

Staff news from MiHomecare, Complete Care and The Care Agency

New Operations Director for Mihomecare

Ian Hadingham has joined MiHomecare as Operations Director. He started in January, with a remit to help the business continue to strengthen operationally and grow, developing the structure, culture and processes that are so important to a strong and coherent business fit to meet the market challenges of the future. "I have over 25 years of operational experience, business transformation and supporting teams with cultural and behavioural change," he says, "and I am looking forward to applying what I have learnt in my previous roles and my experiences to this role."

With a background in retail and hospitality, Ian joined Saga in 2011 to help it review and rationalise its offer. His focus was on the healthcare part of the business, Allied Healthcare, which was one of the largest



providers of Homecare in the UK.

"The key factor for success is great people," says Ian. "If we want to achieve operational excellence as a care provider, we need to understand what makes our people tick and the challenges they are

facing in the field, then support them in a way that enables them to deliver well. I believe every branch has a responsibility to know and understand its teams, so that we can ensure that our staff are appreciated, motivated and enjoy working for us. Recruitment then should be all about jobs created by growth and business development, not staff replacement."

Ian can be found in a different branch every day, ensuring that he is fully in touch with operational matters around the business. His aim, he says, is to "continually strive to achieve operational excellence, regulatory compliance and safe, quality care delivered to customers, by working closely with branch and care teams to enhance customers' experience and ensure MiHomecare is the number one provider and place to work."

New Clinical Lead for Complete Care

Complete Care has a new National Clinical Lead, Becky Dobson, who joined the business on 2nd January. Becky is a highly experienced nurse, who started her career working in a nursing home as a care worker, aged just 15, before going on to nurse training aged 18. Her broad nursing experience now includes working in surgery, intensive care, as a district nurse, providing complex and palliative care throughout the community, clinical audits and managing care teams both in the UK and overseas.

"I always wanted to work in care," she says. "Over the past 10 years there has been a move towards community care, a trend which I fully expect to see continuing to evolve. People are happier being cared for at home rather than in an institution and I believe the standard of care is better."



Becky is a key addition to the Senior Leadership Team and her role will include providing advice and helping to develop policies that keep us up to date with changing requirements and quality

standards. Additionally, Becky will be leading the team of nurses nationally and overseeing clinical supervision to help our nurses manage their caseloads effectively across the whole range of care offerings from the group.

"My aim is to make sure our service users are getting a high quality service that is very niche and personalised to meet their needs," she says. "This is an exciting time for the business as it is going through a period of change and redevelopment, aiming to attract a lot of new business, which I think is something everyone should embrace. I am delighted to have joined Complete Care in this role at this interesting time and look forward to helping the business develop its client base and its reputation as a first class care provider."

Welcome

W Welcome to the Spring edition of our colleague newsletter. We have put a Focus on Feedback in this edition, sharing highlights from the recent Client Satisfaction Survey as well as providing an update, by site, on action plans to address issues raised from our last Colleague Opinion Survey.

In January we were delighted to welcome Becky Dobson as Clinical Lead Nurse in to Complete Care and Ian Hadingham as Operations Director in to the MiHomecare business. Becky and Ian have significant experience in their respective areas and have been out in the business meeting their teams. You can read more about them on the front page. On page 7, we continue our spotlight on the different roles in the business and find out what a typical day for Michelle Headon, our Complete Care Operations Manager, looks like.

We've also included news about High Five Award winners, the first participants in the Refer a Friend scheme, and some updates on business development, policies and procedures.

Turn to the back page to find out who won our Festive Quiz and to have a go at our Spring Quiz for a chance to win a luxury chocolate hamper in time for Easter.

Our aim with this newsletter is to offer you a mix of informative news snippets and interesting features that enable you to understand and stay in touch with what is happening across MiHomecare, Complete Care and The Care Agency. If you have any suggestions for content we will be very pleased to hear from you, so do let us know using the 'Have Your Say' contact details on page 7.

