

Spring 2021

Extraordinary days every day

# Pathways

## Review

[caretech-uk.com](http://caretech-uk.com)



"Thank you to all our staff for going beyond the call of duty, you have all shown truly amazing compassion, determination and support for others for which we will always be indebted to you. Thank you"

Farouq Sheikh OBE  
Group Executive Chairman

*The stories behind the smiles*





**Joan Bone**  
Editor

# EDITOR'S *note*

## *Hello and Welcome to the 2021 edition of Pathways Magazine!*

It gives me great pleasure to introduce this latest edition of our Pathways magazine, featuring a round-up of the current news and updates from all across the CareTech Group.

2020 was an incredibly challenging year for everyone throughout the whole of the CareTech family and beyond, and within this issue you will read many stories of positivity, achievement, compassion, caring and hope. The tireless work of our staff has been inspiring, truly embodying our five core values of **friendly, empowering, person-centred, innovative** and **positive** and elevating them to new levels.

This edition is overflowing with news and it's wonderful to read about many of the exciting developments including our expansion into the **MENA Region** (Middle East, North Africa) on Page 11. We welcome **Smartbox** and **Coveberry** into the CareTech family within the Finance update on Page 5 and introduce the new **'Thank You, Recognition & Reward Scheme'** in the **'Why We Care'** Section on Page 8.

As always, this issue is dedicated to our service users, residents, students, foster children and young people – the people we work so hard to support and help every day. Unfortunately, we were unable to host a formal event for our annual Care Awards in 2020 but we still managed to celebrate the achievements and dedication of our staff from all across the business, remotely. Photographs and highlights can be seen on Pages 20-22 and keep an eye out for a very special Awards this year as we are going virtual!

Please remember that Pathways can only be produced with your help, so thank you to everyone who has submitted articles for this issue. Keep sending them to us at [pathways@caretech-uk.com](mailto:pathways@caretech-uk.com) and you may just make it into the next issue!

*Joan Bone*



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### **Share your stories**

If you have an article for a future edition of Pathways, we want to hear from you!

**Please email us at:**  
[pathways@caretech-uk.com](mailto:pathways@caretech-uk.com)

## *National Awards Dates For Your Diary*

### **National Welsh Care Awards**

Postponed until 2022 – nominations still open!  
[www.walescareawards.co.uk](http://www.walescareawards.co.uk)

### **British Care Awards**

Friday 16th July 2021  
[www.care-awards.co.uk](http://www.care-awards.co.uk)

### **National Care Awards**

Date TBC  
[www.careuk.com](http://www.careuk.com)

### **LaingBuisson**

18th November 2021  
[www.laingbuissonawards.com](http://www.laingbuissonawards.com)

### *Events from 2020...*

**Arts & Craft**  
**COMPETITION 2020**

*Shaping Our Future Through Arts & Craft*

**Blooming 2020  
Marvellous**  
**Gardening Competition**



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**Haroon Sheikh**  
Group Chief  
Executive Officer



**John Ivers**  
Group Executive  
Director COO



**Chris Dickinson**  
Group Executive  
Director CFO

*Contributors*





**Haroon Shelkh**

Group Chief  
Executive Officer

# A message from our CEO

Pathways provides an opportunity to acknowledge and celebrate the achievements of our staff, the Company and the exciting developments occurring this year.

## **Farouq Sheikh - Executive Chairman CareTech Holdings PLC - awarded OBE in Queen's Honours List**

My brother Farouq and I have always striven to provide the best possible support to some of the most vulnerable members of our communities. We had a simple vision and purpose to provide a level of care to our service users that we would want for our own family. 27 years into that journey I cannot tell you **how proud I am of Farouq for the OBE recognition he received earlier this year.** The award is for his part in guiding CareTech to be the force for good that it is today, and the many worthy initiatives that Farouq is actively engaged with.

In addition to his role as a trustee of the CareTech Foundation, Farouq is personally involved with a wide range of other charitable causes as founder trustee of the COSARAF Foundation and a Board member of HRH The Prince of Wales' Mosaic youth mentoring initiative at The Prince's Trust.



My congratulation to Jonathan Freeman, the Foundation's CEO, for his MBE recognition for services to charity.

I would like to acknowledge and thank the Foundation Trustees and staff as the Foundation continues to go from strength to strength in helping build strong and cohesive communities, enabling young people to reach their potential and empowering women and girls.

For our staff the Foundation presents a wealth of opportunities to get involved with projects and volunteering. I encourage each of you to make the most of the opportunities this presents.

## **New additions & developments...**

A warm welcome to the new services that have joined the Group over the last year - **Smartbox** and **Coveberry**. With their addition we continue our exciting roadmap to extend technology and specialist capabilities to our Care Pathway.

Look out for more information on **Home Life**, a new supported living housing initiative to raise the standard of accommodation options for individuals with specialist and complex needs in our sector.

I am delighted that our **international** investment in the **UAE** is performing well and a number of you from UK services have been supporting the MENA team with new developmental projects and opportunities in the region.

## **Emerging from the pandemic...**

It has now been a few weeks since the major restrictions of the lockdown have been lifted. I do hope that you have been able to safely take advantage of these relaxations and enjoy some of the experiences that have not been possible over recent months.

The past year has been like no other as Covid-19 touched so many lives in communities all over the world. Despite this, CareTech has continued to provide extraordinary days every day for those in our care. I am deeply grateful for the dedication and professionalism shown by all our staff and services over this challenging period - **my sincere thanks, you are an amazing team!**

## **Memorial Service**

Much like the communities we are part of, the CareTech family has sadly lost a number of colleagues and service users to **COVID-19**. In March we held an online Memorial Service to mark the first anniversary of the pandemic. I was humbled that so many of you were able to join to remember and spend moments together to reflect on the past year, your collective efforts, and all those who are no longer with us. **Our heartfelt condolences to those who have lost loved ones.**

## **Vaccination Update**

I am very pleased to see the continued uptake of the vaccine across our workforce. **Over 7,000** of you have **received the first dose** and we are **approaching 3,500** staff members having **had both doses**. I encourage those of you yet to receive the vaccine to arrange your first dose appointment as soon as you are able, and be sure to become fully protected by having both doses. It is clear that Covid-19 will be with us for months, and likely in some form for years to come. The vaccine will become a standard way for us to be protected now and for the future.

## **Responsible business...**

Over the coming year we will be looking to share with our diverse stakeholders, such as investors and commissioners, just what an amazing impact we make as a responsible business with a social purpose - please get involved with capturing our impact and sharing your stories with the ESG programme.

## **Wellbeing**

I would like to thank HR colleagues for the excellent initiatives they have put together to support your wellbeing throughout these difficult months arising from the pandemic. There is a great range of resources available, and I would encourage you to **download the wellbeing App and tap into these as you need.**

**'I'm delighted to announce that our Adult North division have won a prestigious LaingBuisson award. My warmest congratulations to the Trafford DCA Complete Care and Enablement team for their well deserved triumph in the Supported Living category.**

**I am extremely proud of the entire team and my special thanks go to Managing Director Charlotte Smith, Operations Director Deana Whittle and Locality Manager Jo Withington for their consistent hard work supporting their residents.'**



# UPDATE

# FINANCE



**Chris Dickinson**

Group Executive  
Director CFO

Our Preliminary Results were published on 3rd December 2020 which was followed by the publication of our Annual Report and Accounts 2020 in February 2021. Despite these challenging and unprecedented times, the financial performance of the Group has demonstrated the resilience of our business model.

**The Group's trading performance was slightly ahead of expectations and we enter our new financial year in a robust position.**

A number of highlights over the last few months include:

## CARETECH FOUNDATION

To further support the CareTech Foundation, the Group donated one million CareTech shares to the charity during 2020. This donation will provide the Foundation with additional income to support society and our staff. Additionally, it will enable CareTech to play a strong leadership role within the social care sector.

## ACQUISITION OF SMARTBOX

Smartbox is a market leading creator of software, hardware and content for individuals for whom speech presents difficulties. Smartbox provides communication aids, environmental control devices, computer control technology and interactive learning. This represents an important milestone in our ambition to accelerate technology adoption by our services and the extension of our care pathway. Our 100 Voices initiative is currently being rolled out and will provide devices to adults and children in CareTech care homes and specialist schools to allow them to live a more independent life.

## WELCOME TO COVEBERRY

In December, we transferred seven sites that were previously operated by Coveberry into CareTech, offering highly specialised facilities for the treatment of complex learning disabilities, Autism and Mental Health. We welcome the team to CareTech and look forward to enhancing our clinical led pathway offering.



**To further support the  
CareTech Foundation, the Group donated  
one million CareTech shares to the charity during 2020.**





**John Ivers**  
Group Executive  
Director COO

# BUILDING ON OUR SUCCESS

## PERSEVERING THROUGH COVID 19

2020 was a year like no other due to the pandemic impacting across the world, the UK and particularly the NHS and the Care Sector. Our phenomenal staff across the entire business did themselves extremely proud by continually adapting to a new and often difficult way of working while still delivering the highest level of care to all the people we support. I would like to take this opportunity to express my deepest gratitude to all of you for your incredible efforts, exemplary professionalism and perseverance over the past year. We are now hopefully approaching the end of lockdown and appreciate your ongoing hard work with your service users, residents, students, foster children and young people.



## VACCINATION DRIVE

Protecting those we support and our CareTech family is our utmost priority and our focus in the early part of 2021 has been on providing access to the vaccine to ensure their safety.

Our vaccination programme is progressing successfully and I can confirm that we now have over 7,000 staff members who have received their first dose and approaching 3,500 are now fully vaccinated after their second dose. We are approaching 2,000 of the people we support have had their first dose, with up to 900 getting their second dose to achieve total protection. It is encouraging to see these figures continuing to climb every week; our dedicated vaccine taskforce, co-ordinators and teams are ensuring that staff and residents have access to the vaccine doses. We are also co-ordinating with local medical teams for additional support.

Thank you to our homes, services and schools for diligently reporting this vital data each week and continuing to undertake Covid testing.

I must give special mention to **The Oakleaf Group** who have now completed both of their two day rollouts, with all of their patients fully vaccinated – well done Oakleaf!



## SPECIAL RECOGNITION

We launched our Special Recognitions Reward Scheme to recognise the staff that had gone the extra mile and done some truly remarkable things during the pandemic for the people they look after. Congratulations to all of you!

March 2021 marked one year since the UK went into the first lockdown and CareTech held an online memorial service to remember all of the people lost to Covid-19. We spoke of the hardships endured and the amazing fortitude of our own staff and also the national medical staff, NHS and frontline workers, who continued to excel at their jobs during the most challenging of circumstances. All of us will have friends, family members, colleagues and those in our communities affected by the Pandemic and they are in our thoughts.

**WELL DONE  
EVERYONE!**





# INTRODUCING ESG

CareTech pledges our continued commitment to Environmental, Social and Governance (ESG). As displayed in our Annual Report 2021, ESG is an integral part of our company mission. We encourage our workforce and the people we support to spend time in nature and preserve their green areas. Our annual competitions, like Blooming Marvellous, are testament to this, as is our recent 'Think! Before you Print' campaign to move us toward becoming a more digitised and less paper reliant business.



The Social factor of ESG, looks at how our company treats people and concentrates on employee relations and diversity. It encompasses working conditions, including child labour and slavery, and health and safety in the workplace.

At CareTech, Human Resources has several new projects to engage staff members and incorporate their opinions into our operational decisions, as well as consistently building on our well-being offerings.

The Governance section of ESG examines how a company is governed and how it polices itself with a range of important elements such as corporation finances and political endeavours. These include tax strategy, donations and political lobbying, corruption and bribery along with board diversity and structure.

## CARETECH WEBSITE



In an exciting new and upcoming development, the marketing department are overseeing the re-build of the new CareTech PLC website. This will be an exciting new flagship for the business, with the updated design enabling us to showcase the breadth and depth of the outstanding services we provide. We will feature the journeys of the people we support and the first rate care we dispense to them every single day. Once established, the site will incorporate an intranet to allow for direct staff interaction with internal news, updates and events from across the business.

# COVEBERRY

This past year has also seen the acquisition of a number of services and hospitals that were brought together and re-branded under the new name of 'Coveberry'. We were delighted to add to our Specialist Services offering with these seven services.

