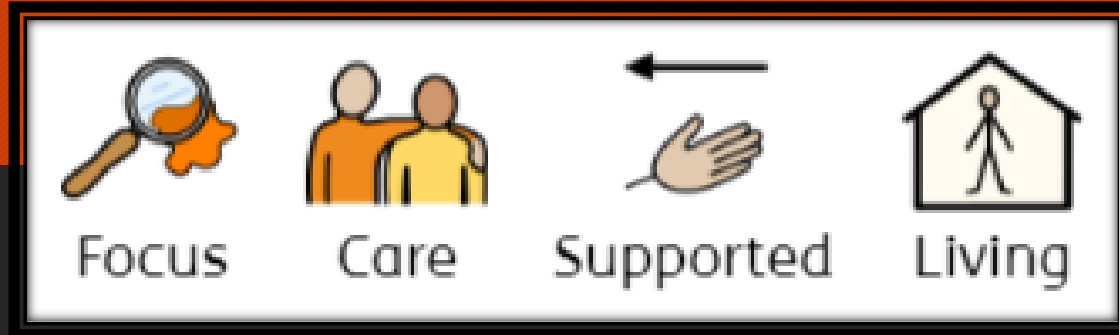




 FOCUS CARE SUPPORTED LIVING  
"Our Focus is You"

 0845 864 8866  
Open 24 hours, 365 days a year



# OCTOBER 2024 NEWSLETTER



# October

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## 🎉 October Highlights: A Month of Fun, Friendship, and Family! 🎉

Another exhilarating month has flown by, and our vibrant community has been buzzing with activity like busy bees! The people we support have been on a whirlwind of adventures: hitting the gym (both indoor and outdoor), swimming, hopping on bus and train journeys, dancing the night away at discos, and enjoying peaceful park walks. We also celebrated Mental Health Day and threw some spook-tacular Halloween parties! 🎃 👻

But that's not all! This month, we focused on developing new friendships and strengthening relationships. Family visits brought joy and warmth, creating lasting memories and positively impacting the people we support. ❤️

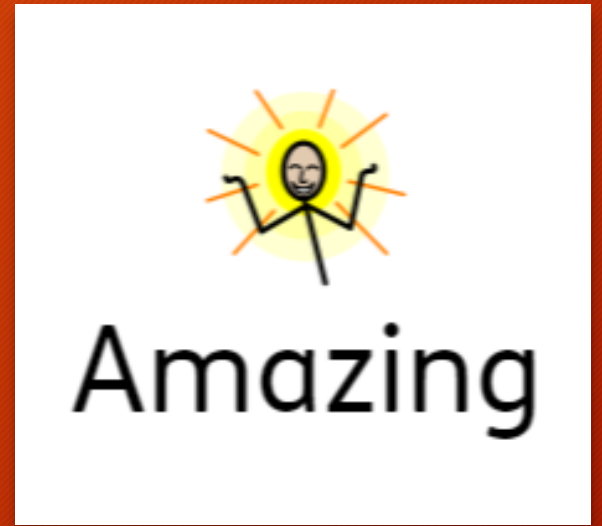
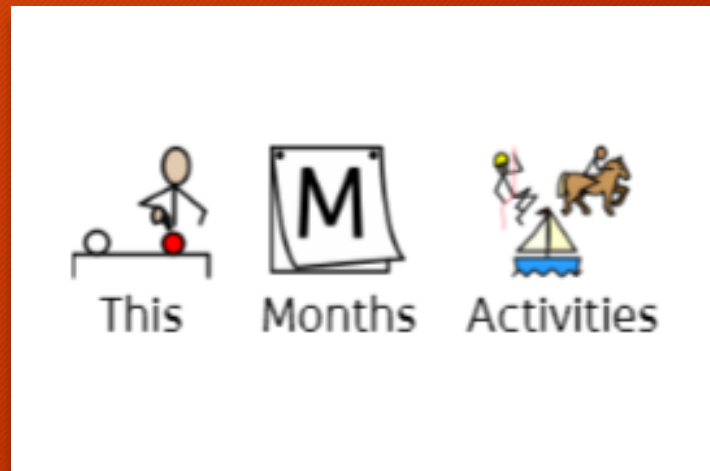
Health and well-being were top priorities as we ensured everyone received their seasonal vaccinations, keeping our community safe and sound. Plus, we indulged in some well-deserved pampering sessions to relax and rejuvenate.



