

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

Over the summer we've had a couple of CQC inspections and are delighted with the outcomes. Our Winsford Supported Living Network was given a Good rating by the CQC in July 2018 following an inspection and Curzon House, our respite, short term and residential care facility for older people was re-inspected and also given a Good rating by the CQC in August 2018. From being under the threat of formal closure by CQC and having an Inadequate rating in December 2017 to now being rated as Good is an incredible achievement for Curzon House and is due to the tremendous commitment, dedication and professionalism of Kerry Fisher (Curzon House Registered Manager) and everyone working at Curzon House

Vivo also went through an assessment process under the Disability Confident Scheme in the summer and were successfully accredited as a Disability Confident Employer. You can read more about this in the Newsletter.

We are continuing to make good progress with a wide range of new and exciting developments including:

- The **reopening of Lightfoot Lodge** for the provision of Learning Disabilities Day Services with our Eye Opener group and the Transport Hub groups now successfully located there following their recent move from the Mulberry Centre.
- A number of our service users completed their 6 week **Horticultural Certificate at Grosvenor Park** which was presented to them by the

Lord Mayor. The group is continuing to maintain the Flower bed which has pride of place in the centre of the Park.

- Our **two charities (The Friends of the Mulberry Centre and the Friends of the Ellesmere Port Network)** continue to raise substantial funds for additional services, activities and equipment across Vivo. We greatly appreciate their dedication and commitment.

Our Board of Directors spent a very productive day in August 2018 planning for the future of Vivo. We discussed the ambitions for Vivo over the next 5 years as we hope to see the company continue to go from strength to strength. We will launch our new 5 Year Corporate Strategy (2019-2024) by March 2019 reflecting the ambitions and aspirations of the Board and Vivo staff and setting out how we can best meet the needs of our service users.

A Celebration of Age: International Day of Older Persons, 1st October 2018

In celebration of the International Day of Older Persons on Monday 1st October 2018, we ran a programme of events for older people who use our services and their carers/families. Events ran from Monday 1st October to Friday 5th October 2018 in Davenham Day Centre (Northwich), Abbots Wood Day Centre (Chester), Coronation Centre (Ellesmere Port) and Curzon House (Chester).

Our stakeholders got on board and delivered a number of events, including:

- A talk on Dementia Awareness by Rob Catlow, Dementia Friends Champion
- A talk about Telecare, highlighting the benefits and range of telecare equipment available, by Fran Taberner from Welbeing Org.
- An Otago class (chair based exercises) and talk about the benefits of exercise by Dora Smith from Brio Leisure.
- A dance class by Cheshire Dance
- War themed reminiscence sessions using a memory boxes provided by the Grosvenor Museum and Cheshire Libraries

Service users at Curzon House also enjoyed singing by the Merseyside choir and a number of afternoon teas and skills sharing sessions took place across all centres.



A Celebration of Age:

Happy Birthday

- **Agnes Branch** – 105 Years Young. Vivo were delighted to be part of Agnes' birthday celebration. At 105, Agnes is certainly the oldest service user with Vivo and we believe is the oldest resident in Cheshire! Agnes had a wonderful party attended by the Lord Mayor and Lady Mayoress at Curzon House where Agnes lives.



- A very happy birthday also to **Glynis Doherty** who will be 70 years young on 30th October 2018 and has lived in our Winsford Supported Living Network for 25 years.



Happy Retirement to Margaret Griffin, Service Supervisor in Winsford Supported Living Network, who recently retired after 27 years' service in the Network.. Margaret has been a valued member of the company and has seen many changes along the way. We thank

Margaret for her hard work and commitment over the years and wish her a very long and happy retirement.

Canal Street Road Crossing Improvements

Vivo service users and staff raised a number of concerns about the road crossings and pavements outside of the busy Canal Street Day Centre with senior managers within Cheshire West and Chester Council. Due to their persistence and the strength of the concerns that they put forward this has now been addressed. We are all pleased with the recent improvements that the Council have now put in place. The signage and flashing lights have significantly improved the safety for all and the accessibility problems for wheelchairs on the pavement have also been sorted out. Everyone is really delighted and pleased with how the Council has listened to these concerns and acted so decisively.

