

Welcome to the autumn 2019 edition of Vivo's **Newsletter**, which is one of the best ways to keep up-to-date with what is going on across the whole of the organisation.

## Celebrating success as all services now rated 'good'

Vivo has continued on its journey to improve services as all seven areas inspected by the Care Quality Commission (CQC) have now been rated 'good'.

The latest 'good' CQC report for the Specialist Autism service at Dover Drive in Ellesmere Port received a 'good' rating in all of the areas inspected. It highlighted that "people who used the service were relaxed and comfortable with the staff team", and "relatives were consistently positive about all aspects of the support their relations receive".

The seven Vivo areas all rated as 'good' are:

- Curzon House
- Dorin Court Bungalow Short-break service
- Dover Drive Short-stay service
- Northwich Network
- Shared Lives scheme – Coronation Centre
- Specialist Autism service
- Winsford Network.

"My managers are very supportive and approachable and they are always there when I need them both professionally and personally." – Linda Leveridge, Firdale Day Centre Service Supervisor

"As executive support to the Leadership team, I have been aware of the journey taken to achieve this remarkable milestone. It fills me with pride to be part of a forward-thinking organisation willing to embrace change to provide a high-quality, person-centred service to those who need it most." – Angela Carpenter, Business Support Manager



*Shared Lives is one of Vivo's seven regulated services*

# Contract with Council runs until 2021

Vivo's contract with Cheshire West and Chester Council has been extended by a further year until 1 April 2021.

More than 80 per cent of Vivo's income is generated through care commissioned directly by the Council.

Following a number of positive inspections for Vivo's services from the Care Quality Commission (CQC), the contract was extended by the Council's Cabinet members in July.

Alistair Jeffs, Vivo Managing Director, said: "We are delighted that the Council has decided to extend our contract for another year.

"We have made a lot of progress in the past year or so as we continue our journey to achieve 'outstanding' ratings for all of our services.

"Councillor Val Armstrong is the new Cabinet Member for Adult Social Care and Public Health and we are looking forward to working closely with her, the rest of the Cabinet and Council staff over the next couple of years.

"Our approach is to put those who use our services at the heart of everything we do and we are always looking at ways we can improve our services, giving those we support the best opportunities in life."

"We have plenty of exciting plans for Vivo in the future."





# Service spotlight: Little Roodee Café

**Vivo's Little Roodee Café isn't the usual café you might come across on your local high street.**

It is unique compared to other cafés as it provides training and employment opportunities for people with learning disabilities, allowing them to gain first-hand experience in food preparation, customer service, good hygiene practice and team working.

Christine Taylor uses the service at the Little Roodee and recently completed her Level 1 National Vocational Qualification (NVQ) in Hospitality and Catering.

She explained: *"The staff are amazing at the café and there is always a good atmosphere in there.*

*"I love helping our customers and I always make sure I am polite to them when they visit the café.*

*"All of my family are really pleased for me as I have managed to get a qualification."*

Christine joined the team at the café in January 2018, now works two-days-a-week on a Monday and Thursday, and the experience she has gained has helped her get a job working in another café near to where she lives. She also enjoys volunteering at a local shop.

*"I am always busy when I am working at the café," Christine said.*

*"I wipe the tables, put milk in the jugs, help to cook the eggs, sort out the tuna and prepare the salad. There are a lot of different things I do.*

*"I would recommend the café to anyone as it is a really fun place to work."*

Kez Vazquez, who manages the café, feels her job is extremely rewarding.

She added: *"Seeing where they started out and where they get to is the biggest thing for me.*

*"It is nice to have something a bit different to traditional day care for people with learning disabilities. It is a good alternative for people to develop their skills further.*

*"The people using the service do everything from front of house customer service, to preparing food and drink, to maintenance checks, to helping with orders.*

*"We have had a lot of positive feedback from customers and I think it has opened some people's eyes.*

*"Some people have visited the café and said that it has given them the full picture, showing that people with learning disabilities can achieve just as much as anybody else.*

*"All of the people training up at the café make great members of staff and they always get plenty of tips because of their customer service."*

If you would like any more information about the Little Roodee Café, **visit:**  
**[roodeetrainingacademy.co.uk](http://roodeetrainingacademy.co.uk) or email:**  
**[keziah.vazquez@vivocarechoices.co.uk](mailto:keziah.vazquez@vivocarechoices.co.uk).**



Christine serves a customer at the Little Roodee Café

# Helping the community grow

## Vivo's Green team officially launched at Grosvenor Park in Chester in July, helping to keep the borough clean and tidy.

Councillors, Vivo and Council staff and members of the Green team all came together to celebrate the great work going on across west Cheshire.

Over 30 volunteers from Vivo's learning disability services make up the Green team as they have a passion for gardening and outdoor projects, volunteering one to five days per week depending on their interest.

Volunteers have developed strong links and friendships with the wider community, and the scheme aims to turn volunteering opportunities into supported employment opportunities once it expands.

