

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 2013

Staff and volunteers came together to celebrate their achievements at the annual SCA Awards event on Friday 5th July 2013. It was an emotional ceremony with recognition going to our very worthy winners backed up by heartfelt nominations from colleagues and customers.

This year the nomination process was open to all including staff, volunteers and customers. Over 200 nominations were received in total with 133 different individuals and teams being nominated. The selection process was no easy task due the high calibre of the staff and volunteers being nominated. The judging panel made up of Maria Mills (SCA CEO), Wendy Hughes (SCA Group and Care Board Member), Jane Powell, (SCA Trafalgar Board Member) and Lisa Church (SCA Finance Director) eventually selected the winners. Thirteen awards were presented in total on the night, and the winners are listed below along with excerpts from their nominations.



Tina Mentor, Employee of the Year
Homesafe Co-ordinator and Trainer

Employee of the Year - Tina Mentor (Homesafe Service & Quinn Training)

"Calm, logical, practical, funny, kind, caring, respectful, open-minded, tolerant, she has a genuine interest in people of all kinds, backgrounds and cultures. She is a genuinely beautiful person. A believer and promoter of SCA and all that it stands for... she is one of SCA's most valuable employees.", "...clients say, what a lovely, helpful lady she is and that they didn't know what they would have done without her help."

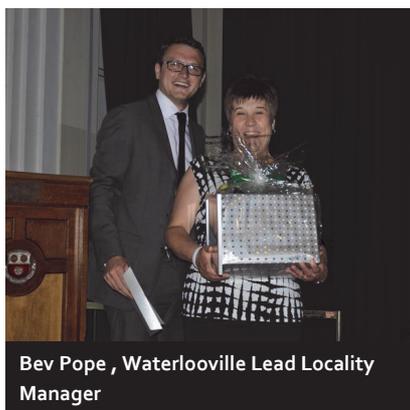
Care Employees of the Year - Lesley Riddell & Leigh Ashton (both care workers):

"Lesley is nominated for her consistency in compliance... great communication skills... can be relied upon to use her initiative... customers speak highly of her and for that she deserves to be recognised."

"Leigh has never made me feel that I am wasting time and resources... she gives me the headspace to face the day"

Team of the Year - WaterlooVille Care Office Team

"For an excellent CQC report, for adapting and growing with all the changes...", "...the team at WaterlooVille always provide good support for which I am grateful."



Bev Pope, WaterlooVille Lead Locality
Manager



Quinn receive award from SCA CEO.



Lesley Riddell collects award

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Volunteers of the Year - Heather Lambert (for Advocacy), Colin Fisher (for Fenwick2 Day Club), Christina Barnes (volunteer driver)

"Heather is always friendly, polite and hardworking.", "feedback from colleagues was always very positive.", "...deals with difficult people professionally and with a kind manner."

"Colin - we really appreciate the time and energy he gives on a weekly basis. He was also the person who floated the idea of cognitive stimulation therapy after having read an article and helped gain funding through the Fenwick League of Friends."

"Chris has been a voluntary driver for over 17 years! She is always cheerful and willing to help out whenever we ask her... what Chris does and has done makes a difference to so many people."

Most Innovative Service of the Year - Quinn Centre for the NEET project.

"The NEET programme is meeting a massive gap in the needs of young people.", "This is a great service giving young adults a chance in life that may not have presented itself... I have heard a lot of good comments about some of the participants.", "The success of this project has to be largely contributed to the hard work, dedication, commitment, tenacity, patience and passion of Paula Bennetts, Sherry Craig and Sarah Cogan from Quinn. They have made a real difference to the lives of these young people and provided them with a real opportunity for a career in health and social care."

Other awards included:

Transport Employee of the Year - Andy Gale (Driver)

Trafalgar Employee of the Year - Sophie Cowdery (Dental Nurse at Trafalgar Portsmouth Practice)

Administrator of the Year - Roxy Boulat (Front Desk Co-ordinator at Head Office)

Day Care Employee of the Year - Nancy Hall De Vuyst (Fenwick2 Day Centre Worker)

Manager of the Year - Stacey Ball (Trafalgar Portsmouth Practice Manager)

Apprentice of the Year - Channan O'Neill

Best Customer Service of the Year - Transport Department

A full list of nominees and shortlisted nominees with quotes taken from their nominations can be downloaded from our website - www.scagroup.co.uk/news/stars-of-the-awards-2013 - see Awards 2013 Booklet

Congratulations to all those nominated, and thank you to all our customers who took the time to write some wonderful nominations for our staff.