We hope you enjoy reading this edition. We'll be back in the Summer with our next newsletter.

Narinder Singh
CEO, MiHomecare,
Complete Care and
The Care Agency



Latest Acquisitions are a Perfect Fit

A As we continue to reshape our business and look to deliver our services to more people in England and Wales we have taken the opportunity to acquire Ark's Complex Care service. Ark has considerable experience in the sector and has provided care and support to adults and children in their own homes for over 10 years. This new business is a perfect fit for Complete Care and the addition of 48 new clients will almost double the number of people for whom we provide complex care services in their own homes. We have also acquired Ark's Mora Burnet Extra Care Scheme along with over 250 new homecare clients that will be cared for in North London by MiHomecare.

We will continue to look for opportunities to grow our business and with it will come more prospects for internal promotion for our people. You will, over the next few months, get to meet your new colleagues so please make them feel welcome.

A Reminder about Handling Personal Data

A As part of our day to day duties we all handle different aspects of personal data, be that client data or employee data. It is extremely important that any data you handle is dealt with confidentially and is not available to be accessed by anyone other than yourself for the matter it was intended. Please note that it is everyone's responsibility to ensure any personal data handled is safeguarded and protected. If you have any concerns around the handling of data please speak to your Line Manager.

Accessing your Payslips

W We moved to a new HR & Payroll system, Select HR, at the end of last year which means that all payslips are now available online for you to view from any computer 24 hours a day, 7 days a week. We thought it might be useful to remind you how to access them.

STEP ONE

Type in the following address from your internet application for the following website: <https://mihomecare-hr.accesscloud.com/SelectHR/Login.aspx>

STEP TWO

Enter the following details: **Username** (this is your payroll number, which can be found on your ID badge, or given to you by your branch).

Password (this has been set as your National Insurance Number, which you have given to us).

The first time you enter the site it will ask you to change your password. Please make sure you keep a record of your new password as you will need it the following month. You may want to save the password on your smart phone notes application?

STEP THREE

Once logged in to the system, you will see a symbol saying Payslips and P60s. Click on this. You will then be able to access your payslips by clicking on the little Document symbol next to each salary payment.

Should you try to access your payslips from your smart phone or tablet then you may have to change your settings to allow your payslip to appear. To do this, go into your Settings, click on your Browser Settings (eg Safari if you have an iPhone) and un-tick 'Block Pop-ups'.

FOCUS ON FEEDBACK

Client Satisfaction Survey Results

W We recently carried out our annual client satisfaction survey, which has provided us with valuable feedback on how our

services are perceived externally and areas we need to address to improve our standards of care.

A snapshot of client satisfaction results for MiHomecare



We take from this that we have great care workers delivering an outstanding service, which makes a significant positive impact on our customers' lives. However, we could deliver our scheduled visits better and we could communicate more effectively from our branches.

We will be sharing more detail of the feedback with you in the weeks ahead and looking at actions that can be taken at a company and local level to address areas for improvement.

A snapshot of client satisfaction results for Complete Care



We take from this that we have great personal assistants delivering an outstanding service, with which the vast majority of our customers are very happy. However, we could communicate more effectively with our customers and we need to work harder on identifying ways

to upskill our teams further. We will be sharing more detail of the feedback with you in the weeks ahead and looking at actions that can be taken at a company and local level to address areas for improvement.

FOCUS ON FEEDBACK

Colleague Opinion Survey Action Plans by Site

H Having analysed the overall results from our Colleague Opinion Survey, we asked the MiHomecare and Complete Care Branch Managers to identify the top four trends for their branches and propose ways of addressing them, working with their teams. In essence, this is what they said:

BRENT

TOP FOUR TRENDS

1. PERSONAL DEVELOPMENT

Proposed Action: Carers who have achieved Level 2 and 3 in Health and Social Care will be supported in applying for promotion.

