

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 IN ACTION DAY 1st February 2014

An annual opportunity for health and social care workers, and members of the public to uphold people's rights to dignity and provide a truly memorable day for people who use care services.

Dame Joan Bakewell, Dignity in Care Ambassador said:

"Dignity Action Day highlights a more respectful way of behaving towards vulnerable people. The very old and the very young clearly need our respect, but it wouldn't do any harm to spread the dignity message across the population then we can all benefit."

Our Day Care customers have made works of art to celebrate Dignity in Action Day; customers at our Brook Day Centre have completed making Pots of Dignity.

Supporting Dignity Action Day will raise awareness of the importance of Dignity in Care, provides someone with an extra special day, demonstrates that everybody in the community has a role to play in upholding Dignity in Care, reminding the public that staff have a right to be treated with dignity and respect too.

For more information on Dignity in Action Day: http://www.dignityincare.org.uk/Dignity_Action_Day/

Our Day Care members have been busy over the last few weeks creating beautiful works of art to celebrate Dignity In Action Day! These are just a few samples of their work...



Pond of Reflection, by Woodside Day Care members.



Dignity Around the World, by members of Brown Hill Centre



Wishing Pear Tree, by members of Oak Lodge Centre



Pots of Dignity, by The Brook Centre members

A Christmas Feast for SCA Customers



Following 2012's Christmas Bags of Care initiative, a meeting was held to discuss what SCA could do for our customers who have no family or next of kin and would be spending Christmas 2013 alone. Earlier in the year, thanks to a charity abseil off of the spinnaker tower, the top fundraiser Jane Evans (Locality Manager at our Waterlooville office) had raised over £500. This funded a Christmas Lunch held at Manston Court (with kind permission from wardens Jan White and Liz Byrne) on 28 December 2013, for 28 of our customers.

Fiona Price, SCA Director of Business Development brought all the Christmas crackers and arranged with Southampton City Catering to provide roast turkey dinners and Christmas pudding. Marcus Wrycraft, SCA Director of Transport, agreed to provide two buses to collect the customers who needed transport. Fiona Price and Karen Harding (SCA Advocacy Manager) agreed to be escorts on the buses to assist the drivers and ensure the customers arrived safely.



Pauline Bain (Quality Manager) was key in organising the event and co-ordinating the day to ensure it ran smoothly, with the help of volunteers Louise Muir, Nicky Turner, Ros Lucas, Danielle Bain, Ashley Bain and Paul Houston. The offers to volunteer to help with the lunch were made without having to ask. Lucas Raye, well-known musician in the Southampton area heard of the proposed lunch and agreed to come and play for a few hours free of charge. He played throughout and some of the more popular Christmas songs ensured a sing-a-long chorus was enjoyed by all.

A traditional Christmas lunch was served of roast turkey followed by Christmas pudding and custard and of course mince pies. For those who had room there was tea or coffee and after dinner mints.

Maria Mills, SCA Group CEO, dropped by to ensure all was going smoothly and left mountains of chocolates for the customers and

volunteers.

All the customers left with a gift of a pair of leather gloves thanks to the generosity of A.W.Jeffries, H Schein and The Anvil Group. Some lovely thoughtful words of thanks from our customers made the whole day worthwhile.

The day was so enjoyable for customers and volunteers and such a success, we are thinking about organising an Afternoon Tea event in 2014.





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!

**Southampton & New Forest: 023 8051 6034
East Hants: 023 8051 6022**

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 suggestions as they help us to improve our services.

We welcome input from all our customers and have several ways for you to get involved. Call 023 8036 6663 to find out more.

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



SCA Advocacy is available to anyone who needs some support with an issue in their life.

Call Karen on 077 3995 1715 to talk through what you need and how an SCA Advocate may be able to help.

SCA Advocacy also offer support with Power of Attorney applications which can be time consuming and sometimes costly to do. Having Power of Attorney ensures that if you lose the capacity to make decisions for yourself then your affairs will be managed as you wish by the people you trust.

For a donation of £100 an experienced, trained advocate will provide you with support to get your application completed and registered.

A free guide is also available on our website www.scagroup.co.uk/advocacy.

For more information please call Karen Harding on 077 3995 1715.

Like & Follow Us!

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



SCA Group



sca_group



Dial a Ride Southampton

A transport service for persons unable to use existing public transport due to a disability. Fares apply.

Booking is essential. Before booking you must complete a membership application form.

Call us for a form or download from our website.

www.scagroup.co.uk/transport/dial-a-ride

Dial-a-Ride Monthly Outings to Haskins and Hedge End

now also available!

