

WarrenCare News – An introduction from our Registered Manager

Welcome to the new edition of the WarrenCare Newsletter. It has been an incredibly busy year so far, with increased numbers of Service Users in Sefton, and the setting up of a brand new service in the Wirral. In this time, we have also been visited by the Care Quality Commission for our annual inspection, more of which over the page. We are delighted to say that we are meeting the standards required in all areas in which we were inspected. This is down to everyone's hard work and commitment to providing a good service.

It is a very exciting time to work at WarrenCare, with a bright future ahead of us. We'd like to ensure that everyone has a bright future and to this end, we are introducing the workplace pension scheme. More details of this are below, so please take some time to read through this. I hope that you enjoy this month's newsletter.

Michelle Francis – Registered Manager

Workplace Pension Scheme



For those who are eligible, you will have received a letter regarding Auto Enrolment. Here's what you need to know about the new auto-enrolment workplace pension scheme. A massive shake up of workplace pensions has started and it could make a big difference to how you save for your golden years.

Millions of workers have started to be automatically enrolled into a workplace pension. When you join, this will mean that a fixed percentage of your salary will be deducted each pay period before you're paid and set aside in a pension scheme.

If you are aged 22 or over, earn at least £9,440 a year, are in employment and not currently paying into a pension you will be auto-enrolled into the scheme. You will have already received a letter with your time sheet informing you about this. To start with you'll need to pay 1% of your pre-tax salary into your pension each month; this will be taken out before you receive your wages. WarrenCare will also contribute an amount equal to 1% of your pre-tax salary but this is on top of your pay so won't affect the amount you take home.

However, the amount that both you and WarrenCare pay into your pension will gradually increase so that 5% of your pre-tax earnings are paid into your pension by October 2018 with a further 3% paid in by WarrenCare.

For those eligible, the letter you will have received offers all the information you require to understand the implications. You can opt out of auto-enrolment, but you should think carefully before you do. Remember, auto-enrolment is designed to help you save for your retirement and through the scheme your employer is obliged to pay into a pension fund on your behalf, if you opt out you'll be missing out on this extra benefit. For further information, take a look at <http://www.nestpensions.org.uk/>

New Co-ordinator at WarrenCare Sefton

Please welcome Lesley Bull, the new Co-ordinator for the Maghull Area of WarrenCare Sefton. Lesley has previously worked at WarrenCare as a Co-ordinator, and is delighted to return to the role. "I'm very happy to be taking on the role of Maghull Co-ordinator, and I'm looking forward to working closely with the Care Staff in the area", said Lesley.

Lesley will be arranging team meetings in the near future to enable her to meet everyone and to confirm availability to ensure continuity of schedules. We're sure you join us in wishing Lesley the best of luck in her new role.

Local Carer aiming for Award at National Care Awards

WarrenCare Carer Lucinda Fillipe is hoping to add to her regional award that she recently won at the Great British Care Awards North West Regional Final, held in Manchester late last year.

The Great British Care Awards is an opportunity to reward those in the care sector for their hard work through a series of regional events throughout England, paying tribute to those individuals who have demonstrated outstanding excellence within their field of work.

Lucinda will be travelling to London for the event on 30th April, and is nominated in the Dementia Carer category. We all wish her the best of luck and hope that she has a great time at the event. We will report on how Lucinda does in the next issue of WarrenCare News!

Care Quality Commission Report

As mentioned in the last issue of WarrenCare News, WarrenCare were visited by the Care Quality Commission in February for our annual inspection. We were very happy to say that the initial feedback was positive and that we were awaiting further details in a report from CQC. The inspection was to check that essential standards of quality and safety were being met by WarrenCare and we were inspected on the following areas:

- Respecting and involving of people who use services
- Care and welfare of people who use services
- Safeguarding people who use services from abuse
- Supporting workers
- Complaints

We are happy to say that we met the required standard on all areas in which we were inspected.

In their report CQC said, "As part of our inspection we spoke with people who used the services provided by Warren Care. We invited them to share with us their experience of the care and support provided to them in their own homes. At the time of our inspection the service provided care to 628 people. People we spoke with were positive about the staff team and the care they received. They told us they could make choices about how their care or support was provided, like the number of calls a day and the time of the call. One person said, "I am involved in planning my care needs." The service had effective policies and procedures in place to manage safeguarding of vulnerable adults and children.

The service staff support appropriately, providing mandatory training and supervision or staff meetings. Staff had an annual appraisal to discuss their personal development. Staff told us they felt well supported by their management and peers. They told us they were encouraged to attend training and said they worked well as a team. As part of the inspection process we reviewed the complaints policy and procedure and found effective systems to be in place should a complaint need to be managed."

Recommend a Friend

Do you know any fellow Care Workers, friends or family member who might be interested in working for Warren Care? Warren Care is launching a 'Recommend a Friend' scheme, whereby you can recommend a friend or family member to work for Warren Care and if their application is successful then you will receive a reward bonus once they have completed their probationary period of employment! Should the person you have recommended successfully commence employment with Warren Care you will be issued with a voucher which can be redeemed when they have completed 3 months service to the value of £100.

If you have any queries about the scheme or if you would like to recommend a friend please do not hesitate to contact Vikki Noble in HR. We will look forward to receiving your recommendations.

WarrenCare Policy Spotlight – Alerting Procedure

In an emergency staff should dial 999 for either the Police or an Ambulance and as soon as is reasonably practicable report the incident to a Safeguarding Manager. If there is no immediate danger the incident should be reported to a Safeguarding Manager at the earliest opportunity. **In WarrenCare all allegations, concerns or disclosures about abuse must be reported to a Safeguarding Manager either Michelle Francis (0151 932 2011) or Leanne Archbold (0151 932 2001).**

Staff may wish to make a note of what happened and when, describe the whereabouts in the room of people. Describe what the whole scene looked like. If a member of staff has noticed marks on a Service User they will be asked to complete a Body Map describing the location and nature of the marks. If somebody is making an allegation or disclosing information to you, you must make a note as soon as possible of what they have said. Make sure that you use the person's own words.

Staff must never keep secrets, even if the person asks you not to tell anyone else. You must always share concerns, allegations or disclosures with a Safeguarding Manager. If in doubt, report it!