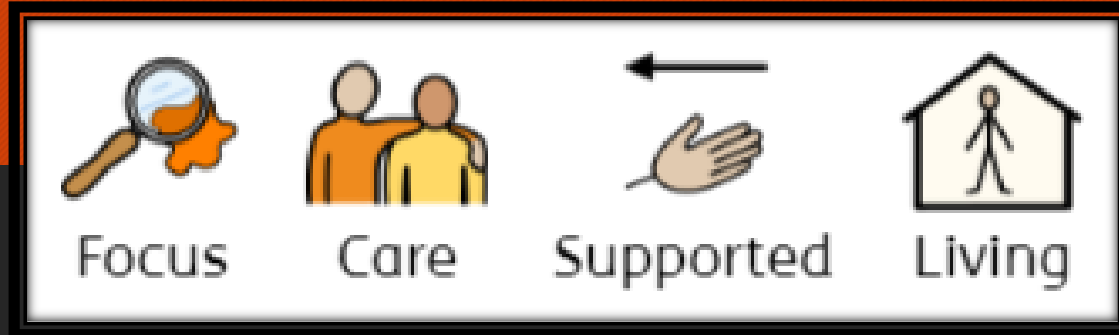




 FOCUS CARE SUPPORTED LIVING  
"Our Focus is You"

 0845 864 8866  
Open 24 hours, 365 days a year



# NOVEMBER 2024 NEWSLETTER





### November Highlights 🎉

November has been nothing short of spectacular! Our amazing staff and the wonderful people we support have been buzzing with activity. Here's a glimpse into our vibrant month:

### Adventures and Excursions 🌍

From thrilling day trips to exploring iconic football stadiums like Peterborough and Leicester, our adventures have been endless. And for those who fancy a trip to the legendary City Ground to cheer on Nottingham Forest, count me in! Who wouldn't want to see the best team in the Midlands in action?

### Festive Cheer 🎄

The holiday spirit is in full swing! Our service users have been transforming their homes into cozy, festive havens. They've also been enjoying delightful meet-ups, dining out, and even hitting the bowling alleys together.

### Health and Wellness 💪

Amidst all the fun, we've been prioritizing health and wellness. From gym sessions, long walks, and swimming to shopping for healthy meals, our community is staying active and healthy. Regular GP appointments and seasonal flu and COVID vaccinations have been key in keeping everyone safe and sound.

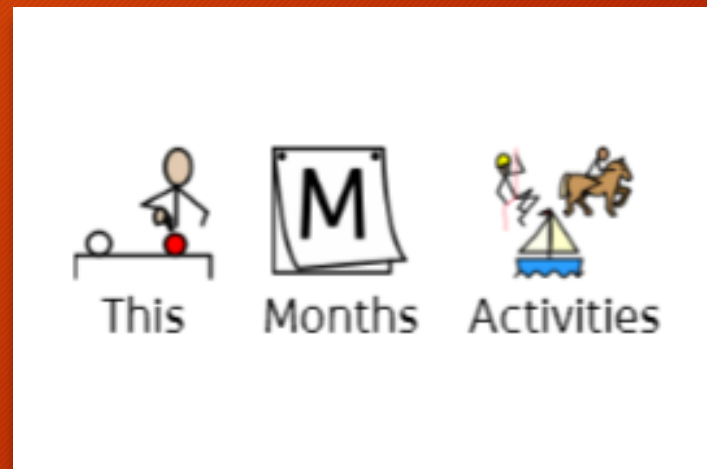
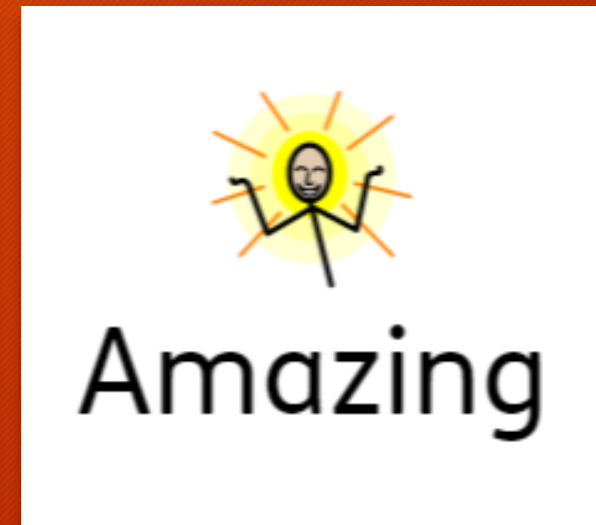
### Family Time ❤️

Spending quality time with loved ones has been a highlight. Whether it's visiting family homes or enjoying overnight stays, these moments have had a profound impact on emotional well-being.

