

The magazine for supporters
of Community Integrated Care

Community
Integrated
Care

WINTER
2023

FIRST

A Bright Future for Aimee!

Lots to look forward to in Liverpool!



Welcome

inspire

United for a bright
future ahead!

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

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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

Yammer us using the hashtag **#youfirst**

Julie celebrates 30 years at Community Integrated Care!

This December marked a monumental milestone for our Receptionist Assistant, Julie Ward, as she celebrated three tremendous decades working for the charity.

Julie first joined us in 1993 and has showcased her talents across several different roles – flourishing into the model colleague she is today. The team at Julie's head office base in Widnes wanted to spotlight this incredible achievement, so pulled out all the stops!

Our Chief Corporate Services & People Officer, Teresa Exelby, was delighted to present Julie with a special anniversary gift, whilst Julie's team spread the love with a delicious selection of sweet treats and decorations.

We want to extend a huge thank you to you, Julie, for the lifetime of dedicated service you've offered to the organisation. Our organisation simply wouldn't be the same without you!



Hello all,

Welcome to the Winter 2023 edition of You First! It's my pleasure to introduce this jam-packed publication to you – I hope you enjoy reading it as much as I have.

I wanted to take this opportunity to reflect on what's been an incredible year. This time twelve months ago, I was formally appointed as CEO of this great charity after three happy years as Chief Financial Officer.

In the time since then, I've been incredibly proud to have witnessed so much of what makes this charity so special. I've had the honour of spending lots of time out and about with our people and teams, understanding what really makes us tick and where we need to be better.

I'm confident that 2024 will bring truly transformative projects and initiatives that will build on the things we all love and hopefully improve us in the areas that we know sometimes get in the way of our best work.

What's clear to me with every team I meet is that we've got so many incredibly special and passionate people on board to help us deliver this – so we're on the right track!

Before I sign off, I'd like to pay tribute to our outgoing Chair of the Board of Trustees, Libby Raper – who will be stepping down in 2024 after over five years in the role. Libby's commitment to Community Integrated Care in her time with us has been immense, and I know from my own personal experience over the last year that she's been a constant source of support, guidance and direction for the Executive Team. From all of us, thank you Libby.

Wishing you and your loved ones a peaceful festive season and happy, healthy 2024.



Jim Kane
Chief Executive



A spotlight on...

The 2023 Colleague Engagement Survey

Thank you to everyone who took part in our 2023 Colleague Engagement Survey and shared their insights with us!

Here's some of our key highlights...



56%
of colleagues
completed the
survey

Our Employee Net Promoter Score,
which measures colleague advocacy
increased by 3 points to



28



Our Engagement Index which
recognises advocacy, loyalty
and pride is

7.6 out of 10

Our Engagement
Summary - the average
of all scores was -

7.9 (up slightly from
7.8 in 2022)



We know that the really important bit is what comes next!

In early 2024, we'll be publishing the full regional results, and our leaders will be tasked with holding action-planning sessions with their teams, so you can really feel the value of sharing your feedback!

Department of Health and Social Care Special Visit

Our colleagues in Leeds were delighted to

welcome some esteemed guests from the Department of Health and Social Care and the National Care Forum this December. This was a great opportunity to showcase the incredible outcomes our Street Lane and Jackson Avenue teams have achieved alongside the people we support. CEO, Jim Kane and Managing Director, Marc Brodie were thrilled to attend this fantastic seasonal celebration, complete with a delicious buffet prepared by the team including all the trimmings! We've also been supporting the DHSC with their national recruitment campaign. Read more on page 5...



B&Q Transform our Services!



We have been astounded by the generosity of B&Q's teams, who have been volunteering their time to make new, beautiful spaces across 13 services covering all regions.

We can't wait to see the people we support enjoying the new surroundings!

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

Inspire's Annual Sparkles Ball!



Bringing together people we support and colleagues from across Aberdeen, we were delighted to see our new people from Inspire enjoy an unforgettable night at their annual Sparkles Ball!

With top tunes, tasty food, fancy dress and laughter aplenty, the people we support had the time of their lives at this extra-special celebration.



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...

King Street's Big Awards Night

In Wigan, our colleagues were delighted to host their very first 'Pride of King Street Awards' – celebrating all the brilliant achievements of the people we support!