Happy 100th Birthday Doris!



Doris Stone with her great grandson William, her son Keith Stone, grand-daughters Esther-Joy and Hannah-Faith and her daughter Maureen Rowe

Warm congratulations to Doris Stone, our Brownhill Day Centre member, who turned one hundred years old on 28th August 2013!

The centre had a party with lots of balloons, cards, birthday cake and best wishes from everybody there. They also had entertainment from a singer Tom Crisp, requested by Doris. She celebrated her birthday with 4 generations of her family enjoying a party and a visit from the Daily Echo who took this photo to go with a lovely article. Doris was delighted with her card from the Queen!

Doris lives alone in the house she shared with her husband Reg, who sadly passed away 17 years ago, and where they raised their family. She enjoys knitting, Tapestry work and plays piano!

Happy birthday to all our other customers who turned 100 this summer as well!

Do you need an SCA 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 if you'd like to find out more

077 3995 1715



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

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 or join our working groups**— contact Ros Lucas to find out more—rosalind.lucas@scagroup.co.uk / 023 8051 6035.
2. **Come along to your local open surgery** held regularly in your local care office as follows:
Southampton & New Forest Area— held on the third Thursday 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.

SCA Day Clubs offer a fun day with friends

SCA run six day centres in Southampton and the New Forest. We also 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, we'd love to meet you.

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!



SCA Group



sca_group

The SCA Head For Heights Challenge #2!!



On August 10th and 11th 2013 we had another brave group who agreed to take part in the abseiling challenge off the Spinnaker Tower in Portsmouth. After both weekends we have managed to raise just under **£2700!**

Volunteers who took part: Jane Evans, Samantha Campbell, Zoe Annis and Michael Annis. It was a family affair as Zoe and Samantha are Jane's daughters and her son-in-law decided to join the trio.

We, at SCA, would like to congratulate all participants on taking on such a big challenge. We would also like to thank them all for raising the funds that will allow us to respond to people's emerging needs within our community.

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

Hampers Thanks to First Bus!

Thanks to a generous donation from our friends at First Bus in Southampton we were able to help some of our most vulnerable customers over the summer with a hamper of food stuffs. Hampers were given to 40 customers of our homecare or day care services in the Southampton area.



Forty hampers awaiting delivery!



Jimmy was thrilled to receive his hamper!



Welcome!

Lisa Dillane, Director of Care / Deputy CEO-
Lisa Strugnell, Locality Manager for New Forest)

Sheila Mack (Care Office Administrator)



Lisa Dillane



Sheila Mack



Lisa Strugnell

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 6026**

www.scagroup.co.uk/jobs

scacare
supporting better lives

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

scacare
supporting better lives

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 6026
or East Hants: 023 9224 1555

scatransport
connecting our communities

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**



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.

Laughter Business!

It is a business dedicated to spreading 'the sound of laughter' and helping people to improve their physical health and psychological well-being. Laughter Business is all about discovering ways we can all feel better and have more positive and rewarding experiences. Having lots of positivity in our lives ensures better outcomes and protects us from the vagaries of modern life. There are many ways to get a positivity boost. Laughter Yoga is one of many.



On the 16th of September the BBC Inside Out program aired a feature highlighting the benefits of laughter. They filmed one of the Laughter Sessions in the New Forest and included a short film of the Telephone Laughter Club by UnitedMind. Our very own Wendy Bolt from Fenwick2 participates in these sessions. In fact, the sessions will be moved to Fenwick2 for the winter period. Please contact Wendy on 023 8028 2862 if you'd like to join!

Change to the SCA Out of Hours number:

From 14 October 2013 the new SCA Out of Hours number changed to 077 1477 2968.

(This number replaced all other numbers that have been in operation to date).

This service will be in operation from 7am – 8am and 6pm – 10pm weekdays and from 7am – 10pm weekends.

Calls to this number are only for reporting to us if your care worker has not arrived after 30 minutes from their 'due to visit' time as detailed on your care schedule. All other enquiries or queries need to be made during office hours on the normal office telephone numbers:

East Hants—023 9224 1555

Southampton & New Forest—023 8051 6026

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