This acquisition and integration from Huntercombe group has been a complex and involved process working with a number of partners including NHS England, Clinical Commissioning Groups (CCG's) and local authorities as well as staff, residents, patients and family members in order to ensure a smooth transition into the CareTech family. Our support teams have also enabled a smooth transition in terms of systems and processes.

## SMARTBOX



The acquisition of Smartbox in October 2020 is another step towards expanding our technological offerings that we can provide to our residents and students. 100 Voices is a year long initiative that will ensure beneficial communication aids, such as Grid Pads, reach 100 disabled adult service users in our care homes and children in our specialist schools. It will provide them with a voice, and in turn allow them to live a more independent life. We look forward to logging the data and updating you all on the results at each stage throughout the year.

## IN CONCLUSION

We have had a very strong set of financial results at our half year driven entirely by the success and tremendous staff teams that I have across all of our services. You have all proved that we have the most amazing, resilient and robust teams willing to go that extra mile. We have coped brilliantly through the pandemic. It has not been easy but you have taken the challenge in your stride. We have also continued to achieve best in class quality ratings despite the pandemic. We must however, remain vigilant and focused as we move forward and not let the pandemic and lockdowns easing distract us or drop our guard. Let's continue with the momentum we have built up throughout the Pandemic.

*Thank you so much for everything you have achieved and continued to achieve. So proud of you all.*

*John Ivers - Group Executive Director COO*





**Nasir Quraishi**

Group Executive  
Director People

# People Strategy

## HEALTH & WELLBEING

I'd like to start by saying a huge thank you to all staff for your **vigour, determination and courage during the pandemic**, you continued to provide 'Extraordinary days, every day' for the individuals that we care for.

We will strive to work with you to implement our '**People Plan**' which will have **you** at the heart of it. The plan will focus on building a work environment that lends itself to being **FUN, FAIR & FRIENDLY**, with an ambition to becoming a values-driven employer of choice in the social care sector.

*So what have we been doing...?*

Your well-being is really important to us and we know that simply finding the time to talk to each other helps alleviate some of the work-life pressures that we all have from time to time. Our approach to support your well-being is based on **Protect, Promote, and Support**.

On the 26th April 2021 we launched **#timetotalk**. We would encourage you all to take a few minutes out of your day to speak to a colleague and simply ask them how they are feeling? **#timetotalk** should and must become something that we do every day!

To further support your well-being, we have partnered with **Health Assured** who offer a confidential 24 hour helpline to help balance the pressures of work and home life.

They will provide caring support to both you and your immediate family, so that you can give your best in life. We would encourage you to download the '**Your Healthy Advantage**' app, which will give you access to all the resources and support available ranging from nutritional advice, consumer issues and stress and anxiety.

Our new '**Thank You, Recognition & Reward Scheme**' scheme has also been launched; we know that our staff teams create extraordinary days every day and to help celebrate this, the new scheme will drive and foster a culture of reward & recognition. 'Thank You' is open to all staff and we would encourage you to put forward colleagues who display the CareTech values so that they can be both recognised and rewarded for their contributions.

## SCC

Engaging with colleagues through the new Staff Consultative Committee (SCC), will become a vehicle for the 'Voice of the Organisation'. Your views and thoughts will help shape the organisation that we want to be, and to become an 'Employer of Choice'.

Watch out for the recruitment campaign which will invite you to apply to become part of the SCC; it is important that we get representation from across the Group. The central aim will be to listen to your views and then feedback to the Board to ensure that the organisational strategy is reflective of your thoughts on the things that matter to you.

Link Between Board and Staff.

Review the annual work programme of the workforce and ensure that it addresses all relevant workforce, organisational development and training development issues. This is in order to support the Group to recruit, retain and develop its workforce adequately.

In association with the Care Governance Committee and the Board, review the mechanisms and procedures in place for employees to raise concerns in confidence and anonymously, such as the Company's whistle-blowing facility. The Committee should ensure that the mechanisms work correctly and that matters raised are properly investigated and followed up.

The Committee discusses employment matters and general interests and welfare of staff.



## THE PLAN...

Start

Continue



We have a common set of values that define us...

- PERSON CENTRED
- INNOVATIVE
- FRIENDLY
- EMPOWERING
- POSITIVE

They are the spirit in which we do things around here, whether it is getting things right first time, making sure our behaviours towards each other are underpinned with a fun, fair friendly approach.

Over the coming months we will launch a programme of events that will promote our Values across the Group. Our starting point will be to ensure that during the recruitment, learning and development and supervision process our values become integral and are central in your discussions. Accompanying this programme, over the course of the year we will consult with you and set out a behaviours framework – this will give us the 'WHAT we need to do and HOW we will do it.'

## STAFF CHARTER

To further promote a fun, fair and friendly environment, we will be asking you to contribute to the creation of the Staff Charter. This will be a pledge that will be signed by the Board and Executive and set out the things that are important to us when we are engaging with each other.

Please send things that you would like to see on the Staff Charter directly to me at: [nasir.quraishi@caretech-uk.com](mailto:nasir.quraishi@caretech-uk.com)

It is incredibly important that you each provide input to this, as this will be a strong reference point on 'How we do things at CareTech' and will shape the future working relationship for all of us.



## THANK YOU

Our new 'Thank You, Recognition & Reward Scheme' scheme has also been launched; we know that our staff teams create extraordinary days every day and to help celebrate this, the new scheme will drive and foster a culture of reward and recognition. 'Thank You' is open to all staff and we would encourage you to put forward colleagues who display the CareTech values so that they can be both recognised and rewarded for their contributions.

Finally, I am delighted to inform you that we are in the final throes of developing the **Management Development Programme**. In recent times staff have asked us to put together a programme to support our managers with their journey at CareTech. A number of Managing Directors and the Director of Compliance and Regulations supported the L and D team to put together a programme that will focus on equipping our managers with the right tools. This will ensure that we work to our vision of becoming an 'Employer of Choice.' Please support your line managers when they embark on this programme so they can help nurture and develop the fantastic talent that we have within the organisation.

I look forward to you getting involved in shaping your organisation and thank you from me.





**Wahid Cockar**  
Group Executive  
Director IT

# @InformationTechnology update

**A**s the Covid-19 pandemic forces a global reset of how people gather and work, companies are anticipating a notable increase in the challenge of delivering complex IT projects.

At CareTech, the IT Teams have been working relentlessly to deliver various systems and technology which is digitally enhancing the workforce, including adopting newly acquired businesses.

The recent **Coveberry** acquisition has been particularly interesting and has had a successful implementation programme which covered the new deployment of internet lines, telephone systems, network systems, an email system, laptops, desktops, mobile phones, Carenotes software, Datix software and most important of all the IT Support for 700+ staff and 400 computing devices.

The second phase of the implementation will cover **migrating the HR and Payroll systems completely onto the CareTech Itrent platform**, coupled with the **implementation of the Time and Attendance software** solution including the **biometric devices**. This has commenced and will complete during this calendar year.

This year we have decided that we need to reduce the amount of paper being printed and stored away disparately therefore we launched a **"Paperless Initiative"** whereby we want to digitise parts of daily work that are paper intensive and reduce the amount of paper being printed.

**Finally, on behalf of the IT / IS / Software development teams I would like to thank everyone at CareTech for their patience and understanding whilst they were working on supporting and delivering remotely and on the frontline at our services.**



## MICHELLE WOODCOCK

**Learner of the Year – North West**

Michelle entered the social care sector in 2016, joining us at the very start of our new complex services being opened in line with the Transforming Care Agenda. Michelle was a key worker for an individual who had been in a locked hospital environment for 27 years. He had the most complex of needs of any individual that we had transitioned into the community.

It was evident from the very start of his difficult journey that Michelle had the heart, passion and values needed to support him. On a weekly basis, she would drive for two hours each way to build a strong relationship and the positive outcome this created is now amongst the Northwest's greatest achievements.



**Michelle Woodcock**

**Jo Withington, Area Manager, CareTech said:**

'Michelle is a sponge and takes her development extremely seriously; she encourages her teams to take advantage of every learning opportunity possible. She was the most pro-active member of my team in having her staff take advantage of the Lead to Succeed programme. Her biggest tool in selling this was the story of her own fast track development from Support Worker to Service Manager in four years, with a promotion every 12 months. She was a driving force in the Outstanding rating for the Complete Care and Enablement DCA; the Inspector referenced her passion and was blown away by how she encouraged her team to push boundaries.

Michelle not only completed her Level 5 and used this to improve her practice but she also managed to push herself to do so in record time during the Covid-19 pandemic.

The speed and prolific nature of her development is truly a social care success story; she won a Frontline Leader Award at the 2019 Northwest Great British Care Awards and was Highly Commended by the national judges. Her team has four finalists for 2020.

To manage Michelle is an absolute privilege and I am even more excited for her further development in the years to come. I would like to extend my thanks to Jackie, Michelle's tutor at DHA, for her support.'

If you would like to partake in training please go to  
**[www.dhassociates.co.uk](http://www.dhassociates.co.uk)**  
to see which courses are available.



# INTERNATIONAL UPDATE



**Zafar Raja**  
CEO - MENA

Joining a new company, in a new role and in what is still a relatively new region for CareTech could seem a big challenge to navigate under normal circumstances, even without the global challenges caused by the pandemic. I have been amazed by the support I have received from colleagues in the UK in helping me to, not just settle into my new role, but also give me a very good flavour of what makes the work we do so special and how we bring our values to life.

Whilst there have been travel restrictions in the region, these have become more relaxed in the last few months and it has enabled us to visit and understand in much greater detail the level of service provision currently available in the MENA region.

We have observed the following:

- Each country we are working with – UAE, Bahrain and Saudi – are all at slightly different stages of maturity in relation to provision and delivery
- Access to services and the quality of services is low and in need of a more modern approach
- Universally, **we have been welcomed to bring our person-centred approach and wealth of experience to the countries we have visited** and the region in general
- We have **a tremendous opportunity to make an impact on the people we would be supporting in the MENA region**, knowing that our CareTech values closely align with the lived experience and priorities of those we would be looking after and working with.



**I am convinced**

**that we will make a huge**

**difference to people's lives and build a successful**

**international business for CareTech in MENA.**

Whilst bringing our ideas, services and new solutions to the region is undoubtedly exciting, I have to say it will present us with its own set of unique challenges. They will require us to think innovatively and deliver our services in a slightly different way. I look forward to working with colleagues in the UK and those who are already based in the region to bring our services to life in MENA.

[www.CareTech-mena.com](http://www.CareTech-mena.com)

I am delighted to say that we have been making really good progress with the new opportunities we are working on.

## **Outpatient Mental Health Services**

- We are investing in both capacity and quality in this area
- Two of our clinics in Abu Dhabi and Dubai are both moving into new facilities in the coming months. This will build on our existing reputation of being the leading service provider for both Children and Adults in the region.
- In parallel, we are assessing the opportunity for similar services in Saudi Arabia and early engagement has proved very positive.

## **SEN**

- Our pipeline for partnership and collaboration in SEN has also moved along well.
- We have made significant headway in assessing investment in a SEN school in Saudi Arabia, which we will use as a platform for building country-wide provision.

## **Charity Work and Long-Term Care Aspirations**

We have had very positive conversations with two Not For Profit organisations in the UAE to help take forward a jointly branded approach in the country.

The initial stages of the bidding for the Privatisation of Long Term Residential Care Centres in Saudi Arabia has already begun. Our initial engagement with the Bid Team from the Government has been extremely well-received. We are at the beginning of a six to nine month bidding process and look forward to being supported by our UK colleagues on this opportunity.



# Success Stories

## CENTRAL REGION

### Regan: 'It's a miracle I can walk!'

When **Regan Phillips** left hospital and moved into **Clock Tower Mews** in August 2016, he hadn't walked since February of that year.

The staff team tried to encourage Regan to stand and walk but he simply wasn't happy to do so and would loudly protest. His recovery looked to be a difficult task to achieve despite their best efforts. In January 2018 a new manager, **Nick Jackson**, started at the service and held further discussions with this young man's family and staff. Nick made the bold claim that Regan would walk again with the help of everyone at Clock Tower Mews.