Our community spirit shone brightly as we pitched in with litter picking, making our surroundings cleaner and greener. Shopping trips and cooking delicious, nutritious meals together added to the fun and camaraderie. 🍲 🛒

A huge shoutout to our incredible staff team, who continue to go above and beyond, ensuring that the people we support are always at the heart of everything we do. Kudos to everyone for making October such a memorable month! ✨

Here's to more fun, friendship, and family moments in the months to come!



# Happy Birthday!

I hope all your birthday wishes and dreams come true.



DailyFunnyQuote.com

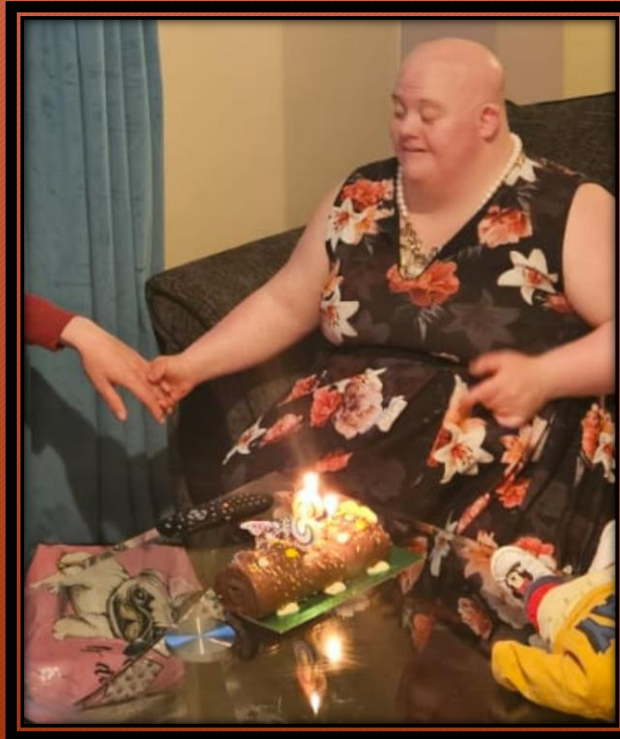
Happiest of Birthdays to:

Chloe who celebrated her birthday on 1<sup>st</sup> October

Edward who celebrated his 40<sup>th</sup> birthday on 10<sup>th</sup> October

Natalie who celebrated her birthday on 8<sup>th</sup> October

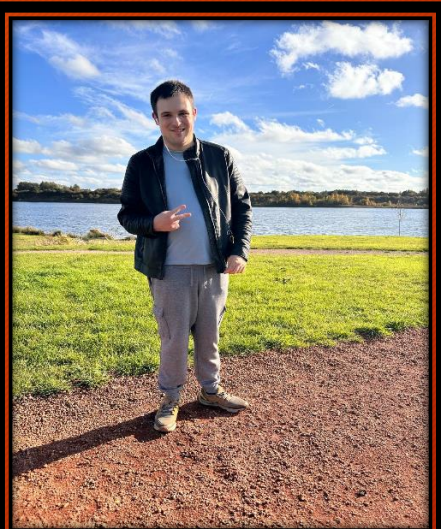
Shannon who celebrated her birthday on 4<sup>th</sup> October



