

# Inform

Keeping you in the picture

June 2015 Issue 11

avante

care & support

'Everyone Matters'

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support

edna

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# CREATING AND DEVELOPING



Mark Lloyd  
Managing Director

## An overview on where we are

Our national trade association for not for profit care providers has published a useful report titled 'Survive or Thrive? – Securing financial sustainability in social care – the provider perspective' which can be seen at [www.nationalcareforum.org.uk](http://www.nationalcareforum.org.uk). The publication of this report is well timed post-election and provides a constructive summary from the provider perspective on the fragile state of the care market pending the arrival of the new care act in April 2016.

The report throws no punches on the future being even more financially tougher for health and social care agencies, but signposts possible areas of opportunities for providers such as Avante Care & Support to build on innovation and creativity in developing new models of care, continuing to be more efficient and effective, engaging with local communities for change and working together with Local Authorities to find solutions.

None of this will be easy but already there are examples and opportunities emerging for Avante Care & Support particularly around innovation. Without a doubt a more direct communication with health colleagues is needed to pursue 'step down beds' from hospital. Already we have had the

positive experience of the NHS pilot at Bridge Haven and such initiatives allow us to build and give us a 'foot print' for further opportunities. We know Medway will be tendering for a similar model which will provide an opening for Amherst Court. Building on such ideas and creating models that are attractive and offer solutions for our commissioning colleagues must be central to all our thinking.

I am delighted to see the initial success of our own in-house 'mock inspections' led by our Operational Team. Over the next few months all our registered and community services will receive an unannounced inspection which will assist and support in the learning for all of us regarding standards of care delivery.

Finally, it is welcomed to be able to comment on Bob Bushell becoming our patron. Many of you will have met Bob over the years and know of his enthusiasm and interest in all our services. As a long standing Board member Bob will now continue to play an active role in the daily lives of our different services through his visits and he will be an excellent Ambassador of the organisation.

### Members of:

- National Housing Federation
- The National Care Forum
- Kent Community Care Association
- IAHSA

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## TRUSTEE BOB BUSHELL HAS BEEN APPOINTED PATRON

Bob Bushell joined Avante Care & Support Board of Trustees in March 1994 when the

organisation was then known as KCHT. Bobs experience in the care industry was minimal as he had spent all his working life in railway employment, but his experience within the Trade Union movement and how to deal with sickness, employment contracts, and the discipline procedures were the skills the board were looking for to help balance the expertise across the board.

Bob has seen many changes during his twenty one and half years' service at Avante Care & Support including the rebrand of the organisation in 2009, the construction of three new care homes, the home care service expanded across Bexley and Kent and the young peoples service Stepahead Support (also part of Avante Care & Support) develop and grow across Kent.

The change in the Articles of Association last year meant that as Bob has completed more than 9 years as a Trustee for Avante Care & Support, he will have to retire as a Trustee this AGM in September. When Bob completes his current three year term he will have been a Trustee for over twenty one years, which makes him the longest serving Trustee in the Charities History.

Bob has given a tremendous amount of time and support to Avante Care & Support and depending on his busy diary, attends and takes part in as many events across the services that he is invited to including the Stars award ceremony, Achievement awards and the Summer Getaway.

Upon Bobs recent appointment he commented, 'Avante Care & Support today is far different to the KCHT board I joined in 1994 and yes I have seen many changes, but I believe we are a far more professional organisation, ready for the challenges in the Care Industry we face today.

It came as great surprise to me that several weeks ago Mark Lloyd, Managing Director, asked if I would accept the position of Patron, which I of course accepted and was then approved at the Board. I am honoured and humbled by the offer and to follow in the steps of my predecessor Lady Northbourne is indeed a privilege. I was born and have lived the past 68 yrs in Faversham, and it is an honour that a local lad will continue to serve such a worthwhile Charity'.

Outside of Avante Care & Support Bob loves all kinds of sport, especially Kent Cricket in the summer, and Football in the winter having supported Arsenal since the age of 10, he still has a love of trains and attends the Faversham Model Railway Club each week.