Fast forward two years and by June 2020 Regan had started to stand with staff support before walking with staff holding him gently. He got to a point where he would reach out to staff indicating that he wanted to walk with them. In June 2020, Nick gained a promotion and Julie Dacey took over as manager and therefore took up the mantle of assisting Regan to walk.

By the end of 2020 Regan was actually walking unaided, and is now happily walking around his home exploring things like he has never been able to do. All staff past and present have contributed to this journey despite the challenges and protests of Regan. We are sure he is now so pleased to



have gone through those difficult times with staff encouraging him, when he would have much rather laid on his settee listening to his music.

**Ali Stubbings**, Regan's mum, said: 'He's doing amazing! I'm so proud of the team and all the effort that has been put into getting him up and on his feet again. It's so amazing to see him doing it, all that hard work has paid off.'

This is a massive achievement from everyone associated with Clock Tower Mews over the last 5 years and a celebration of outstanding care and commitment.

## CAMBIAN EAST

### Young people at River View and River Cottage

#### River Cottage

A huge well done to **JSB from River Cottage** for completing a charity run for Breast Cancer. Although cancelled due to the lockdown, JSB and his staff arranged their own charity run around the local area. JSB ran 5km and raised £50 for charity! He has also recently completed his college courses at **Dilston College** and passed his functional skills exams with flying colours. He is now working to an educational timetable which staff have created to suit his needs.



#### River View

LF has continued to help out the community throughout the pandemic by voluntary litter picking. He litter picks around his local area independently with his support staff and has received numerous compliments from the members of the public. He has also been praised by the local police service.

LF is a credit to the area and he says 'he loves to help people and he hates seeing people littering'.





*We have received such a huge amount of wonderful Success Stories from across the group that we couldn't fit them all in this issue! We are creating a Pathways Plus mini issue to share all of the inspiring achievements from across the group. Look out for it coming mid-June 2021*

## ROC NORTH WEST

To celebrate Anti-Bullying Week 2020, CareTech launched its first annual Anti-Bullying Logo Competition. We invited our Children and Young People to design a logo to embody the spirit of kindness and supporting one another at school and in our friendship groups.

Katrina from ROC North West won the contest with her incredible **'Helping Hand'** design and loved seeing it emblazoned across a selection of merchandise as part of her prize. Well done Katrina!



## BRANAS PANT GLAS



### Change is coming....

Many would argue that 2020 is a pretty difficult year to beat when it comes to change, however, at Pant Glas we started 2021 with a significant change.

No longer will we be greeted at 7:45am by the calls of **'Oi Oi!'** from the door of **Cottage Three**. No more debates about the neighbouring farmer's routines; no more recitals of the previous four days activities. No more 15 hour debates on the merits of differing genres of rap music.

Our longest standing young man, who just turned 18, left us in January 2021.

Having arrived in July of 2017 on 2:1 staffing as a lively, chatty, nervous bundle of 14 year old energy, all he wanted to do was chat the head off any staff member in his proximity, whilst listening to music. **A lifetime of revolving placements and no constant schooling meant he arrived not expecting to lay down roots.** Typical early days involved stopping him get a boiled egg out of the water with his hands!

Since his 18th birthday, these typical days changed to discussions on; his tractor driving at college, **continuing his education at farm college and getting a job on a farm** and opting in or out of organ donation. We also had lively chats about interior design as he learnt he could try to impact the design of his next home. Much as we didn't want to admit it, our long term resident was growing up and (dare we say it) maturing!



## SPARK OF GENIUS

**Children's Service** - Our **Spark of Genius** schools have been very busy and creative in their response to the pandemic, as they continue to support some of the most vulnerable learners in our homes and communities.

For those learning at home, our schools have been proactive in not only supporting the children's educational needs, but also the overall well-being of pupils and their families. We have achieved this through regular telephone calls, doorstep visits and online video calls and lessons.

Staff and pupils at **Caledonian Secondary School** have been particularly busy as they've used the time to learn new sports, develop their outdoor spaces and garden on school grounds for the whole campus to enjoy.

For some light enjoyment, a group of them decided to walk the equivalent of **Lands End to John O'Groats** within the local area! This is a fantastic achievement and certainly a great way to stay active and preserve their mental health during this challenging time.

Congratulations to Mr Mack and all students who participated!



Finding the right next step for him proved difficult and many meetings and hours with the local authority and the Pant Glas team were spent on this challenge, including many dead ends. So it was great news when, late in 2020, a long-term bespoke plan was built with an exciting interim solution, which was very tailored towards this unique individual!

The team and management provided the continuity and security that had been missing the previous 14 years.

The site has had negligible staff turnover in his time here. The odd promotion or switch to other sites occurred but, within care, to have turnover rates under 5% speaks volumes. When he arrived he had a team of 6 and when he left a team of just three.

When he phoned after moving homes, our Deputy Manager had a chat with him about his new place and what he had been up to. It knocked her socks off that she could have a real conversation with him. This was definitely an art form he had learnt whilst at Pant Glas and it filled her with pride in the team that they had facilitated such significant development through their hard work and persistence.

Many will miss the presence that for so long was synonymous with Pant Glas (and some of his staff) and this goes way beyond those that worked with him.

The longest resident in our history is gone, but the mantel moves on to Cottage Six's resident....can he help us all cope with the change??!



At the beginning of 2021, **Parklands** embarked on an environmental project with the young people they support to raise their awareness of their surroundings and get them involved in preservation. They have been completing one activity each month ranging from bird watching to recycling plastics.

## OUR PLAN

1. To introduce the young people to environmental issues that are current and relevant to life.
2. To promote activities, imagination and enthusiasm.
3. Engage in teamwork, critical and creative thinking are enhanced.
4. To have active discussions.
5. To promote inclusion of all abilities.
6. Healthy lifestyles and responsibilities for the environment are encouraged.

## Litter Picking - January

The Ambassador of this project made a poster to promote litter picking in the area.

KP enjoyed his time litter picking in the local area around the house and collected two bags of rubbish. He commented: 'I can't believe I've collected 33 masks from the street!'



The litter picking team had an enjoyable time at Ford Green Hall and the local people praised the young people for their efforts. RB said: 'I like being out doing something good and helping to make the country side look better.'

## Bird Watching – February

The Twitchers filled bird feeder with seeds and placed them in the garden at Parklands. TWJ identified there was squashed corn and peanuts in the seeds. The Twitchers also placed a hedgehog house and began to observe. The excited bird watching team joined the RSPB Love Nature project to see which feathered friends they could find.

They made fat balls to hang up and went to a local nature reserve. The Twitchers used the binoculars to spot a Cormorant on the lake as well as blue tits and robins. The team documented the number of birds, while RB and TWJ worked together to set up an area containing feed to encourage the birds, and then played the Bingo card identification game to tick off the ones they spotted. RB expressed that he liked to see all of the creatures' different colours.



Look out  
for our  
projects  
coming  
this Spring!

These will  
be the 'New  
Life' initiative  
and a garden  
makeover!

# CAMBIAN WEST

## The Big Community Project

During these unprecedented times and the national lockdowns imposed across the nation, life can feel overwhelming at times. Finding positive, innovative ways to help our local communities, to reach out to as many vulnerable people as possible is a great way of coping and feeling connected to others.

**Sarah Clarke** from Cambian West decided to join all the residential homes together and link with Cambian schools to start the amazing 'Big Community Project' across Shropshire.

**Check out some of the fantastic initiatives that the young people and students are involved with:**

### Asha

Re-use and recycle. They will be fixing any household items to help keep them out of landfill.

### The Fields

Animal charities Roden, the Dogs Trust and local catteries will be making animal bedding from unwanted linen and duvets from the homes.

### Handstand

This service will be creating mosaic plaques for the homes.



### Hemford House

This home is part of a 'Grow Your Own' project. Items will be available to buy on the market stall at school and any excess will be donated to the local food bank.

### Jaton

This kind-hearted home will be knitting items for the premature babies across all Shropshire maternity units, in conjunction with **Bliss**.



### The Stubbs

They are aligning with the RSPB to make bird feeders and houses to be distributed throughout our schools and homes.

### Serene House

This home will be tending to the newly planted wooded area and looking after **The Mews** sheep along with feeding the birds.



# INTRODUCING Smartbox

An introduction to Smartbox – now part of the CareTech Group

**S**martbox leads the way in creating assistive technology that gives a voice to people with a wide range of speech and language needs. We work with people of all ages and levels of literacy all around the world, providing our solutions in over 30 different languages.

Originally a family business which started in 2006, Smartbox has grown and flourished under the leadership of its founders, with **Dougal Hawes** as Managing Director and his brother **Barney Hawes** as Strategy Advisor. We have over 70 people in our team with offices in Malvern, Bristol and Pittsburgh – we also support a growing network of Global distributors and resellers.

Our flagship Grid software for Augmentative and Alternative Communication (AAC) is used by people to communicate, control their environment, use social media, browse the web and access computer programs. We also make Grid Pad communication aids, designed for people with complex access and communication needs. These devices help our users live more independently using any type of alternative access, including eye gaze and switch. Alternative access technology offers people who have physical difficulties different ways to control a computer, as a standard keyboard, mouse or touchscreen may not meet their needs.

**What is Augmentative and Alternative Communication (AAC)?**

**AAC covers a huge range of techniques and technologies that support or replace spoken communication.**

AAC covers a huge range of techniques and technologies that support or replace spoken communication. This includes everything from sign language to paper-based resources to high tech communication aids like Smartbox Grid Pads.

It's estimated that around 50 million people worldwide need AAC, yet only around 10% of those people have access to it, something that we are keen to address as part of the CareTech family. We have already started a joint initiative called the 100 Voices project which will bring AAC to an even greater number of children and adults who need it.

## 100 Voices Project

**100 Voices** is an exciting new initiative where we are providing 100 adults and children in CareTech's services with AAC devices to help them communicate. **Nkeesha at Gerard's Close** in London was the first CareTech service user to try a Smartbox Grid Pad as a part of this project. Nkeesha has Cerebral Palsy and struggles to be understood by other people. Nkeesha also has limited movement which makes it difficult and time consuming for her to control a computer or touch screen device with her hands.



Last year Nkeesha tried a Grid Pad with eye gaze technology for the first time and was instantly able to use her gaze to interact with the screen. Using Grid software, she explored different types of keyboards and resources for text communication. You can read more about Nkeesha and her experience on our website.

## SMARTBOX MOVING FORWARD

Over the last few years, we have been expanding our presence in the US and in the next month we will have more talented and experienced Smartboxers joining our growing US team. We are excited to be introducing our technology to North America, the largest AAC market in the world, delivering our range of products and support to those that need it most. With the help of CareTech we are also looking at ways we can expand into other regions - including the Middle East and North Africa where CareTech already has a presence - helping us move towards our joint goal of enabling even more people around the world to communicate with their friends and family.





**Lorna Fearon**  
National Operations  
Director (East)



Cambian

# East

*What you did mattered*

I want to take this opportunity to thank you, all of you in the **Cambian East** region, for the commitment and compassion you have given to all the children in our care through the Coronavirus challenge – what you did mattered! When the going gets tough the tough certainly do get going....

The Coronavirus journey has been difficult for all involved but how you have responded has been absolutely incredible. I have been astounded by the response we have had from our staff teams, particularly when groups have stayed on site with young people to contain infection risks. **We can't thank you enough.**

## PONDEROSA

Before lockdown, one of the outbuildings at Ponderosa was a garage used for storage.

When lockdown started and the maintenance team were restricted in doing their jobs in the homes it was decided they would safely convert the unused garage to a sensory room!

Work was slow due to the lack of materials, but the guys stuck at it and slowly the transformation began. What was once an unused space became a building site, and then gradually, an amazing sensory experience.

The residents at Ponderosa now have the luxury of this onsite, warm and calming environment. Our young people are deaf therefore lights and vibrations are important. They now have more resources to meet their sensory needs, and enjoy spending time in colourful, stimulating surroundings.

We would like to say thank you to Rob and his team for sticking at the project through a very difficult time, and for giving the residents a neutral place where they feel safe.

