

# You

The magazine for supporters  
of Community Integrated Care

Community  
Integrated  
Care

## FIRST



## BEST LIVES AT 35

In this **very special** birthday edition of You First, we celebrate the people and projects that have shaped our charity for the last 35 years!



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

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Community  
Integrated Care!

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Inclusivity



## WELCOME

You First is a magazine for all colleagues and customers of Community Integrated Care. It is written by our Communications Team with the help of our guest contributors across the charity.



### SHARE YOUR THOUGHTS

We're always interested in hearing your thoughts on You First and any ideas you have on stories for the future.



Email us at [youfirst@c-i-c.co.uk](mailto:youfirst@c-i-c.co.uk)

Yammer us using the hashtag  
**#youfirst**

## LIVING OUR BEST LIVES AT 35

**T**his March 2023 special edition commemorates a milestone for our charity – our 35th birthday. In 1988, we were founded to empower people to live full and happy lives in their communities.

This vision wouldn't have been possible without you and the wonderful people we support. With that in mind, we've delved into our time capsule to spotlight some magic moments and memories – from 1988 to today.



# Hello Everyone,



Welcome to this very special edition of You First Magazine – celebrating our great charity's 35th birthday. And what a moment, that my first time introducing our magazine as CEO is to celebrate such an incredible occasion for Community Integrated Care. Whilst I've only been part of the team for the last three years, I'm extremely proud of our long and vibrant history of changing lives for the better.

What strikes me about the exceptional people and stories you'll read about in this magazine is that the very spirit and ethos that existed back in 1988 remains to this day. We were founded with the mission of supporting people to live full lives in their community, and despite massive changes as an organisation, a sector and a society, that's still at the very core of everything we do and is encapsulated by Best Lives Possible.

I really hope that you all share the same sense of pride that I feel in everything we've achieved – whether you've celebrated many a birthday milestone at Community Integrated Care or, like me, you're at the beginning of your journey with us.

It's an honour to work with you all every day and I look forward to many fantastic years ahead.

**Jim Kane**  
Chief Executive



## A SPOTLIGHT ON UNFAIR TO CARE 2022-23

In December 2022, we launched the next edition of our ground-breaking Unfair to Care report, which shone a spotlight on the highly-skilled role of Support Workers whilst calling on Government to address the pay disparity between social care workers and their publicly-funded counterparts.

Since then, we've received widespread national and local media coverage, which helps us to continue to raise awareness and influence decision makers.

**Here's a summary of our key campaign successes:**

**FEATURED ON BBC NEWS AT 6,  
SKY NEWS, THE INDEPENDENT  
AND BBC NEWS ONLINE.**

**IN DEPTH COVERAGE ON  
BBC RADIO 4 AND BBC RADIO  
MERSEYSIDE**

**130 PIECES OF PRESS COVERAGE**

**44 MILLION PEOPLE REACHED  
THROUGH PRESS AND BROADCAST**

**67,000 PEOPLE REACHED VIA  
SOCIAL MEDIA**

Show your support and find out  
more at **UnfairToCare.co.uk**



## Celebrating International Women's Day

Championing the incredible women across our charity, we hosted a jam-packed day of activities to celebrate International Women's Day 2023 and share our appreciation for our colleagues – including an all-women webinar panel, a Q&A session with our Colleague Inclusion Networks, and inspirational sessions on What To Do!

Showcasing some of our brilliant new leaders on social media, we also heard from women across our charity on what makes them proud in their role, including Sammie Mayhead, Service Leader in the South!



### Welcome Bewsey House!

In January, we celebrated the opening of our new Supported Living service in Warrington, Bewsey House. Formerly a care home, the service was rejuvenated and developed to support people with learning disabilities, autism and complex care needs to live independently in their own homes.

We were delighted to welcome members of the community to an open day event and even had the Deputy Mayor of Warrington join us to officially cut the ribbon!

## so social!

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

### Amy's Coffee Club!

We raised our morning cups of coffee to Amy this February!

Amy has worked at her local Costa Coffee for 11 years and still looks forward to work every week. She's supported by her colleagues and has gained many skills... including making a mean frothy coffee!

