

In Touch

Welcome to the December edition of In Touch



As you can see from the photos on the left, ICare Staff were very busy over the summer by getting out and about at community events promoting our services.

Our staff chatted with shoppers and carnival goers to spread the word and we received great feedback and new customers.

Getting out and about in the community is a brilliant way of reaching out and letting people know we are in their area.

Next summer we hope to push for involvement at community events from all depots so if you have any information about what is happening in your area, please get in touch.

In November, the Blackburn Care Team ran a pilot scheme on a new approach to Day Centres. They called it an 'Activity Day' and set it up as if the client was in a home environment instead of a Day Centre. They organised games, arts and crafts, puzzles, skittles, loom bands (a recent craze loved by all) and bingo. Next came lunch and they served up homemade Lancashire Hot Pot with vegetables and pickled cabbage plus Trifle for dessert.

Everyone enjoyed every minute and got really involved. They felt really happy with the support they received. This is what Personalisation is all about – supporting people to make choices and decisions that enhance their lives.

All service users also received a gift before leaving. They all wanted to know when we will be having our next Activity Day!

It was really great to see beautiful smiles on everyone's faces.

All credit goes to the Blackburn Office Team & Care Team that made the day a success.



Message from Stephen Emmanuel - Chairman

This year we celebrate 25 years since ICare started, from very humble beginnings with a 15 bed residential care home in Cleveleys, Lancashire. Now we have facilities and offices in The Midlands, North West and Scotland. It has been a long journey, but each step has always been supported by all of you. My thanks to you all.

It was a pleasure to meet most of our Office Staff, nominees from our Care Staff and Meals Community Assistants at the Annual Awards Night. As I now do not get to visit all the sites as often as I wish, gatherings like these make it possible for me to meet and talk to some of you. Once again my thanks to all of you for the great work you do amongst the elderly in our community.

As we all know the market is still very challenging, but we have been successful in retaining most of our care contracts and also in winning some new meals contracts. This is due to all the hard work that you, your unit managers and the management team do day in, day out.

The Personalisation Agenda, the new Care Act and other changes that are happening within the Social Care Sector opens up many opportunities for us to look at and provide a valued and needed service in the community. To achieve this we all need to believe in the value of service we provide and spread the message. Here is where you can help the service user, your colleagues and ICare. By taking responsibility as most of you do, we need you to pass on the message regarding the great service that you do in your communities.

I would like to wish you all a very Happy Christmas and may you all have a lovely New Year.

Annual Awards Night

ICare's Annual Staff Awards night was held on the 13th June at Ribby Hall, Blackpool.

A three course meal, disco and entertainment from a saxophone player were all enjoyed by nearly 200 attendees from all sites.

Awards were given to winners and runners up; a full list of the winners is available on the right.

This year also saw two awards for special recognition given to Jey Thiagarajah, our Care Management Advisor and to Natalie Gregory, Head of Group Finance and Resources.

It was a very emotional presentation and a complete surprise to both.

The raffle was well supported and raised £308.20 for Trinity Hospice.

ICare's Annual Corporate Business Challenge for Trinity Hospice raised a total of £2004.



Blackpool & Cleveleys Care
Blackburn & Leyland Care
Runcorn & Kirkby Care
Rest Home
Links View
Wigan & Trafford Meals
Matrix Meals
Tameside Meals
Staffordshire Meals
Bury Meals
Leicestershire Meals
Derby Meals
Wirral Meals
Birmingham Meals
Office Employee
Manager
Special Recognition

Phyliss Whiteside
Sarah McGregor
Nicola Shanahan
Claire Twiss
Christine Clough
Veronica Pennington
Alan Daly
Phil Pigram
Chrissy Hodgson
Samantha Barlow
Tracey Yates
Helen Hibbert
Brian Neeson
Shazia Rafia
Sarah Jump
Karen Lobb
Jey Thiagarajah & Natalie Gregory

Congratulations

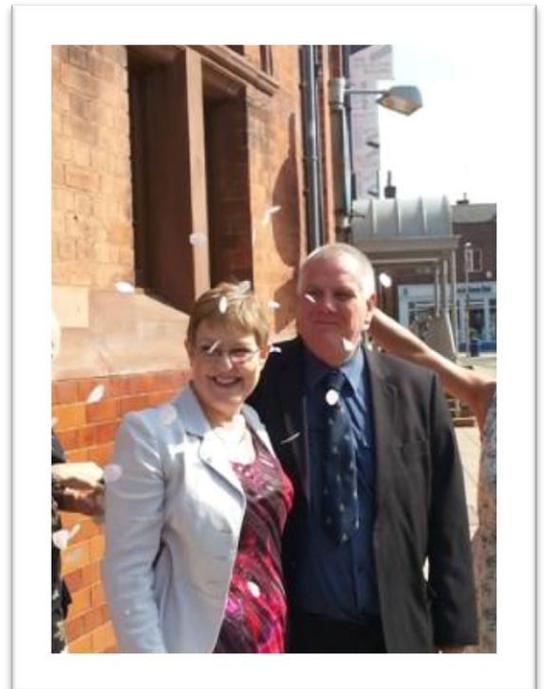
Colin Smith and Beth Humby from ICare Market Harborough were married on the 10th September 2014.

They met through ICare several years ago when Colin joined the company. They hit it off straight away and have been an item ever since.

They have had an action packed 2014, with an extended holiday to New Zealand to visit Beth's son, as well as her daughter's wedding and the birth of a Grandchild – all within a few weeks and on top of working at ICare and celebrating their own wedding day!

At the depot we had a collection and presented the happy couple with Champagne, flowers and a gift card.

We would like to wish them the very best for the future from all of us here at ICare.



If you have some news or a story for In Touch please submit it to Karen Lobb via email.

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