

The magazine for supporters
of Community Integrated Care

Community
Integrated
Care[®]

WINTER
2021

FIRST

PEOPLE
POWER

★ We're investing in our
teams to deliver the
Best Lives Possible!

p8-9



SPECIAL
OCCASION

Celebrating 20 years of
support at Elder Grove
p12-13

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



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Rugby League makes dreams come true



WELCOME



REMEMBER

As always, we'd love to hear what you think. You can share your thoughts on Yammer or email us directly at youfirst@c-i-c.co.uk

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

Email us youfirst@c-i-c.co.uk
Tag us on Yammer #youfirst

Write to us!
You First, Community Integrated Care,
Old Market Court, Miners Way,
Widnes, WA8 7SP

CONCERTS FOR CARERS



Your chance to access **FREE** tickets for gigs, concerts, shows and events!

Concerts for Carers is a registered charity, created when the Covid-19 pandemic was taking hold. It is a fantastic initiative that aims to say a **BIG** thanks to NHS and care workers for all their tireless work and dedication. Our charity has been successfully accepted to share this great initiative with our colleagues!

If you work for Community Integrated Care, all you need to do is register online by using your work email and provide a

valid ID card. When there's an event you'd like to attend, you can enter a ballot and if you're successful, you'll receive an email confirming your tickets!

You can apply for a maximum of two tickets per event, and the person requesting the tickets must be one of the people in attendance.

For more information and to sign up today, visit www.concertsforcarers.org.uk



SEE SOMETHING THAT DOESN'T FEEL RIGHT? REPORT IT.

It's all of our responsibilities to keep the people we support and each other safe. If you become aware of something that concerns you, contact Speak Out confidentially. You can:

Email – speakout@c-i-c.co.uk

Call – 0151 422 5399

Text – 07568 130475

Message us – using Open Door via Hive



Hello everyone,

Welcome to yet another fantastic edition of You First – bursting with great stories, updates and good news from our charity. I think we can all agree it's been a rather busy few months since our last magazine was published!

Whilst we're not yet out of the woods with Covid-19, the hard work, professionalism and commitment of our colleagues has helped us continue to keep the people we support, and each other, safe and well.

In July this year, we published our Unfair to Care report, which evidences the true value of frontline social care workers and highlights the pay gap between social care and other publicly funded sectors.

Since launching this campaign, we've had lots of fantastic opportunities to raise the profile of our sector and continue to take the fight for fair funding to the very top. This is something that, as an Executive Team, we're absolutely committed to, so that this sector gets the value and recognition it truly deserves.



Mark Adams,
Chief Executive

I was delighted to recently unveil the branding for our new strategy, **Best Lives Possible**, which you can read more about on pages 6 and 7. I'm very excited to hopefully get back on the road in 2022 to take Best Lives Possible on tour, and meet as many of our people as possible.

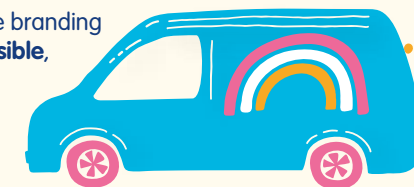
Finally, I wanted to pay tribute to someone I had the honour of meeting at the National Care Awards in November – the wonderful Tracy Hamilton, winner of the Care Champion Award and a very special person who embodies absolutely everything that makes our charity great. You'll hear all about Tracy in the Spring 2022 edition of You First, along with our other fantastic award winners.

As always, a big thank you to everyone associated with our great charity for everything you do.

Mark Adams



Visit www.unfairtocare.co.uk or scan the QR code on your smartphone to find out more and show your support.



You FIRST SO social!

We love sharing your adventures across our #social channels, telling the world all about the fantastic things our colleagues and the people we support have been getting up to...



A Magical Victory

In Yorkshire, several of our colleagues and people we support across various teams conquered the #Leeds10K challenge! **Raising £300 for our We Care Big Dream Fund**, Barry, a person we support, said: "I'm proud of myself for finishing – I can't wait to do it again next year!"