### Extra Fun and Community Spirit 🎬📺🌐

Our month also included exciting cinema trips, fabulous clothes shopping sprees, and giving back to the community through litter picking. These activities not only brought joy but also fostered a sense of togetherness and responsibility.

Here's to another month of joy, health, and togetherness! ✨










Happiest of Birthdays to:

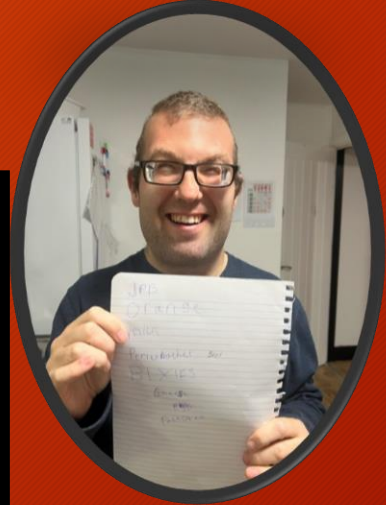
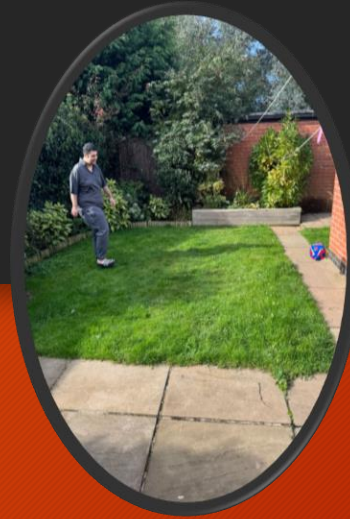
- Andrew L who celebrated his birthday on 13<sup>th</sup> November
- Alan G who celebrated his birthday on 19<sup>th</sup> November
- Emina R who celebrated her birthday on 23<sup>rd</sup> November
- Our Team Leader Rudy who celebrated his birthday on 21<sup>st</sup> November
- Sue Brooking Recruitment who celebrated her birthday on 17<sup>th</sup> November
- Our HR Director Zyaad who celebrated his birthday on 15<sup>th</sup> November and
- Our National Operations Director who celebrated his birthday on 18<sup>th</sup> November









  
 This Months Activities



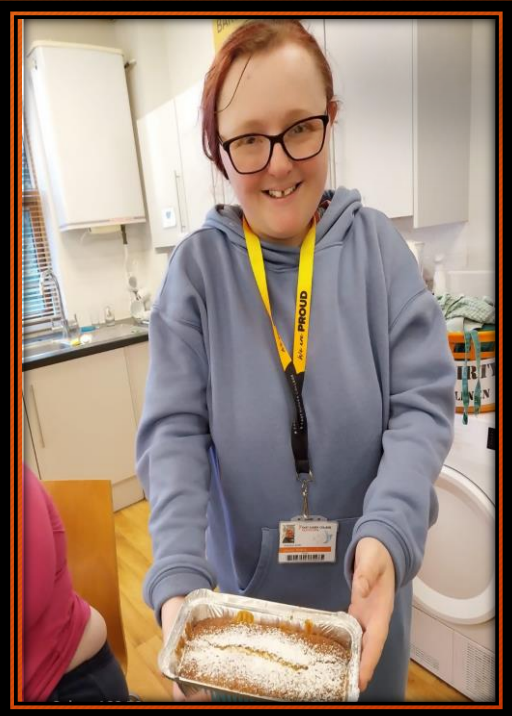
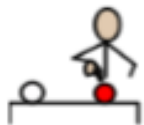
Walk







