

Coffee and cake for Pembury clients



Above: Nimet (left) and Katie Romik gave up their time for free to organise a coffee morning for their Pembury clients and guests on Thursday 6 November.



Care Academy attendees Nimet Yerlikaya and Katie Romik gave up their time for free to organise a coffee morning for their Pembury clients and guests on Thursday 6 November.

A total of 18 people attended the event, held at Sunhill Court off the High Street, Pembury. Several other members of staff came along to lend their support, including Kim, Elaine, Rosemary and Chloe.

The event was entirely organised by Nimet and Katie, with some cake baking input from their clients. The duo came up with the project at Care Academy aimed at reducing the feeling of isolation felt by those living on

their own. Back in the UK, they discussed various ideas with their clients who suggested a coffee morning.

"It was so nice to be able to organise something on our own that was so enjoyed by the people we look after every day," said Nimet.

Richard (who'll always make an appearance for a slice a cake) said; "It was great to see the enthusiasm that Nimet and Katie showed in getting this event off the ground, and in seeing the support that our clients in Pembury gave to the event.

Upon completion of a project, developed at Care Academy, attendees become Care Ambassadors and go on to run future projects.

High Tea and Thomas keep old and young happy

Many thanks to all the support workers who gave of their time to help with our two 'tea time' client events.

On Wednesday 1st October – in a celebration of Older People's Day – TerraBlu held a High Tea for older clients at Penshurst Place.

A little later in the month, on Saturday 11th October, TerraBlu's youngest clients climbed onboard Thomas The Tank Engine on The Spa Valley Railway to enjoy The Fat Controller's Tea Party.



Above: Having a high old tea time at Penshurst Place

Christmas holiday season is fast approaching! Thanks to all those Support Workers who are covering extra calls to help out with holiday cover. Make sure that you've signed up with your Care Coordinator to attend one of our six team Christmas lunches!

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communicating with our carers
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AUTUMN '08



Welcome

to the Autumn issue of INC. This edition is a little late because we've been so busy with organising client social events and staff initiatives.

Highlight of the year so far must have been the Care Academy in Spain, which was a huge success. For those who didn't get to come along this time, we hope to do it all again next year.

Readers of *The Courier* will hopefully have seen the coverage the Academy received. We're delighted that the wider community is getting to learn about what we do at TerraBlu and what a great job of care you are doing out there. Well done and thank you!

Richard Gould, MD

Blu sky thinking in Spain



Attendees at TerraBlu's first Care Academy (l-r): Lisa Draper, Carolyn Gratton, Lydia Reed, Julia Mead, Lynsey Gibb, Katie Romik, Richard Gould, Elanor Jenkinson, Nimet Yerlikaya, Sheila Harrison, and Anita Trowell.

Nine support workers attended the first TerraBlu Care Academy, held at the Albir Playa Hotel in Altea, Spain from 17th -20th September. Those invited on this all expenses paid trip have all worked for the company for a year or more.

The Care Academy is part reward/thank you and part professional and personal development.

Everyone arrived on Wednesday night, and attended workshops on the Thursday, Friday and Saturday morning around issues of Social Care, Customer Service and

Career Development.

Managing Director, Richard Gould, said "It's been fantastic to be able to take people out of their familiar setting and see them embrace a new challenge and get really involved in new initiatives."

Lobby your Care Coordinators for your name to be included for next year's Academy.

The first project developed at Care Academy has been completed. Katie and Nimet held their own client coffee morning recently. Read the full story on the back page.

A credit to a company that cares

TerraBlu has created the role of Care Ambassador for those who attended Care Academy and successfully completed a project once back at work. There are five projects currently underway, which are:

Improving Communication – Sheila Harrison and Lydia Reed: Looking at ways to improve communication with our clients, when calls are running late, when regular support workers are changed or if call times are changed.

Improving Recruitment – Elanor Jenkinson: Investigating how we can broaden the type of people that we attract into care work, which may include medical students or recently retired people.

Developing services in Kings Hill/West Malling – Lynsey Gibb: Setting up a morning and evening care round in the Kings Hill/West Malling area.

Reinvigorating the Staff Forum – Lisa Draper: Canvassing opinions around team meetings,



building the profile of the staff forum and introducing new joiners to it.

Client Social events – Nimet Yerlikaya and Katie Romik: This project is around reducing potential isolation of some of our clients, so they are organising the sending of birthday cards to clients as well as a coffee morning in Pembury (featured on the back page), which it is hoped will become a regular event for TerraBlu clients.



CARER OF THE MONTH

June - Effie Maurice

Effie Maurice has a cheerful, caring, helpful approach to her work. Recently finding a client who had fallen, she responded calmly and efficiently and called an ambulance. Effie has worked hard to improve her professional standards, time keeping and qualifications. She balances extensive home commitments and work.



CARER OF THE MONTH

July - Grzegorz Skowron

Greg has been a great addition to our team in Tunbridge Wells. He has had praise from a number of clients, one of whom said "We couldn't have anyone nicer." Always reliable with excellent time-keeping, he is always cheerful and willing to help out. He stays calm in any situation and feeds back well to his Care Coordinator.



CARER OF THE MONTH

August - Lydia Reed

Lydia has been awarded carer of the month for her dedication to the job, her excellent feedback to the office regarding client issues and her support at late notice to cover calls. She is a valued member of the team who uses her experience to help maintain and improve the service we offer to our clients.

Staff positively in the pink



(l-r): Julia Mead, Laura Cooper, Kim Murrell, Richard Gould, Emma Foard, Olivia Gould, Elaine Ralph and Sheila Harrison with Oscar the Spaniel getting in on the act

TerraBlu went pink on Friday 31 October, as part of Breast Cancer Awareness month. Head office staff, carers and even clients got involved with raising funds and awareness of Breast Cancer. Office staff and support workers traded in their uniforms for the day to wear pink.

Office Administrator, Elaine suggested the idea and was overwhelmed by the response from the company's predominantly female staff. "When I suggested that we take part in Breast Cancer Awareness month, the girls were more than happy to get involved," she explains. "As

women, many with daughters, we all appreciate the importance of raising awareness of Breast Cancer. Several of us have close friends who have been directly affected by this disease."

The company sold pink hygiene gloves, as an alternative to the standard gloves. Staff donated pink raffle prizes, from Pink Champagne to lace knickers. Tickets were sold to all head office visitors and one client, who heard how TerraBlu staff were getting involved, sent Elaine a donation.

A total of £484 was raised for the charity.

Be part of our success

We are delighted to announce that we have five new members of our staff forum. Your support is very much appreciated.

TerraBlu has also just had an Investors in People Accreditation assessment, which went very well. We are hoping for a positive result on that before Christmas.

Thank you to Emma, Julia, Sheila, Kim, Jo, Sally, Nimet, Elanor and Janette for their role in our assessment.

Anyone who would like to be part of the staff forum should contact Julia.

Use your discounts

Having survived the near collapse of most high street banks, it is now clear that we are in for a recession running into next year.

Budgeting carefully and making the most of discounts will be key. The TerraBlu staff discounts offer real savings of sometimes as much as 50 per cent on car tyres, batteries, servicing etc. Make sure you use them and stretch your money further. For more information on discounts available contact Emma on: 01892 529429 or visit the new website: www.terrablu.co.uk