Planning for Success



Service Leaders across Edinburgh and West Lothian came together for a **brand-new planning session!** Discussing actions for the next few months, the teams spent a great day sharing ideas to build a brighter future for our charity.



Full Steam Ahead

After **Gary**, a **Support Worker from the North West**, secured a grant from our We Care Big Dream Fund, he took **James**, a **person we support**, on a roaring steam train experience! The special day trip finished with a classic fish and chips dinner... a pretty perfect finish, if you ask us!



Reminiscence Dice Game



Rolling Back the Years

We proudly launched our **Reminiscence Dice Game** in partnership with Age Exchange and the Rugby League World Cup 2021! The downloadable activity enables people to relive the greatest memories of their lives.



Connect with us on social media...



@communityintegratedcare

Like us on Facebook



@communityintegratedcare

Follow us on Twitter



@ComIntCare



Community Integrated Care

WHAT TO DO?

I really enjoy baking and cooking every week!
Robert, Corskie Drive



Accessible and adaptable live activity sessions, every day!

Visit www.What-To-Do.co.uk to join in!

So, what is What To Do?

www.What-To-Do.co.uk is our FREE website that hosts a range of fantastic online activity sessions. Specially designed for the people we support, there's something for everyone to participate in and have fun, every day!

There's always something to do with What To Do!



Beginners Yoga



Cook-Along Live



Accessible Dance



Adaptable PE and Games



Chair-Based Exercises



DJ Ged's Saturday Night Disco



Watch out for special guest events throughout the year!

Thank you to our partners...



BEST LIVES POSSIBLE

COMES TO LIFE!



Our Chief Executive, Mark Adams, explains how Best Lives Possible will take us forward into 2022...

“It’s fair to say that as a strategy, We Dare has been the perfect fit for Community Integrated Care. Clear and easy to understand? Absolutely. Something we can all get behind? Definitely. Successful? Yes – thanks to all of you!

So, it’s vitally important that whichever road we take next for our charity, these guiding principles are still met. It’s this that gives us such excitement and optimism for our next chapter, **Best Lives Possible**.

Best Lives Possible takes all the best bits of We Dare and moves them on to the next level. It doesn’t mean that We Dare is suddenly a thing

of the past – it continues to be a vibrant part of our charity’s identity and will, for many years to come, be how we bring our values to life.

Our strategy challenges us to look at everything we do and ask ourselves – “does this help us deliver the best lives possible for our colleagues, the people we support and our communities?” Everything we do should relate back to the bigger picture.

We’ve got big plans to return to Roadshows in 2022 to take Best Lives Possible on tour – but for now, we’re proud to share a few of the projects that are currently in flight or are coming really soon to bring our strategy to life...”

“Our strategy challenges us to look at everything we do and ask ourselves – “does this help us deliver the best lives possible for our colleagues, the people we support and our communities?”

DELIVERING THE BEST LIVES POSSIBLE

As our We Dare journey reaches its conclusion and we take our next step, there are so many incredible projects underway and on the way, that will help us deliver on our promises...

We’re investing in our colleagues – including our transformative leadership development programme, LEAD, our wellbeing offering, and new projects that will give our teams the knowledge and expertise to do their very best work and develop themselves too! **Introducing...**

OUR BEHAVIOURS

Behaviours are vital to our strategic success as they guide how we go about our work. Heavily aligned to our values, they underpin what we do and how we do it.

There’ll be different behaviours for every level of the charity, so we know how we need to work – both now and in the future. And of course, we know that if we’re all behaving in line with our values, it’ll really help us ensure the people we support live the best lives possible.

We’ll soon be launching a Behaviours self-assessment, so you can identify your areas for development – essential to taking the next step in your career. In the meantime, prepare to see our Behaviours across all of our learning really soon!



We’re developing our partnerships – in all our communities, expanding on the incredible blueprint we’ve created with our sporting partners to develop these into skills, expertise and citizenship. We’re taking a holistic view of what makes a person’s life the best one possible.



We’ll have a brand-new Participation Strategy – which will look at how we galvanise the views and voice of the people we support and their loved ones to make truly informed and positive decisions.