## RIVER COTTAGE

KW planned and arranged a food hamper to be made for those in need in our community. This was the campaign by footballer **Marcus Rashford** to ensure young people from the poorest backgrounds were still being fed properly. KW's staff explained to him what local businesses were doing and as a result he decided to make a hamper for the local food bank. He then made a list with the support of staff, of the essential things he thought a family might need.

**Well done KW, this is fantastic work for the community!**



**A big welcome** to new development Rose Bank House in Consett, Durham. Rose Bank is a four bed, Learning Disability service run by Homes Manager, Tim Kerry.

## THE LILACS

This is an extract from an email sent by a parent to Ian Penrose, manager of The Lilacs. It references the staff working through a difficult outbreak after many staff and three children tested positive. Staff continued to come in and care for the young people when, in line with guidance, they should have been isolating.

Good morning Ian,

I hope you are well and managing to stay safe!

I felt it necessary to write and say how touched and overwhelmed we both are with all the staff at The Lilacs. Doing the job you all do on a normal day-to-day basis is difficult enough, but during this pandemic you have all had to step up even further and cope with losing staff from either having to isolate due to being in contact with someone positive, or because of testing positive yourselves. Not to mention the difficulty in managing the young people when their anxiety levels are at breaking point because they cannot go out anywhere.

Just when I thought that my opinion of your staff could not get any higher, and then your selfless staff come back to work fully aware of the danger this poses to themselves and their families. I would also like to mention that I fully understand and support the decision made by staff who chose to stay away. These are very frightening times, and they are only human and family has to come first.

Forever grateful for everything you do.

With the kindest of regards, Nyree

**WELL  
DONE  
KW!**







**Mike Ore**  
National Operations  
Director (West)

.... you're still on mute! How many times in the past year have we heard this and how we have got to know our technology better! It has been an extraordinary time since the last edition and I have to convey my gratitude and thanks to my team of whom I am immensely proud. They have, without question, fear or foe continued to provide unequivocal care to our children and young adults.

Since the last addition CCS West Residential has embarked upon a significant growth programme which will see this year a further 30 new projects, amounting to an additional 49 beds to the portfolio. We have also created additional capacity within three existing sites.

I would like to thank the operational team and wider corporate support services including legal, finance, recruitment, HR, Estates and commissioning with the assistance of whom, after 14 long months, we eventually purchased 10 solo homes in the North West. These

**A significant growth programme which will see this year a further 30 new projects**

are all on track to open this year and I would like to thank Bev Woods, Regional Manager, Preston Hub for the speed in which we have recruited managers and a workforce to open these homes. Bev has cultivated a positive relationship with the regulator who has worked with us over this period, despite COVID, to open these homes.

We have also seen this year the completion of my Stoke Specialist Mental Health Services which have deregistered with the CQC and are now successfully registered with Ofsted. My thanks to Sorrelle Fern, Regional Manager, West Midlands, for

keeping pace with this change and what will now become a significant opportunity for us to grow these services in this area over the coming year.

Our Sexual Trauma services saw the expansion of our facilities in the South West and Shropshire. By the end of the year we had created eight additional beds and a crisis support service to support placement breakdowns. My thanks to Vicci Medlin and Jack Smallman respectively, who have been the pioneers of these developments.

Despite the impact of the pandemic, the regulator has continued to conduct assurance visits and despite some challenges we have had to manage as a team, the overall ratings remain in line with the national provider standard of 81% and above, results of Good and Outstanding.

## NEW DEVELOPMENTS



**Preston Region**

Dual home. Regional Manager -  
Bev Woods  
Opened - January 2021



**Shrewsbury CSE Service**

Acorn Place: Regional Manager -  
Jack Smallman  
Opened - March 2021



**West Midlands**

Solo Home: Regional Manager -  
Sorrelle Fern  
Opened - January 2021



**St Helen's - Trojan Homes**

Six Solo Homes in 2020 and a further four homes in 2021.  
Regional Manager - Bev Woods  
Opening between - March 2021 & June 2021

Education has been a significant challenge and I must pay tribute to our education teams who have kept schools open and produced innovative ways of learning to keep our children and young people engaged at school during this pandemic. Overall, we maintained 86% attendance of our children at school.

I am confident with an escalated vaccine programme over the coming months and keeping to the rules that we shall see a return to a sense of normality. Take care and be safe!





**Joan Bone**

Group Executive  
Director Marketing

# MARKETING

## NEWS

If you feel we can support you, your service or business area in any way please get in contact with us at [designproduction@caretech-uk.com](mailto:designproduction@caretech-uk.com). We look forward to hearing from you.

## FULL STEAM AHEAD

The last twelve months has been an incredibly busy and productive time in the Marketing Department. We have completed 378 individual jobs, covering and supporting all areas of the business, which is a 26.8% increase on the previous 12 months.

Our work ranges from supporting the day-to-day aspects of the business with promotional flyers, brochures, posters and email campaigns through to more involved projects such as launching the staff survey as a fully online function, shooting and editing high quality videos and the creation of the CareTech MENA website in both English and Arabic. Moving forward we have very busy times ahead as we're proud to be working on the redesign and rebuild of the whole CareTech website as well as planning both the Arts & Crafts and 7th Annual Care Awards as exclusive virtual events!

## GROWING THE TEAM

We'd like to give a warm welcome to our new in-house designer **Alice Charman** who will be working alongside Matt and Paige in the design team.

Alice only joined the team in March but she's wasted no time in settling in and has already created some fantastic designs including the layout of this edition of Pathways Magazine as well as the promotional material of Arts & Crafts competition.



## THE QUEEN'S 95TH BIRTHDAY COMPETITION



Congratulations to **Panos from Central Region** and **Anton from Cambian East**, who were the two winners of our Easter competition celebrating The Queen's 95th Birthday. Each of the winning entries were framed and delivered to Her Majesty at **Buckingham Palace** and we're sure this lovely artwork will bring a smile to her face! We received some truly amazing and creative pieces from all across the group and on behalf of all the judges we'd like to say a huge Well Done and Thank You to everyone who sent in their birthday cards and portraits.



**Panos**  
Central Region



**Anton**  
Cambian East

## SOCIAL MEDIA

With the challenges that we have all had to face in recent times Social Media has been a wonderful way for us to stay in touch with everyone on a daily basis and reward our staff with the Special Recognition campaign. We have shared lots of news and updates as well as some truly inspirational stories celebrating so many of your achievements.

A big thank you to everyone who has followed, liked, commented or engaged with us on our social media channels; we promise to keep bringing you news, updates and lots of positive stories from across the whole group.

Make sure you are following us on the following platforms :



@caretechcommunityservices



@caretech



caretech-community-services-ltd





# Purple

Changing the conversation



**Mike Adams**  
Chief Executive Officer,  
Purple

## RESIDENTS IN LIGHTS

Seeing CareTech residents and staff looking down over Piccadilly Circus last November was a real highlight in a year dominated by the pandemic. Just before the second lockdown in November, Purple was able to celebrate the third and most successful **Purple Tuesday** yet. Over 4,000 organisations were involved alongside our headline sponsor, Sainsbury's, with 5,500 practical commitments made to improve the disabled customer experience.



The iconic visual at Piccadilly Lights made it clear that disabled people need to be treated as valuable customers. The message is starting to hit home - we reached over 13 million people on Twitter alone trending worldwide at #5 for part of the day. Not

bad considering Covid-19 and the US Election, which was on the same day! Alongside our social media #ThumbsUp campaign and ITV advert (featuring a Smartbox user), Purple and CareTech were everywhere and are set to continue working closely together in 2021. **Purple Tuesday 365** has launched; it includes 12 webinars on disability related topics and is available to all CareTech staff. The aim is to support the development of knowledge, understanding and provide practical handy hints. If you have not viewed the webinars on managing your mental health and supporting those living with cancer yet, please do. In April, we covered Autism and in May the topic is online accessibility.

The Covid-19 pandemic has shone a very bright light on the inaccessibility of websites that remains for disabled people. With only 3% of the world's top 1 million sites meeting basic accessibility standards, it is simply not good enough. As CareTech develops its digital offering to users, it is going to be an exciting place to be over the coming months, alongside pioneering organisations like Smartbox. Nevertheless, digital solutions are not the single golden bullet. On the ground, care and education services remain our bread and butter and we are continuing to explore ways in which CareTech and Purple services can, come together to add real value to our existing and potential users (and their families).

**As the integration of health and social care moves forward, so will the opportunities for us to innovate and put purpose at the forefront of what we do.**



Disabled people are not just users of social care. They are customers. With Championing Social Care and the CareTech Foundation, we are looking to promote, raise awareness and change practice in the sector as part of this year's Purple Tuesday celebrations on 2nd November 2021.

**GET INVOLVED  
AND BE PART OF  
ANOTHER  
EXCITING YEAR!**



# THE 6TH ANNUAL CARETECH CARE AWARDS

We received a huge number of nominations from across the business, over 1000 in total, and every testimonial only re-affirmed our belief that we have the best carers working tirelessly to serve our residents, students, children and young people.

*It is our great pleasure to present our exceptional set of National Winners 2020....*

**Farzana Ali**, a Support Worker at Vancouver Road, South Region, is our **Overall National Winner 2020**.

With no prior experience in the care sector, Farzana joined the team in February 2019 and quickly made an impression on both her colleagues and the families of those she cares for.

The sibling of one service user sent in the following praise:

'Thank you Farzana for helping and encouraging my brother on a daily basis; he is always having lots of support with language. You are brilliant at advocating for him and cooking delicious cultural food for him. What an amazing woman she is and a fantastic care giver.'

Vancouver Road Home Manager, **Medinah Namaata**, echoed these sentiments: 'As a manager, I am so happy and proud of her for winning this award. It is a reflection of the hard work and her commitment to the service.'



**Angie Bridle & Kirsty Marsden**

**Cambian Hill House School** were the proud recipients of not one, but two Care Awards, an impressive feat in itself. *Excellence in Office Operations* went to Admin Manager **Angie Bridle** and Speech and Language Therapist **Kirsty Marsden** took home the accolade for *Educator/Social Worker/Therapist of the Year*.

Angie's Principal, **Kate Landells**, described her as 'legendary' and 'the go-to person for other schools and homes who need advice on admin matters from managing the SCR, payroll, census completion – her approach is person centred and purposeful. Angie and her team are the heart of the school; they are welcoming, friendly and nothing is too much trouble.'

Her professionalism is just one excellent aspect of her performance. As Kate explains: 'Angie is incredibly kind and never forgets her team's birthdays. Her genuine affection and respect for our students is palpable and the very reason everything matters so much to her – getting it right is so important for them.'

**Kirsty Marsden's** colleague James Gemmell told us that the Speech & Language therapist is 'dependable, knowledgeable and kind, adding an extra layer of excellence through her commitment and attention to detail.' He believes she is 'invaluable during reviews as she has such a depth of knowledge, not just of autism but particularly of our children.' As a person, she is 'always happy and smiling, and her upbeat personality rubs off on others. She has an empathy for those she works with as she understands the difficulties that exist in our line of work and she will bake cakes for the teams just because she appreciates the work that they do.'



**Farzana** said: 'I'm so excited and shocked! I never thought about this and still can't believe it because this is my first care job and first ever achievement. I was just doing what I was meant to do as a support worker. I'm grateful to my manager and the Vancouver Team for their support.'



Although, unlike previous years, we did not hold our formal ceremony for Care Awards 2020, it was more important than ever before to recognise our workforce. Throughout the uncertainty, the ever-changing rules and restrictions and the turmoil that Covid 19 wrought, our commitment to delivering the highest standard of care remained steadfast.

In the hotly contested category of the **Long Service Award**, **Judy Purkiss** won for her 22 year tenure at the company. Lead Receptionist, **Melissa Edwards** wrote that she is 'an all-round team player and during lockdown offered to come into the office to ensure it continued to run smoothly. All the jobs she performed were outside of her role and were a massive help to myself and everyone else.'

Marketing Administrator, **Charlotte White**, attests to Judy's experience and efficiency: 'She has seen all aspects of the business from Fleet to PA to the Directors – she is loyal, hard-working, dedicated and lights up a room, no matter how busy she is. Judy deserves so much recognition and gratitude....when she is not in the office, we miss her!'



