

Cartrefi Cymru: Quality Assured

We won an internationally recognised quality award recently and this brought us some great publicity and praise in high places.

You will remember last year that we set ourselves a goal of becoming better known for the great work we do. Well, it's happening. We dreamed it, did it, and now we are shouting about it.

Well done to everyone who worked on the ISO 9001 project and well done to everyone who has done something worth shouting about:

- The person who discovered we could get a big training grant in RCT.
- The people who have impressed purchasers so much they want us to support children.
- The people who are winning us more and more sessional support contracts.
- The people who have been working hard to get us through to tender interviews.
- The person who saved someone's life when they were choking.
- The teams that worked together to help another service in a crisis.
- The people who helped us win all A's for our NVQ work.

I could go on. We've had some tough times, but good people working together will see off the bad times and win through in the end. My thanks to you all.

Adrian Roper
CEO
Cardiff Office



L-R: Adrian Roper, Yvonne Davies, Mike Clarke (Trustee), Bella Jones, Andy Abbott, Meg Guthrie, Mike Paramore, Vincent Kane, Ken Lavender and Lynn Jones at the Quality Assurance launch event.

How to Fight Social Exclusion 3 Enrich your own life!

It's easier to help lonely people to connect if you have a lot of contacts yourself.

Relationships: Making it Work

It has always been a priority at the services in Llanfairfechan, to provide opportunity and support for service users to maintain existing relationships and to form new ones. It's discussed in supervision, team meetings and is promoted in every way possible by the support team. It is the number one item in Person Centred Planning.

We were told that two sisters 'had no time for each other', when living only yards apart.

The team were determined to support her to build a relationship with her only remaining family member. Now they look forward to taking lunch and visiting each other regularly.

At home, any occasion is an excuse for a party: Christmas, birthdays, Halloween, bonfire night. We support the service users to make and send invitations to friends and family and lay on a buffet. The kettle is always on and friends are made welcome.

Service users are encouraged to telephone their friends: photographic contact cards have been



made and we stick a photograph of the person onto the direct dial number-contact by the push of a button.

New Opportunities

The team actively seek new opportunities where service users may form relationships. These have included:

- Becoming members of the local church

- Enrolling at the village library
- Enrolling on courses such as cookery and music
- Using the local hairdresser
- Shopping in the local community and becoming known to the retailers and staff
- Supporting village events such as the tea dance, fête, pantomimes and plays
- Joining groups which meet regularly such as swimming clubs, gardening clubs

Making and keeping friends is so important for the people we support: having a network of people around who care about them enriches and improves the quality of their lives. The efforts of the support team have been rewarded time and time again. When someone they have pursued, often for many months, finally sends a postcard, telephones, or comes to a party. Seeing the joy on the service users faces is reward in itself.

Julie Davies, Service Manager, Bangor



An apple a day ... ?

It seemed like any other day for Sian Hopkins, Support worker from Llandrindod Wells, as she worked in the kitchen of Billy's home whilst Billy tucked into an apple in the living room. But on this occasion it wasn't an 'apple a day' that kept the Doctor away...

Sian heard Billy coughing and rushed to help: "By the time I had got to the living room to check he was OK, he had collapsed, was unconscious and unable to breathe.

For a split second, I panicked, and then I remembered the First Aid Training. I got Billy sitting up and performed the Heimlich manoeuvre."

Within minutes Billy was restored to his usual

self and asking for a kebab!

"I was not too impressed about that!" said Sian. "I was still in shock and he was after more food!"

So, a staff training course actually keeps the Dr away?

"I dread to think what would have happened if I hadn't received that training – I think it may have been too late by the time medical help had arrived."

Our thanks go to Sian for her calm, professional response and to the First Aid Training team for their excellent training which almost certainly helped Sian to save a service user's life.

Taking Risks to Fulfil Dreams

Teams from North Wales attend workshop to build skills in social inclusion

Wendy Wines, Area Manager for Cartrefi Cymru recently attended a workshop held by Lorna Diamond of TACT Glasgow. TACT is promoting social inclusion and self directed support, especially for people who challenge. Wendy took some time to tell us what she learnt.

