

Welcome to the third edition of our **Newsletter**.

Welcome to the Summer 2019 edition of our Newsletter. With all Vivo's services continuing to make significant improvements and demonstrating that they are consistently delivering high-quality, person-centred care, we've started to consider additional measures that may help us achieve 'outstanding' recognition by the Care Quality Commission (CQC).

This isn't about seeking recognition simply as a badge of achievement. The key principles that underpin the CQC's 'outstanding' criteria are the same principles that we want to put in place and embed across all our services as they will ensure that we continually look to improve our services. Our journey to outstanding involves us:

- Having a Duty of Candour by being open and honest when things go wrong.
- Learning from good practice and implementing what we've learnt in training.
- Championing adult social care and attracting talented people through personalised recruitment and involving those who use services, and developing 'I Care' ambassadors.

- Being proactive in gaining all quality charter marks for all our services.
- Maintaining safeguarding practise by sustaining good quality care, reducing risk and protecting people from harm.
- Promoting whistleblowing by encouraging a culture of openness.
- Promoting healthy lives by enabling and empowering people who need care and support to maintain good health and training staff to promote healthy lifestyles and support.
- Creating a culture where technology is identified and used based on how it will benefit those who need care and support.
- Making our services a genuine hub of the local community where we share our resources with local people and encourage them to get involved.

You Said, We Did

In August 2018 we ran a carers survey to find out what mattered to the carers/families of our service users. We received positive feedback in relation to the quality of our services, with 79% feeling they were of high or very high quality, which was consistent with feedback from the carers survey in 2017. However, two areas where carers felt improvements could be made were in relation to building improvements and extended day care hours.

In response to carers' views we've made a number of improvements in our buildings:

- Installed hearing loops and personal hearing devices across the main Vivo buildings.
- Upgraded and improved bathrooms to some of our respite services (at Dorin Court for example).
- In partnership with Plus Dane, installed new kitchens and flooring to our supported living units at Dover Drive.
- Replaced and upgraded the assisted technology (nurse call) in various sites.
- Increased the number of accessible toileting facilities across several sites.
- Increased the number of Smart televisions in Respite and Day Services.
- Opened a new Changing Places facility at the Little Roodee café, where WiFi is also now available for customers.

Future planned building improvements include:

- Major renovation work at Lightfoot Lodge to create a more modern Day Service venue.
- Accessible kitchen facilities at Canal Street.
- Improved sensory space across a number of services.



Take Advantage of New Services

In response to carers' views, service users will be able to make the most of the following new services:

- Hydrotherapy pool
- Extended day services with breakfast and tea-time sessions
- Supported internships, apprenticeships and employment and volunteering opportunities
- Environmental and Gardening services with the Green team

Hydrotherapy Pool

In partnership with Dee Banks School, Chester, we are considering offering a range of new Hydrotherapy activities. These range from 1:1 or group sessions with a physiotherapist registered with the Aquatic Therapy Association of Chartered Physiotherapists (ATACP) to more general sessions on a 1:1 or group basis, including physio swimming, exercise programmes, swimming galas, inflatables sessions and much more. The pool at the school is fully fitted, with changing places, hoists and side access to the pool.

Extended Day Service Hours: Breakfast and Tea-time Sessions

Anyone who currently uses our Day Services now has the option to purchase extended day service hours. Breakfast hours are available between 7.30am and 9.30am and Tea-time hours are available between 4.30pm to 8pm.

These extended hours are available at:

- Coronation Centre in Ellesmere Port.
- Canal Street, Lightfoot Lodge and Curzon House in Chester.
- Meadowbank Lodge in Winsford.
- Firdale and Davenham in Northwich.

Hourly prices vary from £8 to £20 depending upon the needs of the individual and level of take-up for each session.

Supported Internships, Apprenticeships, Employment and Volunteering Opportunities

Vivo, in partnership with Cheshire College, is providing a range of Supported Internships for Catering and Hospitality at the Little Roodee Café in Chester. We are also creating a number of Apprenticeship placements in the company with the potential for these to lead to supported employment placements and offer a wide range of volunteering opportunities across all of our services.