Group COO, **John Ivers**, happily presented his Executive PA with her accolade, prizes and a bunch of flowers to mark the special occasion. Judy said she was 'genuinely shocked' to have won and the best thing about working at CareTech was 'definitely the people.'



**The Michael Hill Award**, created in honour of our late Financial Director, was won by **Carl Bewley**, Bid Manager of the North region, for his voluntary charity work on the **Live Life Festival**. The music, arts and crafts and food event 'provides an opportunity for children, young people

and families with learning disabilities, autism and other challenges to come together and experience something new. The two-day festival in Wigan is a very disabled-friendly, safe environment that brings communities together, offering the chance to meet new and old friends and make connections.'

Among the fun stalls on offer, there is a vintage vehicle show, hair braiding, face painting, a UV rave, silent disco, open mic comedy, farm animals and drumming and circus skills workshops.



Carl spends copious amounts of his free time working on this venture and is fully involved from planning right through to marshalling the event. He sources and books suitable bands, works with sound engineers and during the festival can be seen running between both music stages to ensure everyone is in the right place at the right time. During torrential rain one year, Carl managed to re-arrange bands and move everyone indoors so the fun didn't have to stop! He also performs with two bands himself, to ensure there is entertainment regardless of how early people arrive.

Carl said of his worthy win: 'Thank you! I was very humbled by it but very appreciative nonetheless. It means a lot to have an award in Michael's name as he was always very kind and supportive.'

*Once again, an enormous congratulations to all of our winners, both Regional and National!*

# CARE AWARDS 2021

**GET NOMINATING NOW!**





Louise Pulford

# Arts & Craft

## COMPETITION 2020

*Shaping Our Future Through Arts & Craft*



One of our favourite and most creative events on the CareTech calendar, the Arts and Crafts Competition, was the riot of colour it always is, with this year's artists asked to send in entries on the theme of 'Shaping the Future'.

It encompassed the topics of the environment and our planet, technology and the future, which our talented adults and children embraced with great enthusiasm.

Our judges, Group HR Director **Nasir Quraishi**, Cambian Interim Clinical Director, **Sarah Longley – Cook** and Group Recruitment Manager, **Val Cooper** – took their time viewing all of the entries and reading the accompanying stories, before making their decisions.

## OUR 2020 WINNERS



**Midlands:** Minstead House – Matthew Meah, Edward Walker, John Elmore and Elisa Anderson

**Cambian Education:** Hartlepool School - Louise Pulford

**Sarah** said: 'Seeing all of the exhibits together was very powerful – the range of talent and commitment from people across the whole organisation was so impressive.'

**Her favourite element?**

'What was really, really touching was how many references there were in the artwork to the service users' key workers, their homes and CareTech – where it's part of people's lives and how much they appreciate it.'

**Val** was heartened by the variety of ages that had contributed to the competition: 'I think the age range from 9 through to 70 is fantastic; we sometimes forget the extensive age ranges that we support throughout our services so it was great to see that. Many of the artworks were very professional; I'm sure you could put them in an Art catalogue as we all enjoyed them!'

She was particularly impressed with the mural from Oakleaf Cotswolds:

'There was such a lot there with key messages about the planet and the environment, people and the future. I think that's something they could continue with and build on, I don't feel it just ends with what they have produced for this particular competition.'



## REGIONAL WINNERS

Please Note: Some names are omitted for safeguarding reasons

**North:** Cwlach Road – Michael Stringer

**Midlands:** Minstead House – Matthew Meah, Edward Walker, John Elmore and Elisa Anderson

**South:** Ashring House - Rebecca Capok

**Central:** Ivy House Group Work – Panos Demetriou, Dee McCarthy, Andrea Haulard, Andy Lyons and Monica Riley



Central

**Specialist Services:** Oakleaf Cotswolds Group Work - Alan Radford, John Pritchard - Gordon, Gareth Watkins, Melville Addison and Jim Flanagan who were supported while creating this mural by their Therapy Assistant, Tony Berkshire.

**CareTech Children's Services:** Branas Isaf male student

**Fostering:** Park Foster Care - 15 year old female artist

**Cambian East:** Murrow House resident

**Cambian West:** Hemford House resident

**Cambian Education:** Hartlepool School - Louise Pulford



Our sincere gratitude to all staff who supported the fantastic efforts this year.

*Congratulations to all of our winners!*

We look forward to celebrating you at our Virtual Art Exhibition this summer.



# Blooming 2020 Marvellous Gardening Competition



The garden transformations we received in 2020 were some of the most elaborate and impressive to date. The runaway winner by unanimous decision was the sensational entry from **Gayton Road, Central Region**, who will enjoy a prize of £1000 to spend on their service.

**Melissa Edwards**, Lead Receptionist, said: 'You can see the amount of time, love and care they have put into the competition and also the level of fun they appear to have had working together on the project.'

CareTech Foundation Manager **Tariq Raja** told us: 'The Service Users told their story so well, the use of illustrations to build the characters of each and every individual participant, the upcycling and the presentation overall was excellent. It took them 41 hours to burn the garden

Before



After



waste once they cleared it – that alone shows how much appreciation they deserve for their work.

The runners up were **May Morning**, South Region, whose overhaul of their outdoor space featured an amazing rendering of the CareTech bird and **Somerset School**, Cambian Education, which included a teaching and learning element that was well-received by the panel.

**Raphael Francis**, Head of Transactional Finance, explained: 'Somerset School was well laid out while being educational. The group were looking at the different weeds which provided gardening merit so I really enjoyed that. With May Morning's entry the improvement was incredible, the colours and the CareTech logo were unreal!'

**Thank you to everyone across the CareTech group who participated in Blooming Marvellous 2020 for your incredible effort and huge congratulations to our three winners!**

## CHAMPIONING SOCIAL CARE

Championing Social Care is working to shine a light on the incredible value of the social care sector to society and those who live and work within it and we want you to get involved! We are focused on delivering positive stories and initiatives from the sector, highlighting fantastic examples of care.

The year ahead is full of exciting events, including our **#SparkleforSocialCare** campaign which brings to life the amazing work of the 1.6 million care workers across the UK, celebrating their incredible dedication and showing how they really sparkle. If you have a story to tell or a success to celebrate, share it with us by using the hashtag #SparkleforSocialCare so we can celebrate with you. We also host themed #SparkleforSocialCare weeks, so register your interest online to be the first to hear more and get ready to celebrate your team!

We would also love for you to get involved with **Care Home Open Week**. This year our theme is 'Shine A Light', showing your community exactly why social care is so important. We want to enrich the lives of the UK's care home residents by reminding people that care homes in every community are filled with unique, intelligent and charming characters, and run by extraordinary people that go above and beyond care. With COVID restrictions, Care Home Open Week may look a little different this year, with a mix of virtual and distance events, but there will still be plenty of opportunities for you to engage with your community.



Care Home Open Week will take place from the  
**28th June – 4th July 2021**

Head over to our website for more details and to register your event.

[www.championingsocialcare.org.uk](http://www.championingsocialcare.org.uk)

Email us to get involved  
[championingsocialcare@caretechfoundation.org.uk](mailto:championingsocialcare@caretechfoundation.org.uk)





**Charlotte Smith**  
Managing Director  
Adult Services (North)

# ADULT SERVICES North & Midlands

This year has brought greater challenges than any I have seen or will most likely ever see again in social care. It has been a year of humility, gratitude and incredible pride and I have been inspired and humbled in equal measure by the resilience, innovation and dedication of our staff.

At the start of the first lockdown, I was moved by the poetry of **Kyle Hoey**, the son of a staff member at our nursing service Dudley Street, about her work in social care.

The amazing poem from **Kresta**, a service user supported at Crescent Court, reflects the challenges of a nation and indeed the world.

Like many others I joined our services to take part in the weekly applause for #thankyousocialcare. From our offices to services – we were in this together.



This year has brought extraordinary personal challenges for our region and teams. We have recognised this with our CareTech Heroes 'Thank You's' across the region. The cards, hampers and vouchers we've distributed capture only a small part of our gratitude for the incredible work of our frontline staff.

Our loyal receptionist **Ashley Martin** was determined to continue as the front face of the North's business and manned our office with tenacity and professionalism throughout. With the support of **Carol Harris** in Business Support, the regional office has been able to remain open and be COVID safe.

There have been some brilliant and innovative events at our services throughout the year:

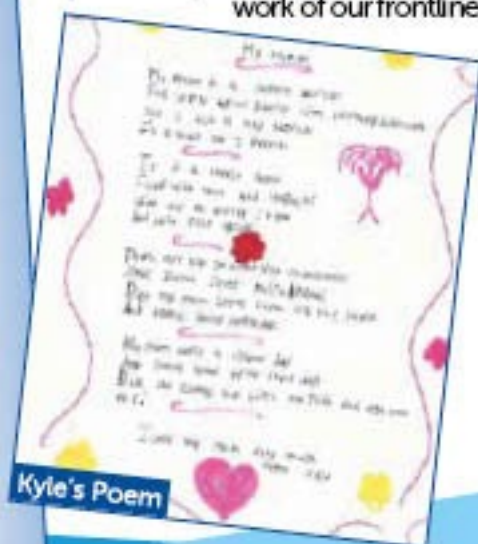
From VE Day celebrations at Walker Road to birthday BBQs at Buer Avenue, biscuit baking at Beecroft, Easter weekend at Eros and garden parties at Mottram – our services have done it all!

We have had some positive fundraising initiatives this year. Jean, a resident we support at Rowanside, raised £250 for Macmillan with her socially distanced coffee morning.

Christmas Jumper Day at St George's house raised £40 for **Save the Children UK** and **Michelle Stokes**, our Compliance and Regulation manager, did the virtual **London Marathon** - raising £250 for **Muscular Dystrophy UK**. Well done to all our fundraisers!

**Kresta's Poem**

In the pandemic  
Things have been tough  
People are scared  
And had enough  
It's a global thing  
Happening all over the world  
It affects everybody  
Boy or girl  
The shops were shut  
The hospitals flowing  
You have to wear a mask  
Everywhere you're going  
People you love are far  
Can't even have a hug  
This is a horrible illness  
Such a horrible bug  
Got to stay 2 meters apart  
Missing your family with all your heart  
All over the world  
People are dying  
People wishing  
Children crying  
Things will be better  
Hopefully in time  
Cause this is like a  
Mountain to climb  
When we're on top  
We will find a cure  
And then this illness  
Won't be here no more  
But the people we have lost  
Will be stuck in our brains  
Until the day we meet again



**Kyle's Poem**

## OUR NORTH CHAMPIONS

The North region were incredibly proud to have had, both a Regional Winner and a National Winner in the CareTech Arts and Crafts competition.

Michael Stringer was the Regional Winner from Cwlach Road in Llandudno and Minstead House were the Overall National Winner with their Peacock, a cacophony of colour that represented both beauty and diversity.



**Regional Winner**



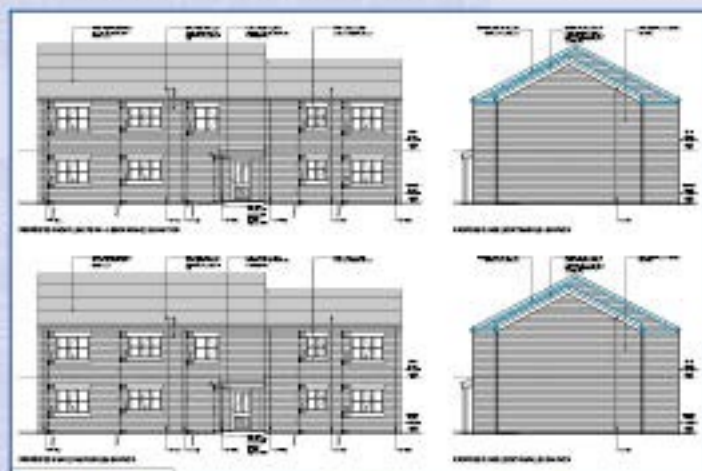
**National Winner**



# A SNEAKY PEEK INTO WHAT'S COMING UP!

2021 is an exciting year for developments in the North.

**Leech Street** in Hyde commissioned by Tameside is a purpose built six apartment service for complex and sensory impaired service users. The build is in progress and we expect completion (subject to Covid) in April.