“This is just a really small flavour of what’s happening and coming soon – and I hope this demonstrates our ambition to truly delivering the best lives possible for everyone within our charity”

Mark Adams, Chief Executive



We’ll continue to evolve how we use technology – this will enhance the help we provide to the people we support through our Technology Enabled Care project.

Investing IN OUR PEOPLE

As we move on our way from our We Dare journey and we look ahead to delivering the Best Lives Possible, we're proud to have been able to pass on the success of our strategy to those who made it happen: our colleagues.

In October, Community Integrated Care announced a programme of workforce investment totalling £5million over three years. Our Chief People Officer, Teresa Exelby, shares her pride in leading this incredible work...



Taking Action

It became clear in the months that followed us unveiling our Unfair to Care report, that the Government proposals wouldn't go nearly far enough to solve the crisis our sector is heading towards, so we decided to take action ourselves. **Our success in recent years is entirely down to our people.** So, it felt right that the surplus we make is invested back into them.

Saying Thank You

It's so much more than that though. It's about showing our incredible colleagues how important they are to us and being able to say thank you for everything they've done. We hope that people see us delivering on our promises and feel like they're in a place they truly belong as a result."

“It's about showing our incredible colleagues how important they are to us and being able to say thank you for everything they've done.”

Increased Pay

To unveil our workforce investment – including increased pay rates for all frontline colleagues and managers, enhanced pay for Christmas Day, Boxing Day and New Year's Day – and our partnership with Everymind at Work, was an incredibly proud moment.



Team Gilmorton in Leicester



From the frontline

We spoke to **Gill Edwards**, Service Leader in Leicester, to understand the impact of our workforce investment through the lens of one of our frontline teams, Gilmorton Flats.



Work-Life Balance

I noticed that with the cost of living creeping up, more and more of the team were having to take second jobs to make ends meet. I understand how this feels, so I want to be as flexible as possible. I became worried that people would be working so hard that they would end up tired with absolutely no work-life balance.

We talk about it all the time in our team – you could work somewhere else, but **you'd never feel as satisfied and fulfilled as you do working here.** At the end of the day, people have bills to pay, so I was concerned we'd lose more great colleagues, which would in turn impact the great care and support we provide at Gilmorton.

When the workforce investment was announced, it was really emotional. Everyone was so grateful – even when I told them that it was no more than they deserved.



Bright Future

I thought to myself – finally! Firstly, that much-needed financial boost will mean that less of the team will depend on second jobs, which is massive. Secondly, we can attract more great people to the charity and everyone who has worked so tirelessly can share the load and enjoy a bit more me-time. I know this will make a huge difference at Gilmorton."

When it comes to the support we provide, there's no bigger expert or better perspective than that of the people who receive it. That's why, since 2015, we've proudly boasted an incredible team of specialists in their field... our Quality Advisors.

QUALITY

ADVICE

“Our viewpoint of being both colleagues and people receiving support, gives us a great insight”

Quality Advisors are people we support – trained and employed by our charity as ‘experts by experience’. They provide valuable insights into our services so that we continue delivering the best lives possible.

To do this, our Quality Advisors conduct audits in our services, and talk to the people we support about what makes them happy and where their lives could be improved.

BUT WHAT'S AN INTRODUCTION WITHOUT HEARING FROM THE EXPERTS THEMSELVES?

James Brooks, Quality Advisor for the North East, told us: “Over the years, we’ve been involved in lots of key projects. We’ve always looked out for the best interests of the people we support to ensure they’re leading the lives they choose.”

James’ fellow Quality Advisor, **Sushma Majithia**, added: “Using the skills we’ve developed, we’ve branched out into many other areas. Whether it’s reviewing policies to make them accessible or participating in campaigns to encourage people to get their vaccines, our viewpoint of being both colleagues and people receiving support, gives us a great insight.”

Participation Specialist, **Victoria Yavuz**, has been working alongside the team in their latest ventures: “The Quality Advisors have recently helped to develop Satisfaction Surveys for the people we support and their loved ones to ensure their voices are heard and responded to – such a vital part of ensuring we’re supporting people to live their best lives possible.”