"Lorna told us about Community Connectors: In every team there should be 'connector', someone who knows the local community, or knows someone who knows someone... (we all know one of them!). Service users can then take advantage of this connector to access their local community.

"Cartrefi has just issued a great new policy for consultation: "Managing the Boundary between Professional and Social Contact". A long title, which means that staff can develop social relationships with the people they support. Service users can then use this relationship to expand their network via their friends.

"I'm going to discuss the policy and Community Connectors with the service managers. We will try and identify connectors in the teams and utilise their skills.

"Lorna had some great examples from Glasgow: people who challenged that were given more control over their lives and opportunities to manage their own support hour budgets. Those who chose this new method gained a new sense of control over their lives. It actually contributed to a decrease in their challenging behaviour.

"We also looked at Risk: supporting our managers to allow risk to happen, allowing people to make mistakes—the way we all learn. We also need to look at ways around risk—what can we do to make this person do what they want, with the least possible risk. I'm looking forward to helping some of the people we support to fulfil their dreams, which is always a risk."



Lorna Diamond (top centre) from TACT Glasgow, Bryony Hughes, Bella Jones and Wendy Wines attending the workshop.

Noticeboard

Your news, your views ... send your info to:
ymlaen@cartreficymru.org

- Do you remember Cartrefi Cymru in 1992? You would if you were one of these members of staff, who joined the company 15 years ago: Richard Jones, Patricia Flanagan, Wendy Jones, Julie Jones, Ann Lloyd-Lewis, Geraint Williams, Roy Williams, Bryony Hughes, Mike Paramore, Mari Jones-Evans, Carol Jones and Anne Arkle. Congratulations to all of you—here's to another 15 years!
- Welcome to Marie Davies to the post of Staff Development Administrator, North. Marie has been working on a temporary basis which has recently been confirmed.
- The following people have recently completed their NVQ Level 2 in Health & Social Care: Sian Jenkins, Hayley Evans, Rhianon Jones

Got
Something
to Say?

Send your contributions to "Ymlaen"
at the Cardiff office, or eMail:
ymlaen@cartreficymru.org

(from Glasfryn, Bridgend), Amy Edwards (from Bridgend Peri team). Lynn Morris, PQDO, Cardiff, and Rosalind Mann, Bethan Griffith and Sioned Evans, based from the Bangor office have completed their Level 3.

- NVQ Level 3: Congratulations to Lizzie Green, Staff Development Administrator, Michelle Simmons, Corporate Administrator, and Ben Read, Communications Administrator, Cardiff on completing their Administration NVQs.
- New company guidance has recently been approved by Senior Management: please see your red policy folders for changes to the "Notification of Serious Injury and Other Incidents" guidance. Copies can be obtained from Area Administrators.
- Melanie Richards, Kevin Rigby and Carol Pickens have completed their NVQ Level 3 in Health & Social Care.
- Vanessa Williams and Team, based from the Brecon office, have received a compliment from the Social Services Team who expressed their gratitude for providing support to 4 people in Ystradgynlais at such short notice.
- Bethan Jones & team, Tremadog office, have received a compliment for their hard work and commitment from the Community Nurse.
- "We thank you with all our hearts for all you've done for Allan. You've helped us when we needed you most and we know Allan has been happy" wrote the family of a service user in a card send to

Diane Bell & Team, Bangor

- "I cannot thank you for the kindness you have shown during Wynne's stay with you. It's meant a lot to me to know he was well cared for. You and the team have shown tremendous warmth and understanding to Wynne, and have also been his friends. I will treasure your kindness always." —in a letter to Sue Edwards & Team, based at the Bridgend office.
- Would you like to receive Ymlaen by eMail? If so, send an eMail to ymlaen@cartreficymru.org, stating your name and language preference.

Michelle Glavin (nee Simmons), Corporate Administrator, with new hubby Andrew at her glamorous wedding on 4th May. Congratulations Michelle!



Service Users and staff with the Mayor and Mayoress of Cwmbran during their visit to our office.