Carers who haven't achieved Level 2 and 3 in Health and Social Care will be supported and encouraged to enrol for the course.

2. GAPS BETWEEN SEEING CLIENTS

Proposed Action: Coordinators will ensure that more new packages are taken on and hours are equally distributed to all carers.

3. TRAVELLING TIME

Proposed Action: Coordinators will review on an individual basis.

4. COMMUNICATION

Proposed Action: Staff will ensure all changes made to rosters are communicated immediately to care workers, who should collect an updated print version if possible.

Changes received by phone are to be confirmed by text message and logged on Coldharbour.

CARTERTON

TOP FOUR TRENDS

1. LOW MILEAGE CLAIMS

Proposed Action: Document has been created to show employees how to claim mileage back from HMRC.

2. PRESSURE TO DO EXTRA SHIFTS

Proposed Action: We will hold a staff meeting to discuss the issues – the office team has to ask, but it is OK for staff to say no.

3. ROSTER CHANGES

Proposed Action: We will explain that changes are due to staff returning from sick leave, not simply that we want to change the work around.

4. NOT BEING PAID FOR TRAVEL TIME

Proposed Action: We will do a comparison for care workers paid an hourly rate, calculated based on rates from local providers. We will also explain that no one gets paid for travel time to and from work.

CAMARTHEN

TOP FOUR TRENDS

1. NOT ENOUGH TIME WITH CLIENTS

Proposed Action: Our current council con-tract is outcome based, meaning clients should be given as much time as required. Staff have not fully understood this, so communication will be undertaken to help them understand the process.

2. NOT BEING PAID FOR TRAVEL TIME

Proposed Action: Staff feel that Mi-Homecare's decision to increase pay to incorporate travel is not fair. The Branch Manager is working with the local authority to get start to finish paid runs and currently has four staff on this pay basis for the high travel areas.

3. STAFF SHORTAGES

Proposed Action: A recruiter has been employed in branch to address recruitment.

4. ON CALL PAY

Proposed Action: An increase in payments for being On Call has been introduced.

THORNTON HEATH

TOP THREE TRENDS

1. SUPPORT WORKERS NOT FEELING VALUED

Proposed Action: Drop in/open days will be held to enable all staff to come into the office and discuss any concerns they may have.

Supervisions, spot checks and appraisals will be brought up to date to ensure there is regular communication between the office and Support Workers.

Staff will be reminded of Mihomecare's open door policy and relevant telephone numbers regarding any concerns they may have.

2. PERSONAL DEVELOPMENT

Proposed Action: Bringing supervisions, spot checks and appraisals up to date will identify any training needs and opportunities for personal growth.

Refresher training will be brought up to date.

3. WOULD NOT RECOMMEND A FRIEND

Proposed Action: Taking action to make Support Workers feel valued and have more opportunities for training and personal development will also address the issue of how likely they are to recommend MiHomecare to a friend.

FINCHLEY

TOP FOUR TRENDS

1. LACK OF SUPPORT

Proposed Action: All office staff encouraged to assist each other with task completion.

All coordinators encouraged to spend 30 minutes at the end of the day to make sure all the rotas are covered.

Daily briefing for all office staff to acknowledge upcoming tasks and regular meeting with carer to address concerns/issues.

2. STAFF NOT FEELING VALUED

Proposed Action: Appraisal system to be put in place where care workers achievements are recognised and rewarded accordingly.

Better incentives to be offered to all working staff and different branches.

Introduce award/ceremonial evenings where staff work and effort is recognised and awarded.

3. PROFESSIONAL GROWTH

Proposed Action: Increase spaces available to complete qualification to acquire better theoretical or practical knowledge in care.

4. TRAINING

Proposed Action: Induction training to include more practical methods to support visual learners.

Provide a more structured system for training, which gives access to employees to monitor their progress.

Offer more training for supervisors and coordinators in line with their upcoming role.