**Congratulations Bob, from us all at Avante Care & Support.**

## THE ALZHEIMER'S SHOW

In association with **Alzheimer's Society** Leading the fight against dementia  
THE UK'S LEADING EXHIBITION & CONFERENCE FOR **DEMENTIA**

### On Friday 5th and Saturday 6th June Avante Care & Support exhibited at the Alzheimer's show in London, Olympia.

The Alzheimer's Show London, in association with Alzheimer's Society, is the UK's only dedicated exhibition and conference for those affected by dementia.

It was an excellent event and was great that Avante Care & Support were a part of it.

The team who exhibited were, Angela Johnson, Amanda Andrews and myself and I would like to say a big thank you to Angela and Amanda for

exhibiting with me at the event and for all your hard work over the three days. A big thank you also to Bill Richardson (MT at Bridge Haven) who ensured that the delivery and collection of the 'events team' and marketing material to and from Olympia was a smooth and stress free exercise, which was very much appreciated by us all, thanks Bill!

Thanks also to Activities Coordinator Jo Thompson from Puddingstone Grange who showed her support by popping along to see us at the show on Friday.

*Lyndsay Hopper  
Marketing Manager*



## MORE STORIES TO HEAR AND TELL

The 'Creative Communications' project continues at Amherst Court care home, with Visual and Dance Artists Wendy Daws and Luci Napleton.

At Amherst Court the Artists have gained an insight into the lives of the participants from hearing snippets of their stories:

*"From close relatives who loved fishing, a singer who sung with a band, to world travels and meeting a Chief....fascinating" - Luci*

Along this journey so much more has been revealed from talent to expression through moving to music with and without props and through the variety of art activities including, drawing, painting and embossing. The art work and images will be displayed within Amherst Court for everyone to see.

The Arts Researcher from Canterbury Christ Church University who observed the participants during the last three sessions will be evaluating and along with the images taken by Spaghetti Weston, a report will be completed.

Thank you to all of the participants and staff at Amherst Court, Ideas Test for funding this small experiment and the researcher and photographer for all of your contributions.



The Artists would like to come back so that more movement, art and conversations can take place, as there are plenty more stories to hear and tell.

*"It's been a wonderful project where new relationships have developed as well as my own knowledge and skills as a professional community dance practitioner" - Luci*

For more information about edna – energise dance nourish art please contact Luci Napleton, [luci@ednasjourney.co.uk](mailto:luci@ednasjourney.co.uk) [www.ednasjourney.co.uk](http://www.ednasjourney.co.uk)

Other websites:

Wendy Daws – Visual Artist  
[www.wendydaws.co.uk](http://www.wendydaws.co.uk)

Photography by Spaghetti Weston  
[www.spaghettiweston.com](http://www.spaghettiweston.com)

Project funded and supported by Ideas Test  
[www.creativepeopleplace.info/tag/ideas-test](http://www.creativepeopleplace.info/tag/ideas-test)



## TAKING THE PLUNGE!

**Dawn, a resident at Parkview care home has a passion for swimming ever since she learned to swim at the young age of 11.**

Dawn attended boarding school where she had swimming lessons and continued to enjoy swimming through her teens and adult life.

Just recently Dawn expressed to staff on the Chestnut suite, her desire to go swimming again. After consent from Dawn's son, quick thinking carers Debbie Todd and Sarah Bowyer visited the local leisure centre, Crook Log with Dawn. The afternoon was a great success with Dawn thoroughly enjoying getting back into the water. 'You would never have known it had been a while since Dawn had been swimming', said Debbie, 'she was quite literally like a duck to water!'

Due to the success of the swimming visit Dawn and the girls are hoping for this to become a regular outing to the swimming pool.



## THE WILLOW DAY CARE CENTRE

On Thursday 4th June, four members from the Willow Day Care, two staff members and a

family member visited Puddingstone Grange care home to have a look around.



We had a good journey there and back thanks to John Marsh who drove the Court Regis mini bus.