With sparkly decorations and a red carpet fit for a star-studded evening, each fabulous winner took home a trophy and gift bag as congratulations. Thank you to our amazing colleagues for creating the event!



Celebrating Diversity at Gilmorton

In Leicester, Gilmorton Flats hosted an incredible Black History Month celebration!

From music and singing to delicious dishes, colleagues, people we support, and family members came together to enjoy the best of black heritage and culture.



Made with Care Campaign

 Department of Health & Social Care



Supporting people to live full, happy lives relies on having a committed and dedicated workforce in place - something we're very proud of having at Community Integrated Care.

Our colleagues are fantastic role models for people considering a career in care - so, when the Department of Health and Social Care approached us looking for people to star in their 'Made with Care' recruitment campaign we were delighted to help.

This inspiring national campaign is helping to attract more talent into social care - by spotlighting inspiring colleagues and supported people.

We're pleased to share some of our teams' contributions, and catch up with one of our stars...



Nunzia D'Adamio, Support Worker at Community Integrated Care, is just one of our featured colleagues. She said, "It was fantastic to take part in the campaign and to show an insight into our role as Support Workers. From supporting people with daily tasks such as tidying their home and picking out their outfits, to empowering people to follow their dreams and explore new hobbies, a career in social care is so varied and rewarding. I love my job and I hope that through Made with Care we can inspire lots of caring people with a passion for making a difference to consider a career in care too."

Olivea Allegrini-Jones, Head of Resourcing at Community Integrated Care, said, "It's crucial that, as organisations, we come together to support initiatives and campaigns like this, that drive our collective recruitment efforts and showcase just how incredible and fulfilling a career in adult social care can be. We were so proud to be invited to be part of something so important."



Do you know someone who'd be a perfect fit for Community Integrated Care? Visit **www.ReferToCare.co.uk** and tell us all about them!



Passing the **TORCH**

At Community Integrated Care, we're lucky to have been shaped by many incredible leaders in our time, who have been pivotal to our charity's success. In 2024, we say the fondest of farewells to two exceptional people, who have embodied the values and ethos of our charity throughout.



A fond farewell for Libby

After five fantastic years at the helm of Community Integrated Care, we'll say a fond farewell to the Chair of our Board of Trustees, Libby Raper in 2024. In this edition of You First, we reflect on an incredible journey and a tenure that has seen Community Integrated Care through times of both turbulence and triumph.

Libby joined Community Integrated Care in December 2018, and was instrumental to the delivery of our call-to-arms five-year strategy, We Dare. In more recent years, Libby's passions have



been at the very core of our Best Lives Possible plans. Her love for the arts and cultural pursuits, her belief in growth and innovation, but most importantly, her unwavering dedication to our colleagues and the people we support.

Recruitment is underway for Libby's successor, and we look forward to sharing more about this in 2024.



“It's a difficult decision to step back from something that has felt like such a privilege, but it's also impossible to reflect on the last five years with anything except immense pride. A special organisation of special people, we've achieved so much together and I'm so very grateful that I have been able to play a part in our success.”



A Quality send-off for Carolyn!

The highest quality support is the absolute core of all that we do at Community Integrated Care. Since 2018, we've been proud to have Carolyn McConnell at the heart of our Quality team, ensuring that the standard of our work is the best it can be.

The social care sector can be a complex environment, but with Carolyn's leadership, our charity has been able to not only keep people safe and well, but also deliver the highest standard of care and support.

Beyond this, Carolyn has driven ambitious projects and innovations to channel the voice of the people we support – including the work of our brilliant team of Quality Advisors, our first ever Participation Strategy and our recently-launched Voice Groups.



“It's been a total honour to work with so many excellent teams in my time at Community Integrated Care and see the work that we do have a huge impact on countless lives. It's with a heavy heart I retire from this fantastic charity, but I do so knowing that our Quality team continues to go from strength-to-strength with a clear vision of the Best Lives Possible.”



Welcome Jemima Burnage!