**Redgate** is an eight apartment pub conversion in Stoke to support individuals with a range of mental health support needs.



## BACK TO THE 80s

Spandau Ballet, Culture Club, Bananarama and vintage Madonna were the music maestros of the day at the Poplars and Cedars 80s themed blast from the past!

The Stoke-on-Trent services got fully into the groove with colourful fancy dress and balloons, banners and props visible throughout the houses. The entertainment saw the staff team paying homage to gameshows such as Play Your Cards Right (nothing for a pair in this game!) The festivities carried on into the evening with residents belting out 80s power ballads on the karaoke, and enjoying the taste of nostalgia with the themed food on offer – hedgehog cheese & pineapple sticks!

**Haywood** – A re-development project of 10 apartments in Stoke to support individuals with complex needs.

Both projects will be online by the end of year and we can't wait!



## CARETECH Vs COVID THE FINAL STRAIGHT!

From service users to directors across the North, we have all been receiving the vaccine in our fight against Covid, to ensure our service users, staff and families are safe and we can continue to provide great care.

We hope many more of our staff and service users will take up the vaccine opportunity and therefore - in the inspiring words of **Sir Captain Tom Moore**

*"We can look forward to a better tomorrow."*



Support worker Kirsty Wedgwood said: 'It was a wonderful day! Everyone loved the traditional 80s buffet, especially the sweet cups with all the old favourites like blackjacks and popping candy. We did a pop quiz 'Name that Song' where we played a clip of music and the teams had to guess the singer and song title. Then we had 80s Karaoke and found out that one service user was a big fan of Rick Astley!' Altogether now.....never gonna give you up, never gonna let you down.....





# ADULT SERVICES South & Central

Hello everyone,

Well, what a year. No amount of words can do justice to the extraordinary efforts that frontline staff, managers, Locality Managers, Operations Directors and support staff have gone to in order to do our best to keep as many people as possible safe and healthy during the pandemic.

The letter of appreciation from Ellie's Mum really does articulate the best of what frontline staff have done over the last 12 months in 'perseveringly tirelessly to keep all your residents safe'...just how much effort all the staff have put into keeping normal activities going in spite of having to work under abnormal conditions'.

The stories below capture a snapshot of the normal rhythm of life in our services and across our operations – creating positive outcomes, celebrating notable anniversaries, growing people's confidence in expressing themselves, creativity through art and music and developing new solutions for people.

All of this is what we do, what you do and oh how brilliantly you have managed to maintain this rhythm throughout the most challenging of periods!

Many many thanks!

## GOOD NEWS STORIES

Sean from Palm Care co-writes a song 'Isolation Maybe'

Sean has been part of *The Bemix Group* throughout the Covid pandemic. He has been joining Zoom calls every Tuesday to take part in creating a song called 'Isolation Maybe'. The song sends a powerful message of resilience and hope through difficult times.



It aims to raise awareness of the effect that COVID-19 will have on the mental health and well-being of a group of people who are already particularly susceptible to experiencing mental health problems.

The money raised from song sales will go towards providing ongoing accessible and inclusive mental health support for people with learning difficulties and/or autism. We want more people to hear what we have created - with your support we might even get into the Top 75 chart!

Dear Tracy,

I'm writing to say thank you and to all your staff at 21 Church Lane. You are a truly amazing group of people - you have persevered tirelessly with the plan which you set up, early in the pandemic to keep all your residents safe. And it has worked. I'm sure that 'tirelessly' isn't the right word, in that you must all be very weary by now. But your dedication and determination has worked miracles, and kept the home safe.

Yesterday I received a copy of the photos and descriptions of all the activities at Church Lane, and at Ingleswood for Halloween and Christmas. Evidence of just how much effort all the staff have put into keeping normal activities going in spite of having to work under abnormal conditions.

Please say thank you to everyone, and my very best wishes to you all.

Jane Dunn  
(Ellie's Mum)

The CareTech Foundation was made aware of this video and will now be awarding a community grant to Bemix for just under £2,500 to go towards their Counselling and Wellbeing programme.

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Well Done to Sean for making this happen!

'Isolation Maybe' was released on Friday 7th August 2020 and is available to listen to on Bandcamp, Spotify and to purchase from all usual digital music download stores.



# NEW DEVELOPMENTS

## Radnor House

Radnor House has been de-registered from a residential home in March 2020 to a five bed supported living accommodation which includes three self-contained flats and two bedrooms.

There is a large range of communal areas such as a lounge, kitchen, laundry room, quiet area and garden. These areas enable us to provide support to expand the independent living skills of the individuals we look after including; food preparation, cooking, household tasks and gardening. We also provide the individuals with the opportunity to partake in therapeutic and sensory activities with the service and other sessions which are community based, such as expression through art and music. There are fantastic, fun things to do such as sensory baking, trampolining, sensory woodland walk exploration, swimming pool trips and access to CareTech's local Education Centre.

We currently have four individuals living at Radnor House who have benefitted from enhanced independence of individualised person centred support. This includes preparing their own individual meal plans, cooking meals, shopping for themselves and support hours being delivered on a one-to-one basis.



## Harriet House

Harriet House is a supported living service that has 10 individualized, one bedroom flats situated in a quite rural area. Harrietsham is well placed with access to two large towns, Ashford and Maidstone. Residents at Harriet House enjoy the accessibility of the location by bus, car, and train routes.

Each flat has its own kitchen/dining room, bedroom and en-suite bathroom with a warm, modern feel to it. Harriet's grounds are large and spacious containing a separate building for the residents to meet communally.

We support adults over the age of 18 who need support with various conditions including: learning disabilities, ASD, mental health, epilepsy, and physical disabilities. We specialise in challenging behaviour and supporting people to understand their emotions. Our goal is to empower the residents to take control of their lives and make good, informed decisions by teaching them coping skills, overcoming strategies and expressing their feelings in safer ways.



# EXPRESSING YOURSELF THROUGH ART

**Scott Beecroft** is one of our Supported Living residents at Essex Road and uses his Art as a form of therapy and as a way of interpreting current events.

**Scott** had his artwork showcased by **Amanartis**, which provides a co-working base in Watford for creatives to showcase their art and discuss ideas.

He explained:

'I was really nervous coming in to show them my work. I wanted to show how anyone can create art. I want to inspire people, to show that anyone can do this. I love it. I also write poetry as a form of expression.'



**Amma Gyan**, the founder of **Amanartis**, was very impressed by his enthusiasm.

'Arriving with a folder full of work, I was immediately struck by how passionate Scott was about encouraging others to be creative and the sense of purpose he got from creating his collages.

Whenever we present something of importance to us to the world, we take a very brave step by making ourselves vulnerable. Our feelings, expectations and fears are laid bare, so when Scott visited me at the studio after a brief phone conversation I was reminded what it takes to share your work.

Scott is a very inspiring man- his expressive art is so important. More people should try and express their feelings through art, dance and poetry.'





**Helen Stokes**  
Managing Director  
Specialist Health Services

# Specialist Services

As with all healthcare providers it has been an exceptionally busy and challenging time, however I have seen the greatest compassion, dedication and teamwork from those working within the Specialist Services division. A global pandemic has seen us work in very different ways through these difficult times, but the way our nurses, support workers, therapists, doctors and support services have found innovative ways to motivate and encourage each other to ensure those we support received the best care has been inspiring.

**During the midst of COVID-19 the Specialist Services Division opened an additional 55 beds in three different locations.** This was no mean feat but each service was registered with the Care Quality Commission and has gone from strength to strength which makes me immensely proud.

In addition, **during the latter part of 2020 we acquired a further seven sites, totalling 145 beds.** These services predominantly comprise of hospitals, including a low secure provision, as well as specialist nursing services and bespoke supported living for those with a learning disability and Autistic Spectrum Disorder.

Whilst 2020 wasn't at all what we planned we have achieved a great deal. Looking forward to 2021 with the rollout of the vaccination programme has brought us hope and the Specialist Services division has further exciting plans to expand.

**We do however have a few campaigns to focus on in the immediacy, including the "Kick the COVID Kilos!" so look out for those!**



## COVEBERRY

**Specialist Adult Learning Disabilities and Mental Health Services become part of the CareTech family**

We are delighted that in November 2020, seven services providing specialist LD, Autism and Mental Health services were acquired from The Huntercombe Group, which is now known as Coveberry. These include specialist low secure services in Kent, LD and Autism hospitals in the Midlands, and specialist step down support and social care in Nottingham, the Midlands, Kent and Lincolnshire.

Coveberry is part of the broader Specialist Services Directorate. This preserves the specialist and nationally important nature of these services. The leadership, management and clinical teams within these services remain unchanged. **Helen Stokes** said, "I am delighted to welcome Coveberry and we will look to further develop what we offer for people with such complex needs".

**Philip King**, Clinical and Services Director for Coveberry said: "We are all very excited about the opportunities that will be provided for our staff and the people they look after, by becoming part of CareTech."



## Chelsea's Angels

The Oakleaf Group in Hartwell held an Easter raffle, for the local charity **Chelsea's Angels**. The Angels support children who are fighting cancer, and their siblings. They generously provide care packages when the child is in hospital, and give Christmas gifts not only to them, but to their brothers and sisters too.

The yummy goodies pictured were raffled off and a total of **£190** was raised, which is being match funded by the **CareTech Foundation**, bringing the overall total to **£380**. A brilliant effort, congrats to Clare Bentley, Nurse Manager, and her team on fundraising for such a wonderful cause!







## CASE STUDY – Lawrence Epton

Lawrence is a 50-year-old man with history of drug misuse, epilepsy, oesophagitis, anaemia, schizophrenia and long term cognitive problems. He was admitted to Boston A & E in December 2019 with progressive weakness in all limbs. A CT scan confirmed generalised atrophy and he was admitted to intensive care for intubation and ventilation. In February 2020, Lawrence had neurological rehabilitation.

Lawrence was admitted to Oakleaf, Cunningham House Unit in July 2020 with the following issues:

### A cuffed Tracheostomy

In September, a gradual programme of cuff deflation was implemented with the aim of deflation over a continuous period between 7 to 12 hours. With the amazing persistence and intervention of the whole team daily, Lawrence progressed from 34 minutes deflation to ongoing deflation from early October. Ten days later, Lawrence was decannulated and spent an overnight stay at NGH to be closely monitored. Lawrence returned to Oakleaf the next day after maintaining his oxygen saturation levels successfully following the tracheostomy removal.

### Reduced shoulder movement; limited wheelchair tolerance of less than two hours

During his hospital admission, he was bed bathed daily. With daily intervention by Sophy Humphries, OT, and the team, Lawrence can now shower daily and is able to independently complete 21 steps of his morning hygiene programme.

**Lawrence's daily wheelchair tolerance is now more than 4 hours and he actively participates in communal sessions such as bingo, dominoes and chair aerobics.**

### Unable to verbally communicate

Lawrence was supplied with a Grid Pad, a dedicated communication aid. With SLT intervention, he improved his visual scanning abilities and switch control timing. This enabled him to communicate his needs more effectively. Lawrence prefers using an ABC chart and responds well to written sentences. With daily intervention, Lawrence has achieved phonation and attempted to say some words e.g. hello and thank you. Lawrence's spelling has also improved and is now 90% accurate. **Since his tracheostomy removal, Lawrence is utilising his vocal cords and is now able to project single words.**

### A RIG tube in place with a supplemental feed regime and Nil by Mouth

Following successful cuff deflation, Speech and Language therapist Kerry Dunkley started Lawrence on water trials of 15mls – 20mls twice a day. On 20th November, due to his significant improvements, he was able to trial Level 2 fluids and a puree diet. With daily intervention, he has now moved from small spoonfuls of food to three full meals a day. He began a successful trial of Level 5 moist food in early December, which was another amazing achievement.



## CASE STUDY – Charlie Keane

Charlie Keane took a position at Oakleaf 18 months ago and has been an indispensable part of the team ever since. He tells us about his journey from injured to inspiring...



'I joined the Prince's Trust 12 week personal development programme called 'Get Into' after suffering a traumatic brain injury at the age of 18. I fell off a roof – very clever I know! – ended up in a medically induced coma for six days and suffered a brain injury called a diffused axonal injury.

