

Unique Connections

Leading the way in quality care

Issue 1 | October 2023

People, above all else.

We are delighted to introduce you to **Unique Connections!** Unique Senior Care understand the importance of providing valuable, insightful and engaging information to keep you informed of what is happening within our organisation and more importantly your involvement.

Whether you are a client, family member or an external agency, our newsletter is designed to keep you up to date with how we continue to support our local communities. Get ready to embark on a journey with us, where we can explore, learn and grow together. We are really looking forward to connecting with you all.



Inside this issue: Working together | Striving for Excellence | Our Mission, Vision and Values | Improving through excellence | World Alzheimer's Month | Client Charter | What's on in your area | and more!

Improving lives in Warwickshire

Achieving our client outcomes:

Eileen - Unique Senior Care know only too well the challenges that come when you are caring for a loved one who is living with dementia.

We support our client Eileen with regular companionship calls to help her to enjoy her hobbies and interests. When her husband Bill, who is her main carer became poorly and was admitted into hospital for a week, we were able to help the family by providing temporary twenty four hour care at a moment's notice. This ensured that our client was able to remain at home during this worrying time in her own familiar environment where she felt safe and gave peace of mind to Bill and his family.

Our Caregivers noticed that due to her worries about Bill, Eileen was feeling very low in mood and reported this to the office. Nicola our Registered Manager arranged to take Eileen out on a special trip with her Caregiver Angie; they asked Eileen where she wanted to go and she chose Stratford Garden Centre, where they all enjoyed breakfast



together; reminiscing about things that were important to Eileen. After breakfast Eileen delighted in showing Nicola and Angie the house plants and giving them both tips on how to care for them! This really boosted Eileen's mood until Bill returned home.

Our aim is to always ensure that we support our clients and families as best we can in times of crisis, we are so happy that Bill has recovered and that they are both back together at home.



Striving for excellence

The Care Quality Commission (CQC), the regulator of health and adult social care in England and Wales, has a new approach to assessing Health and Social Care Providers such as ourselves.

In this post, we take a look at the key changes.

To make judgements more structured and consistent, they have developed six categories for the evidence they collect:

- people's experiences
- feedback from staff and leaders
- observations of care
- feedback from partners
- processes
- outcomes of care.

How is Unique Senior Care responding?

Unique Senior Care is dedicated to enhancing home care services in alignment with the evolving CQC single assessment framework.

Over the past year, we've diligently trained our management staff in CQC's new strategy and initiated workshops to facilitate their transition to a people-centric schema. We're in the process of updating our policies and procedures to align with these vital changes, prioritising people at the core of our services.

Our mission, vision & values

Our values are the guiding principles and beliefs that enable our organisation to work towards a common goal.

These core values underpin our vision and shape our culture. These principles ensure we have a cohesive approach to everything we do and they define who we are as a business.

Our common goal is defined in our mission which is:

To be recognised locally as the outstanding provider of home care services, by always ensuring that we put people above all else.

This is further defined in our vision:

We provide unique care and support services to our local communities, enabling people to live the best possible life in their own homes and ensuring peace of mind for their families. We are a first-class employer, creating rewarding opportunities for all of our people to continually grow and develop.

Our Values are:

- **Accountable** – we act with honesty and integrity to do the right thing
- **Support** – always thinking about clients and colleagues
- **Person centred** – as diverse and inclusive as our brand
- **Involve and include** – through every interaction, you said, we did
- **Respect and dignity** – responding to the uniqueness of our clients and staff
- **Excellence** – listen and value, to shape and improve the future



Over the coming months we will be focussing on each of these values in much more detail to explain how they support everything we do.



Improving through experience

Here at Unique we are always seeking ways to develop and improve our services; each department has a Continuous Improvement Plan (CIP) of which has one aim; to ensure the provision of outstanding person centred care and support services to our clients.

CIP is a systematic and ongoing approach to enhance processes and services incrementally over time. It is a fundamental part of how we work to ensure that we constantly seek ways to make things better by learning from experience. We have created a culture of continuous improvement to ensure that it is integral to how we operate for sustained progress.

To support our success, colleagues, clients and stakeholders are encouraged to contribute their ideas and insights as they are often the closest to our processes and can provide invaluable feedback. We want to ensure that we are continually learning from feedback and suggestions so that we can continue to achieve better outcomes over time.

