



NEWSLETTER



Some Fabulous Craft

One of our service users has been very busy recently completing this amazing diamond art! Well done!



A 90th Birthday!!

What a fab photo' of one of our service users on his lockdown birthday!



Reminder!

In the UK the clocks go forward 1 hour at 1am on Sunday the 28th of March!

See inside for:

- A Day in the Life of...
- Meet Our Staff
- An Exciting New Service!

Meet our Staff - Ally

We thought it would be a lovely idea to get to know our staff and their job roles, just a little bit better than we already do. We have an incredibly professional and motivated team that inspires us daily. First, in our 'meet our staff' series is Alison Pietras, from Enablement Care.

Q. Tell us what you do, Ally?!

On a daily basis, I support staff and residents to ensure that an excellent standard of care is delivered, I do have high standards as you know. I like to know that all of our residents are safe, happy and have had all of their needs met, that's emotionally, physically, medically – everything! I want to know that they have a good quality of life, this is their home, and we treat it as such, we are the visitors in their home. I want to know that at the end of my day, I have made a difference.

Sometimes I can finish work and not feel my best, but to know that I have made someone happy on that day, I've made them laugh, that's the big thing for me.

It's been difficult during the pandemic, people miss their families, but looking on the positive side, it has brought everybody closer. Residents have relied on us more than usual and have opened up to us more. We share that we miss our families too, and they understand that they are not going through it alone.

The past year has been a learning curve for everyone, thank goodness for access to facetime and technology that connects us!

Q. How long have you been working in care and how did you get into it?

I started working here in 1999 as a care assistant, many moons ago! It came about through my sister June (Enablement Care's housekeeper). I wasn't happy with my factory role; it wasn't working for me. I never thought that I would work in care in a million years, though, I was used to more solely manual work. June encouraged me to give it a try, and I got the job.

I'll never forget my first shift. I had always thought that people who lived in care homes were just like us but a little slower in the way that they did things. I didn't fully appreciate what the role entailed. I remember



crying on the stairs, feeling like a failure, I didn't think I could do the job. The service user I had been assisting was a family friend that I had known since I was a child. I found it awkward and felt embarrassed for him. I was wondering if I would be able to deal with the emotional side of care.

I thought to myself; I can't give up just yet and came back the following day. The team of staff were brilliant and supported me. After my second day, things felt much better, and I kept coming back! The rest is history!

When Tracey (our Director) took over, the workforce was uplifted, we knew that she had her heart in it, and the most crucial aspect would always be the residents. Our like-minded mindset helps me move forward from being deputy manager to accepting my new role as registered manager of Enablement Care, knowing that things will always be done correctly and in the residents' best interests. I couldn't work in any home that didn't have their best interests at the forefront.

Q. What does the future hold for you with your new role and qualifications, Ally?

I am now in the process of moving into the registered manager's role; this can take a few weeks to complete everything that is required. My hours have changed, and I am now more office-based.

I'm currently working on my NVQ Level five in Health and Social Care, which is quite tricky to time-manage at the moment, but I'm sure things will improve as I settle into the new role. I'm feeling a little nervous about the registered manager's position as changes have been gradual up to this point, but I am preparing for this as we complete the process.

Q. What is your favourite part of your job?

Spending time with the residents, I like to keep an ear out for them whilst I'm in the office and regularly check in on them during the day, having a little chat with everyone. I think to be a good manager; I need to keep in touch with the residents and know all about them, should I take a phone call, I want to know all about that person we are talking about. That will always be a priority; I'm very hands-on.

Q. What's the worst part of your job?

Without a doubt, when we lose people, when they pass away, that never gets any easier, no matter how long you have been in the job. It doesn't matter if people have been with us for a long time or for a short time, it will always be hard. We support families and each other and must always be sure that the care we deliver is spot-on; it's an honour to be involved.