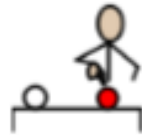
This Months Activities





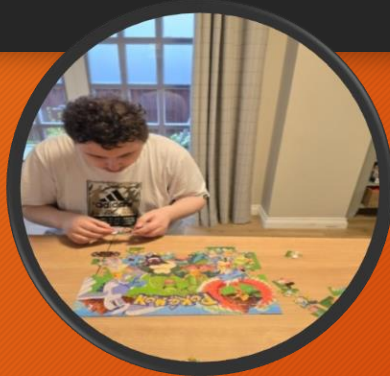


This Months Activities





This Months Activities







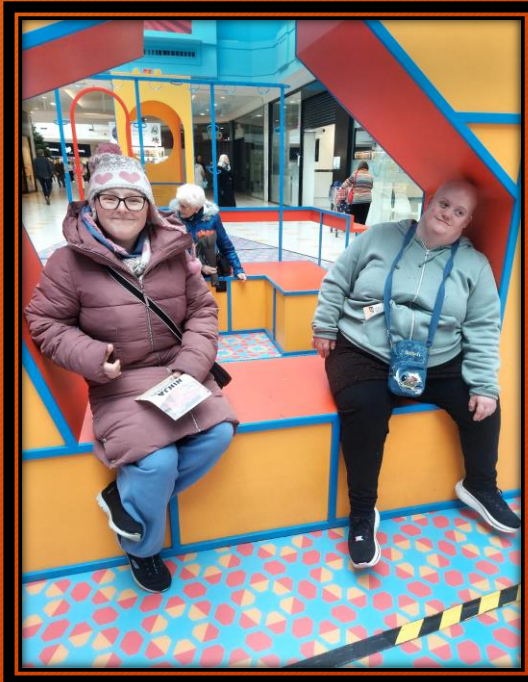




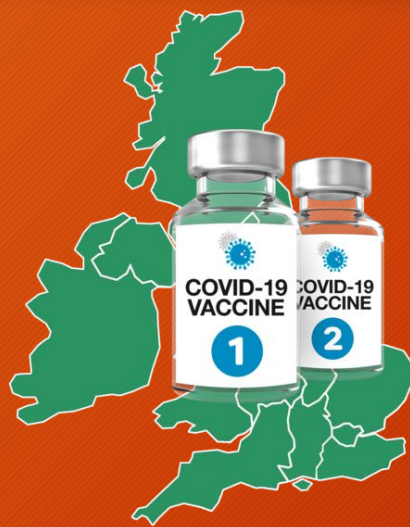
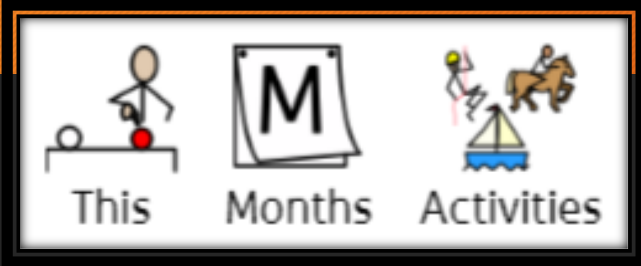
This Months Activities



This Months Activities














This Months Activities

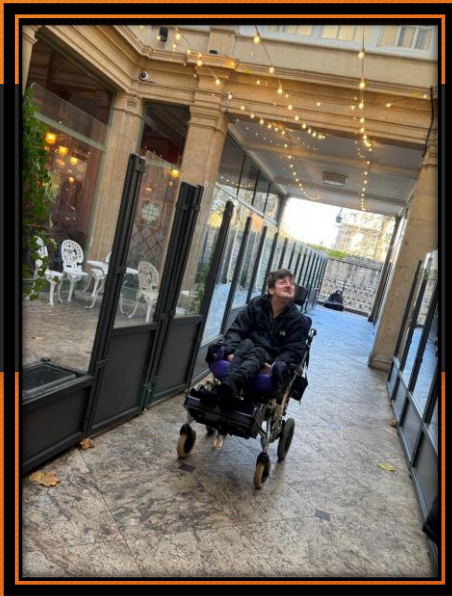









      
Christmas countdown let the fun commence

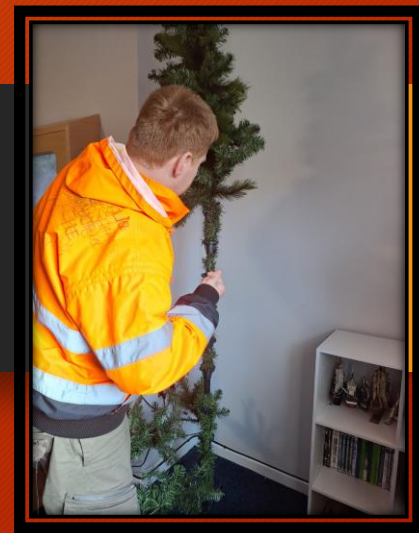






Christmas    countdown    let    the    fun    commence





## In Loving Memory of Mark Anthony White

We said a heartfelt goodbye to our dear friend and colleague, Mark Anthony White. Mark joined Focus Care nearly five years ago and quickly became a cornerstone of our community. Solid, reliable, and dependable, Mark's laid-back nature was a source of calm and steadiness for everyone around him.

