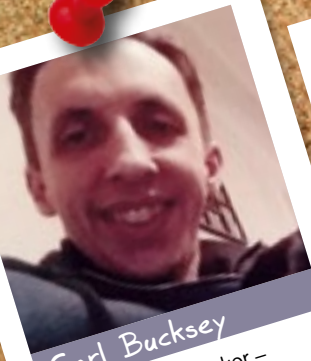
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Your Southern GameChangers



Carl Bucksey
Senior Support Worker –
Penk Ridge, Havant



Kristie Small
Regional Manager –
Portsmouth



Patrick Ives
Senior Support Worker –
Charmouth Grove, Poole



Matthew Kirby
Senior Support Worker –
Mary Hillman Court,
Poole



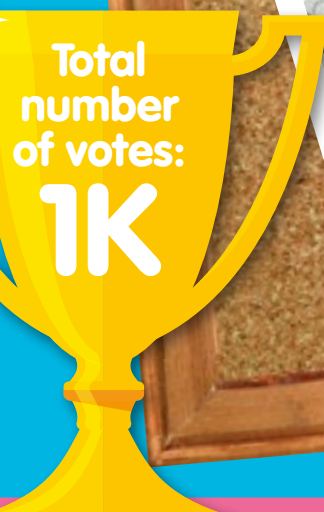
Kayleigh Wilmott
Senior Support Worker –
Redlands Lane, Fareham



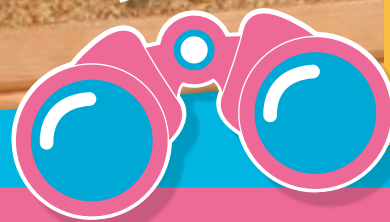
Kevin Ratcliffe
Senior Support Worker –
Festings Grove, Southsea



Malcolm Wiggins
Support Worker –
The Mullion, Waterloooville



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Your Older People's Services GameChangers



Janet Fitzgerald
Assistant Service Manager –
Eccleston Court, St Helen's



Phil Benson
Service Manager –
EachStep Blackburn



Susan Davies
Administrator – St Luke's
Care Home, Runcorn



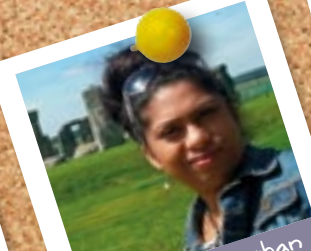
Michelle White
Senior Support Activity Worker –
EachStep Blackley, Manchester



**Patricia Jayne
Thompson-Potter**
Senior Support Activity Worker –
EachStep Blackley, Manchester



Kim Hollinshead
Activities Co-ordinator –
Winsford Grange

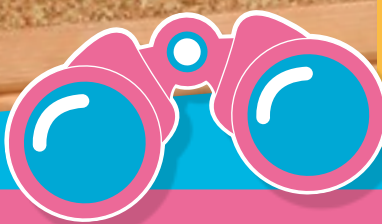


Malar Siddharthan
Senior Support Activity Worker –
EachStep Blackley, Manchester



Walter Duhalde
Support Worker – Green Heys
Care Home, Liverpool

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Your Support Services GameChangers



Darren Goorwappa
Head of Audit &
Corporate Performance



Una Jolly
IT Systems Accountant



Claire Barker
Legal Secretary



Clare Stevenson
Business Development Executive



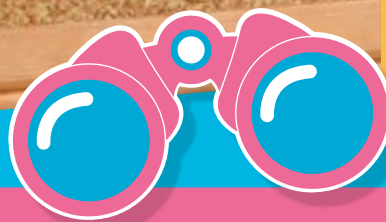
Jacqui Casey
Senior Accounts Payable Officer