Q. What's your funniest caring memory?

One instance, a long time ago involving one lady with dementia, she was a very lively character. We had a big raffle table in reception, with all of the prizes on, they had been there for weeks, and no one had bothered with it. This particular day, this lady was walking around, she had bright red lipstick all over her face, everywhere! She had opened a raffle prize and put this lipstick on. We asked if she had been in the box, but she denied everything. Later in the day, she had also been in the quality street but had replaced the cellophane so fantastically that you wouldn't have known she had been in there! All the chocolates had gone, but all of the wrappers were in the box. There have been some funny stories.

Q. What's your super-power Ally? I'm pretty sure all carers have one.

I am good at handling emergencies; I've had some horrible experiences, including conducting CPR. In the moment, you deal with it; you do what you need to do, you're just thinking about the person that needs your help. It can hit you like a stone after though, it's the adrenaline. I'm not very flappable; I think I take after my mum for that, quite methodical and organised.

Q. What do you think is unique about Enablement Care?

I think it's a very homely home, not at all institutionalised. We do have to have some routine and structure to our day to ensure everything runs as smoothly as possible but it's not regimented and I like that, that's part of what makes our home unique.

We pride ourselves on providing Person Centred care, promoting choice and independence to all our service users. Their wellbeing at the forefront of all we do. Our staff team are truly amazing. Working together, as we do supporting each other as well as ensuring all our residents are safe, happy and well is so rewarding. We are always supportive of each other, that means a lot.

Q. What advice would you give for anyone that is just beginning their caring career?

I would encourage anyone thinking about it to give it a go. If you find it difficult at first, don't give up on yourself too soon, it can be very rewarding. When you have done something good for someone, you can feel really good. Essentially you need to care about people; it's no good having a big pile of certificates if you don't care about people. It's not for everybody, but don't be put off if you don't have the qualifications, it comes from within, the training you need can be done on the job as you begin a new role. We have a good training matrix here (Enablement Care offers a full induction period and training programme with our in-house trainer). I would also add, don't be afraid to ask questions there's no need to be embarrassed.

Q. If you weren't working in care, what do you think you would be doing?

This sounds crazy, but when I was growing up and coming up to leaving school, I was very homely, but I have always liked the idea of working in forensics or maybe a criminal profiler. Things like that fascinate me! I think I have a great eye for detail.

Q. What's your favourite activity outside of work?

I've got two dogs, and I love my dogs. I love gardening, and I love DIY. I love making things. I'm quite crafty. I have an eye for how I can transform things. I love to spend time in the garden. I find it relaxing; I don't see it as a chore. I suppose I get that from my parents, they were both keen gardeners. I also love painting and decorating, people may think it's weird, but I like it. I like to see the before and after. I love sewing; I have machines and make all sorts!

Thank you for your time Ally and good luck with your new role, although we're sure you won't need it!

Fabulous Skills!

Well done to this determined service user, who recently completed a brilliant cooking session with our staff member over facetime!





Introducing Enablement Ark



We would love to introduce you to our brand new day service, Enablement Ark!

We are a care farm, which means our service users learn how to look after animals, grow plants and food, and look after wildlife, all on a smallholding setting.

Our service users have helped to build the service into something truly special, which all of our visitors notice as soon as they arrive.

We hope to continue to grow and develop into something that supports many people to learn, care, grow and be.

Becca Oseman
Specialist Provision Manager.





A Day in the Life of - April!

Hi, my name is April Parker-Clark, and I'm the Registered Manager of Community Enablement Team. It seems appropriate to tell you all about my life as a manager.

It all started five years ago; I was shopping in town when I received a call from a familiar voice, asking if I was looking for work.

My answer was yes, and that's where my role began. Previous to being employed by CCT, I was on maternity leave with my youngest, and prior to that, I worked in a residential supported living service.

I began my career with CCT as a support worker, and I knew that this was my forever job. It was completely different from supported living! I gained my level 3 in health and social care whilst working my way up to team-leader after six months.

