

Welcome to the first edition of our **Quarterly Newsletter**.

We've had a busy and challenging year so far. A number of our services have not been delivered to the high standards of care and compassion that is expected of Vivo and for that we apologise. These shortcomings have now been addressed and we are committed to delivering high quality person-centred care to all our service users at all times. Our performance and standards continue to be scrutinised closely by the Care Quality Commission (CQC), the Council, our Board of Directors and by our own internal Quality Assurance processes to ensure continuous improvement across all our services.

In recent months, we've had CQC inspections at Curzon House, Dover Drive Supported Living Network and Winsford Supported Living Network. We've re-opened the Learning Disabilities Respite Service at Dover Drive, we've had an

independent financial review by Ernst & Young, we've developed a comprehensive quality assurance programme of work to achieve our ambition of having good, and in time, outstanding ratings for all our regulated and non-regulated services, and we've developed

“Our performance and standards continue to be scrutinised closely by the CQC, the Council and our Board of Directors.”

our Annual Plan which will be published shortly.

There have been a number of personnel changes in Vivo. Most notably, it is with sadness that we inform you of the departure of our Managing Director, **Alison Jones**.

A personal message of farewell from Alison is on the following page and she will be greatly missed by us all. Alison's passion and commitment to Vivo has been inspirational to so many and we wish her well for the future. In the interim, to cover for Alison's departure Cheshire West and Chester Council has provided additional support to our Vivo leadership team and we now have an interim Lead Support Director (**Alistair Jeffs**), an interim Director of Quality (**Donna Ryan**) and interim Director of Transformation (**Davinder Gill**) who are working alongside our Director of Operations (**Janice Fryer**) and Director of Resources (**Gary Hyde**) over the next 12 months to help strengthen our services and transform and grow our organisation. These arrangements will provide the leadership and capacity required by Vivo to oversee the continued improvement in services until we make a new, permanent appointment to the Managing Director role.

Message from Alison Jones, Vivo Managing Director

Following a difficult year for me personally which has impacted on my health and wellbeing, it is with great sadness that I inform you of my decision to step down as Managing Director of Vivo.

Throughout my time in Vivo, I have had the privilege of working with and for so many inspiring people. I would like to thank you all for your support, commitment and contribution to Vivo over the last four years.

I know from personal experience how important services are for people who need care, and I have always been driven by an ambition to ensure that services are the best they can be. In recent months Vivo has faced many pressures in terms of ensuring its capacity to meet the increasing demand and complexity of care within a challenging financial scenario, whilst improving quality.

I am delighted that the Council has now put in place the support needed to address these key areas and I sincerely hope that Vivo will become the success I know it can be.

All that remains is for me to convey my very best wishes to you all for the future.

You Said **We Did...**

In response to the findings of our Carers survey last year we've done a number of things.



82%

felt that our services were of high quality.

To improve the quality of our services, Donna Ryan has joined us as interim Director of Quality who is working alongside Janice Fryer, Director of Operations, and our Area Managers to strengthen our services and implement a robust programme of improvements to achieve our ambition of having outstanding ratings for all our regulated and non-regulated services.



22%

felt that we could improve our communication.

We've introduced this Newsletter to give carers/families of service users and our stakeholders information about our services, our latest news, upcoming events and anything that's happening across the borough that might be of interest. We are also planning to run regular Carers' Forums across all our services to ensure we regularly communicate and engage with carers/families of service users and as a way to ensure that communication is two-way.



19%

felt there should be more activities in Learning Disabilities day services.

We have begun a review of our Learning Disability Day Services in Chester, Ellesmere Port and Neston and have begun to engage with people using these services and their families. We want to deliver services that are more creative, innovative and person-centred.



47%

felt we should provide holidays.

We are looking to re-introduce day service provision at Lightfoot Lodge, provide outdoor activities at Grosvenor Park in Chester using the wonderful Pavilion and Changing Place facilities there and at Castle Park in Frodsham, and have a new allotment area in Ellesmere Port. We will be asking for ideas about decorating the sites with a plaque by our service users. We are also considering providing short break holidays.

Our Services

We provide a range of support for adults with learning disabilities, autism spectrum conditions and older people, including people with dementia.

Our **Learning Disability Day Services** provide a range of day time activities in a number of day centres and community settings including the **Mulberry Day Centre (Chester)**, **Canal Street Day Centre (Chester)**, **Firdale Day Centre (Northwich)**, **Meadowbank Lodge (Winsford)**, **Neston Day Centre (Neston)**, **Water Tower Gardens (Chester)**, **Coronation Centre (Ellesmere Port)** and **Healthy Living Centre (Ellesmere Port)**.