We're delighted to be welcoming Jemima Burnage to Community Integrated Care as Carolyn's successor to the role of Chief Quality & Risk Officer. Jemima is currently Deputy Director of Mental Health

(England) at the Care Quality Commission, so brings a wealth of experience and an in-depth understanding of our charity and what makes us special. We'll welcome Jemima in January 2024!





BEST LIVES POSSIBLE

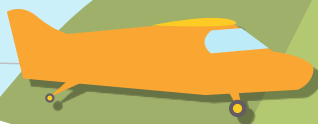
By now, you'll all hopefully be fully behind Community Integrated Care's Best Lives Possible plans, which we proudly unveiled in 2021. This aspirational vision not only set out the stall for a bold future ahead but reminds us all why we do what we do: so that our people can live the Best Lives Possible.

Our eight Best Lives Possible Workstreams...

Over the last two years, we've made great progress towards this ambition. The launch of GROW, the development of our thriving community partnerships, our focus on brilliant care and support planning – and so much more has already been achieved.

Now we look ahead and take the next step on this exciting journey. We've identified eight workstreams of activity that we believe will get us well on the way to delivering Best Lives Possible, and we're proud to update you on the progress we're making on these...

ENGAGING THE PEOPLE WE SUPPORT



We all know how powerful it can be when the people we support are responsible for accomplishing their own hopes and dreams. Their unique experiences and perspectives should be central to the way we do things. That's why we're committing to creating meaningful ways for the people we support and their loved ones to contribute to and influence the work that we do.

Earlier this year, we launched Voice Groups in each of our regions, which we hope will kickstart lots of great activity to bring this to life!

Voice Groups are an incredible way for the people we support to have their say on the things they're most passionate about - if you support someone who'd love to take part, go to page 12 to find out more!

Voice
Groups



TAKES FLIGHT

RIGHT PEOPLE. RIGHT PLACE. RIGHT TIME



A thriving workforce is crucial to us delivering on our ambitions. That's why we're committed to offering a welcoming workplace where colleagues feel happy and have great opportunities to grow their career with us.

We've made loads of progress to make this happen. Our Recruitment Team have done some incredible work to transform some of our processes – our time to hire has dropped significantly and we're even seeing more balanced use of agency and we all know how important that is!

We're not stopping there, either. In 2024, we'll be rolling out further improvements including an enhanced Service Leader Induction Pathway and digital ID checks, which will make life so much easier for hiring managers!

And whilst we know some people may choose to move on from our charity, we want to get a better understanding of the motivations for this to see if there's anything we can do differently to retain great talent. That's why we're launching a new Leavers Survey, so that we can get people's honest feedback and act on this.

GROW — LEARNING EXPERIENCE

In April 2023, we rolled-out, GROW, a first-of-its-kind learning experience for social care professionals, reflecting our commitment to enhancing the lives of the people we support by concentrating on professional development and enriching our colleagues with fantastic social care skills and knowledge. GROW has received fantastic feedback across the board, surpassing all learning targets and has even been recognised with a CIPD Best Learning & Development Initiative Award. The platform is now being continuously developed with more specialist training opportunities covering all roles and specialisms.



CARE EXCELLENCE

Nothing is more important to us than delivering the best care and support possible. It's the absolute foundation of what we do. And so much of our work in recent months has centred around championing people's needs and passions.

We've introduced bespoke care and support planning training for all leaders as they join our charity, following the success of our theatre-style training launched last year.

Our brilliant Assessment and Intervention Team have engaged with 48 services and 223 people we support, offering coaching in community mapping, REACH standards and citizenship.

We're making huge strides in our work with people experiencing more intensive care and support needs, including lots of specialist training now available for relevant teams – and so much more coming in 2024!



SYSTEMS THAT SUPPORT

We're proudly setting our stall as leaders in digital innovations in the social care sector. We know that achieving Care Excellence as we've set out above is reliant on us having systems that give us the very best insights into the work that we do and tell us so much about how we can improve.

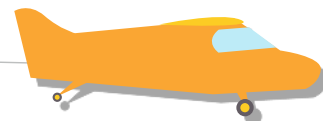
We know though, that when systems don't work seamlessly and easily, this is incredibly frustrating for you. We asked you all for your feedback in our Digital Systems Survey and got lots of food for thought on how we can make your life easier.

We'll be rolling out some really exciting changes in 2024 that we know you'll love – watch this space!