On our arrival, Jo, the Activities Co-ordinator showed us around the beautiful gardens where we sat and had a very welcome cup of tea. After we had been shown around the lovely care centre, Jo arranged for us to have lunch with some of the residents from Puddingstone Grange, which was very nice.



After lunch, Jo and Lorraine put on their Oomph! T shirts, and led us all through an exercise regime which was great fun. They were so enthusiastic, it 'rubbed off' on everyone.



Before heading home we went to see the O2 arena and the cable cars. We saw Canary Wharf and the Shard in the distance.

All in all we had a lovely day. Many thanks to Alison, Jo, Lorraine and everyone at Puddingstone Grange for making us so welcome.

*Jeannette Spooner  
Day Care Officer*



## FAREWELL STEVE

On Wednesday 3rd June Avante Care & Support said farewell to Surveyor, Steve Wheeler who has retired after 14 years of service.

Steve joined Avante Care & Support in September 2001 as a Building Surveyor and has been involved in the construction of four new care homes for the organisation; Northbourne Court, Amherst Court, Riverdale Court and Puddingstone Grange. Steve has always worked as a Building Surveyor with previous employment including the London Borough of Tower Hamlets, Medway Health Authority, Bexley Council and London Transport.

When asked to reflect on his time at Avante and share what he will miss the most Steve commented, 'Daily dealings with Builders and Contractors - frequently frustrating, but ultimately rewarding when a plan comes together. Believe it or not they help me maintain my sanity, we speak the same language!'

Also the completion of work that benefits or improves the daily lives of the residents, the background work like lift refurbishments, nurse call system replacements and new boundary fencing - these all had a major impact as soon as they were completed'.

Steve loves Cornwall and enjoys spending as much time there as possible, he is a keen photographer, loves music and is a lifelong Spurs supporter. So will these be Steve's main focus when he retires?...well yes, they will be as well as the initial 'doing absolutely nothing' stage, Steve said he would like to learn how to improve his cooking skills with fish & seafood and acquire some patience to learn the art of watercolour painting.

A big thank you to Steve for everything he has done for Avante Care & Support over the years, happy retirement!



# HOME CARE TRAINING

We hold monthly induction training for our newly recruited community carers. Our four new June carers at Bexley and two in Kent have just completed this training. Some of them are new to the care sector whilst others have come with past experience. They have learnt about Sparkle, our Values and our Philosophy of Care, as well as acquiring knowledge and skills for the role of the Community carer. We are looking forward to supporting and working with them as they begin their new role as Avante Home Carers.

## QCF Levels 2 & 3 Apprenticeship Diplomas in Health and Social Care

Avante Home Care and Support has linked with training provider IPS International to fund eight community carers in Kent and fifteen in Bexley to achieve their QCF Diploma Qualifications.

The first workshops for carers began in February and, since that time, the carers have been busy working through the knowledge units of work; developing their speaking, listening, literacy and numeracy skills; and being observed by an Assessor during their care calls to Service Users.

We are delighted to say that some of the carers have successfully achieved their first Awards for their qualification in Employment Responsibilities and Rights. This first unit demonstrates their knowledge and understanding of working in care settings and their vital role within it.

We are also working with Unique Training Solutions to enable a further nine Bexley Carers to achieve their Level 3 Diploma in Health and Social Care.

Our Community Carers have shown strong commitment and hard work in their learning and we look forward to announcing their further achievements and successes in due course as they progress with their study.

Congratulations are also due to the following carers who have successfully achieved the above Certificate. Their learning has given them a greater understanding of how to adopt good, safe working practices in relation to medication.