Amy is supported at our Vocational Support Services in the North West. Her story is part of our charity's history, so it's only apt that we visit it for our 35th birthday and celebrate Amy's success in this role. We wish Amy many frothy coffees to come.



### A Tournament With A Difference

As the Rugby League World Cup came to a close in November, across our social channels we celebrated all that our partnership had achieved over the past two years, and looked forward to all the exciting plans in the future.

We shared some of the best moments from the tournament, including the people we support practising with the England Team, flying team flags pitch side, and giving our incredible volunteers the once-in-a-lifetime opportunity to meet HRH The Princess of Wales.

### CONNECT WITH US ON SOCIAL MEDIA...



Follow us on Instagram:  
[@communityintegratedcare](#)



Follow us on Twitter:  
[@ComIntCare](#)



Like us on Facebook:  
[@communityintegratedcare](#)



Connect with us on LinkedIn:  
[Community Integrated Care](#)



# Our Survey Says...

Thank you to everyone who took part in our 2022  
Colleague Engagement Survey!  
**We had a response rate of over 55%... that's over  
2800 of you!**

## Here's what the data told us...



### Engagement Index

**7.6**

This is a rounded look at engagement which considers key measures of advocacy, loyalty and pride.



### Engagement Summary

**7.8**

This is an average of all of our scores – anything above 7 is really positive!



### Employee Net Promoter Score

**+25**

This tells us how positively our people talk about us to their loved ones... +25 is considered an **EXCELLENT** score!

The best bit about Hive is that they don't just provide us with data, they dig a little deeper too! They've told us the two areas that are influencing engagement at the moment, where we need to focus our efforts are...



### Growth & Development

We're continuing to create incredible learning experiences and opportunities for our colleagues, so that everyone can reach their full potential!



### Mission & Purpose

We know how important it is to feel proud of where you work. So we're going to ensure you're connected to all the fantastic work we're doing to make life better for our colleagues and the people we support.

**And the great news is...?** There's so much happening already! On the next page you'll read all about GROW and our incredible Care & Support Planning project, with so much more to come later this year.

Got something you'd like to tell us?  
Email **communications@c-i-c.co.uk** to share your feedback.

# A WARM WELCOME

**We've welcomed some new friendly faces to our Executive Team in recent months...**



**Chris Reilly** Interim Chief Finance Officer

Following the appointment of our former Chief Finance Officer, Jim Kane, to the role of Chief Executive Officer, we were thrilled to welcome aboard Chris Reilly!

An exceptionally respected leader, with 40 years' expertise from a broad range of public and private sectors, Chris will provide leadership and guidance whilst our charity makes its long-term appointment to lead the Finance function.

**Sara Murphy** Managing Director Scotland

In January, we were delighted to welcome Sara Murphy, as Managing Director for our Scotland region. Sara joined us from Cornerstone, a Scotland-wide social care charity, where she held the role of Director of Delivery.

She said, "Having admired the work of Community Integrated Care for many years, I was thrilled to receive the opportunity to join such a remarkable charity!"



**Edd Terrey** Managing Director for South and Central

February saw us extend a warm welcome to Edd Terrey, who joined our charity as Managing Director for the South and Central regions. Edd joined us from Heart of England Mencap, where he was Director of Operations & Deputy CEO, and brings a wealth of

knowledge and experience from a career spanning 24 years.

On his appointment, Edd said, "I've been thrilled to join such an inspirational and forward-thinking charity to support people to live the best lives possible."



## And new horizons for some familiar faces...

**Candice York**  
Clinical Governance Director

Embarking on an exciting new role, Candice York, former Managing Director for our Central region, is delighted to have been appointed as our Clinical Governance Director.



**Rebekah Adey**  
Interim CEO of Age Exchange

We were proud to share the fantastic news in February that Rebekah Adey, our former Managing Director for our South region, would be taking on the role of Interim Chief Executive Officer at our partner charity, Age Exchange!



# Life Changing Learning!

Opportunities to learn and develop are crucial to feeling valued and engaged. We're upping our game so that you can reach your full potential and deliver the Best Lives Possible...