This Months Activities

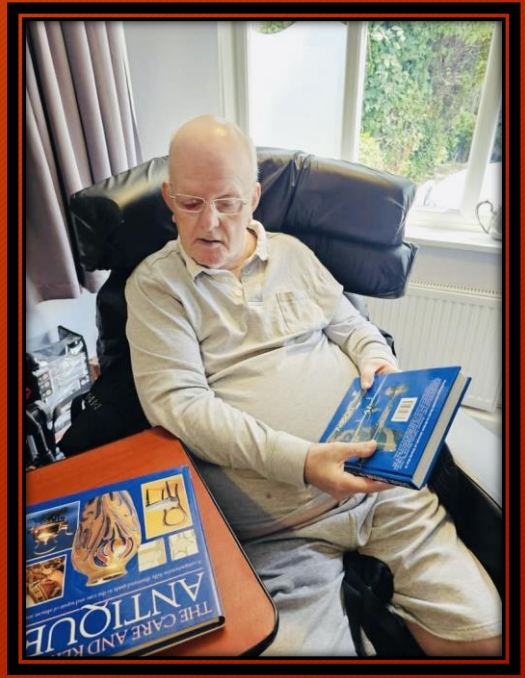


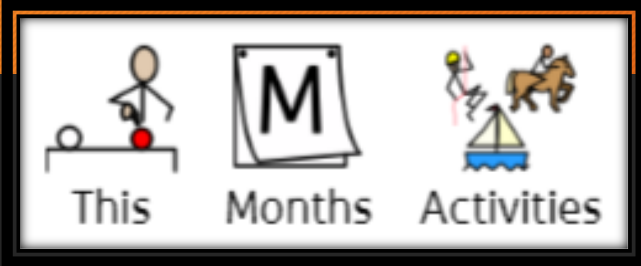
Walk





This Months Activities







This Months Activities



This

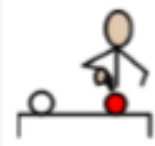
Months

Activities

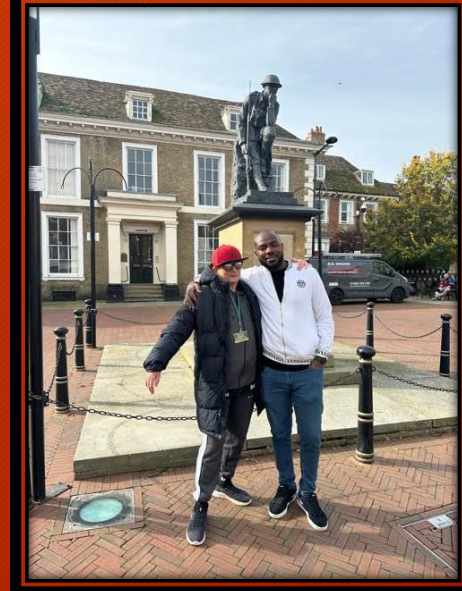




This Months Activities







This Months Activities

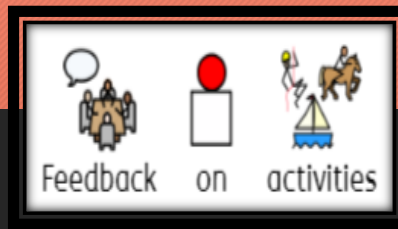
Three icons are shown: a stick figure holding a red ball, a calendar page with the letter 'M', and a sailboat.







This Months Activities



*JP " Elaine I've got a new bedroom its great! "*

*SS" I have had a great birthday, I'm going away for the night with my boyfriend, I'm really looking forward to it."*



*"Jayne's feedback on her week.  
"Look new slippers"  
"Look at my pretty pictures and the pretty colours".  
"I've been busy, been out to the shops, had my hair cut, been to the doctors."*

*ST "lonela, I'm going bowling today, I'm really excited and happy"!*



*Shout Out to our finalists in the up-and-coming Great British Care Awards this Friday, Wishing you lots of luck !!*

*HR and Recruitment team  
Sandra McMillan  
Sandringham Team  
Christine Cross.*

Stockwell Team Kudos to the Stockwell team for receiving such a glowing compliment from a parent, who praised the care and support her son receives, even calling us an Outstanding provider. We do what we do out of love, and this compliment showcases it perfectly. Go, team Stockwell!

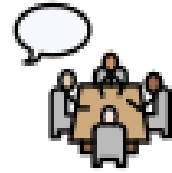
Central Ave Team - A heartfelt shout-out goes to the Central Ave team for being the voice for one of our non-verbal service users. Your unwavering dedication in securing the appropriate care and attention for him is truly commendable. Your persistence in exploring every possible avenue reflects our core value of putting people at the heart of what we do. It's teams like yours that make us an outstanding provider. Thank you for your incredible work.