Jade Boyd
Learning &
Development Advisor



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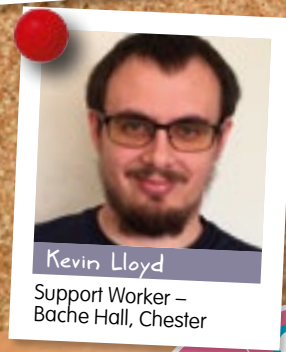
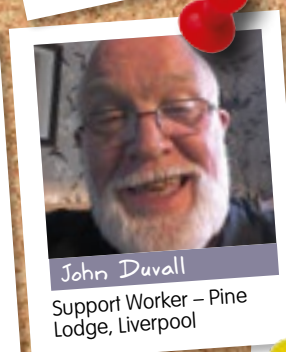
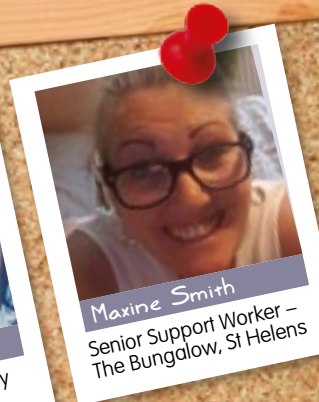
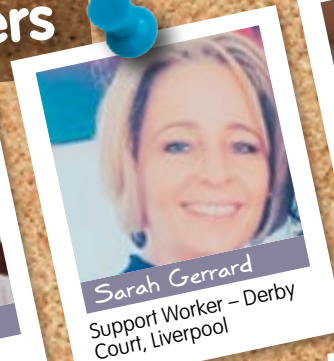
What happens next?

Each of our GameChangers will be receiving bespoke training on how to best represent colleagues' views from Employee Relations Specialists, ACAS, in January. Our very first Employee Forum meetings are then planned for the New Year, so look out for further updates!

There'll be a
total of
70
GameChangers
across the UK

An amazing
150
of our colleagues
put themselves
forward to be a
GameChanger

Your North West GameChangers



Total
number
of votes:
1K



Join the conversation on
Yammer using the hashtag
#GameChangers!

Welcome **to our** **family**

A huge Community Integrated Care welcome to our new services...

It's been a very busy few months at Community Integrated Care, with an incredible **18 services** coming on board, which sees us **support over 90 more people!**

We've gone further North than ever before this time, and opened our very first service in **Wick in Scotland**, supporting five people with learning disabilities in the heart of this tight-knit community.

To give you an idea of just how far North that is, it's a mere 16 miles away from John o'Groats and a massive 480 miles from Support Services in Widnes!

Also in Scotland, we're working in **Inverness** to support two people with physical disabilities to leave long-stay hospital and move into their own homes.

Travelling down the country, we're delighted to welcome **Hale Lane in Oldham**, a Supported Living service for four adults with learning disabilities. We're proud to bring on board a Supported Living Service for people with mental health concerns in **Nottingham, Orchard Court**.

Last (but by no means least!) we'd like to give a huge Community Integrated Care welcome to our new **Halton services: The Copse, Manor Fell, The Croft, Gosforth Court, De Lacey Row, Norton View, Main Road, Picow Street, Goodier Court, Norman Road, Cotton Lane and Victoria Road!**



Bob, who lives at Manor Fell, got straight to work to personalise his home when he moved in!

Bob proudly relaxes in his newly decorated living room!



Look out for updates on Yammer and in the next edition of You First!



Anne Morris
awards Stan with
the Légion d'honneur

Medals for our Military Man!



It's an honour bestowed only on the bravest of soldiers. France's highest ranking military decoration – the Légion d'honneur – is given to the courageous people who risked their lives to liberate France during the Normandy Landings.

Ninety three-year-old Stan Pennington, a resident at Eccleston Court Care Home in St Helens, received the incredible award in honour of his five years' dedicated service in World War II.

Stan was a proud member of the 1st Battalion of 53rd West Infantry. Amanda Kelly, Home Manager at Eccleston Court, tells **You First** how the team pulled together to ensure Stan got the special recognition he deserved.

"The team here have always known Stan was a military hero. Before he moved in last year, his late wife Charlotte had been a resident for several years. We knew how important his career was to him and how it is a massive part of his identity."

What came next was a big surprise to the staff team and to Stan: "We soon discovered that the French Government had plans to award all British veterans who fought for the liberation of France during the war with the Legion d'honneur – an honour usually only given to French soldiers!"