**GROW is Community Integrated Care's brand-new learning experience for frontline colleagues. This captures the incredible raft of skills it takes to work in social care.**

GROW really professionalises the role of our operational teams – with learning modules focused on each core capability of their work. Alongside crucial topics such as safeguarding and manual handling, GROW also covers some of the more broad skills required, such as person-led support and assisting with personal finances.

Learning is split into bitesize chunks that our colleagues can easily pick up and complete during their busy days! Here's what two Support Workers who helped us with the GROW pilot thought:

**“ It's been tremendous. I see it as my ten commandments: It's always good when you do what you love doing and GROW has helped me to feel like a real professional. ”**  
Ibrahim Erogbogbo

**“ The GROW learning has helped me to develop my own skills and empowered me. I feel I can better enable the people we support to live their best lives possible. ”**  
AmandaJayne Swann

Sign up for your GROW sessions on Dare to Learn today!



## Care and Support Planning Takes Centre Stage



**Driving excellence in Care and Support Planning is so important to delivering the best lives possible for the people we support. In late 2022, we launched a first-of-its-kind approach to Care and Support Planning training – with a theatrical twist!**

Since October 2022, our frontline colleagues have been enjoying immersive training, delivered by drama-based learning specialists, Afta Thought.

We worked closely with Afta Thought to devise a bespoke Community Integrated Care learning experience, drawing on real-life examples from across our charity. This training is designed to help people understand why Care and Support Planning is so important for the people we support, before covering how to achieve this in practice.

All Service Leaders have now attended this essential training with Support Worker sessions rolling until April 2023 - and the feedback has been fantastic! Caroline Hanlon, Regional Manager in the North West, shared this on the experience:

**“ The buzz from the staff was amazing – everyone was really energised and there were tons of comments on how different and innovative the training was! ”**

Caroline Hanlon



# BEST LIVES AT

# 35

## Celebrating 35 years of Community Integrated Care

**Over three decades ago, a Halton-based GP, Dr David Robertson, had a clear vision. A vision that people with support needs should be able to live the lives they choose in the communities they live.**

At a time when people were traditionally supported in long-stay hospitals, Dr Robertson paved the way and became a pioneer of the Care in the Community Agenda, a Government policy to close institutional settings and introduce community-based support for people with care needs.

Community Integrated Care was founded on 15th March 1988, and in the 35 years since, has transformed tens of thousands of lives for the better.

Our Founder and Life President, Dr David Robertson has shared his reflections on what's been an incredible 35 years:

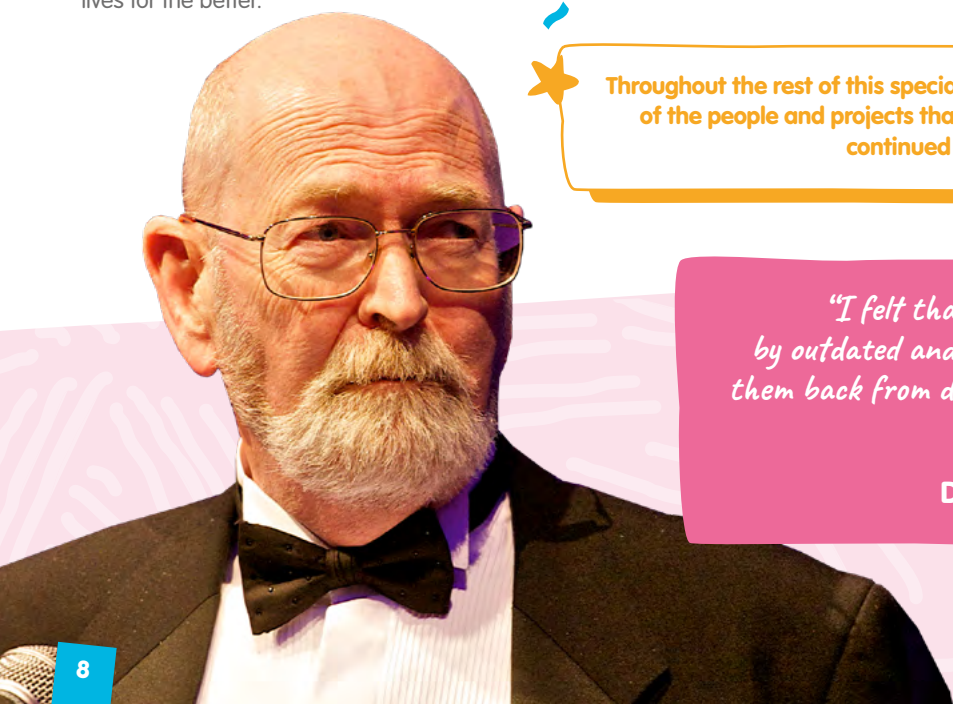
"In 1988, I saw a need for services for people with care needs to be delivered differently – where people could continue to live in and be part of their local communities. When I think about how Community Integrated Care has grown over the years, it fills me with an enormous sense of pride.

