

Summer 2014

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!

Stars of the Staff Awards 2014



The annual SCA Group staff and volunteer awards took place on Friday 27 June 2014. In total, 18 awards and prizes were presented to the lucky winners including Care Workers of the Year, Volunteers of the Year, Employee of the Year, Team of the Year, Manager of the Year and others.

The evening was hosted by Jules Lang from BBC Radio 2, who volunteered her time to help SCA. Also Ken Bruce (BBC Radio 2) provided some fun voiceover to add to the presentations!

The evening took place at Sir Richard Taunton's College in Southampton and musical entertainment was provided by local musician and friend to SCA, Lucas Raye.

An impressive 291 nominations were received with a third coming from you, our customers. The evening was the perfect opportunity to thank our staff and volunteers for their hard work and excellence in service delivery. The heartfelt nominations were shared as part of the presentations and appreciation was shown for those staff who have gone the extra mile in their work.

We sincerely thank all our customers who took the time to send in nominations for our staff. Hearing customer nominations is heart warming for all of us and particularly for the staff who have received a nomination.

We have produced a booklet containing all the nominations and made it available to our staff. If you wish to see a copy then it is downloadable from our website www.scagroup.co.uk/news/sca-awards or you can call 023 8036 6663 and request a copy.

Please see over page for the final list of winners and runners up.



Danielle Hickley, won Care Employee of the Year with Lisa Dillane, Director of Care & Deputy CEO.

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Jules Lang from BBC Radio 2 hosted the awards

Stars of the Staff Awards 2013 Continued...



Winners & Runners Up:

1. Care Employees of the Year:

Winners - Lesley Hillier, Anne Churn and Danielle Hickley

Runners Up - Sarah White, Andrea Cole (nee Rowlings), Lorraine Cruddas.

2. Day Care Employee of the Year

Winner - Niki Turner **Runners Up** - Joy Burton and Elena Prieto-Ruiz

3. Transport Employee of the Year

Winner - Adrian Lebborn **Runners Up** - Alfie Hall and Gerry Wyld

4. Trafalgar Employee of the Year

Winner - Jo Henning **Runners Up** - Stacey Ball and Hollie Waters

5. Clinician of the Year

Winner - Adriana Muresan **Runner Up** - Valentin Chiscaneanu

6. Employee of the Year

Winners - Lorraine Sait (payroll) and Sally Jones (HR) **Runner Up** - Sheila Hack

7. Manager of the Year

Winner - Piotr Lechocki, Practice Manager at Trafalgar Totton Dental Practice

Runners Up - Barbara Pearce (Trafalgar, Ops Manager) and Michelle Curtice (Care, Ops Manager)

8. Administrator of the Year

Winner - Oxana (Roxy) Boulat, Head Office Front Desk Co-ordinator

Runners Up - Sheila Mack (Care office) and Emma Fowler (finance dept)

9. Learner of the Year

Winner - Will Filmore, (Payroll Assistant) **Runners Up** - Lea Hall (Care) and Emma Dent (Trafalgar)

10. Volunteers of the Year

Winners - Matthew Clougher (advocate), Gill Clarke and Tracy Smith (Day Care Volunteers)

11. Team of the Year

- Trafalgar Totton Dental Practice

12. Most Innovative Service

- Advocacy led by Karen Harding

13. Best Customer Service

- SCA Day Care Centres



Sarah White & family - Runner up for Care Employee of the Year



(L-R) Lisa Dillane, Dir. of Care, Lisa Church, Dir. of Finance, Sally Jones and Lorraine Sait, winners of Employee of the Year

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!

What it costs? A whole day at one of our clubs (9.30am to 4.00pm) costs from £38.00. A home cooked lunch is from £3.50. Alternatively you can contact your care manager at social services to see if they will fund your place with us.

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

Volunteers' Week 2014 (1 - 7 June)

SCA has taken time to say a big 'Thank you' to all our wonderful volunteers this week as Volunteers' Week celebrates its 30th year!

SCA is lucky to have some very dedicated volunteers who have helped us run our services for many years.

Celebrations were held at our various day centres and a special thank you has gone out to our volunteer advocates and volunteer drivers.



Fenwick 2 Gardening Project



SCA would like to say a big thank you to our volunteer John Roden for assembling the raised beds for our courtyard garden, Eamonn Rivers for constructing a ramp to provide access to the garden for all of our members and last but not least Tony Bolt for bringing the compost for the raised beds!

It looks great and our members love it!

Fenwick 2 Wellbeing Centre in Lyndhurst - A range of Wellbeing Services for the New Forest

023 8028 2862

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 also available!