Although the team is already out and about across the borough, it is always on the lookout for new projects to take part in. If you have any suggestions, **email:**

**greenteam@vivocarechoices.co.uk.**



*Members of the Green team enjoy the launch event.*

# Are you ready for Brexit?

Prepare for Brexit  
at [gov.uk/brexit](https://www.gov.uk/brexit)



Cheshire West  
and Chester



## Birthday celebrations for oldest Vivo resident

**Curzon House resident Agnes Branch was joined by family from across the world to celebrate her 106th birthday in August.**

Agnes, known as Anne, grew up in Scotland and began work as a midwife at Sterling Royal in 1930. She was married to Roland Clarence James Branch and has two children, four grandchildren and four great grandchildren.

Anne's 92-year-old niece, who she had not seen for over 20 years, visited Curzon House to join in with the celebrations, along with her daughter and niece's daughter.

Andrea Stanton, Curzon House Service Coordinator, said: "Anne has a great sense of humour and her smile brightens up everyone's day."

"She loves speaking Gaelic and dancing the highland dances, especially to bagpipes.

"All of the staff here at Curzon House enjoy caring for Anne and making sure she is looked after."



Anne celebrates her 106th birthday with her family

## Helping those with care and support needs

Vivo supported Cheshire Independent Living Awareness Day (CILAD), which was held at Moss Farm Leisure Centre in Northwich on 23 August.

CILAD returned in 2019 after a short break and gave people the opportunity to visit stalls hosted by care organisations across Cheshire, gather information and advice, and take part in accessible rugby with Sale Sharks. Sessions were also held to raise awareness about Makaton, a language programme more than 100,000 people in the UK depend on.

The event celebrated diversity and aimed to help people with care and support needs to live independently in the community.

Vivo supported it alongside the following organisations:

- Cheshire Centre for Independent Living (CCIL)
- Cheshire West and Chester Council
- Brio Leisure
- Qwest Services
- Healthwatch Cheshire
- Active Cheshire West



# Stars of the future

Five apprentices have joined Vivo as part of a new annual programme in partnership with Cheshire College South & West.

The apprenticeships will last for 12 months and give those taking part in the scheme the chance to work across all of Vivo's services, such as supported living, day services for people with learning disabilities, and older people services.

Apprentices will work four-days-a-week with Vivo and spend the other day studying at Cheshire College South & West for a qualification.

**Janice Fryer, Vivo Director of Operations**, is leading on the project, which began in September.

She said: *"This is a really proactive way of finding potential new carers."*

*"As well as studying for a formal qualification, all of the apprentices will be able to gain valuable, first-hand experience working in care."*

*"We advertised the scheme and received a lot of interest. We gave all of the people we interviewed an apprenticeship as they all impressed and will no doubt make excellent carers in the future."*

*"We're really excited to see this project begin and how all of our apprentices develop over the next 12 months."*

## New website with a fresh look

Vivo recently launched its brand new website to make sure it is easier than ever to access the latest news and information.

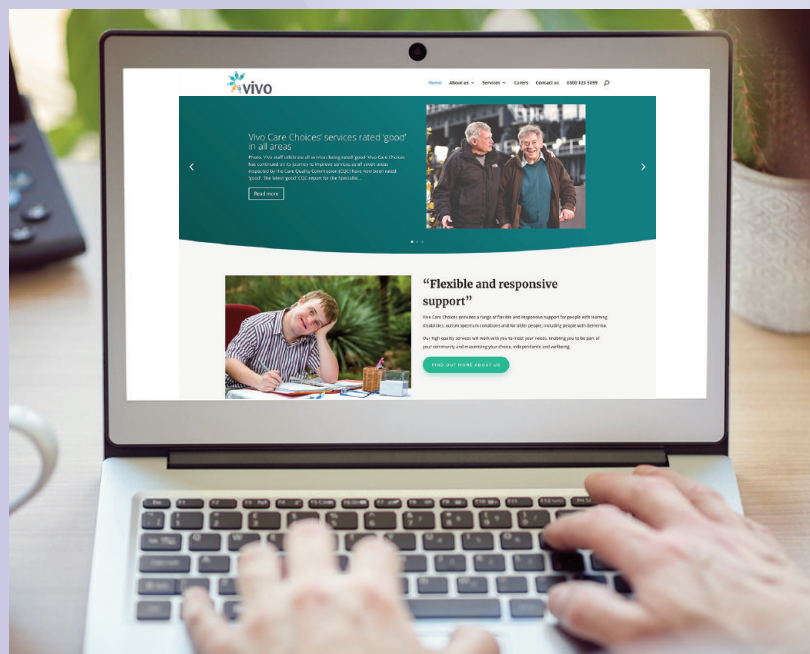
The news section is now far more prominent at the top of the homepage, showcasing all of the great work going on across Vivo.

There are also dedicated pages for each of Vivo's services and plenty of information for carers, including the meetings and charities people can get involved with to make sure they have a voice.

Check out the new website at:  
**[vivocarechoices.co.uk](http://vivocarechoices.co.uk)**.