HAMMERSMITH

TOP FOUR TRENDS

1. LACK OF SUPPORT

Proposed Action: The branch will be making every effort to supervise all of the care staff in early 2018, listen to concerns and make staff feel more supported overall.

2. INSUFFICIENT NOTICE OF ROSTER

Proposed Action: There are too many occasions where staff are being allocated work with very little time to prepare. The Branch Manager will be working with coordinators to find ways for rosters to be organised further in advance.

3. NOT FEELING VALUED

Proposed Action: The Branch Manager will be relaunching the Carer of the Month scheme and starting small team meetings within different areas to make sure that she understands all of the reasons for people feeling undervalued.

4. POOR OFFICE MANAGEMENT

Proposed Action: Two new coordinators have been recruited to solve the problem of difficulties communicating with the office team. The branch will also be split into two branches in the coming months, which should help staff to feel closer.

KENT

TOP FOUR TRENDS

1. NOT FEELING SUPPORTED BY COLLEAGUES

Proposed Action: All supervisors have been moved to sit opposite the coordinator for their areas, to improve and encourage more open communication and team work.

2. STAFF NOT KNOWING WHAT IS EXPECTED OF THEM

Proposed Action: Weekly objectives are to be set for all office staff.

3. NOT FEELING VALUED

Proposed Action: The introduction of improved On Call pay rates have helped with this.

The branch will ensure monthly nominations are made to the company High Five Awards.

4. WOULD NOT RECOMMEND TO A FRIEND

Proposed Action: Monthly meetings to be held to encourage engagement.

Refer a Friend scheme to be discussed in supervisions to identify why staff would not recommend.

CAMBRIDGESHIRE

TOP FOUR TRENDS

1. PERSONAL DEVELOPMENT & GROWTH

Proposed Action: All HCAs to have the opportunity to explore their own skills, training and professionalism and develop by training or developing vocational skills.

All HCAs to become champions in aspects of care delivery, eg, dementia, nutrition, social access.

2. NOT FEELING SUPPORTED AND COMPETENT IN ROLE

Proposed Action: The Branch must become a place of safety, where HCAs feel they belong, are respected and able to voice concerns.

Staff to have a development plan to help them understand how to interact with others, offer instruction and support and make other staff feel welcome at the Branch.

3. LACK OF CLEAR FEEDBACK ON WORK

Proposed Action: HCAs need to know the branch structure, which will give a clear reporting line. Branch staff feedback should be considered managerial.

Branch Manager will educate staff in correct protocols, documentation, alerting, supporting and recognising what is a concern.

4. LINE MANAGERS CARING ABOUT HEALTH AND WELLBEING

Proposed Action: All HCA workloads to be assessed and rotas reviewed so that travel is more efficient.

Move away from calling on the same few staff in emergencies.

Carry out regular welfare checks and hold group development days, to facilitate frank discussion about wellbeing.

FOCUS ON FEEDBACK

COMPLETE CARE

TOP FIVE TRENDS

1. SLOW RECRUITMENT PUTTING PRESSURE ON THE PAS IN PACKAGES

Proposed Action: All PAs will be updated at team meetings with progress on recruitment.

The Refer a Friend scheme will also to be communicated to them.

2. LACK OF COMMUNICATION WITHIN PACKAGES

Proposed Action: Group texts will be sent to package phones with updates also logged in the package communication book. The team meeting agenda will be updated to be more specific.

3. CAREER PROGRESSION

Proposed Action: A team leader (Care Coordinators) will be rolled out within all packages.

4. PAS' LACK OF CONTACT WITH OPERATION MANAGER

Proposed Action: All Operation Managers will meet their PAs within two weeks of the induction course.

5. PAS' LACK OF KNOWLEDGE OF WHO TO RAISE CONCERNS WITH

Proposed Action: An operational organisation chart will be placed in all packages.