Determined to see Stan's contribution recognised, the team supported Stan's loved ones to apply for the award on his behalf. "For a while we didn't hear anything but then, out of the blue in October, it was confirmed – the Deputy Lieutenant for Merseyside, Anne Morris, who is responsible for presenting honours and awards on behalf of the Queen, would be visiting Stan!"



Stan is presented
with photos and memorabilia by
the Eccleston Court Staff Team

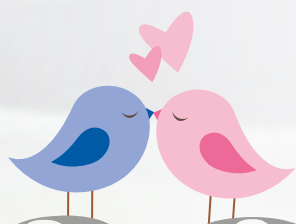
Not content with Stan simply receiving the award, the staff at the home got to work on planning an incredible 40s-themed event to mark the occasion! They decorated the home with British and French flags, held a spectacular tea party and had Stan's military medals and photographs on display.

Amanda concludes: "It was a special event befitting a very special man. It was clear to see how touched he and his family were by the whole thing. He risked his life for our country, and for those in France, so holding this event is the very least we could do to show our pride in our very own hero."



The Eccleston Court
Team and Stan's
loved ones came
together for his
special day





Magic Moments

A wedding day is a time of joy, happiness and laughter. But, if there's someone special missing from the celebrations, it can also bring a sense of sadness.



Deborah Astley is the daughter of Joe Dolan, a resident at EachStep Blackley in Manchester. In September, she watched her son Daniel get married. She tells You First how the team at EachStep turned this special day into a perfect one for her and her whole family, giving them the surprise of their lives!

"Like any proud mother, I was delighted when my eldest son, Daniel, announced that he and his girlfriend, Jayde, were getting married. With so much to plan and arrange, the months flew by and before long, we were just weeks away from the big day," begins Deborah.

But as excited as the Astley family were, there was a hint of sadness too. "Daniel had always been so close to my Dad growing up – he adores his Grandad Joe – but with Dad having dementia and needing a lot of support, we agonised over whether he could be there on the day," explains Deborah.

"In the end, we made the difficult decision that it would be too stressful for my Dad to come to the wedding and instead, we'd celebrate the following day with him. As my Mum had passed away six years previously, my son was really upset that neither of his grandparents would watch him walk down the aisle."

Deborah continues: "Before we knew it, the wedding day was upon us. Daniel had hoped to visit his Grandad at EachStep before the ceremony, but unfortunately timings didn't allow it, so he was quite upset the morning of the wedding."

As most mothers would be, Deborah was fretting about the details of the day – would people make it on time? Would the sun shine? Would everything go well? Little did she know, that would all pale into insignificance as she was about to experience one of the most incredible moments of her life!

"All the guests were seated in the church – we were ready to go. I looked over at Daniel – my little boy, all grown up and about to take such a huge step, his face filled with a mixture of nerves and excitement. At that moment, to everyone's surprise, *Magic Moments* by Perry Como started



It was a proud day for the whole family!



Daniel and his new bride Jayde, with his beloved Grandad Joe



Daniel and Deborah got a huge shock when they saw who was coming down the aisle...

“ I had to look twice myself before I realised it was my Dad, but when I did, I burst into tears. There wasn’t a dry eye in the house as my Dad took his seat alongside his grandson! ”

Deborah Astley, daughter of EachStep Blackley resident, Joe Dolan



Daniel’s special day was made even more special!

to play – it was my parents’ favourite song and we started to well up with emotion.”

But this was only the start of the surprise! “As the music played, the vicar turned to Daniel and said: “You’ve got a magic moment about to come down the aisle!” Daniel turned around, fully expecting to see his bride walking towards him. Instead, he saw Jayde’s mum... with none other than his Grandad Joe!

“I had to look twice myself before I realised it was my Dad, but when I did, I burst into tears. There wasn’t a dry eye in the house as my Dad took his seat alongside his grandson,” said Deborah.

After noticing that Joe was feeling much better in the days leading up to the wedding, Jayde and her mum got in touch with the team at EachStep. Knowing how special it would be for Joe and his family to have him there, they began to hatch their plan!

Deborah continues: “That morning, as the team helped Dad get ready, he asked them, “Am I going to the wedding?”. Dad had lived at EachStep for about 18 months and his dementia was quite advanced, so this moment of clarity meant so much. He was in brilliant spirits and stayed with the family for about an hour – and what a special hour it was.

