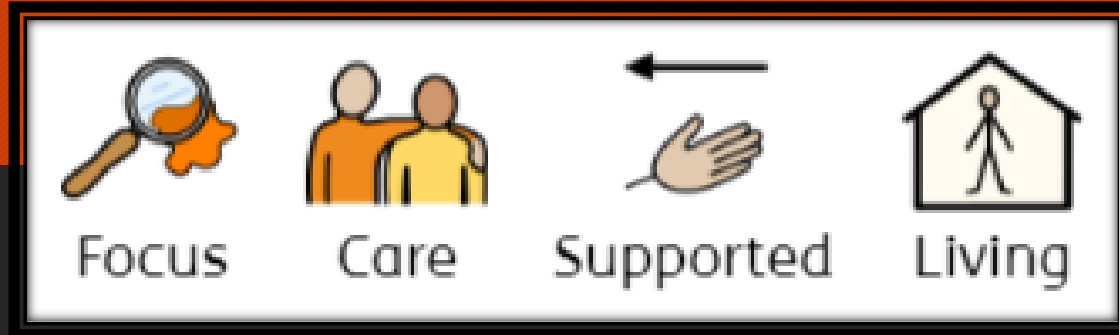




 FOCUS CARE SUPPORTED LIVING  
"Our Focus is You"

 0845 864 8866  
Open 24 hours, 365 days a year



# AUGUST 2024 Newsletter



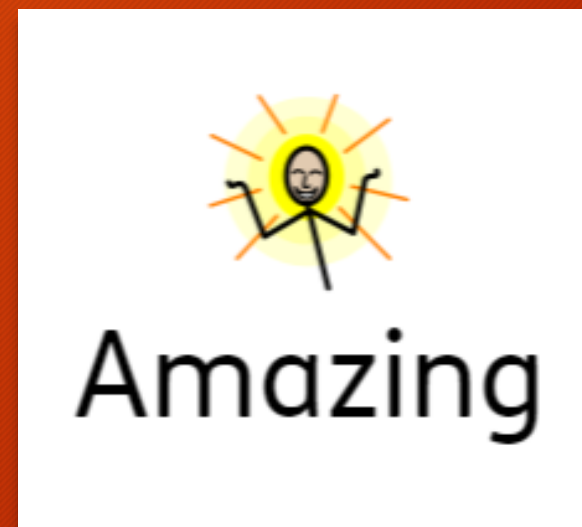
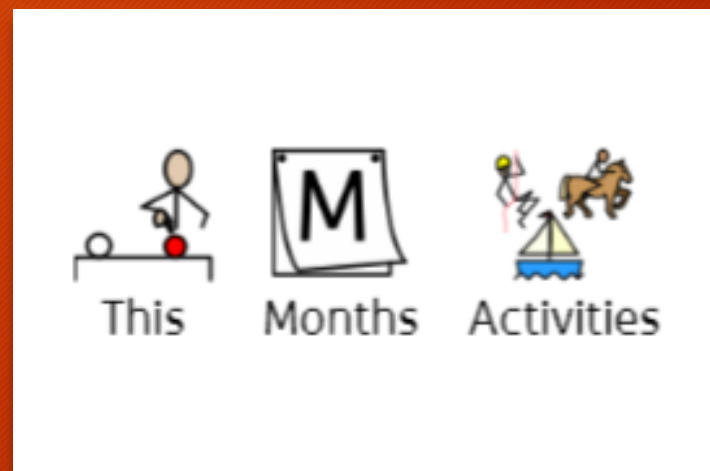
# August

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| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 |    |

August has been nothing short of spectacular! The people we support have been out and about, soaking up the sunshine and making the most of the lovely weather. This month, they've enjoyed reconnecting with friends and family, which we wholeheartedly encourage, knowing the positive impact these relationships have.

From exciting day trips and bus adventures to playing football, swimming, and hitting the gym, everyone has been keeping active and boosting their mental health. Highlights include visits to Legoland, Wicksteed Park, and fun-filled beach days, as well as visiting the cat café, dancing at discos, and celebrating new cars and birthdays. Plus, they've enjoyed trips to the library and savoured delicious meals out, adding a tasty touch to their adventures.

