

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!

Welcome to Michelle Curtice!

Michelle joined us in May to become our new Care Operations Manager for Care at Home, and brings with her over 20 years of knowledge and experience in service delivery and working with older people.

Michelle grew up in Nottingham and began her career as a dental nurse upon leaving school. She later moved from dentistry to nursing, on an elderly ward at the local hospital. After a short while Michelle developed an interest in mental health care and moved across to work in the department of psychiatry.

Michelle focussed her knowledge and skills development and specialised in dementia care for older people within the community. She was interested in learning more about the impact that dementia has upon the individual and their family and also wider community networks.

Michelle has worked in management positions for a number of well-known local mental health charities such as Rethink, Age Concern and Solent Mind delivering community based services for the elderly and ensuring that services are tailored to their individual needs, and supporting them to remain as independent as possible within their communities.

As an experienced Registered manager with Care Quality Commission (Regulatory Body) Michelle has a sound understanding of the standards and requirements for delivering care provision in the community to vulnerable adults.

Michelle wanted to continue her career in the third sector and was aware of SCA through her work at Solent Mind. We happily welcome Michelle to our team and will benefit greatly from her depth of knowledge and skills in managing and supporting staff teams in order to ensure that services of excellence are delivered.



Tracy Smith Receives Volunteer Award from Mayor of Southampton

We proudly report that Tracy Smith, volunteer at SCA Brook Day Centre has been presented with a '100 Hour Certificate' by the Mayor of Southampton, Cllr Ivan White. The ceremony took place at the mayor's parlour in the civic centre during National Volunteers Week 2 - 7 June 2013. This event was organised by Southampton Voluntary Services to thank volunteers for their efforts in giving their time to help the local community.

Tracy was one of 35 local volunteers who were invited to this event. Tracy has volunteered at our day centre for a number of years and is a great asset to the team, she said, "thank you for nominating me and I am very excited to be presented with an award from the Mayor and thank you for my gifts and card".

First Bus Donation



Following our Christmas Bags of Care campaign our friends at First Bus in Hampshire and Dorset have kindly made a donation of £1000 to our Care division. A team have been working together to find the best way of using the donation.

A group of SCA's most vulnerable home care and day care customers living in the Southampton area and who do not have families close by have been invited to visit the Sea City Museum in Southampton. Trips are being planned during June and those customers who are able to go are delighted at the opportunity. Those customers who are unable to travel for various reasons will instead receive a food hamper.

A further update will be provided in our next newsletter including photographs of our customers at the Sea City Museum.

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

scatransport
connecting our communities

Mobilise!

We can help you get around

**Dial A Ride
Southampton
023 8022 2289**



Welcome to Natalie Southgate SCA Care Lead Practitioner

Natalie Southgate joined us in May as SCA Care Lead Practitioner. After graduating with a first class honours degree in mental health nursing, Natalie has enjoyed a 16 year career so far in the health and social care sector, working mainly in both the independent sector and the NHS. Natalie has been a registered manager and is now SCA's 'Nominated Individual' which means that she takes responsibility for our compliance and the monitoring of quality across our care division.

Natalie joined us at SCA because she felt she wanted to work for a social enterprise that gives something back to the local community, particularly one like SCA that is innovative and forward thinking.

We are pleased to welcome Natalie to our team and expect to benefit from her keen eye for detail and enthusiasm for quality and compliance issues.



Natalie Southgate

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 Joy on **023 8082 9257**

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



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 really 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:

1. **Become a Board Member**— contact Ros Lucas to find out more— rosalind.lucas@scagroup.co.uk / 023 8051 6035.
2. **Join our working groups** which are looking at the development of our care planning tool— contact rosalind.lucas@scagroup.co.uk / 023 8051 6035.
3. **Come along to your local open surgery** held regularly in your local care office as follows:
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.



The SCA Head For Heights Challenge!!

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 donation fund so that we are better able to respond to people's emerging needs as we identify them.

On 25th of May 2013 a number of volunteers including SCA staff members abseiled down Spinnaker Tower in Portsmouth to raise funds to support a number of services, reaching some of our most vulnerable customers locally. The Spinnaker Tower is 170m high, which is taller than the London Eye, Blackpool Tower and Big Ben!! The all female team (named below) took on a goliath 96m drop in front of friends, family and the viewing public. Some faced a real personal challenge having never done anything like this before!

Volunteers who took part:

Karen McCarthy, Natasha Koerner, Bev Pope, Oxana Boulat, Nancy Hall De Vuyst, Stacey Ball, Jacky Conforth, Michelle Parker and Jan Gollop! A massive thank you and well done to all!!

There will be another brave group attempting to abseil down Spinnaker Tower in August. Let's wish them the best of luck! An update will be published in our next newsletter for you.

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



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 / East Hants: 023 9224 1555



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
Dorset (Swanage)	019 2942 7356

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

077 3995 1715

Careers in Care

Do you have a passion for helping others?

We offer:

Excellent rates of pay, free uniform & equipment,

CRB check, award winning training, flexible hours

20 years care experience

Support from friendly local teams

Evening & weekend hours available

Allocation of local customers to reduce travel

023 8051 6034



Time for a Cuppa with SCA!