There has been a huge change in society's acceptance of disabilities – and charities like Community Integrated Care certainly deserve credit for helping to reduce the associated stigma and prejudices."

Throughout the rest of this special edition of You First, we'll be sharing stories of the people and projects that have ensured Dr Robertson's vision has continued for the last 35 years.

*"I felt that colleagues were constrained by outdated and institutional practices, which held them back from doing their best - I wanted to provide an alternative."*

**Dr David Robertson**



15th  
March  
1988

Community Integrated Care is registered as a charity, following the closure of long-stay hospitals. Its mission is to provide support based upon the principles of choice, dignity and respect in the community.

# The Moments That Made Us!

Whilst we've continued to go from strength to strength over the past 35 years, our vision and values have never changed.

Let's take a look back at some key moments in our history...

1988-1993

We grew our learning disability, mental health and older people's services across Cheshire and Merseyside.

2007



We opened a new group of learning disability and mental health services in Leicester, which in 2017 achieved Community Integrated Care's first-ever 'Outstanding' rating by CQC!

1994 - 1997

We began supporting people in new areas, including Cumbria, Leeds, Hampshire and Surrey and our first-ever service in Scotland, Muirs Court in Edinburgh!

2013

We unveil an exciting new rebrand on our 25th Anniversary, leaving CIC Group behind and using our full title - Community Integrated Care!



2018

We celebrate our charity's 30th birthday with a commemorative event, 'Institution to Inclusion: 30 Years of Social Care', launch our pioneering 'We Dare' strategy and partner with London-based arts charity, Age Exchange, all in the very same year!



2020

Social care battles the Covid-19 pandemic, which will go on to change the landscape of our sector. Our colleagues demonstrate an immeasurable amount of commitment and resolve to keep the people we support safe and well.

July 2021

Our first-ever Unfair To Care report launches, highlighting the unfair pay gap between our social care colleagues and other publicly-funded sectors.



October 2021

We launch our brand-new five-year plan, **Best Lives Possible**, our vision and mission for the years ahead.



# A Lifetime of

Say hello to some of our

**F**or many of us, social care is our calling. The opportunity to change someone's life for the better, supporting people to fulfill their dreams, is something that just can't be replicated in any other career!

We chatted to a selection of our colleagues who have dedicated their whole lives to care, to find out what motivates them...

## Karen Manville

Karen is a Support Worker who works in Birwood in Liverpool. Her first few months with us were spent transferring people from Olive Mount, a long-stay hospital in the area.

Karen was only ever due to stay with the charity for 12 months before embarking on a nursing degree... **Well, here she still is 33 years later!** We asked Karen what has kept her in the role for all these years...



## Julie Nolan

Julie Nolan is a Nurse who works in Glenwood in Cheshire. Julie can't imagine using her nursing skills in another environment – the relationships she's developed with the people she supports, their loved ones and her colleagues have made social care the place for her. Julie, who celebrated her 32nd anniversary with us earlier this year, looks back at those early days...