WHAT'S ON THE HORIZON FOR THIS SPECIAL TEAM?

2022 is already shaping up to be a great year for the Quality Advisors!

Sushma told us, “We’re working on our biggest project to date – our Voice Groups. We’re setting up groups of people supported by our charity in every region to represent the views of others. By having these groups both locally and nationally, we can share

feedback and views from the people we support, and positively influence the work of our charity.”

With exciting initiatives on the horizon, we can’t wait to see how our Quality Advisors help shape organisational change for the future!



DREAM JOB!

When he’s not busy with his role as a Quality Advisor, **Joe Crammond**, who is supported at Highlands Road in Hampshire, is also a budding photographer!

Earlier this year, Joe was one of 14 deserving winners of our We Care Big Dream Fund grants – money raised by fundraising activities to enhance the lives of the people we support.

Joe’s had a keen eye for what makes a great photo since 2012, when he got his first camera phone and began capturing his love for all things transport. Since then, his

passion has grown – and thanks to the We Care Big Dream Fund, his portfolio has too. With a hand from Senior Support Worker, Ali Payne, Joe used the grant to buy brand-new camera equipment!

Armed with his state-of-the-art gear, Joe joined our Inclusive Volunteering Partnership with the Rugby League World Cup 2021 to sharpen his skills and make new friends.



And great friendships weren’t the only outcome...

Joe has recently been offered a voluntary position at Portsmouth FC’s charitable foundation, Pompey in the Community, attending home games at Fratton Park to capture the action!



Community
Integrated



Elder Grove

2001 – the start of a new century, two decades ago. The very first Apple iPod was launched, the Harry Potter film series was born, and Bob the Builder was topping the charts... an unforgettable year!



Left to right (front): Billy, Eric and Robert

A world away in Edinburgh, two of the people we support, Robert and Billy, would also start a journey making lifelong memories. In September 2001, they moved into Elder Grove, one of Community Integrated Care's longest-standing Supported Living services in Scotland.

In 2017, Robert and Billy welcomed Eric to Elder Grove, and the three have lived there together happily since. It was during a routine quality inspection earlier this year that Service Leader, Johanna McGhee, (below, centre) discovered the very special milestone that was approaching...



Johanna (centre) showcasing the plaque commissioned as a 'thank you' for all at Elder Grove

Celebrating in Style

"As soon as we realised it was such a huge anniversary for the service, we knew we had to celebrate in style! It wasn't just for Robert, Billy and Eric – we also wanted to celebrate Support Worker, Angela Bathgate, who transferred to the service with Eric in 2017. Angela joined from another Community Integrated Care service and was also celebrating 20 years with the charity!"

Full Day of Fun

"We knew we'd be limited by Covid-19 restrictions, and of course, everyone's safety and wellbeing comes first. But after such a tough time for everyone, we wanted to plan something truly special."

"We invited the entire community, the families of our colleagues and the loved ones of the people we support. Even our landlords joined in the celebrations! It was a double celebration - as well as celebrating the special anniversary, we wanted our event to honour everyone who has provided incredible support throughout the pandemic."

The team pulled out all the stops, turning the garden into a party palace, with a full day of entertainment and fun, including an Elvis impersonator and a petting zoo. Not even the Scottish weather could rain on their parade!



Incredible Atmosphere

"It had been such a long time since I'd heard so much laughter and cheer in the gardens of Elder Grove," said Johanna. "It was truly the best day for everyone. We were able to show the great work we've done here for the last two decades. And of course, the stars of the show were Robert, Billy, Eric and Angela. The day was all about them!"

"The atmosphere was incredible – before the pandemic, we often held celebrations and fundraisers, and it felt great to be back. We ended the day by proudly unveiling a plaque donated by our landlord, which was just the most fitting tribute to the team."

Congratulations to everyone at Elder Grove – here's to another amazing 20 years!



Everyone gets into the party spirit with friends!

Morrisons
Since 1899

Huge thanks to Elder Grove's local Morrisons supermarket, who kindly donated lots of food and refreshments for the special day!