Members, volunteers and staff at the SCA Group head office and at SCA Fenwick2 Health and Wellbeing Centre took part in the Dementia UK 'Time for a Cuppa' campaign to raise money to support the Admiral Nurses.

The New Forest has an increasing number dementia sufferers yet has no access to an Admiral Nurse. SCA felt the need to support this campaign in the hope that funding might be used to fill this gap.

A cake sale was held at the SCA head office in addition to an afternoon tea and cake event which was held at SCA Fenwick2 on Thursday 7 March 2013. The Lyndhurst Community Choir provided the entertainment. The event was a huge success

with members of the Fenwick2 Day Centre and their families joining with SCA staff, volunteers and friends of the centre for a fun afternoon of singing and chatting with tea and cake.

The event raised a total of £181.00 for the 'Time for a Cuppa' campaign. Elena Prieto-Ruiz, Manager of the Day Centre for people with dementia at SCA Fenwick2 said:

"It has been a delightful day and we have raised money for the Admiral Nurses who need our support. It would be brilliant if we could have an Admiral Nurse for the New Forest area as I know how much good they do supporting sufferers and their families out in the community."

Thank you to everyone for their kind donations.



The Lyndhurst Community Choir kindly provided the entertainment



Cake sale run by staff at SCA Head Office, Amplevine House.



Karen Cook (Admiral Nurse) & Elena Prieto-Ruiz (SCA Fenwick2)

Volunteers Week - 1st - 7th June 2013



Volunteers Week provides us with an opportunity to thank our volunteers who provide valuable help and support to various services across our organisation.

In our day care centres we have a number of volunteers who provide support and assistance to the staff teams in the general running of the centres. This year each day centre decided to hold their own celebrations to thank our wonderful volunteers. Each volunteer has been presented with a thank you card, gift voucher and cake.

Across SCA we have around 100 volunteers in total who take on a variety of roles including Board Members, administrators, advocates, drivers and support for our day centres.

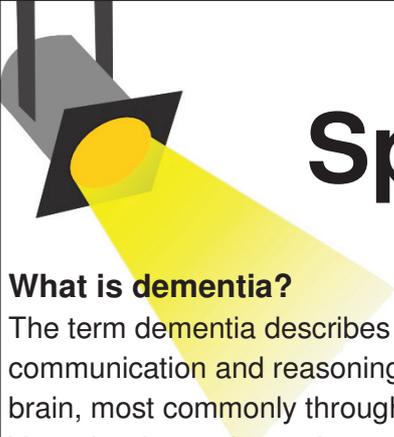
If you would be interested in volunteering or know someone who would then please call us on 023 8036 6663 or email volunteering@scagroup.co.uk.

Thank You for the Compliments!

We would like to take this opportunity to say thank you to all our customers who have kindly taken the time to give us some lovely compliments which are very helpful to us. If you would like to give us some feedback then you can do so via the following ways:

- send a letter to your local office/manager
- add a comment to our website www.scagroup.co.uk/customer-comments
- send to homecare.co.uk via one of their pre-paid recommendation cards or log on to homecare.co.uk and complete their online recommendation form.

Your compliments provide valuable feedback for us to show potential new customers and offer them the reassurance they need when selecting a new care provider.

A graphic of a spotlight with a yellow beam of light shining downwards from the top left corner of the page.

Spotlight on Dementia

What is dementia?

The term **dementia** describes a collection of symptoms including memory loss, mood changes and problems with communication and reasoning. It is not a natural part of growing old, but is instead caused by damage to the brain, most commonly through Alzheimer's disease or sometimes other diseases such as Parkinson's disease. Vascular dementia can be caused by strokes, while a less common type of dementia is caused by trauma damage to the frontal lobes of the brain.

The Alzheimer's Society estimates that around 800,000 people in the UK have dementia, with two thirds of these being women. Dementia is common in older people, but younger people under 65 years can develop it as well. It's likely that the number of people with dementia in the UK will double in the next 40 years.

What are the signs?

The symptoms of dementia can vary, depending on the area of the brain affected and individual differences. Anyone who fears they may have dementia should always seek professional help, but the symptoms can include:

- Memory loss, particularly short term memory, such as repeatedly asking the same questions or becoming disoriented in familiar places.
- Increasing difficulties with tasks that require judgement, concentration and planning – such as paying the bills.
- Changes in personality and mood, or depression.
- Periods of mental confusion, such as not recognising familiar people.
- Difficulty finding the right words.
- Loss of interest in social activities, or behaving in socially inappropriate ways.

Where to go for help:

An early diagnosis can help people with dementia to get the right treatment and support, and help those close to them to prepare for the future. The first port of call should always be a GP, who can assess the patient's risk factors and symptoms.

Where to find support:

There's a wealth of useful information about dementia on the websites of national organisations such as the Alzheimer's Society, Dementia UK, NHS Choices and MIND. These organisations also have many local groups that can provide advice and support to carers and sufferers (see the contact details below).