Shoebury Ave Team A huge thank you to the Shoebury Ave team for organizing the Halloween party in Southend for our service users and staff. Your efforts in fostering friendships and preventing social isolation are invaluable. Shoebury is the place to be for a great party!





FAMILY



FEEDBACK

*We are delighted that the team have been recognised in this way and we wish them every success in the event finals. We are so grateful to those who have been with Matthew for the past fourteen months and have stood by him throughout. The dedicated support and commitment of care towards Matthew is consistent across all the team and we appreciate everything that has been put in place for him and the input from yourself, Vicky and Kyle.*

David really enjoys his time at my house every weekend and is looking forward to spending Christmas and New year with us. He calls me every day on his mobile. This is a world away from where we were in early summer I feel an inclusive part of David's care and feel empowered. It is important to listen to family. Thank you for your invitation to the interview for the new team leader. Focus care are delivering Outstanding care, thank you from the bottom my heart. I could not be happier.

*During the circle of support meeting Jonathan's mother said, "We know you guys doing great job with Jonathan, and whatever goals are agreed with him are in his best interest and he will definitely enjoy".*





## **Celebrating World Mental Health Day at Focus Care Supported Living Services: A Journey of Music, Art, and Healing.**

On October 10th, 2024, Focus Care Supported Living Services users and staff came together to celebrate **World Mental Health Awareness Day**. The day was a vibrant mix of music, creativity, and community, highlighting the role of mental well-being in all our lives.

The celebration kicked off with a **music-sharing session** that invited participants to anonymously write and share songs. This not only boosted confidence but also fostered a sense of self-expression. The atmosphere was lively, with a diverse range of music styles embraced through joyful shouts, verbal expressions, and dance, honouring everyone's unique musical tastes.

To make the event even more inclusive, **Makaton**, a form of sign language, was integrated into the music session. For many, it was their first experience singing using Makaton, and they embraced it beautifully.

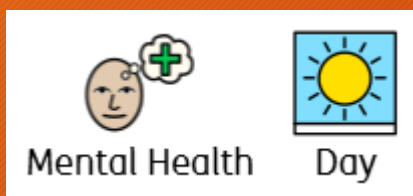
After the music, we transitioned into a **creative art and craft activity**, allowing everyone to explore different artistic mediums. This helped deepen connections and encouraged a sense of self-expression and community.


A discussion followed, focusing on **how music impacts our emotions and mental health**. Service users shared stories of personal struggles and triumphs, emphasizing the importance of teamwork, tolerance, and kindness. There was a collective reminder to show empathy, be kind, and always respect one another by saying "please" and "thank you" to staff and peers.

The day continued with a **shared lunch** filled with delicious food and sweet treats. Afterward, participants took a refreshing walk accompanied by the beloved visiting dog, **Peggy Sue**. The walk led to the river, where everyone enjoyed a light-hearted **boat racing activity**, soaking in the beautiful scenery at a local country park.

By the end of the day, the participants felt uplifted and united, celebrating not just mental health but the power of **coming together as a family**. Through music, creativity, good food, and companionship, everyone experienced the essence of community and well-being.

As we concluded, the spirit of **UBUNTU**—"I am because you are"—resonated with us all, reminding us of the importance of mutual support in maintaining our mental health.



  
Mental Health Day



October was packed with Halloween parties across the company, and boy, did we have a blast! These snapshots are from our Peterborough and Southend shindigs. Some folks really got into the spirit and showed up in fancy dress - and let me tell you, they looked absolutely *spook-tacular*! 🧛‍♀️ 🧟‍♀️

From creepy costumes to ghoulish get-ups, our team pulled out all the stops. There were witches, zombies, and even a few unidentifiable creatures that were downright terrifying (in the best way possible, of course)! 😱

A huge shoutout to everyone who participated and made our Halloween celebrations frightfully fun. Can't wait to see what everyone comes up with next year! 🎉