I was an outpatient at Eisbrook Hospital for six months and heard about the Princes Trust scheme from a friend. I went along for the first week, loved it and thought 'Ok I'm going to stick this out and give it a go.' I loved every minute of it – I did every activity from abseiling to being a team leader on a community project.

While on the course we spent a week at Revitalise in Essex, which is a holiday centre for adults with disabilities. That is where I first thought: 'Ok this is what I want to do with my life....I want to get

into care.' I completed the course and found out about Oakleaf, applied for a job as a CSW and got the role.

**'My role at Oakleaf is as a rehab support worker on an all-male unit where we carry out day-to-day care: feeding, showering, socialising. We wake the guys up and have breakfast, do sessions together and all the little things to help maintain a good quality of life.'**

The progress of one special patient stands out to the young carer: A man came to us in March 2020 and he had a craniotomy which means a part of his skull was taken out, resulting in a lot of pressure on his brain. When I first met him, he was a shell of himself.

A few weeks ago, I was in the lounge and he just lobbed the ball at me – I was a bit shocked because I'd never seen him

do it before! That's the greatest thing about my job, you can be having the worst day possible and something will happen that will make your day brilliant.

'I think I have developed all of the CareTech values while working here. You have to be friendly and say hello, be polite and well-presented around the families of our clients, this is really important.

His favourite part of his role? **It's the little things; hearing someone talk or walk for the first time since their injury, honestly it's unbelievable. It's definitely one of the best feelings you can get.'**

I've enjoyed my job since being there and I see myself there for a long time, I wouldn't change it. I can't complain really!





**Lee Jones**

Managing Director,  
Children and Young People

# Children and Young People



## LACEBY HOUSE

Young Person Aidan has lived at Laceby House for over two and a half years. This month Aidan has successfully transitioned back home to his Mum's home, what an amazing outcome! The home gave Aidan a scrap book of all his memories at Laceby House and a chocolate hamper. This story reminds us of why we do the work we do, what a brilliant outcome. Congratulations Aidan, everyone at ROC Northwest wishes you the best of luck in your new adventure!



## NANNY BROOK

Our two boys at Nanny Brook, Cody and Theo, have completed the Stuart Maddox Mentorship programme! Stuart grew up in care and now owns his own gym and provides, boxing, coaching and mentorships to young people, specializing in helping young people in care.

Stuart was very impressed with the boys' behaviour and how much they grew throughout the programme. Cody has even gained a job as a result! Staff at Nanny Brook have seen a huge improvement in behaviour from both boys. Amazing work from you both, keep it up!



Whilst it is true that the Covid 19 Pandemic has presented the most significant collective challenge our sector has ever faced, I have been both amazed and awed by the response of our staff, our foster carers and the Young People we support.

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a year under siege from this virus not once have we let our young people down, despite the adversity we have faced both at work and at home.

Our staff have been resilient, creative, strong and considerate to those they care for and for those with

whom they work. I cannot thank them enough for the sacrifices they have made to ensure our young people are safe and the services they work at continue to thrive.

To the staff of the businesses that make up the CareTech Children's Division - Spark of Genius, Inspire, Branas Isaf, A.C.A.D, Greenfields, Linx 16+, ROC Northwest, the staff and foster carers at TLC, FSG & Park Fostering Agencies and to all of our colleagues in our support services - I salute you and thank you all.



Though the year was tough for Spark of Genius' homes and schools, it also offered some real highlights and provided opportunities for growth and the building of lasting relationships. These relationships were key to reducing anxieties, and ensuring that young people feel loved and supported through a time of great uncertainty.

## WEST COTTAGE

West Cottage made the most of their extensive gardens by installing a swimming pool, swings and even adopting chickens and ducks! On a more serious note, the young people of West also supported their elderly neighbours during a particularly difficult time for them, routinely checking in and offering to run any errands required. This showed great maturity and demonstrated not only the mutual support within the houses, but the wider community spirit.





## BRANDYBURN

Brandyburn were also very busy improving their outdoor spaces by painting their fence and growing their own fruit and vegetables which they then used for some traditional home cooking.



## Green fields

Pathway to a brighter future

### Keeping Learning Going

At Greenfields School we have been thinking out of the box about we can keep learning going during the pandemic.

Training for teachers on Google Classroom from Aspire2B, subscriptions for Literacy Planet, SumDog and Seesaw have brought us to a new realm of teaching and learning. We have, and will continue, to advance learning in Greenfields. Deliveries of Art and Craft boxes and gardening packs took place, and we launched bake off challenges and tasked young people to design items remotely via TinkerCAD to be printed on our 3D printer.



Our teachers have responded with an incredible amount of flexibility, determination and drive to keep supporting our learners. THANK YOU to all of you! A huge well done to our young people, the learners at the centre of all that we are trying to do. They are beginning to realise that the only thing that is constant at the moment for them is change. What resilience and dedication to education they have!

Follow us on Twitter @Greenfieldssch3 to keep updated with all the amazing things going on.

Not forgetting the professional DJs, DJ KH & JD spinning some decks in the dance tent. Of course it wouldn't be a festival without the wonderful British weather making it wet, cold and muddy! This only added to the whole experience and all young people were absolutely filthy from stamping and dancing through the mud.

## Branas isaf

### ASHFIELD

2020 was a strange year for everyone, but we made the best of it at Ashfield House.

To alleviate some of the boredom, between Joe Wickes PE lessons and home schooling, the boys decided that a robot on the driveway could fend off any germs, so they built one as a project, from design to finished product. They called him Colin and what a handsome robot he is! (Plus we didn't get any germs!)



Four young people managed to successfully move on to pastures new, they worked on their IIPs and therapy work with real effort and we were so pleased they were able to move on so positively. We welcomed new additions through the doors too, who've definitely added to our Ashfield Family!



We've also managed to achieve GCSE's and successful College placements as well as entering the final year of school. Some former residents achieved College Levels 1 and 2 in courses such as Mechanics, Catering and Building Trades, as well as travel and tourism. The students received excellent grades and feedback, despite much of their learning being remote for some time.

### HIDELOW

So what did Hidelow have at the festival? The real question is what didn't we have at the festival?! The young people created a great experience, painting their faces with glitter and gems, wearing their rain macs, modelling their festival tops, taking selfies with the props and enjoying a barbeque.

The young people had a rodeo bull, a human bungee and an obstacle course. It was a crazy fun-packed day and it got competitive, as staff began challenging our young people to races on the obstacle course and who could hold on longest on the rodeo bull. It was clear the staff were going to lose as the young people at Hidelow are amazing at everything! The champions of the challenges were SC, who managed to 'tame the bull' and RM who was determined to sprint the furthest on the human bungee.









# CAMBIAN LUFTON COLLEGE

## CASE STUDY



\* Photo for illustrative purpose only. Individuals names have been changed to protect their identity.

Harvey is a young man with selective mutism as well as a severe learning disability, global developmental delay and sensory processing disorder.

This means that he chooses not to speak and does not talk to those around him unless he wants to. Harvey came to us in May 2019 and

it was the first time he had been in residential care. This was a very uncertain time for him and he struggled with the transition into a 52 week residential care setting.

Harvey had a diverse multi-disciplinary team that worked closely with him in order to meet his needs. Our on-site Occupational Therapist and Speech & Language Therapist have maintained meaningful working relations with his team from his home county. Harvey did have a challenging few months, which appeared to stem from confusion and a lack of understanding... however with the commitment of his family and staff things soon improved.

### Education

When Harvey first started his education at the College's **Manor Farm** site, it was clear to see he was more able than many of the other students. Harvey slowly transitioned into Lufton Manor sessions and staff could see that he had a real enjoyment for learning. Transitions are always a difficult time for Harvey and the fact he was in a new and unfamiliar environment made things all the more confusing for him.

Care staff supported Harvey to attend sessions and his tutors worked with him to use breaks as a redirection technique. Harvey has recently been working towards leaving his 1:1 care staff and at 08:30am he meets his allocated Teaching Assistant who provides ongoing support to complete his educational day.

### Care

Care staff learned how best to support worked together to find the best ways to promote his independence. They worked with him to create boundaries as well as consulting with Harvey with regards to any changes. Harvey now carries out his own personal care and couldn't wait to show his mum and dad his new skills and improved independence.

### Progress

Harvey was very unsure of having different students living with him within the home and was initially struggling with this.

However, Harvey took on this new challenge and... **during Spring 2020 Harvey began speaking at College!** He will now say what he likes or doesn't like to do. He lives with another student who is here for 38 weeks a year. Harvey clearly enjoys having them around and they have fun together playing pranks on staff... as well as having down time relaxing, watching movies and eating popcorn.

Harvey continues to have support from the Speech & Language team to support and encourage him to speak whilst at college, as well as continuing with his weekly occupational therapy tasks.

Harvey enjoys participating in the College activities and loves to take part in sports such as archery and rugby. This is truly incredible considering this is a social team game and he now participates with limited support from staff.

*"We are so proud of Harvey!"*

## CAMBIAN TYLDESLEY SCHOOL

**Headteacher Gemma Westby told us:**

Tattiama started at Tydesley on 25th February 2019, having had a history of disengagement from education. She then left us in July 2020, after achieving the qualifications needed to access mainstream education.

She came back to see us and explained how well she is doing studying Health and Social Care at The Manchester College. During her visit, Tattiama spoke about how much the school had helped her prepare for college and understand the importance of education.

*We couldn't be prouder of Tattiama and how far she has come!*



Tattiarna with staff who supported her on her educational journey



The Foundation uses a range of grant funds to deliver its objectives, from its large Partnership Grant Fund through to a range of smaller grants that the staff of CareTech plc can make applications and nominations.

## PARTNERSHIP UPDATES

The Foundation has entered into four new exciting partnerships:

- **Open University**

The Foundation has partnered with the Open University on their **Carers Scholarships Fund** to fund the bursaries of 12 young carer students. Each scholarship will cover the costs of 60 credits of undergraduate study and help with other expenses, such as laptops, wi-fi, and travel.

- **Autistica**

Our partnership with Autistica, with the support of the National Institute of Health Research, will establish the first ever **Social Care Action Fund** to fund practical, high-quality and impactful social care research studies focused on the wellbeing and quality of life of autistic people with a learning disability.

- **The Prince's Trust**

Our partnership seeks to secure careers for 10,000 young people in the health and social care sector, with 320 young people benefitting directly from the Foundation's support. The Prince's Trust will work alongside the Foundation and the new CareTech CTAL subsidiary to achieve their targets through a variety of workshops, mentoring opportunities and cross-sector partnerships.

- **EY Foundation – Beyond Your Limits**

Co-designed with professionals in the care sector, national employers and 80 care-experienced young people across England, this ground-breaking new programme will support 16-17 year olds in care to secure their long-term employment prospects. The programme will deliver paid work experience and employability training amounting to 21 days of paid support and training. Each participant will be linked with a business mentor and a 'progression coach' from EY Foundation.

There are lots of ways for CareTech staff members to get involved in all of the above initiatives and make a real difference. So please get in touch if you'd like to be a part of something great!

## COMMUNITY GRANTS

Community Grants support the communities, families and friends of CareTech staff facing significant financial hardship. These funds also go towards helping issues affecting local communities in which CareTech operates.

**45%**  
increase in  
the value of  
community  
Grants  
awarded in  
the past year  
in support  
of 33  
applications.

Jacqueline Lansbury,  
PA to South and  
Central MD Julian  
Spurling, nominated

Bemix under the Community Grant to support their work during a difficult period. The Kent based social enterprise, supports people with learning difficulties and/or autism to speak up, make choices and become powerful and influential. A grant of £2,466.45 went towards their Counselling and Wellbeing provision that connects these individuals with counsellors.



Jamie Beach



## MATCH FUNDING

The Foundation provides match funding to CareTech PLC staff and service users' individual fundraising efforts for charitable causes up to £250 per year.

**The Foundation awarded 28 grants, totalling over £7,300, to support charities across the country last year.**

**Jamie Beach**, a training coordinator, and **Gary Williams** both fundraised for Prostate Cancer UK, completing 'Run the Month' in January 2021. They surpassed the 26.6-mile running challenge and raised £380 and £611, respectively. With £250 in match funding donated for each applicant by the Foundation; just under £1,500 was raised for the charity.

