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An update from the CEO...



Christine Alexander
CEO

A great deal has happened at Carers Trust East Midlands since we last sent out a newsletter to you all. It will be good to share with you some of our activities... but also give you information on some future developments we are hoping for.

Restructure

You will all be aware that we have lost a number of key, and in some cases long serving members of staff from the office support team over the last few months.

It has been a difficult time for those members of staff who have left the organisation....but also for those who have stayed, and are coping without their colleagues.

Why did we need to lose some of our team? Well, many of you will know that CTEM has grown gradually over more than 20 years. We have won contracts, employed new staff to cope with increased work, lost contracts, but not lost staff and so on and so forth.

We have known for some years that this organic growth has created a disparate and inefficient setup....and consequently an office structure that was too expensive for us to sustain. The trustees and SMT of CTEM knew that the process we needed to go through would be painful, but also that it was necessary for us to remain sustainable for the future.

We have all been hugely impressed by the tremendously positive attitudes our teams have had from the beginning of the process, all the way through and how willing everyone has been to help us to move forward after losing such key individuals. We know that it has taken some getting used to dealing with different people for all of our care and support staff... and again, I am very grateful to those of you who have been so openly understanding to your colleagues during this time.

Merge with CT EHHR

Part of our work to build a more sustainable and resilient organisation for the future has been by talking with colleague organisations about how we can collaborate and work together.

Our colleagues in Essex have been working closely with us for some time, but the merger of our two organisations on 31st July this year was the result of a mammoth task for the team in Essex and is a tribute to their tenacity and determination to join together with us. We have now welcomed another 70 staff into our organisation bringing our headcount to around 500.

The Essex team and their organisation is financially strong and have huge growth opportunities both in Essex and in London.

We are extremely fortunate to have been chosen as their partner and we are excited about the opportunities that we can now explore together. You will hear from their CEO Kathy Verges later in this newsletter, and she will tell you a little more about the work of the EHHR staff team.

Big Lotteries Funding

Earlier this year our Strategic Partnership Manager, Sonja Woodhouse (who is now our Interim Chief Operating Officer) wrote a bid to The Big Lotteries for funding to assist us in embarking on a project to look at a new service delivery model. Sonja's bid was successful and as a result, we have engaged a firm of consultants (Aleron) who are supporting us to look at the entire infrastructure of our organisation, the efficiency of how that infrastructure functions, and the service delivery model we use for all our services.

This is a huge piece of work and although Sonja will tell you more about it later in the newsletter, it is probably one of the most important pieces of work we have ever undertaken.

We have known for some time that the way we deliver care in people's homes and the traditional model of services we have run for many years, are no longer

fit for purpose. Neither are they the best way of supporting people with disabilities and their network of family, friends and carers. This project will firstly help us to identify what needs to change... and then it will help us to change it.

It will improve the way we work, but more importantly, it will improve the experience we are able to offer to the families we support.

Future

The outcome of the project with Aleron (mentioned above) will have an understandable impact on our future. We are a large organisation...and we are now financially strong and sustainable.... but there are many things that we can still improve.....and want to improve.

The future (2018 and beyond) will be an opportunity for us to spend some time looking at areas that we haven't had the time or capacity to look at before. Communication, social media, PR and marketing, fundraising....to name but a few. We also want to find new and interesting ways of involving as many of you as are interested in helping us to shape the future of our organisation.

This isn't everyone's interest, but for those of you who are interested in getting involved, we want to look at how we can do that over a large and widely geographically-based organisation.

I will finish by saying a huge thank you, to all of you, for your continued loyalty and support. I never cease to be amazed by how many of you still see your role as a vocation. Your heartfelt generosity to the families you support is truly commendable and it makes me immensely proud when I hear so often of the work that you do.

Hello from London & Essex!



Kathy Verges
CEO (CTEHHR)

I am privileged to have the opportunity to introduce myself and some of the team at CTEHHR (Carers Trust Epping Forest, Harlow, Havering & Redbridge) and give an overview of our work.

I joined the organisation (Havering Crossroads) in 1994, after getting to know the local Crossroads team in Redbridge, in my role as District Nurse. Our team would refer carers to Crossroads and I was always amazed at the kindness and dedication given to families by the Crossroads team, and the positive difference it made to peoples lives.

Several years later, I heard that a Crossroads had started in Havering (neighbouring borough to Redbridge), and were recruiting for a CEO. I felt that I had to be a part of the team, and had originally planned to stay for a couple of years... but just like so many of us that joined 'back in the day', it became a vocation and not just a job. Crossroads Care Havering, Crossroads Care Redbridge, Epping and Harlow merged in April 2014. Havering and Redbridge are London Boroughs and Epping Forest and Harlow are in the county of Essex. The areas are geographically linked, with Havering being the most southern and Harlow the furthest north of our region.

In all honesty, I look back the first year of that merger and truly recognise how tough and challenging it was for all staff and trustees. Although the charity was financially healthy (in terms of reserves and current contracts), the social care environment in which we operated was in decline, and the way in which we delivered our services was becoming extinct, e.g. commissioners significant move away from traditional home respite care, and most of our contracts were just that... supporting carers to have a break.