Keeping everyone busy and entertained not only enhances daily living but also ensures our service users have a say in the activities they love. Here's to more fantastic outings and cherished moments!





Happiest of Birthdays to:

Tracy P who celebrated her birthday on 10<sup>th</sup> August

John Paul who celebrated his birthday on 23<sup>rd</sup> August

Anthony who celebrated his birthday on 29<sup>th</sup> August

Maxine who celebrated her birthday on 19<sup>th</sup> August

David P who celebrated his birthday on 2<sup>nd</sup> August




James who celebrated his birthday on 20<sup>th</sup> August

And a very special birthday to Katie who turned 18 this month on 19<sup>th</sup> August



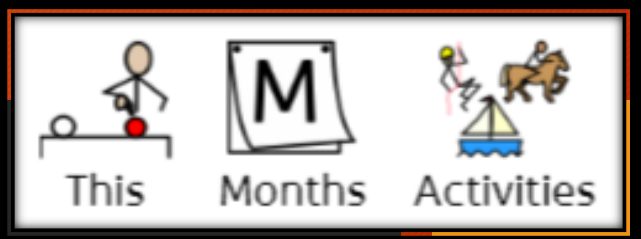
Christine Goldstone Regional Operations Director celebrated her birthday on 22<sup>nd</sup> August



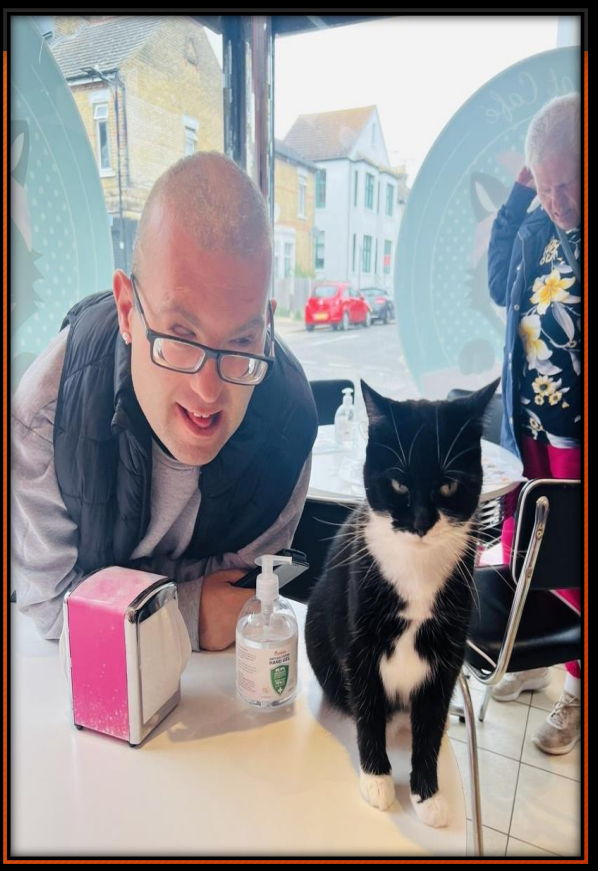
This Months Activities

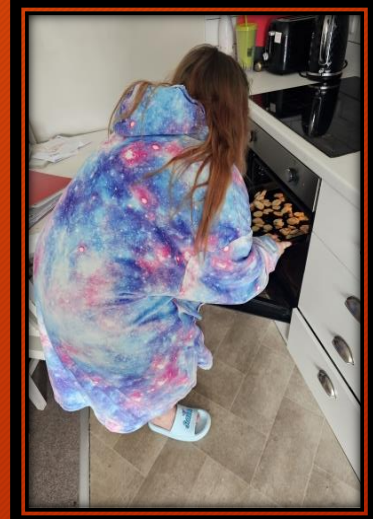
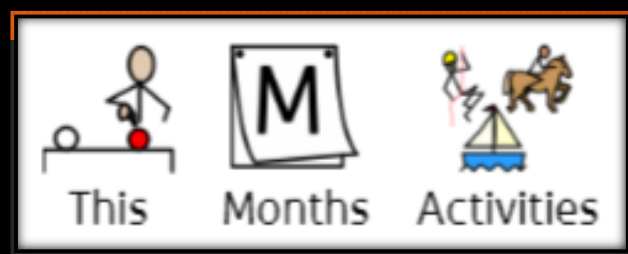






This Months Activities





Completing housework tasks like washing, cooking, and cleaning is crucial for service users as it promotes independence, builds essential life skills, boosts confidence, enhances mental and physical health, and improves their quality of life. It helps them feel empowered, self-reliant, and integrated into their community.



