

Welcome to our SCA Care Customer Newsletter. We would like to share with you some of our recent achievements and news stories. We hope you enjoy reading about what we have been up to!

Dignity Action Day - 1st Feb 2013

SCA supports the Dignity in Care campaign and will be celebrating on Dignity Action Day on the 1st February this year along with other care providers up and down the country.



“Dignity Action Day gives everyone the opportunity to contribute to upholding people’s rights to dignity and provide a truly memorable day for people receiving care. Dignity Action Day aims to ensure people who use care services are treated as individuals and are given choice, control and a sense of purpose in their daily lives.”

www.dignityincare.org.uk/dignityactionday

SCA Care will be holding a number of events throughout our day clubs and extracare centres to mark this occasion. In addition SCA ran the Christmas Bags of Care Campaign which provided a Christmas visit and bag of gifts to those customers in the Southampton area who were alone this Christmas. (see page 2 for the full story).



SCA will nominate a number of staff as ‘Dignity Champions’ so that they can carry on the important work of promoting dignity in care beyond the Dignity in Action Day.

SCA CHRISTMAS BAGS OF CARE



Gifts kindly collected and donated by the staff at First Bus in Southampton.



Some of our volunteers and Christmas bags of care ready to go just before Christmas.

THANK YOU to the following businesses and people for kindly donating to the campaign:

Lions Club, Asda, Tesco Express, The Body Shop, The Anvil Group, A&A Office Supplies, AW Jeffries, Dansach, First Bus, Hampshire Press, Glyn at Henry Schein, George Dibben, Point 13 Media, June from CBS Outdoor, Abraham & Dobell, Dr Henry Rosenvinge, Jac Cartwright, Izzy Nicholls.

Thank you so very much!

SCA staff went the extra mile this Christmas and showed how much they really care by giving up time to distribute gifts to vulnerable older people.

The idea was the brainchild of SCA Auditor Pauline Bain, who works at SCA's headquarters in Southampton. Pauline raised over £800, and put together over 40 'Bags of Care' stocked with goodies. She persuaded 25 volunteers among SCA's staff, board members and their families to volunteer to distribute the bags on Christmas Day and Boxing Day.

The bags included useful gifts and treats such as chenille throws, toiletries, back brushes, shoe horns, shower caps, chocolates, Christmas mugs and other goodies and were distributed to 35 of SCA's home care customers in Southampton who were on their own over the Christmas period. Other bags were also given to customers at our extra care homes in Southampton, including Rosebrook Court, Rozel Court and Manston Court.

SCA extends a big THANK YOU to Solent Lions, First Bus and all those who have contributed goods or funding, as well as to Pauline for organising the Bags of Care campaign.

Thanks also to the volunteers: Alex and Dan Bryn, Fay Broomfield, Emma Freeth, Andrew Pease, Wendy Bolt and husband, Ros Lucas, Pauline Bain and daughter Danielle, Lisa and William Dillane, Matt Jarrett, Heather and Alan Russell, Oxana Boulat, Wendy Hughes and daughter Laura, Trevor's sister, Maria Mills and son, Mary Peverell, Sheelagh McCarthy and Alex Calnan.

Due to the success of the campaign we hope to re-run it for Christmas 2013 and hopefully extend it out to our other areas such as Poole, New Forest and East Hampshire.

Like & Follow Us!

Did you know we are on Facebook & Twitter? Please add us for all current and exciting news, and even some fun challenges!



SCA Group



sca_group

Are you on email?

Many of our customers are now using email and prefer to receive our newsletters by email. If you have an email account and would like us to send you our news via email then please email
victoria.judge@scagroup.co.uk.



SCA Day Clubs offer a fun day with friends

SCA run six day centres in Southampton and the New Forest. We have specialist centres for people with high physical needs and also for people with dementia.

Our centres offer friendship, fun, activities, exercise, puzzles, reminiscence and discussion groups, along with a cup of tea and a nice lunch!

Some transport is available on request.

Come and join us, call **023 8082 9257**



A centre for health and wellbeing in Lyndhurst for people living in the New Forest.

exercise classes / gym / clubs / support groups / activities / physiotherapists / and much much more!

023 8028 2862

www.scagroup.co.uk/fenwick2

Customer Involvement

Did you know that there are several ways that you can get involved in shaping the way that we deliver our services. We value your ideas, comments and complaints as they help us to improve our services.

We welcome input from all our customers and have several ways for you to get involved:

Become a Board Member— contact Ros Lucas to find out more— rosalind.lucas@scagroup.co.uk / 023 8051 6035.

Join our working groups which are looking at the development of our care planning tool— rosalind.lucas@scagroup.co.uk / 023 8051 6035.

Come along to your local open surgery held regularly in your local care office as follows:

Poole Area— held on the last Wednesday of every month from 10am to 2pm.