**"It's the people! Our organisation is all about being person-centred and that's so important to me. When I first started this job, I saw people coming from institutionalised care, they had no choice whatsoever and that devastated me. Lots of the people I have supported are sadly not with us anymore, but I am so proud that I was able to make their days on earth theirs – doing the things they loved!"**



**"I love working here! It's always had a family feel. I remember Dr David Robertson would spend a lot of time coming out to visit us. We knew him, and I still get that close-knit feeling now even as we grow – especially today. I've known people I support here since the age of 19 and watching them grow gets me in my heart."**



**Huge thanks to Karen, Julie and the many other colleagues who have dedicated their careers to Community Integrated Care. Here's to many more happy years!**



# Memories

longest-serving colleagues!



What stands out most to Heather is how Jennifer has found her voice: “Jennifer oozes confidence, and whether she’s talking to her mates or our CEO, she’s always her unapologetic self!”

## Heather Birnie

**Heather Birnie joined our charity in 1991 – a time when the care sector was being totally transformed. During her beginnings as a Support Worker in Kirkcudbright, Dumfries & Galloway, her dream was to empower people who had previously lived in institutionalised care settings.**

Every single person she supported has shaped her into the Service Leader she is today. One person who has played a huge part in Heather’s career is Jennifer – who she has known from those early days.

Reflecting on her time with the charity, Heather vividly recalls her first day and meeting Jennifer, who had lived in a long-stay hospital since the age of 9. Heather and Jennifer are just a year apart in age – but Heather was struck by how starkly different their lives were.

Heather reflects on their 32-year relationship and the journey Jennifer has been on:

“She couldn’t do the things in life we take for granted – choosing her own furniture, picking what she would eat. Jennifer had

lost her vigour for life. She didn’t speak and often felt frustrated. It was like her freedom of expression had been taken away.

“The woman I see today couldn’t be more different! She has her own home, her own front door, her own amazing life. Jennifer’s had so many fantastic life experiences with us – seeing her hero, Daniel O’Donnell in concert; enjoying discos with her partner and even going on her dream trip to Disney!”

**For Heather, their relationship and life adventures together encapsulates what she values most in her career – and her life!**

# COVERING

# New Ground

Over the years, our charity expanded to support many new faces in new places! From small beginnings in Halton came brave new horizons throughout England and Scotland – and we now proudly support over 5000 brilliant people to deliver the best lives possible.

We caught up with a couple of them to share stories of their time with our charity...



## Music is life!

**R**obert McIntyre joined Pinfold Lane in Leeds in 2007 as a Support Worker. He's supported talented musician Scott for the past 12 years.

From DJ-ing solo to playing drums in punk band, Ultimate Thunder, Scott has long followed his passion for music with Robert supporting his ambitions every step of the way. Whether acting as his roadie on Scott's North East tour, to cheering him on in the crowd – Robert's there with bells on!

In July 2022, Scott's dreams came true when he and his bandmates celebrated the launch of their first album, funded by the Arts Council.

Robert McIntyre said, "I'm really proud of Scott. He's so talented and has such a passion for music. We've kitted out his room with drums, musical equipment and a stage so he can practice whenever he wants to. To see him working so hard and following his dreams is inspirational. I've been to watch the band a few times now and they are just brilliant! Scott being empowered to live out this dream is what Best Lives Possible is all about!"

Darlington

Cumbria

Leeds







## Not the end of the road for Sharon yet!

**A**fter nearly two decades of supporting people to live the best lives possible, Sharon Saville is nowhere near ready to slow down.

In 2004, whilst working in an after school club, Sharon needed a career change. She longed for a job where she could enjoy her day-to-day, whilst also making an impact on her community – that's when she found St Ronans Road in Hampshire.

The social care sector was a brand-new learning curve and Sharon joined with no prior experience... but now, almost 20 years later, she's never looked back!

"This is my second home. It's perfect. The people we support and my colleagues are

wonderful – we all feel so blessed to be here. It sounds too good to be true."

In 2022, Sharon reached the age where she could finally retire. But she wasn't ready to stop caring and took on a part-time role, "I'm going to stay here as long as the charity will let me."

Over the many years at St Ronans Road, Sharon's biggest lesson learnt was the importance of being patient and innovative, especially when it comes to the people we support who are non-verbal.