This Months Activities

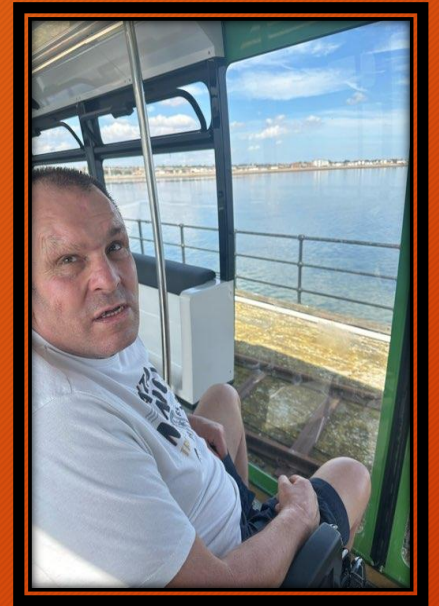
The header features three icons: a stick figure sitting at a table with a red ball, a calendar icon with the letter 'M', and a person riding a horse. Below the icons is the text "This Months Activities".

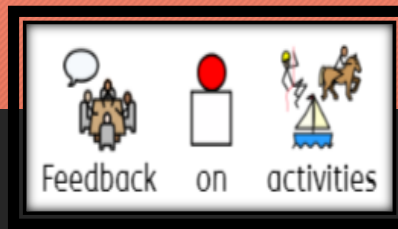






This Months Activities





*JP " I am happy, I had a good birthday, and I loved the cat café, I want to go again! "*



*CG " I had a brilliant week, best part was going to McDonalds and having a McPlant burger, its healthy and helps me keep my superpowers!"*

*OL" Olivia's thoughts on her week.  
"Felixstowe, please for fish and chips"  
Happy, happy"*

*JS "Hello Vicky"  
"I like ice lollies I do"  
"Vicky, can I have some more fish please for my fishes"  
"Thank you for looking after my car, it's all nice and clean wahooooo!!"*



*Shout Out to Kyle and Lucus – Suffolk Team Leaders for going above and beyond in their duties supporting the services in Suffolk .*

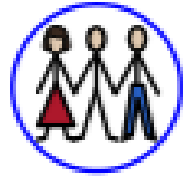
*Shout out to Central Ave for the amazing feedback from a relative .*

*Shout out to Dejan, Mary and the team for managing the services in Eastbourne exceptionally well in Emma's absence while she was on leave!*

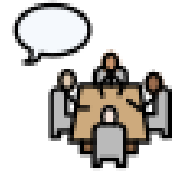
*Shout Out to the TollBar Team for giving Katie a great 18<sup>th</sup> Birthday party.*



*Hi Owas , We wanted to write a few words of appreciation to you and the whole of Rowland's team. After our last meeting we both had this wonderful feeling. We realise that over the last 18 months the team has gained confidence and grown to care for Rowland in a very special way. So now we know that when things are rough for Rowland - when things can be difficult for us all with him - those around him redouble their efforts - their empathy and caring increases. This feels like a turning point - where before we knew his people cared for him really well and thoughtfully - now we can see he is cared for from people's hearts. It has been a tough year so for this truly excellent level of working with Rowland to become so clear is exceptional. We also recognise how your leadership has done a lot to enable your team to lift themselves from some difficult times not so long ago. Thank you Owas - and please thank everyone. With energy and appreciation, Emma and Phil*