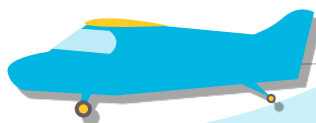




DATA-LED DECISION MAKING



We want to better harness the power of analytics to drive better solutions across our charity. In the past few months, we've been investigating ways to make our data more accessible, and to introduce a single organisational data approach to showcase key improvements across the charity. This will help us to evaluate our work and ensure we're collectively working towards our ambitious vision.



SMARTER WORKING

In addition to introducing new and enhanced data systems we're also committed to improving some of the business tools we use already. Over the past few months, we've been recommending some improvements to our Agresso financial tool as well as identifying a more effective income management system. These updates will allow us to simplify complex processes, reduce admin time and give people more time to focus on the delivery of great care and support.

WELCOMING INSPIRE



Perhaps the most significant development for our charity was the merger of our charity with Aberdeenshire-based care provider, Inspire! You can read lots more about this on page 14.

Merging two organisations is no mean feat, and there has been so much incredible work by teams on both sides to make it happen. Welcoming 500 new colleagues, integrating systems, shaping our services and mapping a new future together – we're really excited for what's to come.




inspire
your life, our support



MORE VOICE,

MORE CHOICE!

At Community Integrated Care we're passionate about empowering the people we support to speak up, to become leaders for our charity and to work in partnership with our senior leaders on mapping out our future.

INTRODUCING VOICE GROUPS...

Voice Groups provide an inclusive space for people at the heart of our charity. People can come together and share their honest feedback on the care and support they receive – to inform positive change across the charity.

Chaired by our wonderful Quality Advisors, who have lived experience of care and support, alongside our

dedicated quality team, Voice Groups now happen in every region – with in-person and virtual sessions.

All discussions are shared back with our senior leaders, ensuring our vision is co-produced with the incredible people we support and captures their amazing passions, aspirations, and ideas.



Voice Groups can support people to gain:

- ✓ Community connections
- ✓ Employability skills
- ✓ New friendships
- ✓ Confidence

Voice Groups

I've been a Quality Advisor for seven years. I've met so many people at Voice Groups. They have told me about themselves, and this has helped us to learn so much about what's important to people. Voice Groups help us to help the people we support,

Dan Callaghan, North West Quality Advisor

To get more info and register, check out:
communityintegratedcare.co.uk/voice-groups.

If you have any questions, contact:
VoiceGroup@c-i-c.co.uk.





Leaders

of the Future



We're really passionate about developing and nurturing the talent that exists within this charity. Not only does it create well-earned development opportunities for our colleagues, this also gives us the confidence to know that we are creating the leaders of tomorrow to guide us into the future.

That's why in 2022, we launched Learn to LEAD – a revolutionary training programme for our frontline workers to expand their skills and experience so that they're ready to step into a Service Leader role when the opportunity arises.

Now in its second year, Learn to LEAD has recently held its 2023 intake, with a fantastic 58 successful candidates – each of them passionate about fulfilling their potential at Community Integrated Care.

We spoke to Owen Handley, a Support Worker in our South Central region who is part of our 2023 Learn to LEAD intake...



Learn to Lead has been amazing for me and boosted my confidence massively! I've been part of things in work that I wouldn't have dreamt of doing before – organising team-building exercises, running training and learning sessions – all of this has really helped me expand my own knowledge and experience.

I've had so much feedback throughout the process so far – the facilitators have been brilliant and check in to see how I'm doing all the time. This has been such an enjoyable experience and I am so excited about what's to come!



WELCOMING

As the saying goes... some things are just better together. When two great things come together with one shared mission and goal, truly magical things can happen.

In August 2023, Community Integrated Care was incredibly proud to merge with Inspire, an Aberdeenshire-based care provider. Two special organisations, each with their own unique characteristics, yet many shared qualities that make them perfect partners.

The origins of the merger date back to 2018, with both Community Integrated Care and Inspire operating side-by-side in North Scotland and being great admirers of each other's work!

Inspire's CEO, Linda Gray and our charity's Chief Operating Officer, Karen Sheridan were exploring opportunities to work more closely in partnership...