### Certificate in Understanding the Safe Handling of Medication in Health and Social Care

Petra Foster, Kent  
 Glynis Sharp, Kent  
 Pauline Sheedy, Bexley  
 Victoria Charles, Bexley  
 Jenny-Marie Fryer, Bexley  
 Michele Lawrence, Bexley Field Care Team  
 Dawn Phipps in the Bexley Field Care Team

### Carers working towards QCF Diplomas in Health and Social Care

#### Kent Carers

##### Level 2

Melissa Smart  
 Anne Nicholson  
 Kazia Fraser  
 Lacey Burnett

##### Level 3

Donna Saunders  
 Julie Pilcher  
 Lynette Bishop  
 Nicola Allen

#### Bexley Carers

##### Level 2

Razia Faruqi  
 Makhhan Singh  
 Sally Eagles  
 Janet French  
 Fatimah Isamat  
 Bradley Harding

Chelsea Charles  
 Nichola Haylett  
 Tia Maria Lower  
 Sarah Munn  
 Denise Whitely  
 Joy Ogoh

##### Level 3

Maisy Maffia  
 Adele Scott  
 Lynda McCullough  
 Allyson Davis  
 Jasvir Suman  
 Karen Ratcliff

Mim Hartley  
 Julie Sloan  
 Veronica Barnes  
 Modupe Fadina  
 Tracey Trent  
 Andrea Mason

*Caroline O'Shea & Sammie Dwyer  
 Training Officer & Recruitment Officer  
 Home Care & Support*

# GROUP WORK AT KENT LIFE

Young Healthy Minds is one of Kent County Council's commissioned early intervention services. It provides support for 4-18 year olds which includes building emotional resilience and developing coping strategies for dealing with the challenges that children and young people face. The service is provided by a consortium of charities including Stepahead Support, Family Action and CXK.

Young Healthy Minds' latest whole service development day was held at Kent Life, an open-air museum of rural life in Maidstone. The focus of the day was the development of Young Healthy Minds' group work and it proved to be an enjoyable and productive event including just the right combination of policy updates, observation requirements, peer support, creativity and fun.



Sean Kearns, Chief Executive at CXK provided an energiser to start the day followed by Team leaders presenting progress reports from the group work task and finish groups which have been working on evaluation tools, the group work process and group work activities.

Demonstrations of activities from transition to secondary school group work were innovative and thought provoking. The change from primary to secondary school was mapped against the grief cycle stages including shock, denial, anger and finally acceptance. Staff engaged in the activities from the point of view of the child.

Taking part in activities designed for children and young people certainly enabled everyone to find their inner child and this continued into the afternoon session when each Young Healthy Minds team was asked to provide an icebreaker based on the active learning cycle of do, review, learn and apply. The activities were varied, fast and furious that included the bean game, five handshakes in five minutes, flap the fish and a name game that invited everyone to create a fantasy alter ego. An emotional well-being snakes and ladders game almost didn't take place when a hungry goat, who happened to be passing by, took an interest in it.



This was a memorable day which brought together the talent, creativity and passion to support vulnerable children and young people that Young Healthy Minds staff bring to the service.

*Cathy Donelon  
Young Healthy Minds Team Leader*

## RURAL YOUTH CLUBS

Brenzett Youth Club  
Hollingbourne Youth Club  
Sellindge Youth Club  
Minster Youth Club  
Cliffsend Youth Club

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## DOUST HOUSE MEDWAY SERVICES

Patricia and Andrew from Dust House Medway Services both attended the Princes Trust Fair Bridge Programme on the Access course. It was a week long course which included trying their hand at Archery and a camping trip to Ashdown forest to take part in rock climbing, abseiling and tunnelling.

The course covered skills in Communication; managing feelings; confidence; working with others and setting and achieving goals. The feedback from The Princes Trust was extremely positive and congratulated both Patricia and Andrew on their efforts throughout the week. They enjoyed it so much that they have since been canoeing with Fair Bridge and are looking forward to participating in other activities. **Well done Patricia and Andrew.**



# Find Us On...



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If you would like to donate to Avante Care & Support please visit our website at [www.avantecare.org.uk](http://www.avantecare.org.uk)

For more information call us on 01795 597400

## OUR VALUES

*sparkle*

**SUPPORTING**

**PERSONAL**

**ATTENTIVE**

**RELATIONSHIP CENTRED**

**KIND**

**LISTENING**

**ENABLING**

## OUR MISSION

*To understand and enable the journey through care in older age by providing personalised home care & support and residential services.*