We value your feedback and encourage everyone to have their say. Our current focus is on exploring further opportunities in how we can work together with those who use our services, through a variety of channels such as surveys; focus groups, meetings etc. If you have any thoughts or suggestions on how we can make improvements please contact us at nicola.culkeen@uniquecare.co.uk or call us on 0178 920 4040.

Working together

Both of our Directors at Unique Senior Care are Chairperson's of the Patient Participation Groups (PPG's) for their GP Practice.

PPGs consist of volunteer patients, Caregivers, and GP practice staff who meet regularly to discuss and support the practice's operations. They assess services, enhance patient experiences, and suggest improvements for both patients and the practice.

GP practices collaborate within primary care networks (PCNs), joining forces with community, mental health, social care, pharmacy, hospital, and voluntary services. PCNs aim to provide proactive, personalised, coordinated, and integrated health and social care within local communities. This shift focuses on proactive care for individuals and communities, rather than a reactive approach centered on appointments.

In England, there are approximately 1,250 PCNs, each serving local communities of 30,000 to 50,000 people.

This size ensures personalised care valued by patients and GPs while fostering collaboration and efficiency through close cooperation with other local health and social care entities. Clinical Directors, including GPs, general practice nurses, and clinical pharmacists, lead these PCNs.

Philip Wright-Howarth, our Director, and another PPG Chair recently met with the newly appointed PCN Manager responsible for the GP practices around our South Warwickshire head office.

During this meeting, various patient-related issues were discussed, including a project focused on enhancing support for informal Caregivers who often feel overlooked and isolated.

The project led to the appointment of a Carers Champion at each GP practice to serve as the primary point of contact for Caregivers. This initiative exemplifies collaboration between NHS GPs, Practice Managers, healthcare specialists, patients, and experienced independent experts.



World Alzheimer's month

Each year, World Alzheimer's month is crucial for focusing on reducing stigma, increasing knowledge, and supporting those affected by Alzheimer's and dementia.

Dementia, a degenerative brain condition, affects 50+ million people worldwide, gradually diminishing memory, competency, comprehension, and behavioural awareness over years. It's heart-wrenching for both those living with it and their loved ones. With over 100 types of dementia, Alzheimer's Disease is the most common, accounting for 50-60% of all cases.

During the month of September, Unique Senior Care hosted a number of events to raise awareness about dementia's impact, combat misinformation, and emphasise our belief in providing exceptional care for those living with the condition. Our learning and development teams also collaborated to organise community awareness and training events.

We are developing a programme of continued dementia awareness and support and if you'd like to join or participate in our future events, please email us at nicola.culkeen@uniquecare.co.uk

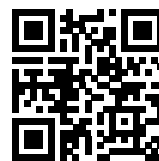
Unique Senior Care client charter

Our client charter outlines how we as an organisation promises to work with our clients along with providing insights into how we operate.

A few years ago we worked in partnership with a focus group of clients and families to produce our client charter; The standards were based upon a set of principles that reflect the rights of our clients. Our main principles are: Dignity, Privacy, Choice, Safety, Independence, Equality, Diversity and Inclusion, we agree to ensure that we worked with our clients collaboratively and to ensure that the leadership, management and governance of our organisation provides high-quality care that is based around clients' individual needs and that we encourage learning and innovation.

We are now planning to review our client charter with you to ensure that it remains current, relevant and supports us to work with you to achieve more together. Moving forward we want to evolve our services to:

- make sure every client feels listened to on issues that matter to you and give you opportunities to influence service delivery
- work in partnership to independently scrutinise and hold us to account for decisions that affect the quality of the service you are a part of.



You can find our current client charter here.

If you would like to be involved in a client charter focus group, please contact us at nicola.culkeen@uniquecare.co.uk



Learning matters

One of our proudest accolades is our Princess Royal Training Award which recognises our outstanding achievements as part of our Learning and Development strategy.

Learning is a key aspect of our organisation serving as the driving force behind growth, development, innovation and sustained successes. In today's dynamic and competitive landscape the importance of learning within Unique Senior Care is heightened. Continuous learning assists with us with:

Employee development, engagement and retention. Providing opportunities for learning gives our employees the opportunity to enhance their skills and shows our commitment as a responsible employer. Our aim is to offer a career for life, have a highly skilled workforce and foster an inclusive company culture.