Southampton & New Forest Area— held on the third Wednesday of every month from 12.00 to 4.00pm.

East Hampshire Area—held on the second Thursday of every month from 12.00 to 4.00pm

Your local office will be glad to see you and welcomes your feedback and suggestions.

4. **Extracare Meetings**— for those customers who live within our extracare homes we hold regular resident meetings.

Why not get involved? Your voice really matters to us.

Christmas at the SCA Day Clubs

In the build up to Christmas there were a lot of activities going on at our day clubs in the Southampton and the New Forest.

Our members had Christmas parties, made decorations, had carol sing-a-longs, held raffles and much more besides! Members at the Brook Day Club kindly made decorations for our Christmas tree at head office!

Here are just a few of the photos that we have of the celebrations!



SCA Care Dementia Care Strategy 2013—2016

Our Vision:

“To deliver specialist dementia services which enable people with dementia, their family and carers to improve their quality of life and live well with dementia in their own homes”

Our Goals:

We will ensure better knowledge about dementia and work within our local communities to de-stigmatise dementia.

We will ensure early diagnosis, support and treatment for people with dementia and their family and carers.

We will develop services to meet changing needs better.

In order to achieve our goals we will be developing a number of new ways of working, providing specialist training to key members of staff, working closely with our existing members and communities and developing new services.



Do you need an NHS dentist? We've got clinics:

Southampton (Woolston)	023 8044 7728
New Forest (Totton)	023 8087 1166
New Forest (Holbury)	023 8089 1936
Gosport (Brune)	023 9279 4151
Gosport (Rowner)	023 9254 5000
Portsmouth	023 9281 8649

Do you need an advocate to help you sort out a problem?

We have advocates available to work for free and for a great value rate in Dorset, New Forest, Southampton and East Hampshire. We can help with a range of issues including care issues, power of attorney, complaints, benefits, residential care and much more.....

Call us now if you'd like to find out more

023 8036 6663

Do you know someone who would make a great care worker?

Maybe a family member, neighbour or friend?

We need people who care and want to help others. We provide all the training and previous experience is not necessary.

We also offer Apprenticeships in Care for school leavers who are looking for a career in health and social care.

Please pass on our number if you know someone who would be interested to find out more.

023 8036 6663



Mobilise!

We can help you get around

**Dial A Ride
Southampton
023 8022 2289**



Do you need a bit of extra help? Maybe a bit of extra housework, or an extra call once or twice a week?

We can help. SCA Care can deliver extra help on a private basis, at a very competitive rate.

Call your local office now for a quote. We'd love to help!

New Forest: 023 8051 6034 / Southampton: 023 8051 6017

Poole: 01202 853241 / East Hants: 023 9224 1555

SCA FUNDRAISING

All too often we identify customer needs that we cannot meet because there is no funding available. Therefore staff and volunteers at SCA often undertake fundraising activities to try and meet these needs. All funds raised go into SCA's hardship fund so that we are better able to respond to people's emerging needs as we identify them.

HEAD FOR HEIGHTS CHALLENGE— a team of staff are going to abseil down the Spinnaker Tower in Portsmouth in May this year!!

PANCAKE RACE— staff and volunteers at Fenwick2 will be joining in a Pancake Race on 12th February to raise funds for the SCA day club.

To find out more or maybe make a donation, visit our webpage at www.scagroup.co.uk/fundraising

Thank you for reading our newsletter. We hope you found it useful and informative.

Any suggestions or comments? Please call Roxy Boulat on 023 8036 6663

Forbidden Fruit Word Search

Find the names of the various types of apples hidden in the puzzle.

B P I N K L A D Y E S O R L E M M
V A G R A N N Y S M I T H E T Q R
R Z I K A B L E M Y L N R X R O O
G U K L F J E B O I R I F A H O M
A H L J E K T R B U P G P I S Y E
G J E A K Y K E B M R A K S O Q B
W O N L L U R E E A U P J O T M E
P N T A W T A K G L D D O R N A A
S A E G Y R U G A E E V F B I L U
I T R P B C O R T L A N D M C I T
R H P N K E E G I U N N Q A M N Y
C A R O I D N C H J P Q C G A D F
Y N I P X L I P W W U D A O J A J
E A S B V O N W E V O F M D Y H E
N O E I U D E R A D I X E B G D X
O E X S K I N G D C O X O H P J E
H O H B A O G D L O G A N O J B D

AMBROSIA
BAILEY
BRAEBURN
CAMEO
CORTLAND
DELICIOUS
EMPIRE
ENTERPRISE
FUJI
GALA
GRAGG
GRANNYSMITH
HONEYCRISP
IDARED
JONAGOLD
JONATHAN
KING
LIBERTY
MALINDA
MCINTOSH
MELBA
MELROSE
PAULARED
PINKLADY
ROMEBEAUTY
YORK

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social care in action