**CALL US ON
023 8022 2289**

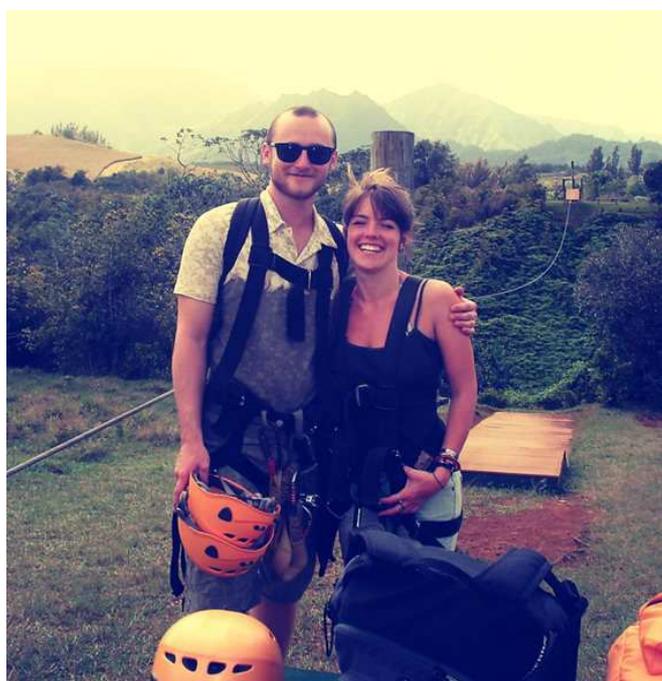


Sore Legs for SCA – fundraising for a good cause!

Local musician Lucas Raye and his manager Emma Dillane embarked on a trek up Mount Kenya in February in order to raise money for us at SCA. As keen travellers they had already booked the trip before realising it would be a great opportunity to raise some money at the same time for a worthy cause.

Lucas and Emma are passionate about the work that we do, and Lucas recently played (at no charge) at our special Christmas lunch event for 28 of our most vulnerable and lonely customers.

Anyone who would like to support this fundraising event can make a donation online at www.mydonate.bt.com/fundraisers/sorelegsforasca.



So far the pair have raised over £500! Donations are still rolling in!

They flew out to Kenya on 10th February for a three week stay. Their climb started on 18th February and took five days in total to go up and come back down. They undertook some training for the trip to ensure they were fit for purpose and had to endure a number of inoculations to keep them safe whilst they were there. They had a great time and found the climb a real challenge! Thankfully they are back home safe and sound.

We are hoping to host a spring / summer party for a group of our most socially isolated customers with the money raised.

NEW ARRIVALS!!

I am sure you will all join us in congratulating a proud mum Lesley Riddell who gave birth to baby boy Archie who was a healthy 8lb 5oz.

Also Samantha Graham had a little boy called Kieran James. He was born on 28.11.2013 and weighed in at 6lbs 7oz!

Both mums and babies are doing fine.



Fenwick2 Talk



We had a very interesting talk given to us at Fenwick2 Day Centre by Trevor Sapey – (Community Engagement, Outreach and Access Officer) from the Mary Rose Trust.

It was a fascinating talk brought alive by the artefacts and costumes he brought to the centre. Fun was had by all including Terry who dressed up as Henry VIII!

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

exercise classes for all including those with long term
health conditions / gym / clubs / day care / activities /
carer support / physiotherapists / and much much
more!

023 8028 2862

www.scagroup.co.uk/fenwick2

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

Careers in Care

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.

Thank you

Call us on **023 8051 6028**

www.scagroup.co.uk/jobs

scacare
supporting better lives



SCA Staff Awards coming soon!
Nominations open on 1 April 2014.

Nomination forms are now available should you wish to nominate
one of our staff

Pease call Roxy on 023 8036 6663 if you haven't received a nomination form



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 www.homecare.co.uk via one of their pre-paid recommendation cards (ask your care worker for one) or log on to homecare.co.uk and complete their online recommendation form.
- Leave feedback on our profile on the NHS choices website - www.nhs.uk/services/careproviders

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.

SCA Day Clubs

For older people looking for friendship and fun in Southampton and the New Forest.

(Some clubs for people with dementia and the physically frail also)

Our Day Clubs are here to support your needs. You may be lonely and would like some social company or you may have physical needs that we can support you with. Or do you have a loved one who would benefit from a day out whilst you have a break from your caring role?

FREE trial available!

Why not come along and spend the day with us, or just stay for a cup of tea and see what you think?

Call Joy on **023 8082 9257** to find out more

BELLA CELEBRATES HER CENTENARY

Bella celebrated her birthday with family and friends indulging in a delicious cream tea at the IBM Club in Hursley. Her most prized present was a signed photo of Irish singer Danny O'Donnell.

Having grown up in Ireland, Bella moved to Eastleigh in 1944 at a young age of 19. She found work at the Pirelli cable company during the Second World War. Her other job included Price's Bakery as well as running a club in town with her late husband Jeremiah. Sadly, Jeremiah passed away 15 years ago.

Her eldest son, Michael, looks after his mother and visits her every day at her home in Eastleigh. He said: "It was a really good day. I think she was overwhelmed but it was great to see all the family together."



Bella McDonnell with SCA Care Worker, Lesley Hillier. And to the left Bella with her children, grandchildren and great grandchildren. Inside Left, Bella with her signed picture of Daniel O'Donnell.

Our East Hants office team have moved!

They can now be found at our head office in Southampton.

**Amplevine House
Dukes Road
Southampton
SO14 0ST
023 8051 6022**

Thank you for reading our newsletter.

We hope you found it useful and informative.

**If you have any comments or suggestions please call Roxy Boulat on
023 8036 6663**