**HALLOWEEN**



Well done to Juliet – Hawk Mews for arranging a Halloween party for all her friends – this was an amazing afternoon where they played games, danced and had great fun all together and Thank you to the Franklyn team for organising a Peterborough Halloween Party



On Friday, 25th October 2024, we hosted our National Annual Corporate Event, and what a night it was! We extend our heartfelt congratulations to all the finalists. Below are the winners: We are currently awaiting the final touches from our media company. The videos and photos will be shared soon. Please keep an eye on our Facebook page for updates



**Care Newcomer**  
Winner: Ajoke Daniels

**Equality, Diversity and Inclusion**  
Winner: Paul Johnson

**Putting People First**  
Winner: Chain Close

**Front Line Leader Award**  
Winner: Sarah Woodard

**Runway Award**  
Winner: Esther Shomoye

**Environmental Behaviour Change**  
Winner: Central Avenue

**Hospitality Champion**  
Winner: CCC (Chelmsford Catering Team)

**Silver Lining Award**  
Winner: Cheri Fairclough

**Administrative Excellence Award**  
Winner: Clair Bennett-Baggs

**Making a Difference Award**  
Winner: Christine Goldstone

**End of Life Award**  
Winner: Jane Allan

**TCM – Service User of the Year**  
Winner: Rosemary Gadsby

**FCSL – Service User of the Year**  
Winner: Alisha Baker

**FHC – Service User of the Year**  
Winner: Charlotte Baker

**TCM Team of the Year**  
Winner: Eden

**FCSL Team of the Year**  
Winner: Sandringham

**Focus Home Care – Team of the Year**  
Winner: Colville Court

**Deputy/Team Leader of the Year**  
Winner: Oluwaseun Egbetokun

**Manager of the Year**  
Winner: Fiona Gibbs

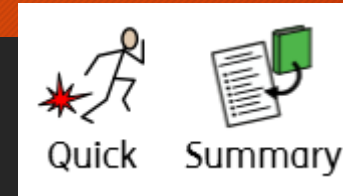
**Senior Manager of the Year**  
Winner: Elaine Cole

**Mr. Graham’s Award**  
Winner: Sue Dawson

**CEO Award**  
Winner: Zyba Khan

**Lifetime Achievement Award**  
Winner: Sarah Jon

## Regulation 12: Safe care and treatment



**Regulation 12** of the Care Quality Commission (CQC) focuses on ensuring **safe care and treatment** for service users. The primary goal is to prevent unsafe care and avoidable harm. Here are the key points:

- 1. Risk Assessment:** Providers must assess and regularly review risks to health and safety during care and treatment.
- 2. Qualified Staff:** Care must be delivered by staff with the necessary qualifications, skills, and experience.
- 3. Safe Environment:** The premises and equipment used must be safe and suitable for their intended purpose.
- 4. Medication Management:** Medicines must be supplied, managed, and administered safely.
- 5. Infection Control:** Providers must prevent and control the spread of infections.
- 6. Collaborative Care Planning:** When care responsibilities are shared, timely and coordinated care planning is essential.
- 7. Regulatory Compliance:** Providers must demonstrate they have taken all reasonable steps to ensure safety and manage risks.

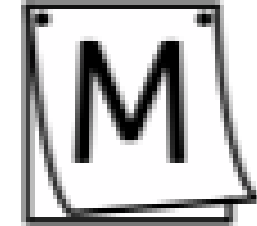
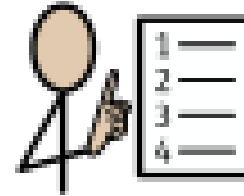
Failure to comply with Regulation 12 can result in prosecution or other regulatory actions if it leads to avoidable harm or significant risk.



[Regulation 12: Safe care and treatment - Care Quality Commission](#)

Click here to read the regulation in full





Policy of the month

Policy of the Month

Oct 2024



Supporting Service Users  
During Adverse Weather  
Policy and Procedure

Read Policy

To ensure that during adverse winter weather, FOCUS CARE SUPPORTED LIVING LTD:

Maintains a safe and healthy environment for all Service Users

Minimises the disruption caused by adverse weather to the service

Responds efficiently to any changes in the Service User's health



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.***

