



# OUR OFFER

2017/2018

Improving the health and wellbeing of communities across southern England



# A warm welcome



**Ruth Marriott**  
Chief Executive Officer

Social Care in Action (SCA) Group is built on strong values. We place our customers and communities at the heart of everything we do to make a real and positive difference to people, often those people who are disadvantaged in their access to full opportunities.

The past few years have seen a great deal of change in our communities, from the way that public services are delivered to an increasingly aging population.

SCA Group is adapting to this change and strengthening our workforce. All those who work for us share our passion for changing people's lives, and building stronger communities. We all have a great deal of knowledge and experience from many sectors, which drives us to become a stronger, more robust group of services.

We care deeply about making sure that we respect every individuals right to live their life in the way that they wish.

Our staff are our greatest asset and I am proud of how they work under pressure and pull together to make exciting new projects happen.

This booklet reflects our current services but you can rest assured we will be growing and adapting in the future.

*Ruth Marriott*

**Ruth Marriott**  
Chief Executive Officer

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**We are passionate about helping people to live the life they want in the way they want.**

**Many people want to stay in their own homes, surrounded by loved ones and precious memories for as long as possible and we're here to help that happen.**

**All our care services are run on a not-for-profit basis. Any surpluses we have are invested back into our communities and those we work with.**

Care at home (also known as personal or domiciliary care) is delivered in people's own homes by our friendly, experienced care staff.

We listen carefully to each individual we support to work out how best we can respect their wishes. We work together and use our experience and expertise to maintain dignity, respect and a high quality care package.

We consider carefully how we match our carers to our customers, and we pride ourselves on offering continuity of carers as much as is practically possible.

#### **Our offer;**

- Care at home (domiciliary care) – dressing, washing, taking medication, going to the toilet, getting ready for bed, food preparation and help with eating if required. We arrange to visit at the most appropriate time of day.
- Reablement - a service we provide to people who are frail or who are recovering from illness or injury, often after a stay in hospital
- Shopping and cleaning – we can help with domestic chores
- Support services – helping to access the local community, either for shopping or leisure activities, or just a walk
- Respite services

#### **Our ambitions for care at home:**

- To become the care agency of choice in the areas where we work
- To offer solutions to the care industry as expectations and budgets change

**“My neighbours are as important to me as my family. Having SCA come and help me at home means I can stay living in this house.” Audrey, 95**





**Sometimes, in order to stay at home, you need support outside of home! By accessing our day services we provide tailor made care whilst also enabling individuals to feel part of a community and develop new friendships. Day services also offer carers a much needed break and we work with them to ensure support is in place for their needs too.**

We have care based in a number of settings, offering fun, friendship a range of activities, support and respite.

**These include;**

- Five day services across Southampton,
  - SCA transport provides door to door transport
  - social interaction
  - mental stimulation
  - a healthy home cooked lunch
  - support to family members
- Memory groups based in the New Forest and Portsmouth for those with memory difficulties
- Extra care courts in the New Forest
  - Supporting people to live in their own apartments and remain as independent as possible, whilst we provide personal care

**Our ambitions for care in our settings;**

- To use our experience and expertise to help more people
- To reinvest further into our services to ensure we deliver the latest care therapies, activities and services to those who need them most

# Cobbett Hub and Library



**SCA Group are the lead organisation ensuring that Cobbett Hub and Library can continue to remain open. We work with Unexpected Places and the Friends of Cobbett Road Library.**

We are working together to develop the existing library into a community hub where diverse groups of people can enjoy a range of activities.

We want the community to see Cobbett Hub and Library as their space to meet in, share activities and support each other.

We also offer volunteering opportunities in Cobbett Hub and Library for all members of the community.

### **Our offer:**

- A venue for hire
- Activity and drama classes
- Library facilities
- Volunteering opportunities
- Community development

### **Our ambitions for the future include;**

- A wider variety of groups using our space
- Specialist services to enable disadvantaged members of the community a space

**“Volunteering at Cobbett Hub and Library has enabled me to meet new people in my community and to give something back.”**







**SCA Fenwick is our health and wellbeing centre in Lyndhurst, in the heart of the New Forest. Formerly a hospital we run the Fenwick as a community space, where people can come together for friendship and support. We also support our other care services working across the New Forest.**

#### **Our offer:**

- Day services for older people with door to door transport available
- Memory groups for those with memory loss
- Carers groups to support those caring for loved ones
- A gym to use and a range of exercise classes to complement the gym
- A range of therapeutic services from physiotherapy to counselling
- Office space to rent
- A meeting room and conference facilities to hire

#### **Our ambitions for the future include;**

- To create a real community hub on the outskirts of Lyndhurst
- Widening our offer to families and others
- Refurbishment of building to serve the community further.

**“Having an gym that is easy to get to in the New Forest has helped with my recovery following a stroke.**

**The exercise classes have enabled me to regain some strength in my arms that may not otherwise have happened.”**





**SCA Quinn is our award-winning training division. SCA Quinn was established in 2002 and delivers excellent, flexible and affordable training to the health and social care sector. We not only train our own SCA workforce but we train workers from our fellow care providers and care homes to ensure that they too receive high quality training that is fully CQC compliant.**

**We offer the following training:**

- The Care Certificate
- Induction training for care workers
- Specialist manual handling training
- Refresher courses eg safeguarding, care planning
- Dementia and healthcare training
- Bespoke training on request
- Free 1:1 consultations to assess all your training needs

**Our ambitions for the future include;**

- To widen our training to more providers
- To increase the number of courses we offer

**“Training at SCA is always friendly and sociable, well run and organised.”  
Gordon**







**We work in Portsmouth in partnership with Solent Mind (who are the lead organisation) and the Rowan’s Hospice to provide support and advice to people diagnosed with dementia.**

A diagnosis of dementia can be hard to receive and we are proud to support the people of Portsmouth.