Mark was a quiet and humble soul, never one to seek the spotlight. He struggled with taking praise, often saying, "I am just doing my job." Yet, it is in his absence that we truly understand the depth of his character and the impact he had on all of us.

At Rudlands, Mark supported TH and his team with unwavering dedication. They were known as the "A" team, a testament to their seamless collaboration and mutual respect. Mark's presence was a gift to TH, providing him with the best possible care and companionship. TH's family always considered Mark as part of their extended family, a reflection of the love and care he showed their son.

We will miss Mark's cheeky grin, his quick wit, and his comforting presence. He was kind and caring, always giving his best to TH, his team, and Focus Care. Mark, our gentle giant, your legacy of kindness and dedication will forever remain in our hearts.

Sleep easy, Mark. ❤️

Should our staff, service users or family need additional support or wish to speak to Christine Goldstone, End of Life and Bereavement councillor please do get in touch.

[Christine.goldstone@focuscareagency.com](mailto:Christine.goldstone@focuscareagency.com)

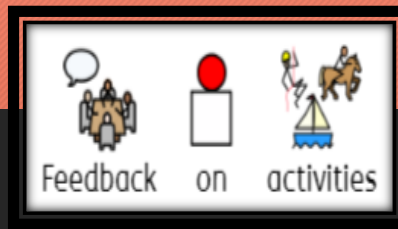




Mark Anthony  
White  
1975-2024







*JL "Oh what a week, I danced a lot, did shopping, but I didn't see Dejan and Matthew in Sainsbury's mmmmm. Yesterday I threw balls at college. If I don't start lifting weights soon, I'll be out of shape"*



*CH "Hi, I am back now, we had a good weekend, we went shopping for Christmas decoration, I took my sister to Five guys "*

*JP "I had a good week. I'm OK, thank you guys, Mihai, Rafeal and Dejan for taking me to the hospital. Christine and Emma kindly gave us the company car, Thank you ! Love you meow meow "*

*TP "Saaaannnddddrrrrraaaa".  
"Look Christmas lights".  
TP loved seeing the lights !!*





*Shout Out to Heidi Coleman-Seldon  
in completing her level 5 diploma.*

Shout out to Michelle and Sarah – Training department for the additional support given to the staff at Sandon. Thank you for providing your support, expertise and knowledge.

Shout out to Rafael, Mihai and Dejan Tachovski for supporting JP to hospital under sedation to have a dental procedure carried out. They planned the visit well with the dentist and all went to plan, and the procedure was completed successfully.

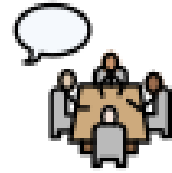
Shout out to Area Manager Nicolas and Team Leader Edward in completing their NAPPI instructor course !!! Well Done, we are very proud of you both !!!







FAMILY



FEEDBACK

Edward receives excellent care and support at Hollywood House in Eastbourne. The management and staff are attentive and caring, and the house is very well presented. The only gripe is the size of the bedrooms.

Everything is well run, and I have a very good relationship with Emma and Mary. Amanda although no longer Edward's keyworker is worthy of praise in supporting Edward.

You may be aware that I have had a six-month battle with Kent CC to keep Edward at Hollywood House, now thankfully resolved, and Christine Goldstone has gone the extra mile in supporting me in this.

Thank you to everyone at Focus Care.

With best wishes.

We remain totally happy with all the support Jonathan gets from all his carers. They are all terrific and take a great personal interest in him and a thoughtful approach to encouraging him to develop, try new things, and involve himself more in the cooking, cleaning, washing and life's other necessities. They are all also always very kind and caring, and that is very evident to us, and is important in making him feel safe and secure.

We would not pick out anyone, because they are all so good - but we do understand the important role Dejan plays as the team leader for Jonathan, and he is good at pushing Jonathan to develop, which we really appreciate.

Best wishes,

Mark.

Care is fantastic, great care and empathy shown by all the team, friendships being made with other service users - over the moon!