Disability Confident Employer

We're thrilled that Vivo has been awarded the Disability Confident Employer Standard (Level 2).

The Disability Confident Scheme is a national scheme to demonstrate the commitment that employers make to employing disabled people.

The Scheme replaced the previous 'Positive about disabled people' double tick and is designed to:

- Improve understanding of disability
- Challenge attitudes towards disability
- Remove barriers for disabled people and those with long-term health conditions
- Ensure disabled people have the opportunities to fulfil their potential



Areas of strength identified through the assessment process were our accessible buildings, our programme of equality and diversity training, and our innovative approach to providing work experience and vocational training, for example the Roodee Café. Our recruitment processes and HR policies have been reviewed to be even more inclusive.

Our accreditation confirms our commitment to employing disabled people, however, we recognise that there is still more that we can do. Having gained this accreditation, we will now aspire to reach the highest Disability Confident Leader level (Level 3). Should we achieve Level 3 we will be one of only a very small number of care organisations in the North West to have achieved this highest level of accreditation.



Stay Well this winter

Flu vaccination is available every year on the NHS to help protect adults and children at risk of flu and its complications.

Flu can be unpleasant, but if you are otherwise healthy it will usually clear up on its own within a week. However, flu can be more severe in certain people, such as anyone aged 65 and over, children and adults with an underlying health condition (such as long-term heart or respiratory disease) and children and adults with weakened immune systems.

Anyone in these risk groups is more likely to develop potentially serious complications of flu, such as pneumonia (a lung infection), so it's recommended that they have a flu vaccine every year to help protect them.

All operational Vivo staff are entitled to a free flu vaccination and we are actively encouraging as many staff as possible to have this immunisation before the winter.

Talk to your GP, practice nurse or pharmacist for more information about these vaccines.



Chester Pride

On Saturday 11th August 2018 a number of our staff had fun in the sun and took part in Chester Pride. Thanks to everyone who visited our stall in the Health and Wellbeing tent.

Spotlight On...

LITTLE
ROODEE
TRAINING
ACADEMY

Little Roodee Cafe

Our café at the end of the Little Roodee car park in Chester opened its doors in July 2017.

As well as providing a range of delicious food and beverages, it provides vocational training and employment opportunities to adults aged 18 and over with a learning disability in food preparation, customer service, good hygiene practice and team working. Service users have the option to undertake accredited as well as non-accredited training, after which they will be supported into employment in the catering industry if they wish.

We welcome self-referrals from self-funders and those in receipt of Direct Payments, as well as referrals from Social Care.



In the meantime, if you or anyone you know would be interested in a placement at the café, or you would like the café to cater for one of your events, contact **Denise Garner, Area Manager, on 07967 593104** or Denise.Garner@vivocarechoices.co.uk

We're excited about our new website for the café, which will be formally launched in November, but you can take a sneak peek here <http://roodeetrainingacademy.co.uk>

Friends of Mulberry Charity

Friends of Mulberry is a voluntary group of parents, carers and friends whose aim is to improve the quality of life of disabled adults in the Chester area between the ages of 18 and 65. The group was formed in 1995.

The charity has provided and maintained mini-buses to transport service users into the community and take part in various activities such as riding and swimming.

Money has also been raised by the group for a sensory garden, vegetable garden, adapted bikes and electrical equipment such as CD players, cameras and computers.

The charity has a Tote Draw once a month which is open to anyone for £1 a week.

For more information about the charity or to support its fundraising efforts, contact **Fred Dixon** the Treasurer, on **01244 336732** or email treasurer@friendsofmulberry.net

Would you like to become a Shared Lives Carer?

We're looking to recruit more carers in our **Shared Lives service**. The service supports vulnerable adults over the age of 18 who have a physical, learning or mental health disability, as well as older people.