Karen shared: "We were so familiar with each other and through those early conversations, it became clear that our two charities were a brilliant fit for one another. We both had a clear vision – that the people we support lived incredible lives filled with choice and opportunity. So what started out as potential collaborations, soon turned

into something much more ambitious!"

"Our strategic vision is one of growth and sustainability, so merging with a like-minded organisation that shares our values and passion felt like such a positive way forward – not just for Community Integrated Care, but for Inspire too."

"Inspire were on their own journey – with aims to enter into new territory with systems and technology, something we were already really experienced in."



inspire



A Strong Start

"We knew that the key to the success of the merger was clear, open and honest communication. Change is scary, no matter your role in it, so it was really important to us to ensure people we're up to speed with what was happening, when it was happening, and how it would impact them.

We focussed on ensuring people had all the resources they need to get themselves and each other through the change – including an informative microsite and lots of guidance for managers to support teams

We also wanted to make sure our new Inspire colleagues got the warmest of welcomes to Community Integrated Care, so that from day one, they knew how important they were to us. Over the course of a fortnight, we met with over 200 colleagues to help us get to know each other better.

The best thing about the Welcome Sessions was the opportunity to understand each other and learn more about the things that were really important to our new colleagues. It was great to hear about people's passions and projects and we're really excited to see what's still to come...

It's so important that we thank the many teams involved in making this happen – so many colleagues from both organisations have worked tirelessly bring this to life.

But special tribute must go to Linda Gray, who has been the absolute heart and soul of this merger, and has done so much to bring the Inspire teams along with us on this journey.

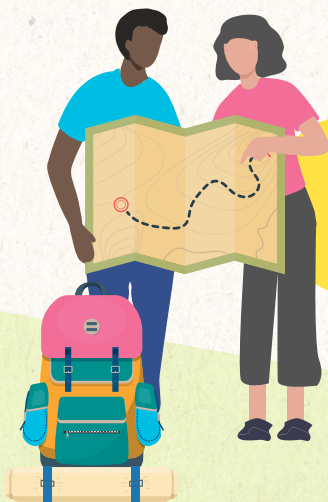
At every juncture, she has kept her teams and the people they support at the core of everything we've done, and as we say farewell to her this December we're so grateful for her thoughtfulness and spirit over the last few years.

Thank you, Linda!"



Linda Gray, Inspire CEO said:

"I have been humbled to lead Inspire for the past six years and I'm so proud of what we've been able to achieve to make this merger possible. These fantastic teams will now continue their incredible work as part of Community Integrated Care and deliver our common goal - the Best Lives Possible for the people we support and our colleagues."



Meet our Inspire Teams

It's been quite the journey so far for our Inspire colleagues, and the best really is yet to come! Let's take a moment to get to know some of our new colleagues and their incredible work...



'Inspire By' Charity Shops

Now established in the Aberdeenshire towns of Huntly, Stonehaven and Inverurie, the Inspire By charity shops and day service model is an innovative social enterprise, providing employability skills and support for people with learning disabilities, as well as the fundraising potential of a charity shop.

Each person who is supported to work in the shop is involved in all aspects of running it – from managing stock, keeping the shop looking great, merchandising and providing top class customer service. They even have the opportunity to produce arts and craft to sell in the shop, and spend a lot of time engaging in broader community activities.



Meet Andrew and Danielle, two familiar faces in the Inverurie community, having worked in the shop since it first opened in July 2022...

What's Andrew's secret to being a great colleague?

"A smile and conversation with customers goes a long way!" he told us.

"Working in the Inspire By shop allows me to feel like I am really part of the local community, and I don't feel hidden away. I've made lots of lifelong friends too!"



Danielle, who proudly works alongside Andrew, shared how working at Inspire By makes her feel...

"Working in the shop is often the highlight of my week! I'm really proud of what I've learned – using the till and serving customers – it means I get to spend more time talking to people in the community, which I love doing."

Donald Dewar Court

Donald Dewar Court is home to six wonderful people with complex needs, dementia and other age-related needs. This incredible team of 48 is expertly led by Steph Low, who has made a huge impact in just over a year at the service - ensuring the entire team received specialist dementia training to respond to the changing needs of the people they support.