We wish to thank all PAs for their continued commitment and loyalty to both client and colleagues, whilst we are experiencing low numbers of applicants for vacant positions.

Please Help Us to Help You

You will note that there is no action plan for either Cardiff or Swansea. That is because we received only a handful of responses, which weren't sufficient to enable us to draw any meaningful conclusions and take appropriate action. We hope that more colleagues in those areas will want to have their say in the next Colleague Opinion Survey, as the feedback we receive enables us to ensure we are providing a supportive working environment and are fully aware of staff attitudes and needs.

REFER A FRIEND

W We mentioned in our last issue that we had a number of vacancies to fill and we are delighted to announce that we were able to identify 25 successful candidates through the Refer a Friend Scheme. A huge thank you to all of those who nominated people. The following colleagues have received their first RAF payments through our Refer a Friend Scheme.

Elaine Clarke

Stacy Lewis

Huw Davies

Lesley Ann Dawney

Trudy Ridgewell

Cat Davies

Kerry Ward

Danae Jefferies

Lauren Proctor

Judith Eriyo-Abiri

Danielle Leaf

Emma Pollard

HIGH FIVE AWARDS and the latest winners are...



THE HIGH FIVE AWARDS

W We are delighted to reveal the names of the second cohort of winners in our High Five Awards Scheme.

- **Safe Service** – Dawn McIntosh (Complete Care – Personal Assistant), Poppy Hesson (Complete Care – Personal Assistant)
- **Effective Service** – Robert Floyd (MiHC – Head of Care Quality), Natalie McLellan (MiHC – Quality & Performance Manager)
- **Care** – Gabrielle Lewis (MiHC Camarthen – Support Worker)
- **Responsiveness to Need** – Anibal DeSousa (MiHC Hammersmith – Lead Field Care Supervisor)
- **Well-Led Service** – Donna Crimmins (Complete Care – Clinical Nurse Specialist)

Congratulations and a huge thank you to you all for your hard work!

All winners' nominations will be put forward into the Annual High Five Awards. **Applications for the April 2018 High Five Awards are now open!**

Applications for the February 2018 High Five Awards have closed, but you have until 30th April to enter for the next round of High Five Awards.

It is really important to that those colleagues who go above and beyond in making great contributions to our business get the chance to be recognised publicly, so do take the time to enter or encourage others to do so. Nominations can be made by staff or clients.

There are great rewards to be won:

- Individuals win £100
- Teams win £200, distributed evenly between staff
- Annual winners will collect £500

You should have a copy of the application form, which was emailed out last Autumn, but if not please email Steve.Jeffers@mihomecare.com to request one.

Completed forms should be emailed to High5@mihomecare.com.

A day in the life



C Complete Care's Senior Operations Manager, Michelle Headon, joined the business in 2011 as a 24 hour PA. She had previously had a successful career with the Ministry of Defence (MoD), working her way up from a 12 hour Steward to General Site Manager, before deciding to take a year out. In fact it was four years before an advert in the local paper for the role with Complete Care caught her eye and she thought she would like to give it a try. She found she thoroughly enjoyed it. "My client was the same age as me, but had a serious car accident aged 22, which severely limited what she had been able to do compared to the life I enjoyed," says Michelle. "I had a wonderful husband, five children, two dogs and a rewarding career. The client had a reputation for being hard to work with, but I felt I had a bond with her."

Michelle joined the Care Managers' Team in 2013. She was involved in piloting the Mobilisation Team and applied for her current role, originally for the Midlands, when a new organisation structure was introduced in 2015. She subsequently took over responsibility for the South, then the North, and her role is currently national. "I was trained well in operations management at the MoD," she says, "and I like everything to be in order. I'm a bit compulsive/obsessive

"I like to ensure that I am happy that all our clients are being looked after and that I am ready for the next day,"

in that way."