LEADing from the Front

Opportunities for our leaders to take a step back from the intensity of their role in the midst of the pandemic have been rare. But sometimes, something really special comes along that makes you stop and take notice...

Welcome to LEAD (Learn, Enable and Deliver), Community Integrated Care's brand-new development programme with a difference! You First spoke to **Helen Gibbins**, Learning & Development Manager, who shared everything you need to know about this transformative learning experience, developed and delivered entirely by our Learning & Development team...

"We know it can be daunting to take time away from exceptionally busy roles – and there really is no perfect time. But taking the chance to focus on personal development is essential. That's what LEAD does – it gives our leaders the space to reflect on and develop their leadership style. It's another significant investment in our people that enables the people who keep the cogs of our charity turning to be the best they can be."

Whilst Helen was keen to keep the course itself under wraps and not to spoil the surprise for anyone yet to attend, **You First** spoke to two participants about their experience of LEAD...

Leave Your Comfort Zone Behind!

Amy Crawford leads a team of 25 at Strothers Road in Gateshead. After a work placement with the charity aged 17, Amy progressed to becoming a Service Leader four years ago.

"It's been a tough time, with lots of pressure, change and unknowns. So much happened that was beyond our control with a lot more expectation put on leaders."

What was Amy's initial reaction when she heard she would be in one of the first LEAD groups?

"Honestly I thought – how am I going to make time for this?! I was hesitant about stepping away from the service and the thought of mixing with a lot of people again was nerve-racking."

Amy decided to embrace the opportunity:
"I didn't know what would be expected of us, but I didn't even pack my work phone so I could avoid distraction. I went in with a positive attitude – open to change, to being transparent and receptive to feedback."



Amy enjoyed the experience and is already feeling the impact:

"I've been thinking about what I can do differently ever since – whether that's my leadership style or how I should push myself out of my comfort zone more often. I've since been offered a secondment to another role – something I wouldn't have considered before LEAD!"



"I went in with a positive attitude – open to change, to being transparent and receptive to feedback"

Amy Crawford



Something Different

Tammy Wallace has been with our organisation for 22 years, starting as a Support Worker and progressing to a leadership role. She leads a team of 30 across West Lodge and Riverside Park in the North East.

"Leading a team through the pandemic has been incredibly stressful and isolating at times – especially when people are looking to you to stay strong," explained Tammy.

Tammy is no stranger to leadership development activities, but on arrival, she sensed LEAD would be a departure from the norm:

"It didn't take long for me to realise that this was something different! There were no external training providers and the People Team and Operational Leaders were working together. It was clear this would be inclusive. We even felt comfortable to get emotional!"

Both Tammy and Amy are eager to see more colleagues share in the training:

"We've been sworn to secrecy – but we can't wait to be able to talk about it more widely and continue our development."



"It didn't take long to realise this was totally different to other courses. We even felt comfortable to get emotional!"

Tammy Wallace

YOU FIRST MAGIC TIMES FOR VOLUNTEERS

From baking cakes for the Sky Sports crew, to DJing live to thousands of fans – this is inclusive volunteering!

Community Integrated Care's award-winning partnership with the Rugby League World Cup 2021 is changing lives on a global scale.

Through personal development projects designed around their interests, specialist mentoring and people achieving their dreams on rugby league's grandest stages – this is volunteering with a difference.

Community Integrated Care's Inclusive Volunteering Manager, **Lee Grace**, tells us: "This programme is ground-breaking, shattering perceptions daily. Our volunteers have incredible talents, and through the exceptional experiences and support we're providing, we're able to unlock their potential and help them to achieve their dreams."

"We're showing the world what people can do, when given the opportunity to make a difference."

Throughout the year, people have volunteered at numerous events, including rugby league's flagship **Dacia Magic Weekend** and the **Betfred Super League Men's and Women's Grand Finals**!

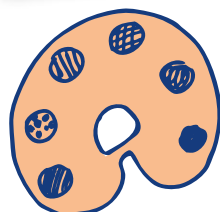
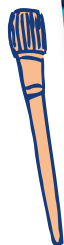
A Magical Experience

At Newcastle United's St James' Park, volunteers enjoyed an unforgettable weekend...



