



ICare Group Newsletter

Message from Stephen Emmanuel - Chairman

Hello ICare

My thanks once again to all of you for your hard work, commitment and for the support you provide to our elderly in the community. In the recent past we have been able to retain more of our Care contracts and also been able to win new Care contracts. We have also been able to grow our community meals in some areas. Our success is a reflection of the good work you do out there.

We at ICare are still going through the changes that are taking place in the Health and Social Care market. The changes that are happening are for the better, but are very challenging. To meet these challenges we need to work hard as a team in a focused way. We also need to explore better ways of delivering Care and Meals services across ICare. The main challenge is to deliver our services in a personalized and cost-efficient way. Thank you for supporting this endeavour – without your support we would never be able to do the good things we do out there in our communities.

I am aware of the increasing responsibility our Carers and Community Assistants are required to take. The manner in which you provide this service makes me proud to be part of your team. To support this, we at ICare have invested more into our training programmes and are also evaluating our systems and processes, so please support us in these changes.

I look forward to meeting and talking to you during my visits to your units and offices over the coming months.

Stephen Emmanuel

ICare Group Mission Statement

“To be the best provider of community service to our clients in our chosen market and to make all our clients and employees feel valued and appreciated”

Blackburn with Darwen

From all at ICare we would like to welcome all the TUPE staff from Places4People and all the new schemes which are:

- Cotton Spinners
- Hindle Court
- Kingsway
- Lees Court
- Pembroke Court
- Spring Bank
- St Margaret’s Court

Staff Awards

ICare’s annual staff awards night was held in July 2015 at Ribby Hall in Blackpool.

A three course meal, disco and entertainment were provided during the evening. These were enjoyed by nearly 200 attendees from across all the ICare sites.

The awards were presented to the winners and runners-up (see below) and the raffle was well-supported and raised £311.06 for Trinity Hospice in Blackpool.

Area	Winner	Runner-up
Blackburn and Leyland Care	Bhanumati Gohil	Donna Lowe
Blackpool Care	Winnie Mason	Stephanie Cole
Dundee Care	Kerrie Steen	
Glasgow Care	Mary Reilly	
Runcorn Care	Lyn Spencer	Bernadette Killen
Links View Rest Home	Angela Birch	
Rest Home	Joyce Dicks	
Birmingham Meals	Clive Curtis	Brian Hunt
Bury Meals	Julie Capstick	Lee O’Brien
Derby Meals	Chris Wells	Melvyn Wass
Leicestershire Meals	Michelle Boughanmi	Melissa Hubball
Matrix Meals	Beryl Dovey	Carol Fielden
South Ayrshire Meals	Cora Blackwood	John Ritchie
Staffordshire Meals	John Moore	Natasha Cowdell
Tameside Meals	David Letchford	Simon Hopkins
Wigan Meals	David Fairhurst	Martin Priest
Wirral Meals	Beth Smith	Sharon Hart
Site Manager Meals	Nicky Gibbons	
Manager – Overall	Philip Gradwell	
Office Employee Award	Kim Swindlehurst	Lyndsey Hewitt and Charlotte Ashworth

My Work Story by Sadie Cook

I started at ICare in 2010, at the young age of 18 and with no experience in care work other than childcare. ICare trained me to a very high standard and taught me about all the policies and procedures surrounding care with the elderly. I have training every year to ensure I am up-to-date with changes that are happening in care for the elderly. I have been on maternity leave twice during my time at ICare. When announcing both my pregnancies, Musarat (my manager) was very accommodating to my situation and did regular checks on how I was coping both physically and mentally. My hours and client base were adjusted to suit my pregnancy.

When returning back to work after my first pregnancy, I was refreshed on all the training and on the new/existing policies and procedures within ICare. My hours increased over a period of time to ensure I wasn't thrown back into working life too quickly. Musarat discussed the hours I would like and that suited my family life with a new baby.

Working in care is very rewarding and the self-satisfaction is something only carers understand. The fact that we are making a difference, each and every day, to the lives of the clients we work with and allowing them to maintain independence whilst staying in their own homes is so important to care staff. We treat each client as an individual as, no matter what, every client is different and has different needs, whether it be physically, mentally or through beliefs and religion. We maintain a professional relationship with the clients and it is nice to be rewarded by knowing that the clients look forward to our visits on a daily basis.

I thoroughly enjoy my time as a carer and look forward to returning back to ICare when my second maternity period has ended.