Our **Little Roodee café** (Chester) provides vocational training and employment opportunities for adults with learning disabilities. For more information contact **Denise Garner**, Area Manager on **07967 593104** or **Denise.Garner@vivocarechoices.co.uk**

Our **Learning Disability Respite service** provides evenings and weekends respite for people with Profound Intellectual Multiple Disabilities (PIMD) and challenging behaviour at Dorin Court and Dover Drive in Ellesmere Port. For more information about Dover Drive contact **Luke Sheehan**, Area Manager on **07970496824** or **Luke.Sheehan@vivocarechoices.co.uk**

For more information about Dorin Court contact **Ellie Pugh** on **01244 377479** or **Ellie.Pugh@vivocarechoices.co.uk**

Our **Older People Day Services** provide a range of day time activities in a number of day centres and community settings including **Davenham Day Centre (Northwich)**, **Abbots Wood (Chester)** and **Coronation Centre (Ellesmere Port)**. For more information contact **Sarah Powell** on **07970497590** or **Sarah.Powell@vivocarechoices.co.uk**

Our **Older People Respite and Short Stay service** provides care, support and accommodation for people requiring time to recover from illness; evening and weekend respite for older people and day services for people with dementia and operates from Curzon House (Chester). For more information contact **Kerry Fisher**, Area Manager on **01244 977926** or **Kerry.Fisher@vivocarechoices.co.uk**

Our **Supported Living service** provides adults with learning disabilities and autism with support to live in their own homes and operates in Ellesmere Port (Dover Drive and Stanney Lane), Northwich and Winsford. For more information about the Dover Drive/Stanney Lane Network contact **Luke Sheehan**, Area Manager on **07970496824** or **Luke.Sheehan@vivocarechoices.co.uk**

For more information about the Northwich and Winsford Networks contact **Michelle Davies**, Area Manager on **07970496828** or **Michelle.Davies@vivocarechoices.co.uk**

Our **Shared Lives service** provides sessional support, respite and permanent placements to people both within their own homes and in the community and is delivered by self-employed carers.

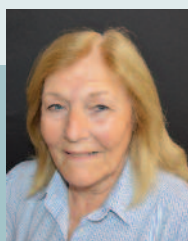
Our **Voluntary Community Day Services** provides day time activities for older people run by a group of volunteers. For more information contact **Anouska Panesh**, Area Manager on **01606 288879** or **Anouska.Panesh@vivocarechoices.co.uk**



Denise Garner



Luke Sheehan



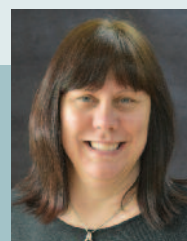
Ellie Pugh



Sarah Powell



Kerry Fisher



Michelle Davies



Anouska Panesh

Our operational services above are supported by our back office services located at Lightfoot Lodge, Hoole, Chester.

Spotlight On...

Respite at Dorin Court

At Dorin Court we welcome people into our service providing respite care for adults with moderate learning disabilities. We have created a home from home for up to 5 service users accommodated in two bungalows which are linked by a conservatory. Independence is promoted, healthy living encouraged and our aim is to make your stay with us a fulfilling and enjoyable experience.

Dorin Court is open every weekday from 8am to 11am and 3pm onwards. The staff provide opportunities to continue with hobbies and leisure interests. There are many local amenities within walking distance including a public library, tennis courts, adapted swing park, shops, pubs and restaurants. The Northgate Arena is just a short bus

ride away and provides many sporting facilities. We have Wi-Fi access, iPads, Wii games and X Box, art and craft and a selection of board games and jigsaws. Our service users are encouraged and supported to engage in whatever they wish to do.

On evenings and weekends we have the use of a wheelchair adapted minibus and often venture further afield to places of interest, for picnics or to visit the seaside.

We are holding an Open House Coffee Morning and Cake Sale on Tuesday 25th September 2018 between 11.30am and 2pm. Carers/families are welcome to come along and view the facilities and meet some of the staff.

For more information contact us on **01244 377479** or e-mail **Ellie Pugh** at **Ellie.Pugh@vivocarechoices.co.uk**



Friends of Ellesmere Port Charity:

The Friends of Ellesmere Port Network Charity was formed in 1998 by a group of volunteers with the aim of raising funds to help support adults with a learning disability. The services they support are Dover Drive supported living, Dover Drive respite and Dorin Court respite. The charity's committee consists of parents whose children receive a service and our staff members.

The charity has provided sensory equipment, garden furniture, computer and musical equipment, parties at Valentines, Halloween and Christmas. It is funding Vibe Music Therapy at Dover Drive and aims to have Art Therapy later this year.

If anyone would like to join the Charity's committee or help in any fundraising events contact **Marion Redfern**, Secretary at **marionredfern@yahoo.co.uk**

Supported Living:

Our Supported Living Networks are registered with the Care Quality Commission and support people who need social care to live as independently as possible. The service at Dover Drive, Ellesmere Port, and Stanney Lane provides support to 22 individuals across 9 separate houses to adults with autism, learning disabilities and other complex health needs. Our service in Northwich and Winsford provides support to 56 individuals across 9 properties in Northwich and 7 in Winsford to adults with learning disabilities, physical disabilities, older people and those with dementia.

Each house has its own staff who are appropriately skills matched and trained to best meet the needs of those they are supporting.