“I went to EachStep the following day to see my Dad and thank the staff team for everything they’d done. They told me they were so relieved that I hadn’t visited in the days prior to the wedding, as they were terrified they wouldn’t have kept it a secret.

“If it wasn’t for the team, and the genuine heartfelt care and support they provide to my Dad, that surprise wouldn’t have been possible. We’re eternally grateful. It’s something I’ll treasure forever and a story I’ll tell my grandchildren – our very own magic moment.”



Phil Pegler

Interim Chief Executive Officer



Earlier this year, Community Integrated Care welcomed Interim CEO, Phil Pegler. The You First Team caught up with Phil for a quick chat to find out more about his plans for the future...

Phil, tell us about your role...

Now is a really pivotal time for Community Integrated Care and the Health and Social Care sector as a whole, with many challenges and opportunities too. As we approach the end of the current Five-Year Strategy, it's my job to offer a fresh perspective on where we need to focus our efforts in the months and years ahead.

YF: What are your thoughts on the organisation so far?

PP: I've had the pleasure of meeting lots of staff in the past few weeks and what's really struck me is just how much you all live and breathe the values of this organisation. We're lucky to employ so many committed people, who care passionately about ensuring the people we support live the best lives possible.

I've also seen how much hard work has gone into delivering the current strategy, leading to great strides forward in key areas such as Growth, Profile and Personalisation. It's my job to help us build on these positives and support change in the areas where it's needed too.

YF: What are our top priorities for change?

PP: Our main priority has to be ensuring our services are safe and happy places to live, great places to work and, importantly, that they deliver to our regulators what is expected of us. That means making quality paramount. Going forward, we'll be seeing a change in approach from our Quality Team, who'll be working more collaboratively with operational teams to support them to deliver the best quality services.

The Care Quality Commission and Care Inspectorate have also highlighted some specific areas we need to improve across the whole organisation – such as supervisions, mandatory training, medication, care planning and the finances of the

people we support – so we'll be focusing on these too. I also passionately believe that people can only do their best work when they're clear on what's being asked of them, they aren't overstretched and they have the support needed to do a great job. So, I'm also asking Service Leaders and Regional Managers to spend more time in services, coaching and mentoring frontline colleagues. This will be supplemented with regular visits from Regional Directors and the Executive Team, so we understand the key issues in services. Finally, I want to see support functions becoming much more customer-focused too.

YF: What's the plan for implementing the changes?

PP: I've drawn together our key focus areas into one simple plan – so simple it's written on a page! It has five 'pillars' – or themes – that we'll all be working towards: **Quality, Workforce, Surplus, Growth and Team Work**. It's on one page so everyone can understand what we're trying to achieve and where you each fit in to helping us achieve our goals. This isn't a huge departure from the direction we've been going in, but it sets some clear, measurable goals around each theme, so we can be sure whether we are performing well or not.

YF: What's next?

PP: I'm keen to get out on the road and explain these plans to people, so expect to see me in a venue near you soon! I also really want people's thoughts on these plans. We have our GameChangers Employee Forum going live – which will be a great channel for feedback – but don't forget, you can also get in touch with me, either at phil.pegler@c-i-c.co.uk or send me a post on Yammer!



Share your feedback
with Phil on Yammer!



Improvements from

Behind the scenes at Support Services, our IT Team are always hard at work to improve our technology and IT infrastructure.

IT

We caught up with Head of Information Technology, Paul Thompson, who shares some of the department's progress, as well as their plans for the future...

Paul tells **You First**: "It's so important that everything we do in the IT Department relates back to modernising our services, so that our operational colleagues can do the best job possible.

"Our priorities are to make life easier for our teams by creating simpler and more efficient processes, being able to access better quality data and information, and improving how we communicate and engage with staff.

"I'm pleased to tell you all about the great things we've been able to do over the past 12 months, as well as what's in the pipeline for 2017."

In the last 12 months...

14,000

IT Helpdesk queries resolved.



1 new system piloted

MAXTIME

- to save countless hours!



31

of our 379 broadband connections upgraded to super-fast fibre optic broadband - with more to come.



laptops replaced.