We also needed to concentrate on IT development, workforce development, PR and marketing, amongst other things, to be fit for purpose in the new world of Health & Social Care.

By the end of 2015, we had addressed some of these issues, and although being a stable organisation and surviving the continuous cuts in social care, we knew that the only way to grow and develop was to seek like-minded and proactive partners who we could share resources and create opportunities. We know from evidence that geography is not an issue, and having seen first-hand the closure of many Crossroads Schemes in England and also local charities, it was the perfect time for CTEHHR to approach CTEM. Initially, many CTEHHR staff and Trustees were confused as to why we should approach CTEM (or anyone else for merger)... but gone are the days where complacency can be considered.

We now operate in an unrecognisable, cut-throat commercial world, where grants and appropriate resources are no longer invested in the charitable sector. Change will be continuous, and in that we have no choice. We are so pleased to have made the choice to ask to partner with such a committed, professional and proactive organisation as CTEM, and delighted that we have been welcomed into the organisation. Christine and I have known each other professionally for over 23 years, through the good old days of Crossroads Care, and I've watched, in awe, the development and success of CTEM.

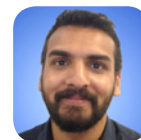
We are a team of 80 staff; providing a myriad of services to children and adults who have disabilities, dementia, life-limiting and chronic conditions. The majority of our services are delivered within the family home and we operate several Homeshare and Day Care provisions. Our head office is in the London Borough of Havering, and we have two satellite offices in Epping and Redbridge.

On behalf of all of us at CTEHHR, we look forward to working with you and achieving greater things together in our future.

Meet the team



Karen Bonnett
General Manager



Hans Morano
Care Services Manager



Ralph Page
Learning & Development Supervisor



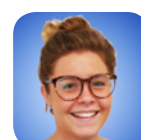
Lisa Robertson
Rostering & Referrals Supervisor



Arif Rahman
Community Compliance Supervisor



Calvin Jackson
Community Compliance Supervisor



Katey Mowles
Business Support Assistant

An introduction from the COO



**Sonja
Woodhouse**
COO

I was uncertain what to write as my first introduction as the Chief Operating Officer, and since starting the post in September most of my family and friends have asked me what a COO is.

So, I looked up the definition and the role is described as 'hard to define, but generally oversees business operations' which I thought sums it up nicely. This is a new role and reflects the increasingly complex environment we are operating within, meaning that more of Christine's time as CEO is taken up with the strategic direction and forging new alliances and partners. My role is really to make sure our senior management

team are supported, supporting Christine and making sure she is free to get on with the big picture and leading the business.

You may already have met me in my previous role as Strategic Partnerships Manager, but if not I hope to be seeing more people, in particular as we start to implement our Big Potential project working with consultants from Aleron

around our model. Further changes in legislation means we will need to rethink our data protection policy and that will affect everyone at CTEM. I am very pleased and excited to have been given this opportunity and would love to hear from you if you have any ideas about how we can improve our operating model.

The 'Do's and Don'ts' for using your company mobile phone

Do's 👍

- Regularly check your phone for emails, missed calls and text messages.
- Check staff portal to regularly review your rota www.mywebroster.com
- Charge your handset on a regular basis.
- Communicate with colleagues both in the office and in the community.
- Ensure Wifi is used as much as possible – set-up for when at home and in your local office.
- Plan your work journeys and use the internet to research work related topics whilst connected to Wifi.
- Use the CamScanner application when sending support documentation.

Don'ts 🙅

- Do not use your mobile phone for personal use.
- Do not use your mobile phone as a live SatNav.
- Do not text any photos, pictures or extremely long text messages as this costs 21p every time (classed as multi-media messages). Use email or WhatsApp if you need to send work-related photos.
- Do not use your company mobile phone to access social media sites such as Facebook, Twitter, Instagram or entertainment sites Netflix, Now TV etc., or shopping sites like Amazon, Ebay, etc.
- Do not stream/listen to music.
- Do not use your mobile phone outside the UK.
- Do not ring business/premium rate numbers – those beginning with 0843, 0844, 0845, 0870, 0871, 0872, 0873 and 09 are chargeable.

Lotteries Funding

We are very pleased to have been successful in obtaining a Big Potential grant from the lotteries.

We are being supported by Aleron to improve our chances of winning contracts by:

- developing a new operating model with an integrated working approach to maximise our outcomes and provide added value
- developing an impact measurement strategy to collect and present our data more effectively
- exploring ways to work more effectively with current and future partners to develop a shared understanding of what a high quality service delivery model looks like.





Nottinghamshire Carers Hub

Back in April 2017, Carers Trust East Midlands started a new Carers Hub to offer timely, personalised, joined-up information and support for carers in Nottingham City.