# #ProvidersUnite

STANDING TOGETHER STRONGER

**Dear Families, Friends, and Professionals,**

We urgently ask for your support regarding the recent budget announcement from Rachel Reeves. We have joined forces with Providers Unit.

**Providers Unite** is a grassroots campaign that brings together adult care service providers across the country to advocate for meaningful change. This coalition is particularly focused on addressing the financial challenges posed by recent policy changes, including the significant increase in National Insurance contributions.

Our sector is critically underfunded today, and we need **£8.4 billion** to meet future demand, improve access to care, and cover the full cost of care by 2024/25.

**Join the movement.** Share your support and help us keep community services strong for all.

Learn More

Link to Learn More: <https://www.providersunite.co.uk/>

Please see over for the letter that is going out today





## Media Statement

### Urgent call to address devastating impact of budget on care and support

**For immediate release  
25 November 2024**

The Care Provider Alliance (CPA) today are sharing devastating findings from a comprehensive survey of over 1,180 care and support providers, revealing the social care sector faces potential collapse due to the combined impact of National Insurance changes and National Living Wage increases announced in the recent Budget. This has terrible consequences for the many hundreds of thousands of people aged 18 and over, who every day rely on good quality social care – be it residential care, supported living, extra-care, homecare or specialist support.

This comes in the wake of independent research by the Nuffield Trust showing £2.8bn additional cost burden on care providers<sup>1</sup>.

The survey, representing providers who care for hundreds of thousands of people across England, paints an alarming picture of a sector already stretched to breaking point now facing impossible choices. In the words of one provider:

*"We have made it through a global pandemic and cost of living crisis only to be shut down by the very government that we hoped would save us. This is not just about business viability - it's about the lives of hundreds of thousands of vulnerable people who rely on these essential services."*

Key findings show that without immediate government intervention:

- 73% will have to refuse new care packages from local authorities or the NHS
- 57% will hand back existing contracts to local authorities or the NHS
- 77% will have to draw on reserves
- 64% will have to make staff redundant

- 92% of providers who also serve people who pay for their own care will be forced to increase rates for self-funders. Many self-funders will be unable to bear extra costs and may reduce care or rely more on family carers.
- 22% are planning to close their businesses entirely

Professor Vic Rayner OBE, Chair of the Care Provider Alliance, said:

*"The government must be under no illusion that the sector can absorb or accommodate these increased costs. Without adequate support, we now know for certain that services will close, care providers will stop delivering public services, and care workers will lose their jobs. Critically, a huge number of people who rely on care and support will go without or see their lives deteriorate. The £600m announced for social care won't touch the sides of a £2.8bn cost burden identified by the Nuffield Trust. We know the potential of social care to transform people's lives – and create jobs. This decision will take us backwards"*

The survey reveals devastating impacts across all types of care provision:

#### Homecare Services

The 479 homecare providers surveyed report multiple operational challenges. Providers estimate cost increases of 9-12%, which council and NHS commissioners say they cannot meet. In addition to the actions listed above:

- 42.9% will need to shorten care visits
- 38.2% are considering moving to unregulated care delivery models

One provider warned: *"The majority of our clients are already battling to pay for their care. This additional cost, if passed on to them, will mean that they will not be able to afford as many care calls as they need, resulting in additional hospitalisation and ambulance call outs."*

Another said: *"Overall budget measures cause a massive £7.9m increase on our staff costs including all workforce across our group of companies. Homecare alone sees an additional workforce cost of £2.8m. Homecare is on an already low existing margin of 4%, this move would take home care operation into a 4.8% loss."*

A homecare provider in a rural area warned: *"Some of our service users are in remote farming areas several miles from the nearest village. It will be difficult for the people we care for to find alternative care providers."*

#### Care Home Services

Care homes, representing the largest segment of respondents at 628 providers, report severe financial pressures:



- Many are already operating with minimal reserves
- 77.6% will reduce or stop planned maintenance
- 79.7% will halt capital investment

One provider said: "Initial calculations based on 6.7% pay rise and increased NI on current annual wages of £4.2 mil result in increase of £282k for pay increase and £174k for NI. Annual total = £456k (9.8% increase)".

Another care home operator reported: "It is against every fibre of my soul that my residents and staff will be forced into uncertainty and that everything I have worked for to be so needlessly destroyed when there are other options that can be looked into, it's an absolute disgrace."