**FAMILY**

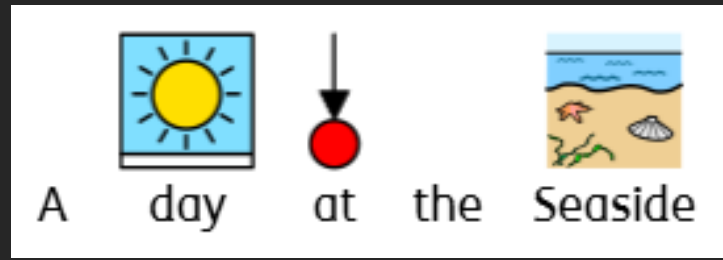


**FEEDBACK**

*Hi Ellie,  
I was very impressed with the property. The garden looks exceptional—tidy and well-maintained—and the pergola is a fantastic addition with its new roof and seating. It creates a wonderful space for John to enjoy. I was also moved by the thoughtful presents given to John and the staff's dedication, even coming in on their time off. It was evident that a lot of love and care went into making the day special. Most of my interactions on the day were with you and Gabby. You both made me feel incredibly welcome, and your commitment to doing your best for John is clearly reflected in all that you do. Thank you once again.  
Paul*

*Nicky expressed her gratitude to FCSL for including her in the recent communications to the social worker regarding AL. Nicky thanked us for all our efforts, for advocating on his behalf, and for giving him a voice, and ensuring he has the correct level of support.*





Dear All,

Please see the attached flyer. Peterborough staff and service users cordially invites you to join them for a wonderful day at Old Hunstanton Beach, PE36 6JJ, where you can share laughs, create memories, and enjoy what's left of the summer.

Please inform Esther Shomoye – Regional Operations Manager to let her know how many people will be attending [Esther.Shomoye@focuscareagency.com](mailto:Esther.Shomoye@focuscareagency.com)



At Focus Care Supported Living, safeguarding is at the heart of everything we do. We are deeply committed to ensuring the safety and well-being of all individuals under our care. Our commitment to transparency and accountability is reflected in our robust whistleblowing policy. We have prominently displayed whistleblowing posters across all our services to ensure that everyone is aware of the channels available for reporting concerns.

This year, we have taken significant strides to enhance our safeguarding measures through the launch of our “Freedom to Speak Up” campaign. This initiative includes the introduction of a dedicated email address and the appointment of four Freedom to Speak Up Guardians:

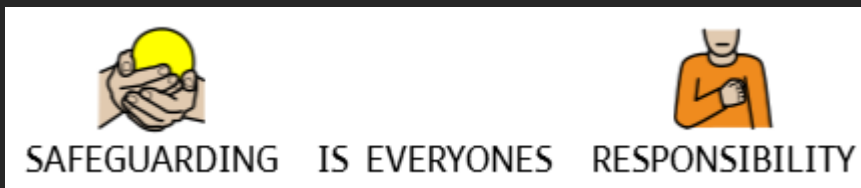
- **Zyaad Khoyrutty – HR Director** ([speakup@trustcare.co](mailto:speakup@trustcare.co))
- **Dejan Tachovski – Support Worker** ([speakup.support@focuscareagency.com](mailto:speakup.support@focuscareagency.com))
- **Elaine Cole – Care Director** ([speakup@focuscareagency.com](mailto:speakup@focuscareagency.com))
- **Ikedi Henry – Health Care Assistant** ([speakup@trustcare.co](mailto:speakup@trustcare.co))

In addition, we have implemented Adult Safeguarding Supervisions to provide ongoing support and guidance to our staff. We have also redistributed our safeguarding policy to ensure that all team members are up-to-date with the latest procedures and protocols.

We invite you to watch our “Freedom to Speak Up” video to learn more about our commitment to safeguarding and how we are fostering a culture of openness and safety within our organization

[Regulation 13:](#)  
[Safeguarding](#)  
[service users](#)  
[from abuse and](#)  
[improper](#)  
[treatment -](#)  
[Care Quality](#)  
[Commission](#)  
[cqc.org.uk](http://cqc.org.uk)





**WHISTLEBLOWING**

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*I need to raise a concern. What do I do?*

1. If you see unsafe practice, risk, or wrongdoing
2. Talk to your line manager about the problem in the first instance
3. If you do not feel able to raise the concern with your manager, please see whistleblowing policy and contact details below
4. If you have tried all these and do not feel able to raise internally, you can raise your concern with CQC (Care Quality Commission) - 03000 616161