The new Carers Hub is a one-stop service, providing one point of contact and support for all carers in both the Nottingham City and Nottinghamshire County. The Carers Hub can offer:

- Information, advice and guidance
- Carer Assessments
- Access to Carers groups and drop-ins
- Access to Carers Respite breaks
- Carers' ID cards and help with planning for emergencies
- Access to mindfulness and counselling therapies
- Free training and caring support
- Carers Smart' benefits and discounts
- Signposting to other organisations for information about things like the condition of person you care for, what to do if you're not happy with the support they get, and advocacy

We have a team of Support Workers based in the community providing dedicated support to carers.

If you would like to know more or refer carers to the hub, please call **0115 8248824** or email **hub@carerstrustem.org** involved in the organisation, whatever your role. The work that you do on a daily basis enabled us to showcase so many examples of excellent practice and expertise to highlight.

Thank you, also, to all of those who took part in the site visit back in June.



Wokingham Adult Carers Outreach Service

November 2016 saw the launch of Wokingham Adult Carers Outreach Service which runs alongside our Reading and West Berkshire Carers Hub.

The launch event was held at Wokingham Town Hall attended by a range of professionals, carers and cared for. The project is funded by Wokingham Borough Council and is aimed at supporting adult carers who are looking after someone in the community.

The project supports carers by providing them with timely advice, guidance and information. During our first year, we have been successful in helping carers with grants for essential equipment such as a tumble dryer, a contribution towards a holiday away as a family and a TV to replace a broken one. One of our most popular resources is being able to offer a free 12-week membership at a local gym. Carers feedback that they feel wonderful after a session at the centre, either swimming or taking part in an exercise class, giving them a little break from their caring role and an opportunity to meet and socialise with others.

Carers Week in June this year saw us take 12 carers on a river cruise along the Thames. These events help us put carers in touch with each other and extend their network of support.

We look forward to the next 12 months, reaching and supporting more carers.

Staff discount on Flexible Fitness Memberships for Nottingham City gym and leisure facilities

Employees of Carers Trust East Midlands can now benefit from a 16% discount on Corporate Flexible Fitness Memberships for the eight Nottingham City Council gyms and leisure facilities, listed below.

All you need to do is visit your local facility, request to join with a Corporate Flexible Fitness Membership and present your Staff ID Card to secure your discount:

Harvey Hadden Sports Village, Wigman Road, NG8 4PB

Clifton Leisure Centre, Southchurch Drive, Clifton, NG11 8AB

Djanogly Community Leisure Centre, Gregory Boulevard, Forest Fields, NG7 6ND

John Carroll Leisure Centre, Denman Street, Radford, NG7 3PS

Ken Martin Leisure Centre, Hucknall Lane, Bulwell, NG6 8AP

Nottingham Tennis Centre, University Boulevard, NG7 2QH

Southglade Leisure Centre, Southglade Road, Bestwood, NG5 5GU

Victoria Leisure Centre, Gedling Street, Sneinton, NG1 1DB

Membership includes:

- Unlimited access to our state of the art gyms, fitness classes and health suite
- Over 300 fitness classes every week including Boogie Bounce, Hydro Spin, Fight Klub and more!
- Use of all 8 of our fantastic leisure centres across Nottingham, including pools!
- 50m Olympic length swimming pool – Speedo Swim Centre at Harvey Hadden Sports Village
- 4 FREE one-on-one sessions with one of our friendly fitness advisors
- Easy access to the Nottingham Tennis Centre via the NEW University of Nottingham tram stop

For further details please log into the secure staff area via **www.carerstrustem.org** and click 'Staff news'.

Long Service Awards

Earlier this year, long-serving colleagues who've contributed to Carers Trust East Midlands over the past 10, 15, 20 and 25 years were recognised at a special awards ceremony in January 2017, at The Nottingham Belfry Hotel.

Colleagues from all across the organisation, their guests and line managers joined Christine Alexander, Ian Turnbull and the Board of Trustees to celebrate their time at Carers Trust East Midlands. The Board of Trustees extended their congratulations and heartfelt thanks to the following staff for their outstanding achievement and dedication:

25 years

Mel Wheeler

20 years

Christine Alexander

Rosemary Carmody

Karen Chawner

Kath Eatherington

15 years

Mehmuda Abdulla

Paula Allen

Christine Butt

Jo Lee

Linda Lewis

Pamela McCrossan

Marlene Mitchell

Pauline Parkins

Christine Pearce

Naveed Raza

Peter Sharpe

Craig Stubbs

Diane Wright

10 years

Helen Bailey

Susan Barnard

Lynda Harwood

Sonia Hextall

Catherine Hine

Carolyn Hobbs

Lynne Holder

Eunice Hughes

Marilyn Mallabone

Patience Odunsi

Jeanette Oldbury

Teresa Pack

Janet Parkin

Jo Potter

Marie Teeling



Staff Intranet

Over the next few months we hope to build a staff-only portal which we will be populating with news, policies, forms and useful documents to create a place where care staff can access the information you need in your day-to-day role with Carers Trust East Midlands.

Access is gained via our website www.carerstrustem.org, click on the 'Staff Login' button at the bottom of the homepage. Contact your L&D Advisor or line manager for the password.

If you wish to see something in particular available via this portal please email lingsaymcgarry@carerstrustem.org.