Shared Lives Carers support people to live as normal and socially inclusive lives as possible and can either provide:

- **Sessional support** – supporting someone for a few hours a week in a variety of settings.
- **Short term support** – helping someone take a break by providing overnight care from one night to a few weeks.
- **Intermediate care** – welcoming someone to live in their home as part of their family.

Becoming a Shared Lives carer can be an incredibly rewarding and satisfying role, sharing your life and activities with another individual and helping them to live a much more enjoyable, varied and sociable life. We have had many inspirational stories of the transformation this has brought to the life of both the carer and the individual being cared for.

For more information about the service and how to become a Shared Lives Carer, contact

Anouska Panesh, Area Manager on 01606 288879 or Anouska.Panesh@vivocarechoices.co.uk

Our next **Shared Lives Carers Forum is on Wednesday 28th November at Castle Park, Frodsham, from 2-4pm**. All Shared Lives Carers are welcome to attend and hear about the forthcoming recruitment campaign and proposed improvements to the Shared Lives scheme.



Making Space


MakingSpace
 Health & Social Care Services

Making Space offers support to adults caring for a loved one with either a learning disability or mental ill health.

It offers advice, guidance, emotional support, information and signposting to a range of local services, activities, groups and forums promoting opportunities for carers to meet others in a similar situation to themselves to discuss issues and concerns that they may face in their caring roles.

Making Space has recently appointed two new members of staff as Carer Support Workers based in Northwich, whose roles are to support and assist carers of people with learning disabilities and to offer advice and assistance around the transition from children's to adult services.

Making Space Northwich has also joined the Facebook community and has a new Facebook page with information on support available and an ongoing and updated diary of events for all.

Diary events:

- **Monthly coffee mornings** for carers of people with learning disabilities at **The Novel Bite on the top floor of Winsford Library.**

The next coffee morning is on Wednesday 28th November 2018, 10am-12noon.

- **Monthly coffee mornings** for carers of people (aged 18+) with mental health conditions on the 3rd Thursday each month at **Waterside House, Navigation Road, Northwich.**

The next meeting is on Thursday 15th November 2018, 10am-1pm.



If you feel that as a carer, you would benefit from one-to-one support or by the support of friendly conversation in a group setting, then please contact either **Dawn, Hayley** or **Yvonne** on **01606 606694**.

Carers Survey 2018

We're conducting our annual survey for all carers and family members of those who use our services. The survey will take about 10 minutes to complete and answers will remain anonymous.

If you are a carer or family member of someone who uses our services, please take a few minutes to complete the survey. Your responses are valuable in helping us to improve our services.

The closing date for the survey
is 10th December 2018

There are several ways carers and family members can complete this survey:

1. Go to www.smartsurvey.co.uk/s/VivoCarerSurvey/
2. Visit Vivo's website and follow the carer survey tab, www.vivocarechoices.co.uk
3. Using the **QR code (below)**, simply hold your phone / tablet camera up to this code and it will take you directly to the survey
4. Contact Laura Hindhaugh, laura.hindhaugh@vivocarechoices.co.uk or call **01244 973 634** to receive a paper copy.

To use the **QR code** follow the instruction **3** above.



Have your cake and eat it

Our staff and service users have been busy fundraising in support of Macmillan Cancer Support.

As part of Macmillan's World's Biggest Coffee morning, **Meadowbank Lodge in Winsford** raised £178.50, the **Neston Hub** raised £335 and **Northwich Day Services** raised £87.85.

MACMILLAN
CANCER SUPPORT

WORLD'S BIGGEST
COFFEE
MORNING

District Carers Meeting

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



Upcoming meetings

Chester and Ellesmere Port District Carers

Coronation Centre, Coronation Road,
Ellesmere Port

Wednesday 28th November 2018

Vale Royal District Carers

Saint John's Church, Hartford,
Northwich

Wednesday 14th November 2018

Contact:

**Jo Jewell, Carer Liaison Officer at
the Council on 01244 973332 or
Joanne.Jewell@cheshirewestand
chester.gov.uk**

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 follow us on **Twitter**.

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.