John and the Coronation Street Tour by Ian Weedall

Last week John (one of the residents of the Rest Home) came to me and said he really wanted to go to the Coronation Street Tour in Manchester, which ends this month for good. For some reason I felt it was important to do for him, so adjusted my hours accordingly and didn't question my gut feeling.

I went online there and then to check for ticket availability and to my surprise I managed to get hold of some of the very last tickets.

We drove down to Manchester last Friday afternoon, managed to find parking and John managed to walk around the whole tour. The tour shows you the costumes, sets and of course you can spend some time on the street itself.



John got to ask lots of questions and on our way back we stopped for fish and chips.

John was delighted to be able to get on the tour - this was made even more relevant as today we have to

admit him to hospital as John's rare but very painful back condition has flared up again. This may mean an extended stay in hospital for treatment.

This is why I love residential work - you can grab opportunities like this for people and just do it.

Ian Weedall – 24th December 2015



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Poem by Elaine Smith

On her receipt of the Dundee Care Employee of The Quarter award last December, Elaine Smith wrote this poem to show her appreciation to her manager, Frances Ross, and to ICare...

Thank You, ICare

*When first I came to ICare, a seedling in Dundee,
I sensed it was the ideal place to set my talents free!
All trained up and kitted out and given help to grow,
I blossomed and was thankful for the wisest boss I know!
And now I get a big surprise to boost my new career:
A vase of Flower Power to see me through the year!*



Daisy, the ICare dog, by Ian Weedall



Daisy, a sausage shih-tzu mix, has been visiting us for a while now at the Rest Home. She is a popular visitor for our residents, who enjoy a cuddle and a stroke almost as much as Daisy does.

Daisy does her rounds through the day, visiting each person (there is generally a waiting list of willing laps) and also finding time to sit at the kitchen door in the vague hope that Joe or Joyce may drop some of that home cooking they have been creating.



Daisy does well. She is fed far too many biscuits for her own good, sits on a multitude of knees and has been known to even wake people up in the morning, to the point that they won't bother getting up until she does!

Daisy tells us when strangers are at the door, welcomes familiar faces and is a star of the home.

Whilst not the best cleaner, house guest or even the most polite of eaters in the world, Daisy makes up for in heart and a willingness to spread some love - for such a small dog, she has a lot of that to give.

An offer was made on Daisy just recently by one of the residents, for £5,000, however this was politely declined. Instead we decided that a uniform would be necessary - Daisy comes with her own sensible shoes and black bottoms ... she was just missing her ICare tunic.



Job Vacancies

We currently have vacancies for Carers and Community Assistants at most of our depots. All our vacancies are advertised on Universal Jobmatch (<https://www.gov.uk/jobsearch>).

If you are interested or know anyone else that is interested in any of the vacancies, please let HR know. And don't forget that if they stay with us for at least **three** months then you get a **bonus payment!**

Please remember to tell HR that you have recommended someone and ask the person you recommend to include your details on their application form.

News

- **Congratulations** to Sheraz and Leanne Shahid at Head Office on the birth of their beautiful baby girl, Eliza, born on 8th October 2015, weighing 6 lb 1 oz.
- **Best wishes** to Debbie Lee from Head Office and her partner, Steve, on their wedding which took place on 24th October 2015.
- **Congratulations** to Natalie Gregory, Head of Group Finance, who celebrated her 50th birthday in January 2016.



Fundraising for Trinity Hospice

Over the whole company last year we raised an amazing £1186.60 in aid of Trinity Hospice in Blackpool. Staff participated in a sponsored silence, cake sales, raffles and many more fun activities.....



Another Cake Day at Head Office....



Donna Todd (Finance) in a sumo suit for the sponsored silence

In The Community

Congratulations to Juliet Waite, our office manager at Birmingham, who is part of the Birmingham Community Gospel Choir which last September won the award of:

Songs Of Praise Gospel Choir Of The Year 2015

Directed by Maxine Brooks, the choir has now been running for over 10 years and has recently featured on the local news and radio in Birmingham. Every year on 5th November the choir performs their annual Gospel Charity Concert at the Birmingham Town Hall. Last year they raised money for the following charities - Breakthrough Breast Cancer Charity, The Multiple Sclerosis Society and Glaucoma Research – with each charity receiving a cheque for over £500.

We are always looking for news and stories for the newsletter, so please let HR know if there is anything happening in your area that you would like to share across the Group. Have you organised any community events recently? Or maybe you're a long-serving employee who would like to share your ICare experiences with us? Please email:

hr@icaregroup.co.uk