She said: "Interacting with people who have difficulties communicating takes time. There are so many ways to connect and it's all about learning what works best for that

**"For anyone thinking about a career in care, I say just do it – go for it. You're given all the training and support you need to be totally confident. It's so worth it."**

person. I wasn't familiar with this when I joined Community Integrated Care, but now I've created incredible bonds with the people we support and it's so rewarding."



# Amazing Achievements

For every single workplace, its strength is its people. That couldn't be more true at Community Integrated Care – our people are the heartbeat of everything we do. Their achievements come in all shapes and sizes, and we're pleased to share just a few of these...



## *Baz, a Model Colleague!*

Our Vocational Support Service based in Merseyside supports people with learning disabilities and autism to achieve employment opportunities.

Barry first secured his role as a Warehouse Operative for Algeos, a medical device manufacturer, in May 2007, and has been learning new skills and confidence ever since!

To congratulate Barry for this brilliant work, in May 2022, he received a special employee recognition award from his employer. He's regularly praised by his colleagues for his efficiency, consistency and hard work – so it's no wonder he's held in such high regard. Well done Barry!

**"I was really happy and proud to be chosen for the award. I love my job and being part of the team there. It means so much!"**

## *Sam's, an Inspiring Leader!*

Throughout our charity, there are countless examples of colleagues who have seen their careers soar. This is definitely the case for Sam Brennan, Managing Director for the North West.

After spending two years of her early career as a Support Worker at Community Integrated Care, Sam rejoined our charity in 2013 as a Regional Manager. Her incredible work led to her being appointed as Regional Director, and following this, Managing Director.

Throughout her career, Sam has really pioneered; leading on innovative programmes, such as the introduction of digital care and support planning tool, Nourish, and developing many partnerships and opportunities for our people.

**"I am so honoured to be part of Community Integrated Care – to watch my team grow and develop makes me very proud. The internal progression over the years is amazing and watching the people we support flourish and lead great lives is what social care is all about – making a difference."**

## Joe, an Expert By Experience



Our Quality Advisors are a brilliant bunch who are both supported and employed by our charity as experts by experience.

Joe began his journey as a Quality Advisor in 2015 when he began providing vital insights on the support he receives to help us make

improvements to the support we provide.

Today, Joe proudly takes a lead role in chairing Voice Groups in the South region, empowering the most important people to have their say.

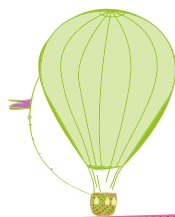
**"I like the travelling we do for meetings and doing audits. I love getting to meet new people and making new friends. I enjoy doing something I get paid for, but most importantly, making a real difference for the people supported by Community Integrated Care."**

## Karen Scoops Leadership Award

As we celebrate the history of our charity in this special edition it seems only fitting to spotlight one of our longest-serving colleagues.

Karen Wood, Regional Manager in Scotland, joined the charity in 2003 as a Support Worker and after 20 years of dedicated service to the organisation, picked up a very special award in November 2022.

Karen won the Leadership Award at the Scottish Care Awards – an award recognising an individual who is dedicated to helping their team and the people they support achieve their fullest potential.



**BEST LIVES**

20 Years of Service

**"Winning was very humbling – I'm so thankful! However, as I always say, our success is never down to just one person. Rather, I have a fantastic team who support me. The trophy now sits proudly on my desk at home."**



**"The party was a once-in-a-lifetime opportunity for me, so of course, I was really excited. When I told people at the train station that I was going to Buckingham Palace, they were gobsmacked! Thank you to Community Integrated Care for giving me this opportunity to visit Buckingham Palace!"**

## Sushma's Royal Invite

Like Joe, Sushma Majithia is also one of our charity's Quality Advisors, championing the views of the people we support to ensure their voices are heard.

Over the summer of 2022, following her great love of the Royal family, Sushma was delighted to attend one of the final royal garden parties of the season at Buckingham Palace! Her invitation was in acknowledgment of her amazing contribution to our communities.

Sushma attended alongside Advanced Support Worker, Amrita Pancholi, where the pair documented their journey from Leicester down to London live across our social media channels.