**What the Remind Service can offer:**

- Support to those newly diagnosed with dementia
- A nurse to offer help and advice
- Activity groups to meet other people and share experiences
- Support with the practical side of life including home safety and accessing other organisations

**Our ambitions for the future include;**

- We believe we have made a real difference to people living with dementia and their carers. We are looking to expand our services

**“I really enjoy coming to the weekly activity groups. Each week we do a different activity.”**





**We are pleased to be the lead partner in the new Southampton Healthy Living service. We work in partnership with Solent NHS Trust, Southampton Voluntary Services, Active Nation, Weightwatchers and more are joining.**

People who live in Southampton have a shorter than average life expectancy. They are also likely to have more health problems during their life than people living elsewhere in the country.

We are working to provide new innovative services to help people lose weight, stop smoking, cut down on the amount of alcohol they consume and become more physically active.

We are passionate about providing fully inclusive and accessible services for everyone, regardless of their current health situation.

#### **Southampton healthy living current offer:**

- A single point of access where people can go online or telephone our hub staff for support in making a change
- Partnership working across Southampton to offer a range of physical activity sessions, weight loss groups and more to support people.
- Volunteering opportunities for people to support others in their community to make a change

#### **Our aims and ambitions for Southampton Healthy Living:**

- To help people positively change their habits so that healthy lifestyle choices are seen as the norm
- Improving quality of life
- To support communities to support themselves and take things further for future generations.



**We offer local, not-for-profit NHS and private dental services to people in their local communities. We currently have six dental practices across Hampshire and Dorset, which are all fully accessible and family friendly.**

We are used to seeing patients who haven't been to the dentist for a number of years or who have a phobia of going to the dentist. We pride ourselves on ensuring they feel comfortable in our practices.

We have recently been commissioned to run the Gosport Oral Health Project – an exciting new initiative to improve the oral health of people living in Gosport.

#### **Our SCA Trafalgar dental service offers:**

- NHS dental services
- Private dental and hygienist services
- Oral health advice
- Training for new dentists
- Excellent career progression within the organisation
- A supportive and innovative place to work
- Experience in treating those with dental phobia

#### **Our aim:**

- To work with communities to address poor oral health
- To develop our services to offer more to those in need

**“I am proud to be a member of this team, making a difference to people’s lives.”**  
**Dana, Dentist**





SCA Transport is a social enterprise connecting our communities.



**We undertake 95,000 passenger journeys in a year. Our fleet of 21 accessible minibuses help our customers reach facilities, centres and activities in their communities that they would not have otherwise been able to get to without our transport services.**

**“I know when I use the service I will have a friendly driver, and that I will be brought home safely.”**



#### **Our transport service currently offers:**

- Dial-a-Ride, a door to door transport service operating in Southampton.
- Plus Bus, a fully accessible minibus and driver service available to hire to community groups in and around Southampton.
- Social Car Scheme, volunteers and private hire drivers providing essential transport for customers across the South.
- Community Transport, providing a safe and reliable service for customers attending SCA Wellbeing Clubs and other Day Care Centres in and around Southampton.

#### **Our aims and ambitions for the future:**

- To provide community transport at a cost that people can afford
- To offer more outings and excursions for those unable to access public transport
- To work with Southampton City Council on a greener service.
- To develop innovative solutions fit for the future



**Options Wellbeing Trust provide counselling, training and development services in Southampton, Portsmouth, Hampshire, Wiltshire, Oxfordshire and Milton Keynes.**

At Options we believe that everyone has the ability to change and that by providing a safe and comfortable environment, where a counsellor will listen and not judge; clients can explore and work through issues, concerns and feelings safely, thus acting as a springboard for a brighter future.

All Options counsellors are professionally trained, and work in line with the British Association for Counselling and Psychotherapy (BACP) framework for good practice.

**“My Options counsellor was really friendly and didn’t judge me. The staff go out of their way to make you feel comfortable.”**  
**Peter**



**Options currently offer counselling in a wide range of issues including:**

- alcohol
- depression and distress
- stress and anxiety
- self-esteem and confidence
- problems at work
- relationships
- loss and bereavement
- addictions
- We also offer free gambling addiction counselling.

**Our aim for the future:**

- To offer counselling support on a range of issues

# Quality

All our services are fully compliant with the relevant regulatory authorities and we strive for excellence in everything we do.

# Impact

We know we create great impact in the communities in which we work. We are currently changing the way we measure this impact so we can demonstrate it better.

We currently provide services to over 100,000 people and have a workforce of over 250.

Our 25 years of experience means we are a trusted, reliable group with the potential to develop new services to create further impact on individual lives and their communities.

**250  
STAFF**



**100,000  
PEOPLE**



**18 FIXED  
LOCATIONS**



**25  
YEARS**



**500  
INDIVIDUALS**



**95,000 PASSENGER  
JOURNEYS**



**80,000  
PATIENTS**



**80 VOLUNTEERS**







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**Social Care in Action (SCA Group)**

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**SCA Care**

Registered with charitable status under the Co-operative and Community Benefit Societies Act 2014, no. 27461R  
Registered with the FCA (London)

**SCA Transport Services**

Registered with charitable status under the Co-operative and Community Benefit Societies Act 2014, no. 29035R  
Registered with the FCA (London)

**SCA Trafalgar Dental Services**

Registered with charitable status under the Co-operative and Community Benefit Societies Act 2014, no. 29975R Registered with the FCA  
(London)

**SCA Fenwick2**

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**Options Wellbeing Trust**

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**Southampton Healthy Living**

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