If you have any feedback about the website, or what you would perhaps like to see included, email:

**[communications@vivocarechoices.co.uk](mailto:communications@vivocarechoices.co.uk)**.





# A great place to work

It is more than just a job at Vivo as staff work in high-performing teams to deliver quality, person-centred care that promotes independence and enhances the lives of those using services.

Not only is Vivo a vibrant place to work, but it also provides great staff benefits.

The pay is very competitive, there is a generous holiday allowance of 25 days pro rata plus bank holidays increasing to 30 days with length of service, and an excellent pension scheme.

Staff can also take advantage of high street and supermarket shopping discounts through the Working Rewards scheme, and you can save directly from your salary with the West Cheshire Credit Union.

Vivo has recently launched a new recruitment system, making it far easier for you to search and apply for jobs. You can access the system directly from the website at: [vivocarechoices.co.uk](http://vivocarechoices.co.uk).

## Celebrating diversity at Chester Pride

Vivo held a brand-new Kaleidoscope stage, in partnership with Storyhouse, at the Little Roodee Café as part of the rearranged Chester Pride on 22 September.

After the original event was postponed in August because of bad weather, thousands still flocked to celebrate diversity at Chester Pride on the new date.

Storyhouse, which has been running successful weekly open-mic nights since October 2018 as part of its Kaleidoscope programme, supported a Little Roodee line-up made up of people with mixed abilities.

As well as hosting the Kaleidoscope stage, Vivo staff took part in the parade through the streets of Chester and had a stall during the main event at Castle Square.



*A colourful parade takes place through the streets of Chester*

## Making sure older people are treated fairly

Vivo is committed to helping make west Cheshire an age-friendly borough.

Age-friendly Cheshire West, a network of older adults, community groups, organisations, businesses and communities, has been created to work together to make the borough a great place to live and grow older.

Vivo has joined the network, aiming to inspire communities and bring people of all ages together. The aim is to make West Cheshire a friendlier, more connected place, where older

residents and those growing older have the opportunity to live a happy, healthy, active and enjoyable life they can live to the full.

Communities, residents, groups and businesses can get involved by bringing people of all ages together to show their support. If you would like to get involved and keep up-to-date with age-friendly activities, email:

[inclusivecommunities@cheshirewestandchester.gov.uk](mailto:inclusivecommunities@cheshirewestandchester.gov.uk) or find out more information by visiting: [cheshirewestandchester.gov.uk/agefriendlycheshirewest](http://cheshirewestandchester.gov.uk/agefriendlycheshirewest).

## Improving the pathway to independence

Cheshire West and Chester Council is transforming its adult social care services to further improve the way it supports people.

The current services have a traditional approach, assessing what people cannot do and providing long-term support to help them manage.

But the focus is now on what people can do and finding more creative and meaningful ways to support them and their families. People can remain in control of their lives and avoid admissions to hospital and long-term care by doing this.

You can view an animation video, showing the vision for the future, on the Council's YouTube channel.

## Council publishes **Learning Disability and Autism Strategy**

Vivo is very supportive of the approach the Council has set out in its new Learning Disability and Autism Strategy for 2019-23.

The following areas are covered in the strategy.

- Promoting a model of progression.
- Developing a Supported Employment service.
- Modernising the social care approach to assessment and reviews.
- Committing to investment for bespoke accommodation for the growing number of people with learning disabilities and autism.

The demand for learning disability packages has increased by 19 per cent over the last four years, while supported living tenancies have increased by 58 per cent over the last four years.

Vivo has made a number of different proposals to support the Council deliver its strategy, including offering to pilot the model of progression and showing a desire to acquire more bespoke accommodation for people with learning disabilities. Vivo will also redesign its services in line with the strategy as it seeks a new long-term contract with the Council from 2021.

## Get involved with district carers meetings

All unpaid carers are welcome to attend any of the district carers meeting, which are run by Cheshire West and Chester Council. You can get minutes of meetings by contacting Jo Jewell, Carer Liaison Officer, on: **01244 973332** or [joanne.jewell@cheshirewestandchester.gov.uk](mailto:joanne.jewell@cheshirewestandchester.gov.uk).

### Chester and Ellesmere Port district carers

Venue: Lightfoot Lodge, Lightfoot Street, Hoole, Chester, CH2 3AD

Time: 10.30am-12.30pm **4 December 2019**

### Vale Royal district carers

Venue: Foyer Bar, Northwich Memorial Court, Chester Way, Northwich CW9 5QJ

Time: 11am-1pm **6 November 2019**

## How to get in touch

There are plenty of ways you can contact Vivo. Call us on: **01244 977120** or visit our website at: [www.vivocarechoices.co.uk](http://www.vivocarechoices.co.uk)

We're also active on social media so feel to join in on the conversation. Twitter: [@vivocarechoices](https://twitter.com/vivocarechoices). Facebook: **Vivo Care Choices Ltd**.

If you'd like to receive an electronic copy of this Newsletter rather than a paper version, let us know by emailing us at: [communications@vivocarechoices.co.uk](mailto:communications@vivocarechoices.co.uk)