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Trust Care Management encourage any staff member who has a service user safety concern to raise this within the organisation and at the earliest opportunity

**To make a disclosure contact:**


|                                              |                                                                                                                    |
|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| Speak to your Manager:                       | (insert name, email, and contact number)                                                                           |
| Speak to your Regional Operations Director:  | (insert name, email, and contact number)                                                                           |
| Speak to the Care Director:                  | Elaine Cole<br><a href="mailto:Elaine.cole@focuscareagency.com">Elaine.cole@focuscareagency.com</a><br>07786441172 |
| Speak to the HR Director:                    | Zyaad Khoyrutty<br><a href="mailto:HR@trustcare.co">HR@trustcare.co</a><br>07557141592                             |
| Speak to the Quality and Compliance Manager: | Mr Chris Graham<br><a href="mailto:Chris.graham@trustcare.co">Chris.graham@trustcare.co</a><br>07958178596         |
| Speak to the National Operations Director:   | Mr Chris Graham<br><a href="mailto:Chris.graham@trustcare.co">Chris.graham@trustcare.co</a><br>07958178596         |

IF ITS NOT RIGHT  
**'SPEAK UP'**

<https://myfocuscare.co.uk/events/freedom2speak.php>

## FREEDOM TO SPEAK UP




### ACHIEVING A CULTURE OF CANDOUR

**Why is speaking up important to the Organisation?**  
Speaking up is about highlighting anything that gets in the way of providing good care. It is important to the Organisation because it will help us keep improving our services for all service users and the working environment for our staff.


**When do I speak to a guardian?**  
If you do not feel able to speak to your line manager, team leader, or regional operations manager/director and have a concern, such as:

- Unsafe service user care
- Unsafe working conditions
- Inadequate induction and training
- Bullying culture
- Suspicion of fraud

#### Contact one of our 'Freedom To Speak Up' Guardians




**Zyaad Khoyrutty**  
Human Resources Director  
t: 01733 261233  
e: [speakup@trustcare.co](mailto:speakup@trustcare.co)




**Elaine Cole**  
Care Director / CQC Registered Manager  
t: 01733 261233  
e: [speakup@focuscareagency.com](mailto:speakup@focuscareagency.com)

**Support Team**



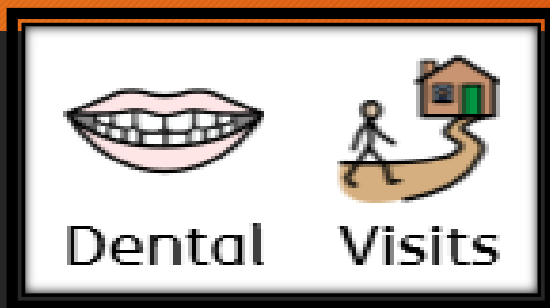
**Dejan Tachovski**  
Support Worker  
e: [speakup.support@focuscareagency.com](mailto:speakup.support@focuscareagency.com)



**Ikedl Henry**  
Health Care Assistant  
e: [speakup.support@trustcare.co](mailto:speakup.support@trustcare.co)

*Please note:* Email sent to the Freedom To Speak Up Support Team will be addressed through a call back service. The support team will get in touch with you to coordinate a time that suits both parties for addressing your concerns.

IT ONLY TAKES ONE PERSON TO...  
...STAND UP AND MAKE A DIFFERENCE



As we know people have been struggling to find NHS Dentist's for a long time, well the ICB are now prioritising people with a learning disability and/or autism!



**Are you finding it hard to see a dentist?**

If you have a learning disability or are autistic, you can see a dentist by calling 111

**Dentist**

**CALL 111**

- Call 111 for any dental care. They can help with both urgent and routine dental care!
- Tell 111 that you have a learning disability or autism and you need to see a dentist.
- Tell 111 you need a **DPASS** appointment.

**DPASS** stands for "Dental Priority Access and Stabilisation Service" which means you will get dental care as quickly as possible.

- 111 will find a dentist and book the appointment for you.

The complex block contains a photograph of a diverse dental care team, including a person in a wheelchair. It features a list of instructions on how to access dental services through 111, specifically mentioning the DPASS (Dental Priority Access and Stabilisation Service) for people with learning disabilities or autism. The text is clear and uses large, bold fonts for key information.