# PERFECT PARTNERSHIPS

It's true what they say... we're better together. That's why over the years, we've created partnerships that complement the core work that we do and help us deliver the best lives possible.

age  
exchange

Partnering with like-minded organisations to grow our support even further has been a key part of our charity's mission, and 2018 saw us welcome London-based arts charity, Age Exchange, into the Community Integrated Care fold.

Specialising in intergenerational and reminiscence arts, Age Exchange's incredible programmes work to empower people who access social care, as well as enhance wellbeing and reduce isolation and loneliness for people of all ages. David Savill, Artistic Director at Age Exchange tells us how this partnership has went from strength to strength over the past five years:

“

“This year, we're entering a brilliant new chapter in our history, as we head towards our 40th year. And there's no signs of us slowing down any time soon! We've recently been shortlisted at this year's National Diversity Awards, received new commissions to deliver innovative projects across the UK, and will be introducing a brand-new strategy to boot!”

”







## Shifting the Goal Posts

In 2009, the first of many thriving sport partnerships kicked off with Middlesbrough FC Foundation. In the past 14 years our partnerships work has expanded massively – and we’ve even introduced a dedicated Partnerships and Communities team to create many ground-breaking inclusive opportunities for people with support needs, including

the inception of the Learning Disability Super League.

We’re proud to be the Official Social Care Partner of the Rugby Football League, Super League, Rugby League World Cup 2021 and Scotland Rugby League. We also have thriving connections with several major football clubs, and organisations like Table

Tennis England, British Gymnastics and UEFA Women’s EUROS.

And what makes us even more passionate about this work is the opportunities it provides for people we support. 600 people we support have helped out at sporting events as Inclusive Volunteers, developing new skills and conquering ambitions in the process.



## A Royal Dream Come True

Susan is affectionately known as ‘Princess Susan’ by her friends and support team, for her love of the monarchy and all things regal. So it was particularly exciting when, in 2022, Susan found out she’d be meeting HRH The Princess of Wales!

During the Rugby League World Cup Quarter Finals, as England took on Papua New Guinea, the Princess met three of our RLWC Inclusive Volunteers. Thanking them, and our colleagues, for their inspiring contribution to the tournament and all that they have done for their communities, this special recognition was a dream come true for Susan.

Having contributed to our ‘Knit a Baby Bonnet’ project, knitting woolen bonnets for premature babies, Susan discussed her passion for knitting and pride in helping families in need with the Princess of Wales, and even shared a few tips!

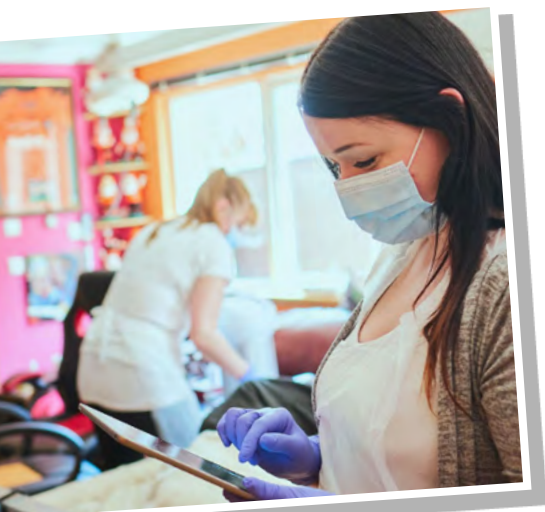


“What an honour and a privilege to meet the Princess of Wales – it was wonderful!”

To find out more about Inclusive Volunteering opportunities, contact the Partnerships and Communities team at [community@c-i-c.co.uk](mailto:community@c-i-c.co.uk).

# TRANSFORMING LIVES

with  
**Technology  
Enabled Care**



**Technology has the power to transform people's lives by giving them full control on how, where and when they want to be supported.**

To ensure we're leading the way in delivering care that's truly innovative, we're committed to exploring technologies that can increase independence, maximise potential and fulfil aspirations. Luckily, our pioneering Technology Enabled Care project is supporting us in this important mission!

Joanna Scammell, Managing Director of Technology Enabled Care (TEC), tells us more: "The use of TEC within our charity is going from strength to strength, and the project is now thriving thanks to our colleagues' commitment to delivering the best lives possible for the people we support. We're now assisting over 50 people with the use of sensors and other devices which enable them to manage more independently, with a direct link to our remote care team should they need it."