Bakers prepared hundreds of cupcakes, delivering them to Sky Sports' Terry O'Connor and Brian Carney!

Artists illustrated player images for Super League teams, published in the official matchday programmes and featured live on Sky Sports!



Gavin Walton, a person we support in Middlesbrough lived out his dream, DJing to fans and getting the party started!

Members of our **Media Club** lined up alongside professional sportswriters and journalists, and our matchday photographers had the best seat in the house to capture the action!

ON AIR



Quality Advisor **James Brooks** spoke to thousands live on stage about the importance of **championing accessibility in sport**. As Matchday Auditor, he provided invaluable insights to official governing bodies, advocating greater inclusion for disabled fans.



A VOLUNTEER'S VIEW

"This was a once-in-a-lifetime opportunity," said Matchday Photographer **Michael Duffy**. "I've never experienced anything like it. I loved meeting people and the fans. Taking photos at Old Trafford, the home of Manchester United, was unbelievable. I can't wait for more opportunities!"



GR-AND FINALLY!

In October, our team lent a hand at Rugby League's showpiece events – the Women's and Men's Super League Grand Finals. They supported with setting up changing rooms, giving special gifts of **homemade soaps** to the teams, and even helping with the prestigious trophy and medal presentation!

John Hughes, Director of Partnerships and Communities at Community Integrated Care, said: "We've seen people achieve the extraordinary, in world-famous settings. Magical moments to treasure forever. I'd like to thank all the volunteers, families, and our teams, who work tirelessly across our projects."

"Our success is possible through the vision and support of both Sport England and the Rugby League World Cup 2021, as well as the Rugby Football League and Super League, who've backed this concept from the outset."

"We'd like to thank our partners for enabling our inclusive volunteers to make their mark and show the world what they're capable of."



IN A LEAGUE of his own

#1



AN INSPIRATION

Oliver represents his favourite team Warrington Wolves in the Community Integrated Care Learning Disability Super League. This gave him his first taste of championing social inclusion in the sport, and since then he's helped create unprecedented opportunities with life-changing results for more than 300 people through our ground-breaking Inclusive

Volunteering partnership with the Rugby League World Cup.

Oliver's amazing year saw him declared Newcomer of the Year in the National Learning Disabilities & Autism Awards, as well as the face of our ground-breaking partnership with the Rugby League at a host of other awards events!



In just one year, Oliver has experienced the things dreams are made of. He's got a job he loves, he's an ambassador to a global sports event and has even scooped some top awards. The icing on the cake came when he was invited to perform the iconic closing ceremony at the London Stock Exchange.

Oliver joined the charity as a Sports Inclusion Assistant, funded by Sport England, in January 2021. As an ambassador for the Rugby League World Cup, Oliver advocates for social inclusion on a global stage and has inspired thousands of people to become more active through mentoring and engagement.

VIP MOMENT

Oliver's inspirational work in changing the lives of people with disabilities prompted tournament bosses to select him to perform the traditional ceremony to close trading in London's financial markets at the Stock Exchange. The date marked a new 12-month countdown to – a very prestigious honour indeed! The rearranged Rugby League World Cup Finals of both the men's and women's tournaments on 19th November 2022.

Speaking about the experience, Oliver says: "It was such an exciting day and I looked forward to it for weeks. I was incredibly proud to be chosen as the person to perform



the ceremony on behalf of the Rugby League World Cup. I know how big an honour this is – I was so excited to travel down to London to take part."

He continues, "I just love to support others to discover and fulfil their potential. I hope this is another experience that inspires and shows people who have learning disabilities that anything is possible. It's been the best day, and I hope other people can experience days like this too."

🗣️ I just love to support others to discover and fulfil their potential 🗣️



Bigger, Better, Louder and Closer

This is the slogan for the relaunched Rugby League World Cup – and Oliver has certainly embodied this in his work! If someone you support is inspired by Oliver, there are plenty of volunteering opportunities to get involved in! To find how you, the people you support, and their loved ones can get involved in this exciting partnership, email community@c-i-c.co.uk.

