



# NEWS

specialist care and rehabilitation

including:



## Spotlight



This month's Newstracs takes a look at Glanmore in Wellington, Shropshire  
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## tracscare Orchard View Client Achieves NVQ

Des Breadon of Orchard View qualifies in NVQ Level 2 in Support Skills.

Completed in just 1 year, Des has proved that through perseverance and hard work, you can accomplish your goals. Des wanted to achieve the qualification to become more skilled in Health and Safety, Cleanliness and Interpersonal Skills. He now uses these skills in the local church café where he works, and all the customers give positive feedback.

Home Manager Mel Lennon had this to say about Des

***'We are all very proud of Des. We know these qualifications take a great deal of effort and time, but with his determination he has finished what he set out to do. Well done Des!'***



This is Des Breadon receiving his NVQII in support skills

## Welcome

A Message from Eric Millard



Welcome to the Summer Edition of Newstracs.

I am instructed by the editing team to make this a short message as this edition is packed with news and they are struggling for space. It has not been the warmest summer on

record this year, but it's certainly been an active one for both clients and staff with client holidays, parties, the very successful 'Highland Fling' and new homes opening. It has been a particularly busy summer for Oakhill client and new Newstracs journalist, Kevin Noel, who makes his first report on a sponsored walk he organised for brain injury charity Headway. Kevin has also organised raffles and a karaoke night to keep clients and staff entertained, more on these inside.

Glanmore, our home in Shropshire, is this month's 'Spotlight' feature and Febin Akshaya, the Registered Manager of Princes Court opens up about his career in care, in our 'on balance' section.

I hope you enjoy reading our newsletter, and if you want to give us any feedback please don't hesitate to contact us.

Enjoy the rest of your summer.

*Eric*



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## 2009 SHOWS CLIENTS HAVE GOT TALENT!

**tracscare** homes gather to show off their musical flair in a talent competition organised by Oakhill client Kevin Noel.

Cwm Gors Rugby Club in the Welsh Valleys was the arena for this years Tracsfactor talent competition. State of the art equipment supplied by Kev and Wendy Kent provided each client with the chance to wow the audience with their repertoire, and the clients didn't fail to impress with every rendition.

A meticulously organised evening with over 50 clients and staff attended the event, Tracsfactor gave clients the opportunity to enter the competition and choose any song they wished to sing. Sheila Budge, Nick Rabaiotti, Becci Turner and Rosa Humphries acted as a panel of judges worthy of a place next to Simon Cowell and Louis Walsh.

The event saw more than 20 clients performing hits by artists such as Tiffany, Frank Sinatra and Faith Hill. But the talent didn't just stop at singing; the audience were treated to some fine Keyboard Playing and Vocals from Sandra Sprague and Veronica Phillpot who passed 6 grades of the Piano by the age of 17 setting a standard of acts very hard to follow. Maurice McGrath followed soon after with his talent for strings highlighted on his Banjo.



At the end of the contest there had to be one winner, and the title of Tracsfactor Winner 2009 went to Shane Bakewell of Mond Court for his superb cover of Green Day involving both vocals and guitar. Shane was duly presented with a Tracsfactor trophy and the title of 'Tracsfactor winner 2009' by Operations Director Sue Hullin.

Kevin Noel who organised the event handed out the runner up awards and commented:

***'Tracsfactor has been a real success this year, and we hope to do the same again next year. I would like to thank everyone for singing, judging and supporting our acts.'***





## trascare nominated for National Award Ceremony

Tension mounts as Simon Trehearne-Teague prepares for the final of the Laing and Buisson National Healthcare Awards.

On 22nd September, Simon, clinical nurse manager, will be attending the award ceremony at the prestigious Hilton Hotel, Park Lane, London, supported by members of the **trascare** clinical team and directors.

The clinical team led by Simon in Wales and Adam Vincent, clinical support nurse in England sought specialist consultant input to develop clinical assessment tools that would measure outcomes for clients.

