



# intouch

## Meals delivered to Scotland



**A substantial contract to provide 120,000 meals to South Ayrshire residents has been won by ICare Meals.**

This significant new business cements our position as Scotland's leading supplier of hot community meals and is also a major step forward as we look to expand the reach and breadth of our business within the UK's community services sector.

The South Ayrshire contract was won in the face of competition from several other major suppliers. It is confirmation of the outstanding progress our Meals business has made, in terms of customer numbers and satisfaction, and further acknowledgement from both government and local authorities.

We would also like to welcome the staff who were transferred to ICare from the original supplier, *Apetito*, and to thank them for their help in the seamless continuation of the meals delivery service.

### **New Look for Uniforms**

In a deliberate move away from the old fashion concepts of care and support, ICare have introduced a new and fresh look to staff uniforms.

Chosen through consultations with staff representatives, our new uniforms introduce a fresh, professional appearance that promotes the values of the company, the competent yet informal ways we interact with our customers and our professional approach to business.

Introduction of the new uniforms, in a variety of styles, has already started in Meals Depots and Central Office and will soon be available to Branch staff.

# Staff Awards Winners 2012



10 Year Service Awards, Philip Gradwell and Martin Willmott

## CARE

Blackpool and Cleveleys  
Blackburn and Leyland  
Runcorn and Kirkby  
Glasgow  
Residential Home  
Links View

## Winner

Tara Ives  
Susan Doyle  
Leah Mullally  
Robert McAllister  
Amy Throup  
Lorraine Harrop

## MEALS

Birmingham  
Bury  
Derby  
Leicestershire  
Matrix  
Tameside  
Staffordshire  
Wigan  
Wigan North & Trafford  
Wirral

## Winner

Robert Murray  
Gemma Nortley  
Peter Woollands  
Norman Golding  
Miriam Brathwaite  
Leslie Bullock  
Heather Short  
Veronica Pennington  
Thomas Doherty  
John Flack

## OFFICE

Office

## Winner

Kirsty Winterbottom

## OUTSTANDING CONTRIBUTION

Handyman

Geoff Schofield

## 10 YEAR SERVICE AWARD

Blackpool & Cleveleys  
Blackpool & Cleveleys  
Blackpool & Cleveleys  
Blackpool & Cleveleys

June Wignall  
Martin Wilmot  
Philip Gradwell  
Sarah Keane



## Ian's a very popular winner

The 2012 award for Manager of the Year went to our Meals Project Manager Ian Frost. Recognition from all quarters of the ICare group made Ian - pictured above with Chairman Stephen Emmanuel - the outstanding candidate amongst a field of very strong nominees.

As Stephen commented; "Not only is he a very popular member of the Meals team, Ian also provides everyone with strong and reliable direction and since his appointment has been an important factor in the progress our Meals business has made".

## Putting on the pounds

### Delighted with weight gain

**"For many older people, it's not a case of them losing weight but enabling them to maintain and indeed gain it through diet that's the problem."**

When Niky Gibbons from our Market Harborough Meals depot visited a sheltered housing scheme for a Meals tasting session, the warden expressed concern over one gentleman's weight and his intolerance to gluten.

Resourceful as ever, Niky delved into our gluten free range of meals, working with the customer and his supporters to arrive at a richly varied and appealing gluten free diet.

The results were amazing - just 2 months later the customer has not only stabilised his weight but for the first time put on pounds. Everyone is delighted with his progress and Niky has received grateful messages, thanking her for her work in researching and sourcing the meals, monitoring the situation and being reliable source of information and advice.

# A wonderful night

**For over 25 years East Lancashire Hospice has provided a special way of caring to people suffering from life limiting illnesses.**

To boost fundraising our Blackburn Care branch sponsored and helped organise a grand charity night in aid of the Hospice. Held on 12th October at Blackburn Golf Club the event was an outstanding success, both financially, as we raised £1311 for the charity and as a great night out for everyone.

There was entertainment, a disco and “The Wicked Wills” from Radio Lancashire, fabulous prizes and a splendid Buffet meal.



Blackburn Care staff with the cheque for £1311

# All it takes is the Toolkit

**The squeeze on Local Authority spending within the care sector has provided our Runcorn and Knowsley office with new opportunities.**

Looking at the situation, Branch Manager Nicola Ikin decided to get a little more personal with the Knowsley Head of Commissioning and invited him to visit our Knowsley Care branch.

“If we don’t explain to service commissioners how and why the interests of their residents would be best served by ICare, then we can’t blame them if they signpost clients in other directions,” says Nicola. The results of the meeting became immediately apparent with new packages of care arriving within the week.

The Commissioner was obviously impressed with Nicola’s presentation, but the deal clincher was our Care Toolkit, which takes our Care service to a new level of professionalism, one the authority’s commission team hadn’t come across before.

# Change as an opportunity

A message from our Chairman



“Once again I am and proud of all our 2012 Staff Award winners and nominees, congratulations to all of you and as always my thanks to all our Carers, Community assistants and office staff. As a social care organisation it is our staff that give heart to this organisation working in their communities, serving our elderly service users.

During these challenging and changing times we all need to be flexible and appreciate the need to look at old practises and our services critically and appreciate that change needs to be welcomed. This approach enables us to provide a quality service to all our service users and is an opportunity for all our staff. To succeed we all must believe and be involved in the change.

Due to the economy and public sector cut-backs the immediate future will present us with cost and budgetary challenges that we all need to understand and work with. The end goal in all of this is our smiling, welcoming and appreciative elderly person, who is happy that one of our Carers or Meals Community assistants has paid them a visit, to care for them or to provide them with a meal. It is always good that we remember this during these difficult times.

I would also take this opportunity to thank all of you who have supported and worked positively to implement necessary changes.

Futhermore, to improve our quality we are working towards ISO 9001 accreditation, please involve yourselves in this process, the achievement of the quality accreditation will show the

# With ISO9001 everyone is a winner

ISO9001 accreditation is a quality standard that every good and well run company strives for.

The importance of ISO 9001 is the importance of quality. Many companies compete in our market, but it is only those companies whose products excel and whose services are efficient who succeed. Achieving ISO 9001 accreditation will ensure that ICare is recognised as one of the sector's truly successful companies.

Accreditation to this important standard cannot be achieved alone - we need your help and commitment.

Our Quality Manager, Ian Oultram, has already identified the areas we need to focus on and these have been raised with the managers and staff involved. It is vital that the actions he has outlined are completed.

Our drive to ISO9001 is not a vanity project. It is a drive to provide a better service for our customers, a rewarding and satisfying workplace for our staff and to ensure that as this company moves forward and expands, it can do so with confidence. Secure in the knowledge that we have proved ourselves to be an exceptional provider of valued public services.



## Who dropped in for a Laugh



Jemma Tombs, Mick Millar and Manager Maggie Davies

### Mick Millar was the surprise guest at our Residential Home's Biggest Coffee Morning.

Mick Miller, star of 1970's hit series, The Comedians took time out of his busy schedule to pay our residents a visit. Immediately recognised by everyone there, Mick was as warm and friendly in 'real life' as he is on the screen and kept us all entertained for a good hour.



Resident, Margaret Tooks entertains Mick

Mick even brought us a bag of change he had collected from his showbiz chums as a contribution to the McMillan fund!

At Links View, our Extra Care development in St. Annes, staff and residents brought and sold their own cakes raising the princely sum of £158 for the Charity.



A few of the Links View residents that took part in the McMillan event