Environmental and Gardening Services – Vivo's Green Team

We've recently created a new "Green Team" which carries out a wide range of environmental and gardening projects in and around the Borough. Many of these projects are in partnership with the Council's Public Spaces Team and take place in the Borough's parks and public spaces. This is a great opportunity for people to be part of a team, on a volunteer basis, to help spruce up and tidy walkways, pathways and parks in the area, and tackle bigger projects too working with other community groups and local companies.

For more information about these new services contact us on our main number 01244 977120 or e-mail us at Procurement@vivocarechoices.co.uk

Vivo awarded Navajo Merseyside and Cheshire Charter Mark



We received some fantastic news recently as we've been awarded the Navajo Merseyside and Cheshire Charter Mark.

This recognises that we're not only in line with our requirements, but we promote best practice when it comes to engaging with the lesbian, gay, bisexual and transgender plus (LGBT+) community.

Following our application, Navajo assessors visited us in March 2019 and met with a wide range of staff and managers. Navajo were impressed with our strong commitment to addressing any discrimination and promoting equality across the organisation. Navajo also recognised many positive and well-established areas of our organisational practice, and our willingness to reflect, find areas of development and continue to progress LGBT+ equality for staff, those who use our services, families, volunteers and the wider community.

Staff attended Navajo's Annual Awards ceremony at **Liverpool John Moores University** on **17th May 2019** to be presented with the award.



New Chair of the Board



Jacqui Harvey, who has been part of Vivo's Board for a number of years and is currently the Chair of the Quality Assurance Sub Committee, has stepped up to the role of Chair of the Board.

Jacqui joined Vivo in March 2017 bringing health and social care expertise to the Board. Jacqui is a retired senior health and social care executive with significant experience gained over a career of more than 35 years. She has worked with many Local Authorities in Cheshire and London undertaking partnership work which involved work with Local Councillors, Members of Parliament and Central Government Officers.

Jacqui said "I'm delighted to have been appointed to the Chair of Vivo to continue the fantastic work undertaken by Jo Williams and the Board. I look forward to meeting more of our staff and service users across all the services, and our Carers and Volunteers, in the coming months."

Jacqui lives in Chester and has two small grandchildren. She is a yoga teacher and also enjoys cooking, reading for pleasure and travel.

New Carer Representative



After an advert was sent out to all parents/carers in receipt of services from Vivo for the vacant position of Carer Representative on our Board following Marion Redfern's departure, we are delighted to announce the appointment of Dorothy Evans.

Dorothy has been a carer for several years caring for her sister who has Downs Syndrome and learning disabilities and who receives support from Vivo's Day Care services. Dorothy works for a charity providing care services and is a Director of a Voluntary Health Care organisation established to identify health inequalities and unmet health care needs. She is a Voluntary Community and Social Enterprise (VCSE) representative for Trafford Borough Council's Health and Well Being Board and also Dementia United's Operational Group with Greater Manchester Health and Social Care Partnership. In 2018 Dorothy was appointed to the Mayor of Greater Manchester's Business Advisory Panel and is also a Justice of the Peace.

Davenham Temporarily Relocates

All services at Davenham Day Centre in Northwich have temporarily relocated to the nearby Leftwich Green building for the foreseeable future due to essential maintenance work required at Davenham. The support offered to those who use services at Davenham including transport, is continuing as usual and is being delivered by the same members of staff.

Lightfoot Lodge Renovations

Building work at Lightfoot Lodge in Chester started at the beginning of June 2019.

The first floor is being converted into office space so that staff on the ground floor can re-locate to the first floor. Once staff have re-located, work on the ground floor and gardens will take place to turn this into a more modern day service facility with sensory rooms and a wider range of activities.

All work is expected to be completed in 3 months. We aim to keep the noise and disruption to a minimum, but if you have any concerns or would like to know more about what will be available at Lightfoot Lodge contact Denise Garner on 07967 593104 or denise.garner@vivocarechoices.co.uk

Walking Football Fun

Vivo staff took to the pitch at Chester Football Club's Deva Stadium on 22nd May 2019 for Age UK Cheshire's annual Walking Football tournament. A number of organisations, including the Council and Vivo, got involved in the tournament and Vivo finished joint fourth following a valiant effort.