The assessments provide an outcome score for each client and provide a summary of needs which is transferred to the care plan for the development of therapeutic or rehabilitative strategies. Reassessment takes place allowing for a comparative score enabling the measurement of progress. The resulting outcome scores showed an improved outcome for 67% of **trascare** clients as measured in the autumn of 2008.

Finalist Simon says, "I linked in with the Autistic Accreditation Service, leading academics, clinicians and psychologists in the fields of acquired brain injury, mental health and challenging needs when preparing these assessments"

Operations Director, Sue Hullin said, "It is important that the clinical team is represented in these awards as they have all been involved in the **trascare** assessment and outcome score process, Simon took a lot of the early work supported by Adam Vincent and more recently Maggie Rose."

## trascare's Apple Award is Planted

**trascare** launches its 'Apple Award' to homes that demonstrate excellence in food provision.



There has been lots of interest in the media about malnutrition and institutionalization with regards to food provision in care homes. As part of **trascare's** project to deinstitutionalize all clients' homes, an action group has been set up to look at this issue and the seeds of the Apple Award were sown.

The clients and staff in the home will be awarded with one slice of the apple in each of six key areas; Staff skills, Food Hygiene, Food Presentation, Menus, Care Planning (food and nutrition) and the Environment. Each home will be audited and a slice of apple will be given for demonstrating excellence in each area. Once the home has achieved excellence in all 6 areas, they will be awarded with a Certificate showing a complete apple.

"As the project gets off the ground" says Janet Gabriel – Registered Manager and original member of the action group, "we will introduce 'apple bites' which will include recipe ideas, nutritional info and press releases etc. We hope to utilize the new intranet service that **trascare** is providing and we look forward to seeing clients and staff getting more involved with the food that is served in their homes."

Above all, the project is fun and everyone can get involved. **trascare** hope that the homes who already demonstrate excellence can support those that are learning – who knows, we may even be able to enlist the help of a TV chef!

## Steven returns to Israel

Steven Baskin from Spinney Hill returns to Israel for the first time since his barmitzvah for a holiday he'll never forget.

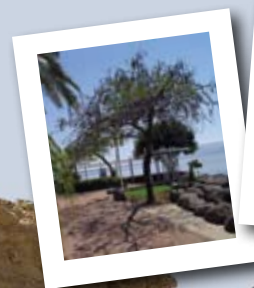
Israel is a place Steven has fond memories of since he was 13 years old and experienced his barmitzvah there. This time though, he decided to go there for a holiday.

Steven went for a 10 day break and visited many places on his holiday including Jaffa, Tel Aviv and Haifa where he stayed in different hotels and on a kibbutz. Steven also spent an interesting day visiting a village for adults with special needs, who make wooden toys.

A fun-filled holiday included seeing the Masada fortress where King Herod had his palace 2009 years ago. Other sites included visiting the Sea of Galilee where he tried sailing, swimming in the Dead Sea, a camel ride in the desert as well as a night in a Bedouin tent. Steven was even brave enough to try abseiling.

His holiday saw many sights and experienced many wonderful days out, and when asked if he would go there again; he replied

**'Israel is a very nice place and I'd like to go there again!'**



## *tracs*care highland fling

The 2009 client summer festival took a tartan tilt with a Highland Games theme.

After the hugely successful client event 'Under a Summer Sky' hosted last year by Honeybrook House in Kidderminster, Kev and Wendy Kent who organised last years fun have convinced the Directors of *tracs*care to run an event again this summer with a Scottish Highland Games theme. All *tracs*care homes were invited to the event on Wednesday June 17th. In reality, the Directors did not need too much persuasion, having participated in the fun with clients last year.

'We challenged all homes within the *tracs*care group to assemble at the grounds of Honeybrook House on June 17th for the first *tracs*care highland games. This year's event was the biggest, wettest and above all most enjoyable day out yet.