### Services for Working-Age Adults and Supported Living

Supported living and services for working-age adults face particular challenges. 708 providers support working-age adults across all settings. 71 providers deliver supported living services. Many report that funding pressures particularly impact complex needs support.

One supported living provider explained: "The 105 people who we support would be forced into NHS care, or to other providers (if there are any left!) Some of their living arrangements would come to an end as we provide the properties for many of them to live in. Their continuity of care would be disrupted and would have significant impact on their wellbeing."

A provider supporting adults with learning disabilities explained: "Our work supports learning disabled adults to become more independent and rely less on the state. If our services stop, all of these people will have limited lives and will become dependent on state funding - it's a false economy. Some service users may end up having to go to residential care if their parents don't have the respite of day services, this is way more expensive."

### Workforce implications

The survey reveals severe implications for the care workforce. In addition to cutting jobs as highlighted above:

- 76% of providers will have to cut training and resources for staff
- 86% cannot maintain wage differentials, threatening career progression
- 64% will step back from paying the Real Living Wage

One provider noted: "We have worked so hard to get our staff turnover down to 11%, so much lower than the sector average, and this could all be undone if pay isn't where it needs to be in April."

### Investment and Innovation at Risk

The budget measures are forcing providers to abandon crucial investments:

- 71% are abandoning growth plans
- 75% will reduce or stop digital transformation projects
- 78% will cut service development initiatives
- 78% will halt environmental and de-carbonisation efforts

### Urgent Call for Action

The CPA is calling for the government to:

1. Immediately exempt all care providers from the changes in employers' National Insurance contributions.
2. Ensure the National Living Wage increases for all care staff are fully funded.
3. Create a sustainable long-term funding settlement for social care.

Without immediate government intervention, the collapse of care services will leave vulnerable people without essential support and place unprecedented pressure on the NHS.



The Annual  
Corporate  
Event

**AWARDS**





# The Annual Corporate Event

## AWARDS





# The Annual Corporate Event

## AWARDS







The Annual  
Corporate  
Event  
**AWARDS**





# The Annual Corporate Event





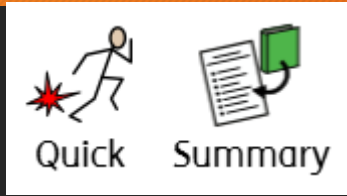


# The Annual Corporate Event Awards

## AWARDS







## Regulation 11: Need for consent



Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 11

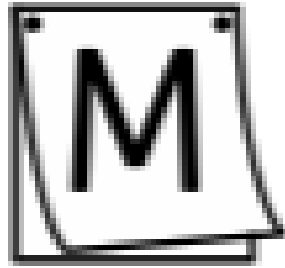
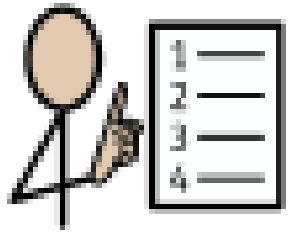
The intention of this regulation is to make sure that all people using the service, and those lawfully acting on their behalf, have given consent before any care or treatment is provided. Providers must make sure that they obtain the consent lawfully and that the person who obtains the consent has the necessary knowledge and understanding of the care and/or treatment that they are asking consent for.

Consent is an important aspect of providing care and treatment, but in some cases, acting strictly in accordance with consent will mean that some of the other regulations cannot be met. For example, this might apply with regard to nutrition and person-centred care. However, providers must not provide unsafe or inappropriate care just because someone has consented to care or treatment that would be unsafe.

[Regulation 11:  
Need for  
consent - Care  
Quality  
Commission](#)  
Click here to  
read the  
regulation in  
full







# Policy of the month



1 To ensure that staffing levels are planned and in line with:

- Service Users' Assessed Needs
- Funding arrangements
- Business policies and procedures
- Regulatory requirements

2 To ensure that staff have travel time included within their schedule to enable Support to be delivered as agreed in the Care Plan.

3 To ensure that rota management is in line with Service User needs and that assessed and allocated support hours are in line with funded agreements. Rota plans will demonstrate clearly any allocated 1:1 or additional support approved for individual Service Users.

4 To support FOCUS CARE SUPPORTED LIVING LTD in meeting the following Key Lines of Enquiry/Quality Statements (New):

## Policy of the Month

Nov 2024



### Staff Rota Policy and Procedure

[Read Policy](#)





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.***