You FIRST A Place We Belong

In June this year, Community Integrated Care launched our landmark Diversity & Inclusion Strategy: 'A Place I Belong'. The culmination of 12 months of learning and listening, the plan delivers on our promise to challenge ourselves to do better and cements our commitment to ensuring that Community Integrated Care is a fair, inclusive and equal place for all.

led by Director of Communications & Engagement, Danielle Chan, this important piece of work is the result of extensive research throughout the charity to truly understand our people's experiences and how we can do better.

Danielle says: "With 'A Place I Belong', we wanted to state unequivocally that making our charity an inclusive place where everyone feels welcome is one of our most important priorities.

"We've said it all along though – actions speak louder than words. That's why it's been a privilege to lead such a landmark project and drive some key activity to deliver on our promises."

Here's a taste of what's already been achieved and what's still to come from **A Place I Belong**...

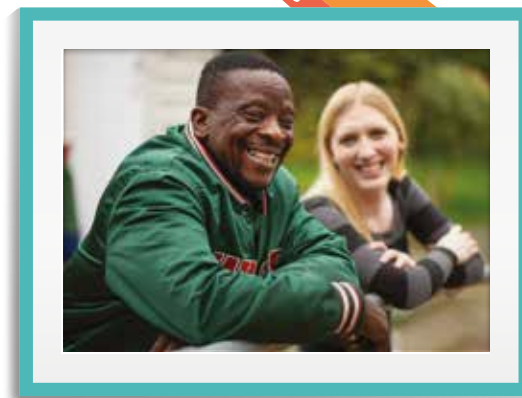


On the Horizon

Recruitment is underway for our specialist **Wellbeing, Diversity & Inclusion Manager** role, with the remit of delivering key activities and projects in 2022.

Creation of colleague-led **Inclusion Networks** representing the many groups within Community Integrated Care, will become beacons of advice and perspectives for decision-making.

We're undertaking a large-scale **data collection campaign** to better understand the fabric of our organisation, informing a more targeted approach to our D&I activity.



Key Achievements

We've celebrated key awareness campaigns to mark the rich diversity in our communities, led by the colleagues and the people we support, including; **Black History Month**, **International Women's Day** and **World Mental Health Day**.

We've joined forces with the experts by becoming official members of the **Employers Network for Equality & Inclusion** – we'll learn from the best and tap into incredible guidance and advice.

Through our fantastic **LEAD programme** and **Behavioural Framework**, inclusive leadership behaviours have been rolled out to our managers.

We've built our external networks for collaboration, presenting our strategy to the **Voluntary Organisations Disability Group's (VODG) Equality, Diversity and Inclusion meeting**, alongside Mencap.



everymind
at work



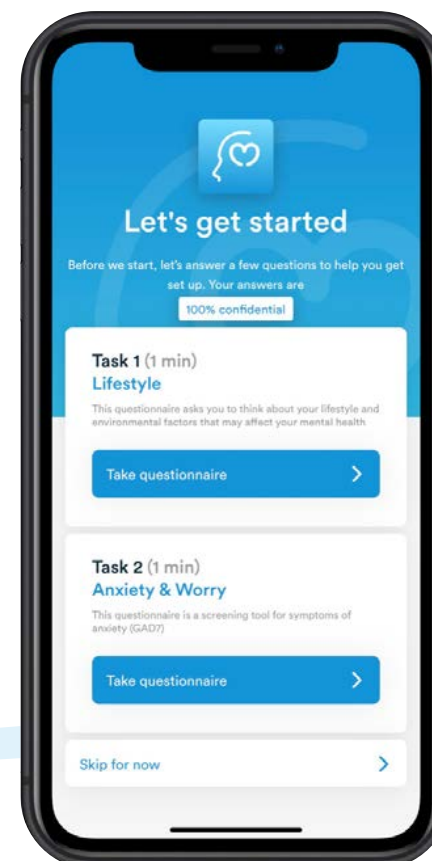
Community
Integrated
Care

Community Integrated Care is proud to be in partnership with Everymind at Work, a great organisation that helps teams like us promote the wellbeing of our colleagues.