Scottish events included haggis bashing, a haggis stomp, tossing the hammer, tossing the tam-hat and home made kilts. Other events included a barbecue, ice cream stand, a coconut shy, tom bola, tin can alley and Kevan's and Wendy's pièce de résistance; a secret water feature to soak anyone brave enough to try it.

This year's event took place in the large grounds of Honeybrook House, Kidderminster on June 17th 2009. Thanks to the cooperation of Home Manager Dave Cookson and the understanding of his staff and clients.



## *tracs*care's Fundraising Marches On!



Oakhill resident Kevin Noel organizes successful sponsored walk across the Mumbles for Brain injury charity Headway.

On Sunday 2nd August, members of the *tracs*care family ventured out on a 2 mile sponsored walk across the Mumbles. Wearing *tracs*care t-shirts and collection buckets in hand approximately 40 staff and clients turned up to show their support. With the success of last years event we were sure the Mumbles was the perfect place to hold such an event, with its beauty and flat path, it was suitable for everyone.

Everyone who participated had a thoroughly good time, enjoying an ice cream at the end and knowing all the proceeds will go to a good cause. Headway is a Brain Injury Charity whose work is second to none. So far, with the efforts of everyone who took part, bought a raffle ticket or put pennies in the collection buckets, we have managed to raise over £800.



A big thank you to all who took part, we couldn't have done it without you, also a big thanks to Becci Turner (home manager Oakhill) for all the help with organising the many fundraising activities we've done.

Hope to see you all next year. Kevin Noel - Oakhill Resident and *tracs*care Journalist



tracscare homes Wings and St Georges embrace the self-sufficiency lifestyle and grow their own vegetables.



# THE GOOD LIFE FOR tracscare



Client Michael Morgan of Wings has always dabbled in growing his own vegetables in the past, but this year he decided to do it with all the proper kit. With the aid of key support worker Roy Williams, the first potato seeds were planted in February then the tomatoes, carrots and aubergines followed after that. Now a crop of vegetables is providing a worthy dinner for everyone at the home. Michael has tasted his success by serving his potatoes in a Sunday lunch which were soon devoured. This success is now feeding his hunger for more vegetables and plans for sweet corn and peppers in next years harvest.

St Georges have pulled together as an entire home to re-shape their garden in order to grow their own vegetables. The first step was to prepare the garden which involved weeding it and tidying it up; hard work in itself before a seed has been sown. But once the garden was clear of weeds and the soil was ready, the staff and clients planted seeds to grow cabbages, carrots, potatoes, onions, tomatoes, peppers, chilli peppers and green beans.

Advice was on hand from clients Keith Tobin, Darryl Russell and Duncan Bosnic who have started Horticultural work experience. This is the first time they were able to lend their new skills to the project. St Georges are now reaping the rewards of all the hard work and looking forward to savouring the delights of their own garden.

*“ Michael has tasted his success by serving his potatoes in a Sunday lunch which were soon devoured.”*



## tracscare Spotlight on Glanmore

Glanmore is an attractive detached house in Wellington, Shropshire close to the historic 'Ironbridge' town of Telford and has been chosen to appear in this month's Newstracs 'spotlight' feature.

At Glanmore, clients are encouraged to maintain links with their friends and family and to make new friends in the local community. Registered Manager Greg Teale said, "Because they go out locally every day, the clients have built up some really good relationships with local business people and in one case the couple from the local computer store regularly pop in for a cup of tea and a chat."

Glanmore benefits from a dedicated and trained staff team with experience in supporting people with learning disabilities, challenging behaviour, personality disorders and mental health. Most of the ten staff have their NVQ qualifications and with four staff on duty every day, the clients are well supported.

Everyone at Glanmore is happy to see old faces and one woman regularly pops back to her old home to see the staff and clients. She moved on from Glanmore to semi-independent living last year and now has her own home in the community and is doing very well. Another client has just moved to the North West of England to be closer to her family, she will be missed by everyone in the home but they're all really pleased for her too.