The people we support access a wide variety of activities including use of local leisure centres, cinemas,

libraries, club nights, discos, meals out, shopping trips and many more. Many of the people we support access our Day Services. Our purpose is to provide the best bespoke support available to each individual so that they are enabled to live their lives exactly as they choose to. Our ambition is to continually strive to achieve this and never rest on our laurels. This is reflected through the positive feedback

captured from service users, the Care Quality Commission, National Autistic Society, family members and other key stakeholders. Enabling our service users to live their lives as independently as possible will lead to a natural expansion as we look to open new support services so as to provide a clear pathway for our service users to step down into a more independent living environment.



For more information contact about the Dover Drive/Stanney Lane service contact Luke Sheehan on 07970 496824 or Luke.Sheehan@vivocarechoices.co.uk, or contact Michelle Davies on 07970 496828 or Michelle.Davies@vivocarechoices.co.uk for more information about the Northwich and Winsford service.

Support for Carers

Did you know that under the Care Act 2014, all unpaid Carers who provide care to someone are entitled to an assessment of their own to receive support? For further information contact the Cheshire West and Chester Council's Access Team on **0300 123 7034**.

New Cheshire West Carer Support Service:

A new integrated carers service was launched in May 2018 and supports Cheshire West and Chester residents to access a range of carers support services from seven local organisations.

To ensure that accessing the range of community activities and services available is as simple and straightforward as possible, the new model has a single phone number and point of access as well as clear referral pathways between service providers. This will help carers to better navigate the system and allow professionals to clearly signpost and refer as required. If people's needs change, they will be seamlessly referred between providers to ensure their needs continue to be met.

Key features include:

- Community based services with universal access for people who have caring responsibilities.
- One single point of access to carers support services.
- Fully integrated approach to ensure carers have access to both generic and specialist support across the borough.



If you are a carer or someone working to support carers, and would like to find out more information, contact the service on **0300 102 0008** (Monday to Friday between 9am and 5pm), visit their website at www.cheshirewestcarersupport.co.uk or email them at advice@cheshireandwarringtoncarers.org

District Carers Meetings

All unpaid Carers are welcome to attend any of the District Carers meetings detailed below, which are run by Cheshire West and Chester Council and can also ask to receive a copy of the minutes from these meetings.

Chester and Ellesmere Port District Carers

Venue: Coronation Centre, Coronation Road,
Ellesmere Port

8th August 2018

3rd October 2018

28th November 2018

Vale Royal District Carers

Venue: Saint John's Church, Hartford, Northwich

1st August 2018

14th November 2018

Contact **Jo Jewell**, Carer Liaison Officer at the Council on **01244 973332** or **Joanne.Jewell@cheshirewestandchester.gov.uk** or **Sandra Elliott** at **Sandra.Elliott@cheshirewestandchester.gov.uk**

Recent and Upcoming Events

Monday 30th July 2018, 5pm

Strawberries and Cream Party at 18 Pheasant Way, Winsford (part of the Winsford Supported Living Network).

Friday 10th August 2018, 10.45am to 2.30pm

Cheshire Disability Social League's annual Cheshire West v East football tournament at Cheshire FA grounds, Northwich.

Saturday 11th August 2018

Chester Pride, Castle Square, Chester. Visit us at our stall in the Health and Wellbeing tent.

Tuesday 25th September 2018, 11.30am to 2pm

Open House Coffee Morning and Cake Sale at Dorin Court.

Latest News

- We are delighted that our **respite facility for adults with learning disabilities** at **Dover Drive** has re-opened and we are now accepting bookings.
- We are thrilled that the potential closure notice from the Care Quality Commission for **Curzon House** has been withdrawn. This is in recognition of the significant progress, improvements and commitment by all the staff at Curzon House.

Chester Carers Network

All unpaid Carers are welcome to attend our next meeting of the Chester Carers Network on **6th September 2018, 10.30am to 12noon at Lightfoot Lodge.**



Key Facts

Did you know?...

- We employ **436 staff**.
- We support **657 service users**.
- We deliver services from **46 buildings** and homes across the borough.
- We deliver **50,000 hours** of care in a typical month.
- We have over **100 volunteers** supporting our services.
- Our annual expenditure is **£11.2m**.

If someone is in receipt of the Employment and Support Allowance (ESA) they are entitled to free prescriptions. For more information, click on the link: www.benefitsandwork.co.uk/employment-and-support-allowance/esa-glossary/2752-free-prescriptions-for-esa

How to Contact Us

You can get in touch with us anytime, we'd love to hear from you. Call us on **0300 123 5059** or visit www.vivocarechoices.co.uk

You can also provide us with feedback about our services, make a compliment about a member of staff or raise a complaint using the feedback form on our website.

We'd like to provide as many copies of this newsletter to you electronically to cut down on our costs, so if you'd like to receive an electronic copy of our future newsletters please email us at Communications@vivocarechoices.co.uk and we will add you to our mailing list.