"Of course, all of this work allows us to create strong partnerships with our local authorities and commissioners by creating life-changing social care solutions that really work. We're excited to roll out further developments in 2023, including using our 24/7 virtual care centre to support our colleagues by rolling out a centralised on call service across the charity."



## Support goes DIGITAL

In transforming society, increasing isolation and shifting the lives of the people we support, the pandemic forced us to think of new models of support and embracing technology.

Our **What To Do** channel was set-up to tackle isolation and loneliness whilst supporting people to enjoy fun, fulfilling activities from the comfort of their home. Based on the success of the innovation during the pandemic, it's remained live and kicking with awesome sessions for people with support needs happening every week.

*"I like dancing because it gives me exercises that I can do in my own home. I've made some new friends in the new What To Do Boxercise classes. I really enjoy it."*

Helen, What To Do Participant, Sunderland

Find out more at **What-To-Do.co.uk** today!



# An Inclusive Future

## Our Colleague Inclusion Networks

**We all want to work somewhere where we feel we truly belong, and in recent years, we've made it a key part of our mission to make that a reality at Community Integrated Care.**

In 2022, we launched our Colleague Inclusion Networks, a safe space for members and allies of the diverse communities that are represented throughout our charity.

These Networks are a place for people to come together and spark positive change across the organisation.

### We asked our network members what being involved means to them...

#### Gill Edwards, Service Leader



"Being a part of the Black, Asian and Minority Ethnic Network is particularly important to me, it is fantastic to share experiences, seek advice, listen, and be listened to. My hope is the Network will grow and continue to break barriers, no matter how big or small."

#### Anita Amurun, Wellbeing, Diversity and Inclusion Specialist



"Joining the Disability and Neurodiversity Network has been an enlightening experience, which has offered a sense of community, provided a platform to learn from others, and created a space to stand in solidarity with my colleagues on a shared passion."

#### Tony Stewart, Support Coordinator



"I love being part of the LGBTQIA+ Inclusion Network, as it really does give you the ability to express your views and opinions with others who understand and relate to you."

#### John Hughes, Director of Partnerships and Communities



"The Men's Network provides a brilliant opportunity to discuss a range of issues impacting our male colleagues, such as men's mental health and wellbeing – a subject which is often difficult for men to broach openly. I'm looking forward to welcoming more members and exploring this, and other subjects, in more detail!"

#### Jenny Middleton, Communications Specialist



"The Women's Network is already proving to be an inclusive and useful space, with topics like menopause and maternity leave discussed openly. This is a place where everyone can have a say regardless of their seniority within the charity – which I think is really special!"

Colleagues can join one or more of our Networks by contacting Equity, Diversity and inclusion Specialist, **Anita Amurun**.





**FINALLY...**

## A quick chat with

# PATRICK IVORY

**O**ur GameChangers are Employee Representatives from all levels, services and roles within Community Integrated Care.. They support the decision-making at our charity, representing the views of our workforce through regular meetings both regionally and nationally.

We sat down with Patrick Ivory, a GameChanger from the North East, who's not only been part of GameChangers since its launch, but has recently celebrated his 11 years with the charity too!



### Tell us about your journey at Community Integrated Care...

I joined in 2012, after hearing good things from a friend who worked here at the time. I joined as a Support Worker in the North East, and later became a Senior Support Worker. There was a service in need and I was asked if I could step in as

a temporary Service Leader. It was a great role, and I'm pleased I progressed into the experienced Service Leader I am today.

### Why did you become a GameChanger?

I was really fascinated by the idea of GameChangers. I'm passionate about the sector and love the opportunity to make a difference for the charity. It's great that the ideas we talk about are cascaded to senior leaders.

### What do you like most about Gamechangers meetings?

After my first meeting, I was pulled in right away. I felt listened to, and everyone was so honest. I've gained so much knowledge – I know where the charity is at and what we're aiming for. Being a GameChanger really drills our values into you, and it's allowed me to help and provide people with confidence and support.