Glanmore has recently been inspected by the Care Quality Commission and the home received no requirements or recommendations from the inspection.

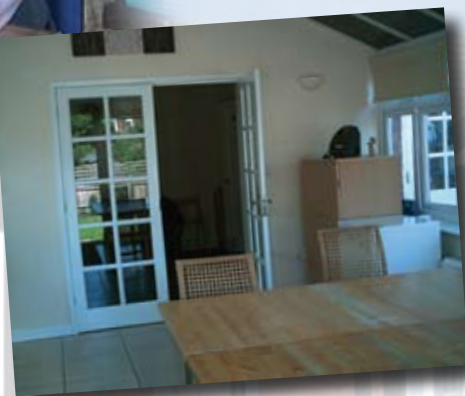


Greg Teale, Registered Manager

Glanmore retains many of its original Victorian features and has 7 bedrooms, all with en-suite facilities. The home is decorated with modern colour schemes which give it a light, airy feel and it has a large conservatory overlooking the substantial back garden and vegetable plot.

Current residents include two men and two women, all enjoying an active life with lots of activities in and out of the house with an emphasis on developing independent living skills. Lisa and Shirley are looking forward to starting a college course in September and Shirley has been working hard at summer school 3 days a week in preparation for this.

The clients are encouraged to choose their own style of décor for their rooms and they all get involved in personalising and looking after their home.



Well done, Greg and the team.



## Sheila and John Celebrate 50 Golden Years of Marriage

tracscare's head office Financial Controller Sheila Budge and her husband John celebrate their Golden Wedding Anniversary in style by going on a Caribbean Cruise.



Sheila was an accounts clerk for the Co-op and John was a steelworker in Briton Ferry when they met through his sister arranging a date between them. The couple got on famously and it all started from there.

Sheila and John were married on Saturday 4th July 1959 at the very beautiful Baglan Church where Sheila worshiped, on what was a very strange day. The weather was horrible first thing in the morning, thunder storms and pouring with rain, but by the afternoon it had turned into a very hot day registering 90°F in the shade. Not a good day to be wearing a long sleeved dress.

Sheila's and John's reception was held in the church hall (no fancy hotel arrangements were available then) and as was custom in those days, they had to change early to catch a train to London for their honeymoon. After departing the whole street set to with a vengeance to celebrate the first child being married and apparently this party went on for a week!!

Sheila had this to say about their 50 years together as man and wife:

*'John always says that the day we got married was the day America gained its independence and the day he lost his. Married life has had its ups and downs but one thing we are both sure of is that we really would do it all again with very few changes along the way. John is my best friend as well as my husband. We are blessed with a wonderful family including 2 sons Kevin and Ian, and our beautiful granddaughter in Charlotte.'*

To celebrate their 50 years together, Sheila and John are going on the holiday of a lifetime with a 3 week cruise around the Caribbean where they will visit Barbados, Antigua, St Lucia, St Kitts, Puerto Rico, St Thomas and the Dominican Republic.

Congratulations Sheila and John, Happy Anniversary from all at tracscare.



## tracscare Expansions of Services Continue

tracscare continue to grow with residential homes Pine Trees and Ty Llewellyn now open.

Pine Trees, a large and comfortable detached home in Northampton is suitable for 6 adults with a dual diagnosis, and offers tailored care packages in an environment designed for progressive rehabilitation and independence. Pine trees offers tailored bedrooms with en-suites to increase privacy, but also has a large communal area to encourage interaction. Pine Trees although in a quiet setting, boasts good transport links with the local shopping centre and Northampton town centre. Nearby are a host of shops, a cinema, swimming pool and a range of restaurants. The famous Northampton Saints rugby ground is less than 5 minutes away.