A typical day for Michelle starts at 5.45am when she leaves home to drive to the Birmingham office, arriving at 8.00am. She starts by looking at emails and the overnight On-Call Reports and dealing with any issues flagged up. Then it's on to the 'normal' work for the day, which is so varied that no two days are the same. "I usually speak to my team of Operations Managers at least once a day," she says, "and there could be all sorts of things to do, including visiting clients, meeting new members of the team, dealing with customer concerns, meeting commissioners about new clients. I never know what is going to come in, but I have to be ready to drop everything and work through whatever it is. I work with all departments to ensure everything is dealt with and the business is running smoothly. I am fortunate that they are all very supportive and responsive to any requests I put to them."

Michelle is not just office bound. She tries to get round all clients and meet them on

a regular basis and she aims to attend as many team meetings as possible – even if it is only to say thank you in person, when it has come to her attention that a team has done a particularly good job.

Typically Michelle leaves the office around 7pm. "I like to ensure that I am happy that all our clients are being looked after and that I am ready for the next day before I leave," she says. Once home, she enjoys a meal and catching up with her partner before retiring to bed early. When she does have some time to spare, she enjoys playing on her X-Box. "It's my way to relax," she says.

Asked about her most memorable moment at work, Michelle says it was definitely taking her original client to the zoo. "I hate zoos," she says, "but she really wanted to go. It was pretty tricky getting her ready and out of the house, but my colleague Sue (who still also works for Complete Care) and I managed to get her to Chester Zoo for the day. She absolutely loved it and smiled all day. I will never forget that smile."

We know that all of our staff work tirelessly to ensure our customers receive the highest standard of care, but everybody's role is different. Who would you like to hear about next? Have Your Say, using the contact details below.

**HAVE
YOUR SAY**

Every quarter we'll be bringing you the latest stories and updates from MiHomecare, Complete Care and The Care Agency.

If you have any stories or ideas that you think could be included

then please do get in touch.

Contact Us

Email your ideas, stories or pictures to Jennifer@chathamcomms.co.uk or phone 07775 912818.

Seasonal Fun

Chocolate is delicious at any time of year, but with Easter just around the corner what could be nicer than winning a super-sized luxury chocolate selection? Answer our questions related to chocolate and Spring to have a chance to win one of three Classic Chocolate Cabinets from award-winning chocolatier, Hotel du Chocolat, worth £50.

1. Which day is officially the first day of Spring 2018 in the Northern Hemisphere?
2. Which bird is the odd one out, leaving rather than arriving in the UK in Spring?
Swallow | House Martin | Whooping Swan | Turtle Dove
3. Which popular yellow Spring flower is associated with rebirth and hope?
4. Which spice is made from crocuses?
5. In which country is the folklore of the Easter Hare thought to have originated?
6. On which day is it traditional to eat Hot Cross Buns?
7. The juice of which fruit is a popular pancake filling?
8. Which native American tribe drank chocolate, believing it to have aphrodisiac powers?
9. What are the main ingredients of chocolate today?
10. Which company is credited with making the first chocolate bar?
11. In which year did Cadbury's produce its first Easter egg?

12. On which Caribbean island does Hotel du Chocolat own a Cocoa Estate?

Email your answers, listed 1 – 12, to Steve.Jeffers@mihomecare.com by midnight on Wednesday 14th March.