Progressing a year later, being humbled to be asked to take in the role of registered manager.

Fast-forward to 4 years later, I'm now a fully qualified level 5, with a good CQC rating and a staff team that are so supportive and service that no day is the same.

I could sit here for days telling you about what I do daily because no day is the same. I could be doing:

- Paperwork
- Attending meetings
- Training
- Working alongside my colleagues in the community.
- Supporting medical appointments with the service users

Every day is different, and as a manager, I have to be ready for anything and everything.

Throughout my whole life, I was always told, 'If you do a job you love, you'll never have to work a single day for the rest of your life' - This has stuck with me throughout and has been my inspiration to pursue my goal.

I start my day by checking my emails, they come thick and fast from the day before, and you never know what's going to be asked of you the day after. I then

load our rota system, check that all calls are being attended, looking for any issues for the following week, making sure all service users hours are catered for and making sure all staff have their allocated hours, breaks in the day and acknowledge any time off requests.

I have a schedule for the month where I write down all my targets, due dates and audits.

Whether the audit is on the service user's files, daily records, care plans or medication, completing audits helps me see what we as a team are doing well or what we may need to enhance. This allows me to create an action plan (if required) on what I need to do as a manager to support staff to ensure these audits are successful each time with minimal requirements.

Each month there is a scheduled managers meeting; this allows for all managers across the service to discuss what's happening and offer support to one another. The managing director can provide guidance in areas as needed.

As I express to my staff, all feedback is constructive, and we as a team all work together to make sure the service is running safe and effective.

Audits are time-consuming, but they help me work out what we need to improve; this is vital for our growth as a business and a team. Involving the team, I find, is a great strategy, enhancing our team effectiveness.

Every month I hold team meetings for all the staff. We have used many platforms for this and find that holding a full day of meetings split into different times is the one that works the best. Completing this supports all staff and allows for the development of the staff team to grow. This is an excellent way for me to inform the team of how well we are doing, what we can improve on, and any new initiatives, training or events we have planned. Also, it is a good way for staff to discuss any concerns they may have and what challenges they have in the workplace. I try to make team meetings as fun as possible while being professional and serious when I need to be. We always have cake and coffee!

We use Microsoft forms for staff and service users to

gather feedback on the work that we do. It is not all rainbows, but this is a good way to build a relationship with relatives and an effective way for them to voice their concerns. All feedback is constructive! I write up an action plan, and I take it from there; anything the team and I can do to improve the quality of care - we will.

I also have to go out to different environments to 'assess' new potential service users; I love this part of my job. This is where I get a small but detailed care plan on an individual that the adult social care services have sent me to review and assess.

Most 'referrals' are generally within the Nottinghamshire area; I may have to go to hospitals, other care homes and the service user's property.

Every day is a new day, and I learn so much. The most amazing people I have ever met, I have met in this line of work!

Congratulations to April on completion of Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services - Adults' Management (England).



Useful Websites

The National Health Service
www.nhs.uk

Government Services and Information
www.gov.uk

Nottinghamshire County Council
www.nottinghamshire.gov.uk

Derbyshire County Council
www.derbyshire.gov.uk

The Samaritans
www.samaritans.org

Mind (Mental Health Charity)
www.mind.org.uk



Have Something to Share?

We love to hear about the accomplishments and activities of our residents, service users and staff.

If you have something great that you'd like to share please get in touch by emailing info@challengect.co.uk for consideration*.

*It may not be possible to include everything that we receive, but we will try our best.

Telephone 01623 397750
Email enquiries@challengect.co.uk

CCT Community Enablement Team Ltd
Enablement Care
Brook Street • Sutton in Ashfield
Nottinghamshire • NG17 1ES

challengect.co.uk



www.facebook.com/cctcommunityenablementteam1



www.facebook.com/enablementcaresuttoninashfield



www.facebook.com/ChallengeConsultancyandTraining



Search for CCT Community Enablement Team



@Enablement_Care



@enablementcaresia