Everymind at Work is available 24/7 and offers a range of practical and proactive support on a variety of topics, including stress management, body confidence, family relationships and much more!

Our colleagues can access Everymind at Work using their brilliant App.



Follow these simple instructions to access the App...

1. Download the app

Scan the QR code or search '**Everymind**' on your App Store.



2. Sign up

Using your company ID (**wedare**) and work email.

3. Verify your email

Start exploring content and support tailored to you.

Find out more at www.everymindatwork.com

Postcard Connections!

Whilst the simple idea of postcards has been around for decades, the world was reminded of their value back in 2020 when we were all forced to find creative ways to keep in touch.

This prompted one of our very own, John Duvall, Reader Leader and Technology-Enabled Care Operator, to take this centuries-old concept and turn it into something fresh and new for Community Integrated Care!

Postcard Connections encourages the people we support to connect with other services in our charity and create long-lasting friendships through postcards.

The potential to create friendships and engage with others is endless!

An idea comes to life...

John had seen a similar initiative available for nursing and care homes and thought it would be a great idea for Community Integrated Care: "I found the project heart-warming. I wanted to get involved, so I sent postcards to a few services in the North West. This proved to be a hit, so I reached out to our Managing Director, Sam Brennan, to see if there was scope to expand further."

John had Sam's full backing for his creativity, so he began building the pen pal initiative... with a little Community Integrated Care sparkle for good measure!



So, how does it work?

Postcard Connections is simple! The people we support send postcards to other people within our charity to spark conversation and make new friends

Postcards can be:

- Bought from any retailer.
- Designed from scratch as part of an arts and crafts session
- Ordered from the team – we have specially-printed Community Integrated Care postcards available

Sign up today by emailing:
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IMPORTANT: When you sign up, please make sure you have full consent from the people you support as their names and addresses will be visible on a central database used to connect pen pals with each other.

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We know that great people know great people.
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Not only will you be helping us to continue providing the best lives possible, but your referral will also receive a £25 voucher to welcome them onboard!

Each successful referral will receive its own £150 reward, so you can recommend as many people as you like!

So, how does it work?

- ✓ Visit www.ReferToCare.co.uk and fill in a short form
- ✓ Wait for your referral to complete 40 hours with us
- ✓ Your award will be sent to you directly, there's nothing for you to do!



SCAN ME

Visit www.ReferToCare.co.uk or scan the QR code and sign up your loved ones today.

If you love working for Community Integrated Care, why not review us on Indeed? Visit: bit.ly/CommunityIntegratedCareReviews today!



A quick chat with Joanne Owen

Service Leader at Newton Road
in Penrith, Cumbria.

Opening a brand-new service is always a challenge...especially in a pandemic! That didn't stop the team at Newton Road ensuring that new tenants, Tom and Jake, got off to the best start with our charity. In fact, the team were recent finalists at the Great British Care Awards for their outstanding work!

We caught up with Service Leader, Joanne Owen, to find out more...

YF: What did the team do to help Tom and Jake settle in?

JO: Tom and Jake had both struggled when transitioning into adult social care, and their families were anxious about the move. Newton Road is totally bespoke, which helped us from the start as we were able to design everything around Tom and Jake's needs, and best of all, get them and their families involved. We took things very slowly, at the guys' pace. Jake loves to go for walks, so we first met him on a walk with his mum. Then we tried a walk without mum, and then an invite to coffee at the service, until he felt at ease.



YF: How are they getting on now?

JO: They've come on fantastically. Jake is developing in so many ways – doing his own laundry, going shopping and even trying cooking. We're using Makaton to communicate with Tom – it's going well and ensures he's engaged and happy. Both lads recently went swimming for the first time in years, which was a huge step.



YF: How are the families feeling?

JO: Both families are so pleased with the progress we've made. Tom's mum knows he trusts us – a big relief for her. Jake's mum says she sees the best in him when he visits the family home, as he's so relaxed. There's nothing better than getting that feedback from loved ones – it reminds us all of the impact we have on people's lives.