Hampshire County Council's Community Independence Team, part of its adult social services, can advise on specialist help for people experiencing difficulties with managing everyday activities. The council also runs a Dementia Advisor Service, provided in the New Forest by the Alzheimer's Society.

The SCA Fenwick2 Wellbeing Centre in Lyndhurst offers stimulating day care sessions twice a week for people experiencing memory loss, allowing valuable respite time for their carers. Fenwick2 is also launching a new pilot project to provide Cognitive Stimulation Therapy (CST) for people with memory loss in the New Forest. CST is a group intervention and activity programme that has been shown to benefit people with mild to moderate dementia.

Support for carers in the New Forest is available through the New Forest Carers Forum which arranges a variety of time out activities for carers living in the New Forest area. The Alzheimer's Society's Dementia Friends initiative is encouraging people to learn more about what it's like to live with dementia and to turn understanding into action. This can be anything from helping someone to find the right bus to spreading the word about dementia on social media.

Planning for dementia

Experts agree that it's important to make legal, financial and medical plans for the future. Sufferers can avoid future confusion by writing up-to-date wills for both the person with dementia and their carer, and discussing end-of-life preferences with family members. Designating someone with Power of Attorney over money, legal and medical matters for a time when the sufferer can no longer make these important decisions on their own is also vital. Legal and financial advice can be obtained from charities such as Age UK, solicitors and from the Office of the Public Guardian. A useful guide to Power of Attorney can be found at www.scagroup.co.uk/advocacy/lpoa.

USEFUL CONTACTS

Age UK Hythe and Lyminge – 01303 269 602 or email co@ageukhl.org.uk

Alzheimer's Society - helpline 0300 222 1122; www.alzheimers.org.uk

Alzheimer's Society New Forest and Southern Test Valley – 01590 644679; www.alzheimers.org.uk/NewForest

Alzheimer's Society Dementia Friends - www.dementiafriends.org.uk

Dementia Friendly Communities (New Forest) – 07827 318017 Debbie.morshead@Andovermind.org.uk

Dementia UK - 020 7874 7200; <http://www.dementiauk.org/>

Fenwick2 Wellbeing Centre - 023 8028 2862 elena.prieto-ruiz@scagroup.co.uk

Hampshire Adult Services - 0845 603 5630

HCC Dementia Advisory Service - 023 9289 2034

MIND – helpline 0300 123 3393; www.mind.org.uk/

New Forest Carers Forum - Vicky Hamilton Vey at Fenwick2 on 023 8028 6342; email vick-yhvey.nfcf@btinternet.com; website www.scagroup.co.uk/fenwick2/carers

New Forest District Council sport initiative – Sue Wilks on 023 8028 5411 www.newforest.gov.uk/dementia

NHS Choices - www.nhs.uk/Conditions/dementia-guide/Pages/about-dementia.aspx

Office of the Public Guardian - <http://www.justice.gov.uk/about/opg>

SCA Group social enterprise – 023 8036 6663 or www.scagroup.co.uk

SCA Group (Power of Attorney) - 07739 951715; www.scagroup.co.uk/news/free-help-with-power-of-attorney

Southern Health NHS (Memory Matters courses) - www.southernhealth.nhs.uk/services/mental-health/older/memory-matters/?locale=en

Summer Word Search

See if you can find the hidden words associated with Summer.

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

A	G	C	E	E	D	Z	L	I	G	H	T	N	I	N	G	U	AUGUST
K	W	L	S	H	F	M	K	H	E	J	L	S	F	L	C	Z	BARBECUE
C	E	X	O	O	K	E	G	U	F	E	Q	B	P	Z	B	P	BEACH
D	G	F	S	T	Y	I	C	N	M	T	T	A	E	H	X	O	FUN
A	Y	I	R	F	I	E	H	O	I	E	S	E	H	C	S	O	HEAT
J	H	C	M	A	B	O	N	O	Q	M	D	U	S	Q	E	L	HOTDOGS
I	C	P	O	R	M	A	N	U	T	A	M	U	G	V	S	O	ICECREAM
S	A	R	A	W	D	Q	O	C	H	D	N	I	A	U	S	K	JULY
U	E	B	R	E	G	D	M	S	A	B	O	C	W	O	A	U	JUNE
M	B	P	L	C	E	A	Z	S	U	K	A	G	D	S	L	A	LEMONADE
M	F	D	K	D	E	D	U	R	R	T	U	M	S	G	G	K	LIGHTING
E	I	N	Y	R	B	N	N	E	I	R	C	D	B	E	N	V	LOTION
R	C	P	C	L	T	E	D	O	D	L	I	L	V	N	U	L	PICNIC
I	F	E	Q	A	U	N	N	A	E	N	N	X	U	U	S	H	POOL
T	C	S	N	E	U	J	A	F	U	P	C	U	S	J	A	S	SHADE
I	J	M	X	H	H	V	D	F	U	N	I	G	U	U	B	O	STORMS
V	Q	P	T	I	S	M	R	O	T	S	P	H	Z	M	M	A	SUMMER