Patients can self-refer by doing the following:

### Ring 111

Advise 111 they have a learning disability and or Autism Advise 111 they need to see a dentist and would like a DPASS appointment (Dental Priority Access and Stabilisation Service) It's really important they mention their learning disability/autism and DPASS 111 will then advise of the surgeries who are available and book this appointment If the patient needs to be referred to the community dentist following this visit, they will complete this referral. Please ring 111 for both urgent and routine dentist care – they are commissioned to offer both!!



This policy outlines the best practices that avoid a closed culture within an organisation. It focuses on how to promote an open culture and has been compiled with strong reference to the guidance outlined by CQC in this area. Please log on to your QCS account to read the policy in full.



Policy



of the

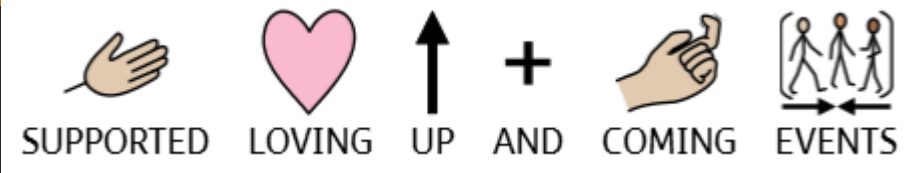
month



August 2024  
Policy of the Month

Quality Assurance  
Closed Cultures Policy and Procedure

Previous Policy of the Month can be found in Monthly Policy Update



For people with a learning disability and autistic adults

### STAYING SAFE IN RELATIONSHIPS

2 week workshop  
1st & 8th October 2024  
10am - 1pm

You will learn about:

- Healthy and unhealthy relationships
- Consent in relationships
- How to get help and advice

This is a free course funded by the Lancashire Police & Crime Commissioner. Book your place today 01254 457026

The Fold, 2-6 Venice Avenue, Burnley, BB11 5JX



For more details contact Lizzie Winkfield, Training Coordinator on 01254 457026 lizzie@spring-projects.co.uk

For more information visit: www.meet-n-match.co.uk



### Supported Loving Meeting- People with learning disabilities and autistic people



A few months ago we had a meeting just for people with learning disabilities and autistic people to share what they felt was most important thing for Supported Loving to focus on. People felt there should be better support and opportunities to meet new people. A group of us have started work on this and we will share what we have done so far.

The meeting is on **4th of September at 3pm** - here is the link to join on zoom <https://us02web.zoom.us/j/87370189086> Please share this

This meeting is not for staff/ professionals/ supporters (unless they are supporting someone on the call)- advocacy groups are welcome to join. We will share this work with the wider network soon.




For people with a learning disability and autistic adults

### NEW LGBTQ+ SOCIAL NIGHT

**FREE ENTRY**

Thursday 6.30pm - 9pm

**2024 Dates**  
9th May, 13th June,  
11th July, 8th August, 12th Sept,  
10th Oct, 14th Nov & 12th Dec.

**Our social events are a great way to meet new people and enjoy a night out in a safe environment.**

The Guld, 99 Fyde Road, Preston, PR1 2XQ

For more details contact Lauri Bentley, Events and Membership Coordinator on 01254 457026 lauri@spring-projects.co.uk

For more information visit: [www.meet-n-match.co.uk/events](http://www.meet-n-match.co.uk/events)








We have current vacancies due to continued growth in the following areas:-  
Peterborough, East Sussex, Essex, Wolverhampton and Suffolk.

We offer a full induction and training.

Please call 01733 261233 option 1.

Please remember that staff that refer a friend receive a £250 bonus on completion of the new staff passing their probation.

# WE ARE RECRUITING!

*If there is something that you are not happy with, please contact Elaine Cole - Care Director / Registered Manager on 01733 261233 Option 3 or email [elaine.cole@focuscareagency.com](mailto:elaine.cole@focuscareagency.com)*

*If you have any compliments, again please let Elaine know and she will pass this on to the team.*

***A huge thank you goes to all our Support Workers, Team Leaders, and Area Managers for their hard work, dedication and commitment to the people we support.***