Earlier this year, the team at Donald Dewar Court were delighted to welcome Community Integrated Care Trustee Wallace Dobbin on his tour of our Inspire services. Philip, who is supported at the service struck up an instant rapport with Wallace and led him on an exclusive tour of the service, introducing him to all of his friends and the staff team!

Wallace relished the opportunity to be introduced into the home of the incredible people we support and meet some of the dedicated colleagues supporting them.



Fancy a Chin WAG?

Every Wednesday, Inspire host a drop-in session at a local church in Aberdeen called 'Chin WAGS', where people we support can come together to make friends and celebrate their passions.

Whether it's cooking, arts and crafts, games or learning new things – members have developed long-standing meaningful relationships and developed great life skills.

Most recently, Chin WAGS collaborated with another local charity to give members practical guidance and support in building independence and staying safe.

To join for a Chin WAG, contact Chris on chris.simpson@c-i-c.co.uk



Achieving Aspirations:

Meet Aimee



Just like many other 19-year-olds, Aimee has her sights firmly set on her future. A place to call home, career plans and thriving relationships. Since moving into Arundel Apartments in Liverpool, she's overcome many challenges to set herself on her path to success. We spoke to Anthony Caswell, Service Leader at Arundel Apartments, to hear Aimee's inspiring story...

Aimee joined us at Arundel Apartments in July 2022. She was a really shy girl and definitely needed a little bit of time to come out of her shell."

"It's fair to say that Aimee has had her share of obstacles and has experienced some trauma in her life. She moved into the service straight after leaving her foster care placement when she turned 18, so it was a huge step for her to all of a sudden have her own home to manage."

"The team have really supported her to build her resilience and develop strategies to respond to life's challenges. One technique has been the introduction of 'stress buckets' – an activity where when Aimee is feeling overwhelmed, she can work with the team to identify what her stresses are, and come up with positive ways to manage these in collaboration with the team. These have really helped her to manage things on those days when life gets a bit hectic."

"When Aimee moved into her home at Arundel, she'd not been at school for a little while, so one of the big targets for her was to get back into it. With some support from the team, she started attending again and achieved a huge milestone of passing her GCSEs."



"She even went to her school prom to celebrate this achievement, and the team pulled out all the stops to make sure Aimee felt a million dollars on her special night – getting her a beautiful dress, and supporting her to get her hair and makeup done locally. The whole thing was something that would have been out of the question for Aimee previously. I think that's what we're most proud of – her willingness to try things she wouldn't usually."





We spoke to Aimee about her ambitions for the future...

"I'm going to college next year so I can get my Health and Social Care diploma. I used to go to a youth centre when I was younger, and then I worked there for a little while too and I really enjoyed it. I'd like to go back to working with young people. I think I could make a difference as I can relate to what young people accessing social care are going through."

"I'm also decorating my flat at the moment, and putting my own stamp on my home. I really like living at Arundel Apartments and I'm very grateful to the team for everything they do to support me."





FINALLY...

CODIE & COLIN'S Leap Of Faith

Codie Walton and Colin Pringle, Service Leaders for Community Integrated Care's services in Gateshead, took a giant leap of faith in September as they zip-wired from the dizzying heights off the Tyne bridge to raise money for our charity. We were pleased to chat to them about this brave act of kindness...

Firstly, tell us what motivated you to take on such a daring adventure?

CW "We wanted to raise money for local activities and equipment for the people we support to enjoy, so when we heard that a zip wire was being held close to the services, we thought it would be a perfect opportunity to raise money and for the people we support to come and watch!"

How did you feel on the day?

CP "Whilst it was scary, it was an honour to jump for the charity. Having the people we support and the difference we could make at the forefront of my mind, whilst dangling off the Tyne Bridge, really helped. Bring on the next challenge."

Any plans for another jump?

CW "We are looking to do a tandem skydive in the summer of 2024. This will be even scarier, but we saw the difference that was made to the lives of the people we support after our zip wire fundraiser, so we will hopefully raise more funds for the people we support in our region!"

"We are both hoping to inspire others to do more fundraisers and raise money for the people supported by Community Integrated Care. We would also be delighted to have anyone else take part in our tandem skydive, so please get in touch with us if you would like to join!" - Colin