7 HR forms added to Agresso for managers to complete electronically. 8,500 submitted already!



1,124

additional email accounts created as part of our Accounts For Everyone project



86

services with WiFi - going up to almost

100

by January.

What's happening next?

We're constantly investing in newer and faster equipment.



More services will have WiFi installed, which can be used by the people we support and their loved ones.



We're always looking to increase use of assistive technologies to improve the lives of the people we support.



Upgrades to Agresso will continue, to remove paper use and create more timely and efficient processes.



Maxtime is scheduled for full roll-out in late 2017.



Project Simplicity will simplify the systems and processes used within our services.



You FIRST PERFECTLY placed

Loving your job is a really important factor in having a great life. Getting up every morning to do the thing you love most, and doing it to the best of your ability, brings a great sense of independence and achievement.

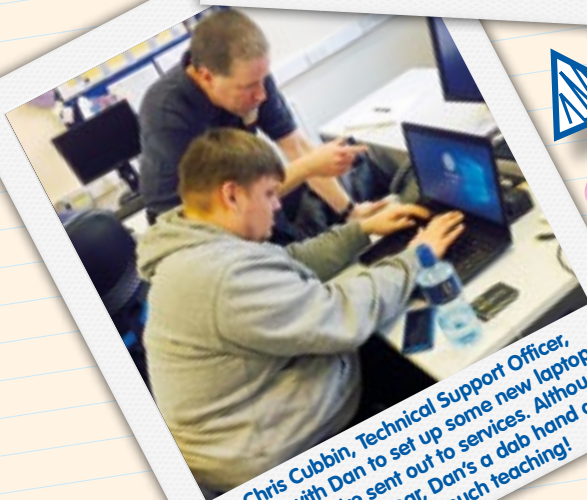
Nobody knows that more than the team at Vocational Support in Liverpool, who are dedicated to sourcing the perfect employment and placements for people with support needs. As well as working alongside household names such as Costa, Asda and Pets at Home, they've worked closer to home to find the perfect jobs for two of the people they support, Dan and Louise... right here at Community Integrated Care!

Tech head

Dan Callaghan has joined the IT Department at Support Services in Widnes. He's qualified in a variety of the systems and programs we use every day – all he needed was the perfect placement to put his knowledge into practice!



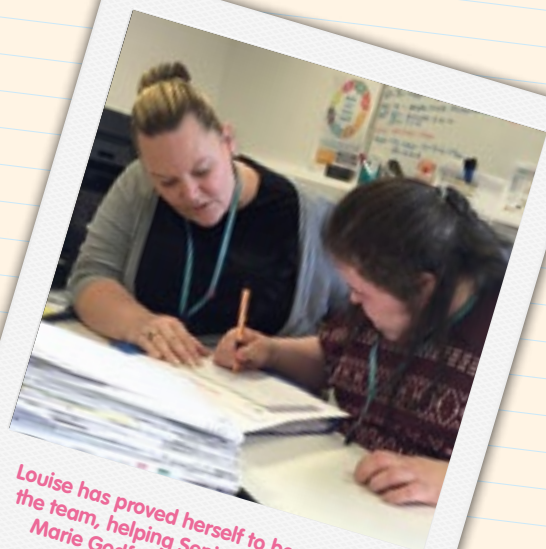
Dan along with his Support Worker, Chris, are working in the heart of our IT Department, alongside the Helpdesk Team.



Chris Cubbin, Technical Support Officer, works with Dan to set up some new laptops before they're sent out to services. Although from what we hear, Dan's a dab hand and doesn't need much teaching!

Dream job

Louise Lamkin has found her dream job working in the Admin Team at Bluebell Park, an Extra Care Service in Merseyside. After completing an IT course, Louise knew that working in an office environment would be perfect, and now has pride of place at her own desk!



Louise has proved herself to be an asset to the team, helping Senior Support Worker, Marie Godfrey, with rotas and plans.



Louise put her creative skills to the test, making personalised Christmas cards with her Support Worker, Lauren!

RECRUITMENT BAKE OFF

A RECIPE FOR SUCCESS!

Each year we recruit over 1,000 new colleagues – no small task! So, we've put together our very own recipe for success that Hiring Managers can use to help make the recruitment process a truly satisfying one!