Ty Llewellyn in Aberdare in South Wales is a Mental Health specific home offering care and support to 6 adults with varied Mental Health needs who may require 24 hour residential care and support. A new home boasting en-suite facilities in every bedroom, a newly fitted kitchen and communal dining and living room.



## On balance

### Febin Akshaya - Registered Manager Princes Court

#### Work

##### What is your job description?

I manage Princes Court, a 5 bedroom home for people with Mental Health issues in the Roath area of Cardiff. The job involves supporting clients in promoting their independence, inclusion, choice and individuality within a safe environment. I am also one of the Positive Behaviour Management Trainers for the company.

##### A brief history of your tracsCare career?

After a short career in Computer Administration, I chose to work for a charity for 7 years, living and sharing a home with 6 People with Learning difficulties. That was my stepping-stone to my career in care. I started to work as Home Manger after being a support worker, Team Leader and Asst Manager for different organisations at different stages in the last 11 years of my career in Care.

##### Average Day at work?

I start work at 8 – 9am, and my first job is to always ensure the clients are well and set for their day. I then go through the plans for the day and make sure that staff in the home are ready to complete their duties and that I'm ready to support them. I am a hands on manager who likes to support clients all day if I can, and before I leave each day I make sure all the clients are happy and that the staff are ready to continue to support them when I have left, which is often not on time.

##### Most memorable work experience?

I have too many to list here, but my 2 most memorable experiences have been firstly taking up the challenge of working with Mental Health after working in Learning Disabilities services for last 9 years and then receiving 'Nil Requirements' in the first year from the CSSIW inspection.

##### What part of your job do you find most enjoyable/rewarding?

I really enjoy spending 1:1 time with clients. That is the time you get most out of them. I do like the work related to managing the home and staff, but seeing smiles on clients faces and seeing them progress is very rewarding and proud.

##### What is your favourite part of the day?

I like the middle part of the day when I get to drink a glass of water and usually I get time to have some friendly chat with the clients.

##### Do you have any plans for the future?

So far I have enjoyed working in care. It was my passion rather than a career. I do care about the people I work for and I work with. But the last 10 years have made me a better person and more professional. I enjoy spending time with clients, and don't ever want to lose the 1 to 1 aspect of my job, but in time I would like to do learn more management skills such as finance and training.

#### Home

##### Please tell us about yourself?

I am married to Sonia who works as a Senior Nurse in Cardiff and my daughter Sianna is 2 years old. We are from India and I have been in the UK for the last 10 years.

##### Average day at home?

I don't get enough time to spend at home, usually evening and weekends. But the time we are together is the best time of the day, as our daughter (whom some of the Cardiff people know already) is very sociable and prefers to spend more time outside the house than inside. We have a lot of fun inside and outside the home, but is often hard work as 2 year old girls usually are.

##### Most memorable moment?

Seeing my daughter Sianna for the first time. It's a proud moment for every father, she was born in India 3 weeks premature and I could not go there on time for her birth. I saw her 2 weeks later and am still as proud as I was then.

##### Highlight of the past 12 months?

Family is very important to me, and we try and see each other often. We visited my brother in Dublin for a week after not seeing him for a year. We are now planning to visit our families in India in September this year.

##### Favourite part of the day?

I really like spending time at home with my family and I treasure those moments. Especially when every little thing is so exciting for Sianna and I really enjoy listening to her telling me things in great detail which I missed when I was not home.

##### Favourite place for a holiday?

I really loved driving on the Riviera coast in Europe. Driving from Rome (Italy) – Monte Carlo- Marseille (France) - Barcelona (Spain) all the way on the coast (1500 km) roughly. I did it once in 2004 and it's an unforgettable experience.



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### Your views

If you would like to contribute to NEWStracs then please contact us as we love to hear your news and views. Contact Chris Burton at [chris.burton@tracsCare.co.uk](mailto:chris.burton@tracsCare.co.uk)