CALL US ON
023 8022 2289



When is the right time to be proactive about older age?

For many people it is fairly easy to remember the moment when they decided they needed an emergency alarm.

Unfortunately it is often easy to recall because that moment is usually after an incident has occurred, possibly a fall or a moment of panic. Being proactive about older age and changing the surrounding environment is not an admission of becoming frail but instead a sensible decision to ensure that the home environment is safe and provides the confidence to remain engaged in life and independent in their own home.

But at what point should individuals start to act? There is no right answer as everyone's situation is different. Alison Sherry lead nurse at CarelineUK

believes that if any of the seven factors below describes a person's situation, then the time is right to start thinking proactively and consider an emergency alarm.

- They have previously fallen or been close to falling in their home
- They are finding moving around home increasingly difficult
- They live alone, or spend long periods of time at home alone
- They have family or friends who are becoming increasingly worried about their welfare
- They would feel more confident and reassured if they knew
- Help was available 24/7 at the simple press of a button
- They have recently been admitted to hospital more than once
- They have cognitive difficulties such as failing memory

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 now for a free quote.
We'd love to help!**

023 8051 6022 - East Hants

023 8051 6034 - Southampton & New Forest

About CarelineUK

CarelineUK has over 25 years experience in providing emergency alarm monitoring. More than 150,000 people have the confidence and reassurance to live independently in their own home knowing CarelineUK is there at the press of a button in an emergency and all for **as little as £2.85 per week**. For more information please visit www.carelineuk.com or call **0333 3214025 (local rate)**.

SCA customers can benefit from a **10% discount** on a CarelineUK personal alarm by quoting the **promotional code SCA1**

 carelineuk

experience · dedication · expertise

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

Power of Attorney Forms, Complaints, Finances, Debts, Housing, Disputes and much more.....

**For more information and to find out how an advocate may be able to help you,
please call Karen Harding on 077 3995 1715.**

Extra Care News

Natalie Southgate Extra Care Manager



Natalie Southgate joined us in May 2013 as SCA Care Lead Practitioner. After graduating with a first class honours degree in mental health nursing, Natalie has enjoyed a 16 year career in the health and social care sector.

Natalie is 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.

Natalie has now taken on management responsibility for Extra Care at Manston Court in Southampton. She is making some positive changes and improvements to the way we are delivering our services there and these will be rolled out to our other Extra Care Courts in due course.

SCA Extra Care

Extra care is the care service being delivered within a sheltered housing setting. SCA Care currently deliver the care services in five different Extra Care settings. As follows:

- Manston Court, Rozel Court and Rosebrook Court in Southampton.
- Trailway Court in Blandford, Dorset
- Graylings (which is a specialist dementia service) in Southampton.

SCA has successfully recruited new managers in our Extra Care schemes as follows:

Linda Bennetts – Court Manager for Rozel Court

Natalie Southgate – Court Manager for Manston Court

Christine Cole – Court Manager for Trailway Court

Michael Daglish - Court Manager for Rosebrook Court

We welcome all and wish them every success in their new roles.

In addition we congratulate Ana Paula Lodge who has been appointed as a Care Ambassador. This new role for SCA Care selects those care workers who are positive role models and mentors for the care work teams. Ana is SCA's first Care Ambassador but more will follow!

Cleaning Service

New for Manston Court

Do you or your loved one need some extra help?

We can offer help with housework, tidying, shopping, laundry, ironing, vacuuming... and more...

We have trained staff ready to help you for a competitive rate of just £12.00 per hour.



To find out more please speak to Natalie Southgate, Extra Care Manager at Manston Court, in Flat 46, or email natalie.southgate@scagroup.co.uk, or speak to your care worker.

SCA Care Ambassadors

We are introducing Care Ambassadors, selected from our current staff teams, to be role models and help us to deliver the best compassionate care to all of our customers.

Care Ambassadors will be reliable, highly motivated care deliverers, compassionate and flexible in their approach adopting the 'all about me' philosophy in everything that they do. In return we will be looking to give Care Ambassadors guaranteed hours during which they may be required to deliver care and/or mentor more junior members of staff.

The Care Ambassador role is currently being trialled within our Extra Care Courts and will soon be rolled out into the community.



Like & Follow Us!

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



SCA Group



sca_group



We need people who care to join our team!

Competitive rates of pay

Excellent training (no previous experience necessary)

Mileage and traveling costs paid

Free uniform & equipment

Support from our friendly team

Flexible hours

Evening and weekend work available

Part time or full time hours

Own car drivers essential

Call Sally on 023 8051 6028

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

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](http://www.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.

scatrafalgor
servicing all your dental needs

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