Serves:

One Hiring Manager

Ingredients

- ✓ One new or updated job description
- ✓ One Authority to Recruit (ATR)
- ✓ Full team commitment to support the campaign
- ✓ Dedicated and enthusiastic assessors
- ✓ Suitable candidates
- ✓ Robust selection process
- ✓ Right to work documentation verified before offer
- ✓ Generous amount of commitment
- ✓ Large quantity of fairness and support
- ✓ A pinch of inspiration

Time required

Preparation – less than two days

Total time – typically between 30/45 days

Preparation

- ✓ Do you need to recruit at all? Can you reallocate resources/duties?
- ✓ Be proactive, looking out for ideal candidates and keeping a warm pipeline of talent.
- ✓ If proceeding, whip up an Authority to Recruit (ATR) before you start.
- ✓ Fold in a great Job Description detailing what the role entails and the vital personality ingredients needed.

Method

1. First, advertise the role internally.
2. Seek referrals, encouraging your team to share the vacancy on their social media accounts.
3. Next, advertise in the wider community.
4. Treat all candidates in a fair and professional manner.
5. Ensure that selection is fair, robust and relevant to the job. This is a two-way process and it's important that you sell the opportunities our business offers and fully engage with the candidate(s).
6. Ensure momentum to avoid candidates going 'cold'.
7. Verify documentary evidence that the prospective employee has a right to work in the UK early in the process.
8. Once accepted, keep in regular contact with the new employee before they begin employment – invite them to their new workplace and introduce them to the team.
9. Once completed, serve with plenty of support and inspiration. Sprinkle your new hire with a good induction and clear You Can! Objectives.

Further support and guidance is available on Click.

New and improved...
Recommend a
Friend Scheme

For all your recruitment requirements...

The Recommend a Friend Scheme has been enhanced.

It now includes increased awards for some roles and Love2Shop vouchers sent on appointment. You can also introduce a new employee by sharing vacancies on social media.

Visit [Click](#) for more information!

AND FINALLY...

A quick chat with

Southern Street!

The You First Team love to see colleagues and the people we support enjoying our magazine...

So imagine our delight when Southern Street in Wigan shared some fab photos on Yammer of brothers Tarek and Omar Abdelfattah relaxing with the latest edition of You First.

We caught up with Support Worker, Davis Kuriakose, to find out what great things Tarek and Omar are doing and their plans for the festive season...



Tarek, Omar and their staff team enjoying fish and chips in Rhyl

WE RESPECT

Omar is a big fan of the great outdoors, taking trips to the park with Support Worker, Davis Kuriakose

YF: It's brilliant to see Omar and Tarek living together in their own home...

DK: Southern Street definitely feels like a family home! Tarek has lived here for five years, and Omar moved in a few months later. Their family lives locally too, so they love to pop in. Since they've lived here, Tarek and Omar have done all kinds of things together, like holidays, day trips and nights out. They've both had their 21st birthday parties here in the past few years, which they celebrated together with

their family and staff team.

Although the lads don't communicate verbally, we work with them so closely that we know when they're doing something they love... like reading **You First**!

YF: Sounds like Tarek and Omar like to keep themselves busy.

DK: The guys are really active – they had a brilliant summer full of days at the beach, the local Worthington Lakes in Wigan and at Heaton Park in Manchester.

They're always keen to try new things and visit new places too, recently going to Rhyl in North Wales, going to see the Blackpool Illuminations for the first time, and trying a local trampoline park.

YF: Do the guys have anything exciting planned for Christmas?

DK: Tarek and Omar love the Manchester Christmas Markets, and have tickets to a Christmas party at a local nightclub, which is always a great night! They love to decorate the house from top

to bottom too – last year we all made homemade decorations and we're continuing that tradition this year!

Tarek and Omar will open their presents on Christmas Day with their family and then enjoy Christmas dinner with their staff team. It's always a truly lovely day.

YF: Sounds great, Davis! Don't forget to share some photos on Yammer!

DK: Oh we certainly will!

Would you like your service to appear in our regular 'And Finally...' feature? Email youfirst@c-i-c.co.uk