

WarrenCare News

Welcome to the March '14 edition of the WarrenCare Newsletter! Through our newsletter we aim to provide up to date news about what's happening within the company and the local area. If you have any suggestions or news stories then please get in touch with a member of staff at the office and we will try and put it in our next issue. We hope that you enjoy this month's issue.

Wirral Contract Award

WarrenCare is delighted to have been awarded a contract with Wirral Council for the provision of Domiciliary Care Services over the next 3 years.

WarrenCare are now the primary domiciliary care provider in Hoylake & Meols, West Kirby, Thurstaston, Greasby, Frankby, Irby, Pensby and Thingwall



We will be working with the Council and outgoing providers over the coming weeks to safely transfer services, with Service Users transferring weekly until the final transfer on 7th April. The service started on 17th February with a transfer of 87 Service Users from Mears Care. This has been a great success, with lots of positive feedback from the Service Users and Wirral Council.

We welcome our new Care Team, and also our new Co-ordinators Giselle Pienaar, Joanne Farley and Glenda Chapman. We wish all the very best of success with this great new service. Michelle Francis, (WarrenCare's Registered Manager) said, "A huge amount of hard work has gone into the planning of this service start and we are proud to have opened our exciting new service"

With many years ahead of us in this new area, we are welcoming new applications for both services and new care workers to join this growing service. The office is based at the Hoylake Community Centre, right next to the sea - it's a lovely spot and West Wirral is a fantastic area for us to have expanded into.

Angela Milward – New Wirral Role

As most of you are aware, Maghull Co-ordinator Angela Milward was recently seconded to a position in the new Wirral branch of WarrenCare. Angela has been working very closely with the new Co-ordinators on the Wirral, and has taken on the line management responsibility of them.

More recently, Angela was offered the Deputy Service Manager position of the Wirral branch and we are pleased to report that she accepted this.

Sadly this does mean that Angela will no longer be based at the Sefton office in her Co-ordinator role, but we are sure that you will join us in congratulating Angela on her promotion and all agree that she will be missed.

We're sure that Angela will be popping into the Sefton office on a regular basis however, so if anyone wants to pass on any best wishes to her, please feel free to pass them onto a member of office staff and we will make sure she gets them.

British Summer Time – Clocks Go Forward!

Yes, it's that time of year again, where people spend weeks trying to remember how to reset all of the clocks in the house and ponder whether it's safe to trust the automatic clock change on your mobile phone.

The clocks go forward 1 hour at 1am on Sunday 30th March, so make sure you 'Spring Forward' to avoid an early morning panic about getting to work on time!



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.

Care Quality Commission

WarrenCare were visited by the Care Quality Commission in February for our annual inspection. We are happy to say that the initial feedback from CQC was very positive and we are currently awaiting the draft report from them, details of which will be published in our newsletter as soon as we receive them.

CQC make sure hospitals, care homes, dental and GP surgeries, and all other care services in England provide people with safe, effective, compassionate and high-quality care, and encourage them to make improvements. You can find out more about them at <http://www.cqc.org.uk/>

Training Update

You may have noticed some changes to the training sessions recently, with Health and Safety, Food Safety and Safeguarding now being shorter one hour sessions. Additional information and resources for these courses will be given out in the sessions and are available on request. The training department is also always available to answer any of your questions you may have around each of the topics

All staff who are working towards a level 2 in health and social care please note that you need to keep up contact with your Assessors. Whilst we are starting to see a lot of staff achieving their goals, the College are concerned by people who fail to make appointments, keep in contact and / or turn up to appointments with their Assessors. The College have made it clear that in the future, anyone not keeping up with their work will be withdrawn from the award. It is vital to anyone working in the care services that you should either have or be working towards at least a level 2 NVQ.

Finally for all staff who have attended inductions in the last six months could you please ensure that your induction workbooks are handed in. Not completing the workbook impacts on you being signed off from your probation period and receiving your retention bonus, and could even jeopardise your employment with WarrenCare.

The Training Department is always available for advice. If you have any concerns around training please contact Jo Gibb on 01519322014, or email me on jo.gibb@warrencare.co.uk