## STAFF HARDSHIP GRANTS

The Foundation receives a restricted donation from CareTech Holdings PLC to provide small grants to staff who find themselves in significant financial hardship. Feedback received from beneficiaries of the Fund reveal the impact this Grant makes, *"The impact your gift to her has had on her colleagues [...] has proved invaluable. The staff team, in knowing that support has been given to their colleague has made them, as a team, feel valued and supported by the organisation"*.

In the last year, the Foundation awarded just under £100,000 to support 134 CareTech PLC staff members.

## FUNDRAISING

From the CareTech PLC team that completed the **Yorkshire Three Peaks** challenge, to our CEO who took on the 2.6 challenge, to those completing one of our fundraising challenges, the Foundation has been grateful for all these individuals who have come together to raise over £5,000 in support of the work carried out by the Foundation.

We have places available in an exciting range of high-profile challenges for CareTech staff. Let us know if you want to run, swim or cycle to raise funds for the Foundation! Check out our website at [www.caretechfoundation.org.uk/fundraising-challenges-2](http://www.caretechfoundation.org.uk/fundraising-challenges-2).

The Foundation was incredibly thankful for the generous donation made by the family of a former service user at Kingston House. The donation of almost £5,000 to the Foundation was made as a Thank You for the love and care the team, under former Foundation Trustee Jon Plummer, showed the service user.



**Jonathan Freeman MBE FRSA**  
Chief Executive Officer







**Jeremy Wiles**

Cambian Group  
Business Dev Director

# Children's SERVICES

It's a very exciting time for me to be leading our CareTech Children's Services Business Development Team. My team and I work closely with our six Children's Services MDs and their teams. In recent months we have aligned our Business Development Team to support our 13 individual Children's Services Brands. As you will know, we have four fostering teams, and eight education residential teams; across these teams our amazing colleagues support over 2,000 young people with complex needs.

We are still working to fully embed our support, however from referral generation to successfully making placements (supported by the correct contract) we are working as a joined up team. All the education and residential referrals are triaged and managed by a single team in Manchester, while customer relationships and referral conversion are supported by our commissioning manager teams who are spread across the UK. Our Children's Marketing Team are developing the collateral as well as individual websites to support and promote the great work of each of our Children's services.

Finally, with an eye on the future I am pleased that under the leadership of Mark Bond, Director of New Service Developments, we now have a co-ordinated growth programme across Children's Services.

Working across many of our internal teams, within this current budget year alone we have over 50 development projects that will deliver in excess of 120 additional beds across our services.

Our ability to demonstrate the outcomes that we are able to achieve across our Children's Services has been greatly enhanced through the recent implementation of **Mind of My Own** and **CANS**. **Mind of My Own** allows us to capture the voice of a young person so we can better support them and meet their needs, while **CANS** (Child and Adolescence Needs and Strengths) is a rating scale that captures the progress of a child. Alongside this, Children's Services are fully engaged with **Smartbox** as part of the **100 Voices** project. We have deployed 50 Smartbox solutions across our Children's Services, to a range of young people where this assistive technology should greatly improve their communication. Our intention is to make Smartbox, where appropriate, a part of our core offering.



As you can see these are

exciting times with more to come and

I am grateful for the Business Development Team's

efforts and the part that they all play in our success.



# We are by the bridge with Cambian



**Lynn Webb**  
Managing Director,  
By the Bridge with Cambian

At **By the Bridge**, we're known for our dedication and commitment to our foster families. Our children and young people are at the heart of everything we do, which is why, over the past 12 months, we've gone above and beyond to overcome the challenges of 2020 so we can continue to shape young lives.

We are pleased to say that during 2020 we approved 80 new fostering families who supported 311 children and young people placed through the agency by 77 local authorities across England. We also welcomed 50 new members of staff, each taking on a vital role at By the Bridge.

In January 2020, we launched our **Service Improvement and Development (SID)** Roadshows. The SID Team exists to support everyone at By the Bridge, so that we can have a positive impact and improve outcomes for children while offering a high-quality service. Roadshows were held across our branches to introduce the Senior Leadership Team and the service improvement plans, including the **Quality Improvement Plan** and the launch of the **Safeguarding Board**.

Perhaps one of our greatest achievements over the last year is the way we've managed to keep our children and young people supported and entertained. From Spring onwards our Education Team (known as Eagals) worked tirelessly to organise and run the programme of **Eagal Challenges** over a period of 10 weeks.

Activities ranged from Bake Off competitions and the **'Big Night In'** among fostering households; culminating with our incredibly successful **'Big Summer of Fun'**, where our Eagals

organised three virtual activities per day for all of our young people.

By the Bridge is lucky to care for such a talented group of children and young people. In 2020, they helped us to produce our new **Children's Guides** and **MyZone** website; recruit a new Eagal; and launch our **Shadow Panel** in the North West branch. That's not all! In July, two of our young people were runners-up in the **Coram Voices** short story competition. In August, three young people accepted places at university, and in November, one of our young people ran 125 miles raising £700 for charity.



The switch to remote working did not slow us down, in fact it only pushed us to work harder. In that time we've successfully launched our virtual panels; held virtual wellbeing activities for all staff; and even hosted our first-ever virtual Christmas party for children and young people!

To know that our foster parents, children and young people feel happy and supported is the perfect reward for our efforts, however in November we were overjoyed to be nominated for five **CareTech Care Awards**. We were delighted to walk away with the **Manager of the Year** Award for our Health and Safety Manager, Lee Brown, and the **Team of the Year** Award for our Service Improvement and Development Team.



We also have an incredible team of staff that work tirelessly to provide unwavering levels of commitment to all of our foster families. In the last 12 months we've won a national **Mind of My Own** award, had one of our North West Team become an Ofsted Registered Manager and launched a web accessibility tool on our website. Additionally, we rolled out a new record management system, **CHARMS**, across the company which provides us with a safe, secure and accessible way of handling our data.

Looking ahead to 2021 we're excited to make great strides in our Quality Improvement Plan, and to extend the rollout of our **CHARMS** management system to our foster families. More importantly, we can't wait to be able to see our amazing team of staff, foster parents, and children and young people so that we can celebrate all of our achievements together!







**Amanda Sherlock**

Group Executive Director  
Compliance & Regulation

# COMPLIANCE & REGULATION

The last 12 months has highlighted the importance of the CareTech family working together, supporting each other and responding magnificently to a whole range of challenges presented by the pandemic.

For the compliance team it has meant trying to keep up to speed with a whole new set of regulations, requirements and guidelines to keep our staff, services and most importantly the children, young people and adults who receive our services, safe and well. It has been a time of learning and adapting for all of us... I certainly know more about face masks than I ever thought I would need to know! It's been great to welcome new colleagues into CareTech. The exciting digital agenda is also offering lots of opportunity to explore better ways to work and empower people.

For me, the thing I have missed most in the last year and have as my **Number One** priority is to get back to visiting services. It's always uplifting to hear people's stories and understand what matters each day, every day for staff and those we care for within our services. Great ideas and initiatives often start with an unexpected conversation.

There are a large (and growing) number of 'must dos' that we have to be aware of; from health and safety requirements through to information governance. I'm sure that we all grumble about some of the things we are asked to do and once we are through the challenges of Covid 19, I will be looking to the team to have our own red tape challenge to question and streamline

what the compliance team ask of operational colleagues.

2021 will see CareTech continue to strengthen and adapt our compliance and assurance processes and support all of our operational

teams to be ready for the full resumption of external regulators scrutiny. For our adult services in England we will need to strengthen how we engage with and fully involve individuals in our services in the planning, running and development of our care. The CQC will be implementing their new three year strategy and our team will work alongside operational colleagues to

ensure we continue our journey to **OUTSTANDING** for all services.

In our Children's Services we have also had to adapt our internal compliance approach in a way that maintains the confidence of Ofsted and other regulators at a time when they are not routinely visiting services.

I am pleased to say we have had really positive feedback from regulators about the way in which we have maintained our commitment to excellent quality in all of our activities.

Remote working has highlighted the need for us to better use technology and use less paper. One part of this is to review our ways of working and make better use of technology in a **'Think Before you Print'** initiative. This project will transform our ways of working, streamline our record keeping and automate processes when it is sensible to do so. A big bonus will be quicker and easier access to records and

documents when we require it. We are looking to pilot initiatives such as EMAR for medicines management and also to have a streamlined and consistent approach to electronic file management.



Finally, as a team at CareTech we are committed to a comprehensive well-being agenda. Many of us will have faced challenges in our work and personal life over the last 12 months that may have changed our priorities and perspectives.

**Strong values underpin the way we all work at CareTech; holding true to those values and appreciating others' hopes, fears, challenges and opportunities will maintain and sustain the organization of which we are proud.**





# LEARNING & DEVELOPMENT



**Nigel Taylor**  
Group Learning and Development Manager

In 2021, we will see many developments around our **Learning and Development** offer, the first step being one integrated system and support division.

This will comprise of centralised admin and training coordinators under the CareTech NCLD Academy team and this team will manage the L&D needs in support of operations. The following elements: ASC, Specialist Services, Children and Young People, Education and Foster Care, will have their own dashboards, whilst the CareTech NCLD academy team will have a group view on compliance, finance & costs, occupancy eLearning completions, job chats and supervisions.

There will be one **CareTech NCLD Academy team** to support the group with the merging of Cambian Children's Services and Education with the rest of CareTech.

Launching this year will be the first cohort on the **CareTech Management Development Programme**. This offering is about giving all managers a platform in which they can build their knowledge and skills to lead their teams.

This will start the learning journey for our managers and will form the foundation of their development pathways for the future

## Princes Trust NATIONAL PARTNERSHIP

CareTech have been partnering with the Prince's Trust across one of their key delivery programmes – **Get Started**. This is a three day programme where the Trust works with Young People who are interested in working in the health and social care sector.

Over two days the Trust discusses the different career pathways available within social care and works to challenge any misconceptions about the industry. They also hold mock interview practice in readiness for the 'speed' interviews that take place the next day. On Day Three of the programme we invite employers to interview young people who are interested in the role for 15 minutes with the view of taking them through to the next stage if successful.

CareTech have taken part in a number of these programmes over the last year and placed Calvin, a night support worker, and Fiona, a day support worker within Cambian Education.

**Marie Stewart,**  
RBP for Education said:

*'Fiona is an aspiring nurse we recruited to Cambian Southlands School, and will start her nursing degree later this year. The Princes Trust set up a speed interview so I could find out what she was looking for alongside giving her a detailed idea of what life is like at Southlands School.'*

*'She already holds a Level 3 qualification and is hungry to further her career. Southlands is a great place for her to gain valuable experience alongside completing her studies, with the possibility of progressing within Cambian into a nursing role in the future.'*

*'It's a real privilege to be able to provide vital experience and support for someone right at the beginning of their career, alongside being able to offer job prospects further down the line.'*



**Val Cooper**  
Head of Resourcing

Building on this success, The Prince's Trust ran a dedicated **CareTech National 'Get Started'** in April 2021. CareTech had the opportunity to talk about the mission, values and culture of both CareTech and Cambian as well as run Q&A sessions on the different roles the Young People will be interviewing for. All the roles offered were across both organisations and we offered a range of clinical and non-clinical roles, corresponding to our live vacancies at the time.

Once the Prince's Trust has selected the candidates who join the programme, we have found the young people who take part are engaged and enthusiastic about a career in social care and want to make a difference.



# Blooming Marvellous

'Grow Your Own Sunflower'  
see Ts & Cs for details'

The winning home, service or school will receive a **£1000** prize. Don't forget to include your Before and After photos.  
**Closing Date 1st September.**



CareTech  
[www.caretech-uk.com](http://www.caretech-uk.com)

## unity & community

### our 7<sup>th</sup> arts & craft competition 2021

*All entries to be received by*  
**Monday June 7th 2021**

All Arts & Craft entries to be sent to:  
CareTech Events Team, Metropolitan House,  
3 Darkes Lane, Potters Bar, Herts EN6 1AG



CareTech

[www.caretech-uk.com](http://www.caretech-uk.com)