Aimed at the over 50s, Walking Football is a slow-paced version of the beautiful game and is a fun, sociable and healthy way for older people to keep fit. If you'd like to give it a go, Age UK Cheshire runs Walking Football sessions in a number of areas across the borough. For more information visit www.ageukcheshire.org.uk



Going the Extra Mile

Debbie Gould has been a Support Worker for both Cheshire West and Chester Council and Vivo for the last 26 years, carrying out her role with compassion and professionalism. She has worked in the Winsford Supported Living Network, including Pheasant Way and the bungalows at Over Dene Road, and is known for always putting the needs of those using services first.

An experienced member of staff was needed as a role model to support both staff and those using services at one of the Supported Living bungalows at Over Dene Road. Debbie was chosen and, when asked whether she would temporarily move to the bungalow, she agreed. This meant she had to change her work rota and personal appointments, but Debbie did this because she has a passion for delivering the best services possible.

During her three months at the bungalow, Debbie has been an asset to everybody based there, sharing her knowledge and experience and becoming both a role model and mentor.

Having previously worked at the bungalow, Debbie knew those using the services well and was able to share this knowledge with the new staff based there. This led to positive results as routines were put in place and staff morale was boosted, allowing the team to bond and work more closely together.

As a long-standing, valuable member of staff, parents of those using services were pleased to see Debbie back in the house as it was always welcoming and full of laughter, with many fun activities taking place.

Debbie will now return to her original place of work, but it is safe to say she has had a lasting impact on the bungalow and she should be proud of her achievement.

Changes to Workforce Structure

We've recently reviewed our workforce structure and have introduced a new Deputy Service Manager role in some services. This role will provide much needed extra capacity for supervision and management support in our largest service areas, namely Learning Disability Day Services and Supported Living Networks. We've also introduced a new Quality Assurance Officer role to increase the level of quality assurance expertise and capacity.

Contact details for staff in these new roles and the locations they cover are:

Deputy Service Managers, Learning Disability Day Services



Fiona Gibson
Meadowbank Lodge,
Winsford
Email: Fiona.Gibson@
vivo.carechoices.co.uk



Philip Myers-Shone
Canal Street House
and Water Tower
Gardens, Chester
Email: philip.shone@
vivocarechoices.co.uk



Tony Cove
Firdale Day Centre,
Northwich
Email: anthony.cove@
vivocarechoices.co.uk



Jo Silva
Firdale Day Centre,
Northwich
Email: joanne.silva@
vivocarechoices.co.uk



Heather Hormbrey
Coronation Centre,
Healthy Living Centre
and Neston
Community Service
Email: heather.
hormbrey@vivocare
choices.co.uk



Judy Ellis
Lightfoot Lodge,
Mulberry Centre and
Little Roodee Café &
Training Academy
Email: judy.ellis@
vivocarechoices.co.uk

Deputy Service Managers, Supported Living Networks



Sue Carlin
Dover Drive, Ellesmere
Port Network
Email: susan.carlin@
vivocarechoices.co.uk



Claire Ruscoe
Northwich Network
Email: claire.ruscoe@
vivocarechoices.co.uk



Sandra Griffiths
Winsford Network
Email: sandra.griffiths@
vivocarechoices.co.uk

Quality Assurance Officer



Laura Hindhaugh
Email:
laura.hindhaugh@vivo
carechoices.co.uk



Your choice in quality care

Check out our **Service Directory**

Don't forget, we launched our new Service Directory earlier this year, which gives you all the information you need about our range of services. With information about each of our services and a breakdown of prices, it's a handy guide with everything you need to know in one place.

You can download a copy from our website at www.vivocarechoices.co.uk or mail Procurement@vivocarechoices.co.uk for a hard copy.

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 by contacting Jo Jewell, Carer Liaison Officer, on **01244 973332** or Joanne.Jewell@cheshirewestandchester.gov.uk

Chester and Ellesmere Port District Carers

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

Time: **All meetings are 10.30am-12.30pm**

24th July 2019

2nd October 2019

4th December 2019

Vale Royal District Carers

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

Time: **All meetings are 11am-1pm**

31st July 2019

6th November 2019

How to **Get in Touch**

You can contact Vivo at any time. Call us on **01244 977120** or visit our website at www.vivocarechoices.co.uk

We're also active on social media so feel free to join in on the conversation. Twitter:

@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 e-mailing us at communications@vivocarechoices.co.uk