

AUTUMN NEWSLETTER

October 2016

A message from our Chief Executive

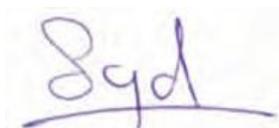
For this newsletter I thought I would share with you some of the fantastic work that is going on at the moment:

Firstly, thank you to all our staff in playing your parts to help us generate new referrals/home care packages. We still have a way to go and the more referrals/care packages we receive, the more we can re-invest in the growth and development of our services. Please keep up the great work in keeping our standards high, demonstrating our values and being a role model for the Company when you are communicating with our key stakeholders. As the following examples show, our efforts are paying off:

Lisa Mullineaux, (who is helping with business development), and Andy recently met with Cumbria Commissioners following the Deputy Director for Cumbria visiting our Preston service back in August. This is the latest in a number of recent new areas we are reaching out to and we expect this will help fill our beds in Preston over the next few weeks and months.

Andy, Katie and I recently met the Policy, Information and Commissioning Manager responsible for developing Lancashire's strategy for mental health and learning disability. He made the point of congratulating us for our latest CQC report and went on to say that he gets a list from CQC of all facilities in Lancashire and their CQC rating – he said we stood out as “top of the list!” It was amazing that he made the point of wanting to congratulate us. This is a great boost to our reputation and recognition of the great work you all do.

We really have a cause for celebration at Burrowbeck Community; you guys have delivered over 1000 hours – this is the highest since 2012. Keep up your hard work and commitment and let's make 1200 hours by Christmas! You can do it and it will really put us on the map. Some of our competitors are struggling so let's make the most of it. This will stand us in good stead when it comes to the new framework tender for Homecare.



In This Issue

- A message from our Chief Executive
- Congratulations and warm welcomes to...
- MTRP
- Leading Practice Programme
- Syd meets Sir Ranulph
- Out and About in Lancaster
- Staff Satisfaction Survey
- How many people does it take to make a difference
- Recommend a Friend

Our Values:

- *Quality of Care*
- *Safety of our People*
- *Passion for Positive Outcomes*

Congratulations to.....

...The Brookhaven Team on achieving a 'GOOD' CQC Rating across all areas. We are proud that all our services are now rated 'Good'.

...Sam Dupuis and her kitchen team at Preston on working really hard to achieve a 5 Star food hygiene rating.

A warm welcome to

...Claire Sehari, who has joined the Preston team as Deputy Manager, supporting Katie Pilkington across The Hamptons and Brookhaven.

...Sarah Rogerson, who has joined the Community Team in a new role as Assessment Officer

...And all our new staff who have started over the last few months. Good luck and welcome!

Modular Transitional Rehabilitation Programme (MTRP)

Huge congratulations to our six service users at Brookhaven (three shown below), who celebrated the completion of our first MTRP. Well done to our talented and dedicated team of nurses and OT who took it in turn to lead each of the sessions, which took place four days a week, over a period of eight months.



Leading Practice: a development programme for first-line managers

Well done to our first group of staff who started a 12 week Leadership Programme at Preston for aspiring / first-line managers.

The programme is written and accredited by the Social Care Institute of Excellence and recognizes the vital role played by aspiring managers as leaders of practice in health and social care settings.



Syd Meets Sir Ranulph!

Syd attended an event recently along with other providers to discuss national healthcare matters.

He was delighted to get a photo with Sir Ranulph Fiennes who was the key note speaker, having been a fan of his for many years!

Sir Ranulph's latest challenge is
<https://www.justgiving.com/fundraising/ranulph>



Joanne and Ange at Burrowbeck Community Care, have been working tirelessly to attract new staff to the service; making links with local organisations including Lancaster University and Job Centre Plus.



Staff Satisfaction Survey

A big thank you to everyone who completed the recent staff satisfaction survey across all our services. It is important that we understand what working life is like for staff at Active Pathways and how we can improve your experience.

The results show that overall we have a really motivated team who work well together and are supported to deliver good quality care. In particular staff are clear about their roles and responsibilities, believe we deliver a good service and feel able to raise concerns if they see something wrong.

The areas that staff feel we could improve upon are around recognition and reward, so we will use your ideas to feed into our workforce development plans. Watch this space.....

How many people does it take to make a difference?

Just **one** You.

We encourage and support staff who raise genuine concerns. If something at work is troubling you, please tell us. We are committed to dealing with all concerns raised openly, respectfully and professionally.

If you are unsure how to proceed with your concern, please discuss this with your manager or the designated officer, Andrew Frankel-Caine by mobile 07586 595752 or a.frankelcaine@active-pathways.com

Recommend a Friend Earn up to £500



Help us to find great staff to join our teams and earn money doing so!

We currently have vacancies for Support Workers (Preston and Lancaster), Qualified Nurses (Preston) and an Occupational Therapist (Preston).

If you 'Recommend a Friend' we will pay you the following amount, upon successful completion of probationary periods:

£250: if you introduce a Support Worker

£500: if you introduce a Registered Nurse

£500: if you introduce an Occupational Therapist

Contact Us

Visit us on the web at www.active-pathways.com

Visit us on Twitter or Facebook

Or email any ideas or suggestions for improving our services at info@active-pathways.com



Our new Head Office
Address:

The Chapel
Wesley Road
Leatherhead
Surrey KT22 8RA

Syd: 01372 370 890

Sarah: 01372 370 893

Paula: 01372 370 880