Adapting to change. As we strive to keep up with technological advancements Unique Senior Care are implementing new systems. As part of this, we ensure our people are able to acquire new skills and knowledge, empowering them to stay ahead and providing a higher quality of care.

Increased efficiency. By continuously learning our colleagues are developing improved efficiency and effectiveness in their day-to-day roles. Staff who are well trained are perform tasks to a higher standard. For our frontline Caregivers, increased efficiency means more quality time with our clients.

Customer satisfaction. We are able to meet the needs of our clients better as we manage their expectations through having highly trained staff. Our employees provide superior care and customer service leading to higher levels of satisfaction and loyalty. Our compliments are testament to the hard work of all our dedicated staff. One of the key factors in our success is requesting and acting upon feedback.

Long-term sustainability. Our culture of continuous improvement is fundamental in each function of the business. As we constantly strive to do better, we enjoy sustained successes and longevity allowing us to adapt and evolve in our sector.

Working collaboratively with clients, managers, carers and other key stakeholders we have recently updated our employee induction to meet the needs of our diverse clients needs and ensure our colleagues are embedded and set up for success.



Improving our environment

Environmental sustainability

Every day we make choices that affect the environment, the climate and other species. From what we eat to purchasing goods, there's a lot we can do to reduce our environmental footprint. Unique Senior Care recognises how important it is to make sure we are committed to reducing our carbon emissions and the impact we have on the environment. In everything we do, we have developed an Environmental Sustainability Plan which sets out how we will continue to improve the ways in which we use our resources to ensure the least harm to our environment. Here are some helpful tips we shared with our colleagues to get them thinking about how they can personally take accountability for the world we live in and for our future generations.

Think twice when shopping

"Reduce, Reuse, Recycle". Every product we purchase has an environmental footprint, from the materials used to create it to the pollution emitted during manufacturing to the packaging that ends up in landfills. So, before you buy, ask yourself if you really need it. If you do, consider buying used instead of new, and look for minimal packaging and shipping.

Think about your food purchases

Meat production is one of the most environmentally destructive industries on the planet, responsible for massive amounts of water use, pollution, greenhouse gas emissions and habitat destruction. You have three chances a day to improve the health of the planet. By reducing your meat consumption, you can reduce your environmental footprint. Also, nearly 40 percent of edible food goes to waste, wasting all of the natural resources that went into producing it. Prevent food waste with smart, planned shopping and creative ways to consume what you purchase.



Some useful websites to help you become more environmentally sustainable are available through this QR code.

Want to save on paper waste by switching to an email version of the newsletter? Sign up by emailing nicola.culkeen@uniquecare.co.uk

Equality & diversity

Unique Senior Care is committed to promoting equality and diversity in care services.



Our approach ensures that every individual, regardless of their age, background or personal circumstances, receives the highest quality of care tailored to their unique needs. Furthermore, we commit to employing a wide range of diverse talent.

Our ethos is to foster an inclusive environment where both our clients and our Caregivers feel respected, valued and supported. By embracing diversity, we not only provide exceptional care but also contribute to a more compassionate and equitable society where everyone can age with dignity and grace and feel valued in the workplace.

We are proud of the outcomes our colleagues have achieved through our equality and diversity strategy and look forward to sharing more data with you soon.

What's on?

Local guide - Warwickshire

Every Friday

Warm hub
1 -3.30pm
Kineton Village Hall
Warwick

Every 2nd Thursday

Music Dementia Café
11am-2pm
Swan Bar at the RSC
Waterside, Stratford
upon Avon, CV37 6BB,
Need to call and book
a place beforehand,
includes a light lunch.
01926350028

Last Friday

of each month
10.30 – 12
Carers for Carers
Kineton Village Hall
Warwick

29/09/2023

Macmillan coffee
morning
10am-12pm
Briar Croft,
Alcester Rd,
Stratford-upon-Avon
CV37 6PH

Get involved...

If you would like to get involved in our next edition, we welcome your contributions and participation!

Our newsletter is a platform for sharing valuable insights and we believe that your perspectives and contributions will greatly enhance its quality. For more details please contact helena.hitchcox@uniquecare.co.uk or call on **01789 20 40 40**.