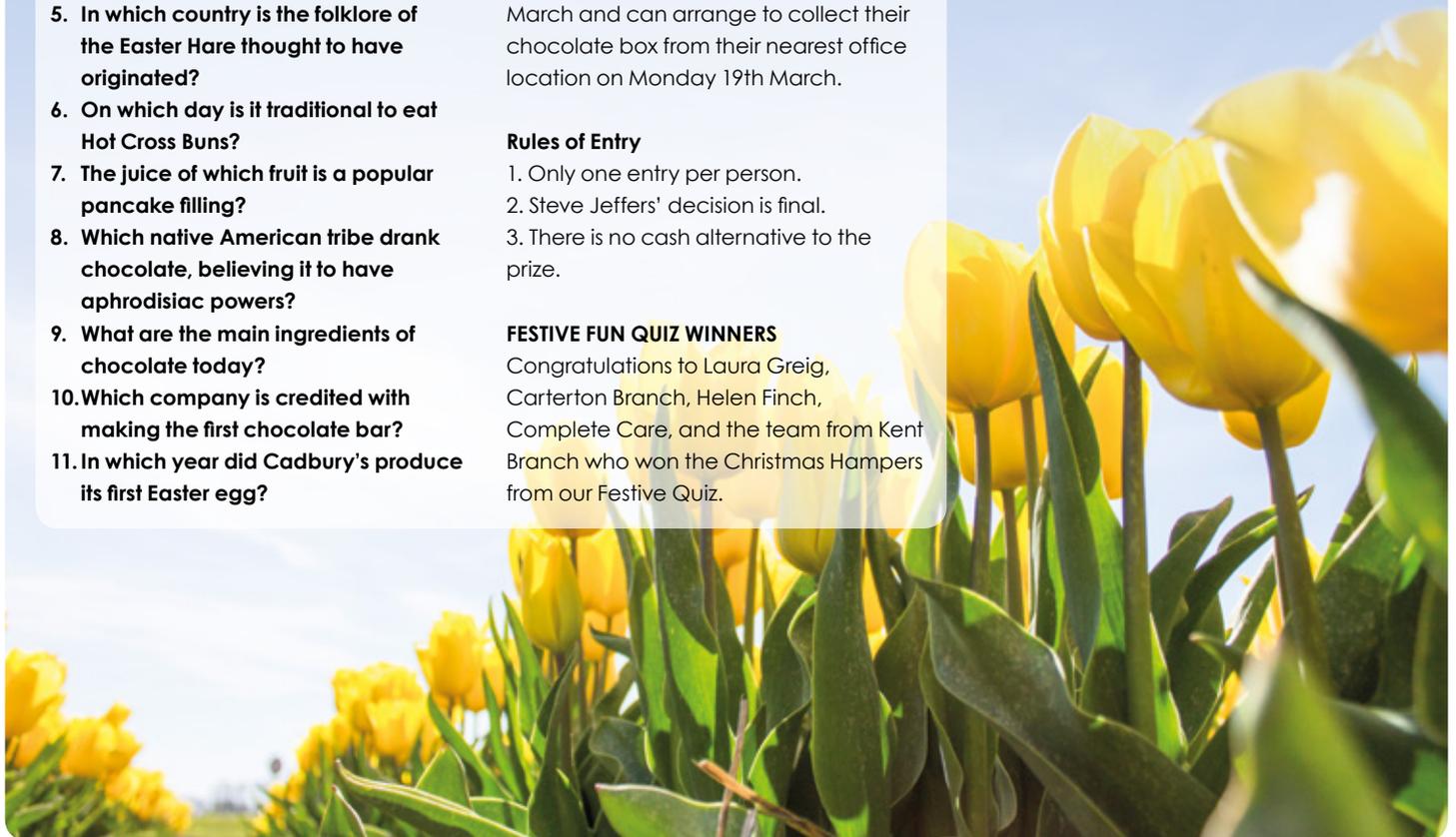
Three winners will be drawn from those who have all the answers correct. Winners will be notified by email on 14th March and can arrange to collect their chocolate box from their nearest office location on Monday 19th March.

Rules of Entry

1. Only one entry per person.
2. Steve Jeffers' decision is final.
3. There is no cash alternative to the prize.

FESTIVE FUN QUIZ WINNERS

Congratulations to Laura Greig, Carterton Branch, Helen Finch, Complete Care, and the team from Kent Branch who won the Christmas Hampers from our Festive Quiz.



Contact Us

MiHomecare works across most regions of England and Wales.

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