



NEWS

specialist care and rehabilitation

including:



Providing opportunities to progress



Spotlight



This month's Newstracs takes a look at Hollyhouse in the scenic Cotswold countryside
Page 6

Jayne wins Xmas Card Design Competition

Congratulations to Jayne Mansfield of Wings in Suffolk, whose entry of a very accurate snowman wins the 2009 'Design your own Xmas card competition'.

After the success of the past two years, where Michael Ralphs and Nicola Grieg of Oakhill and Bryn Irfon respectively won the competition, *tracscare* decided to run the competition again. This year though, *tracscare* decided to have a Gold and Silver Award, as the standard was so high, choosing a winner proved very difficult.



The Gold Award and overall winner went to Jayne Mansfield of Wings where she won a special presentation of her card in a frame, a big box of chocolates and her card electronically published on the *tracscare* website throughout the month of December.

The Silver Award was shared by Richard Jones and Adrian Allum both of Honeybrook House, whose entries of a Christmas Pudding and Christmas Tree were very well done. They each received a box of chocolates and their card in a special presentation frame.

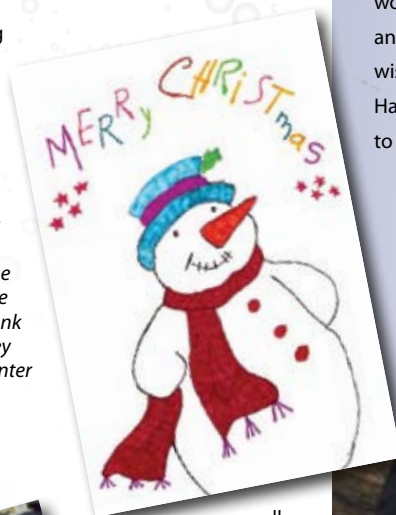
Eric Millard, part of the judging panel along with Chris Burton and Val Owen said:

'This year's competition proved very popular among tracscare clients, with 65 entries from 38 homes. The standard of the entries were very high and choosing a winner was always going to be difficult. But in the end we chose Jayne's due to the variety of colours used, the accuracy of the hand drawn snowman and the overall quality of the illustration. I would like to congratulate Jayne on her fabulous Christmas Card, and also thank everyone who entered a card, we thought they were all fantastic, and would like to see you enter again next year.'

Above: Jayne Mansfield,

Middle: Richard Jones and Eric Millard

Right: Adrian Allum and Eric Millard



Jayne's winning card!



Welcome

A Message from Eric Millard

Welcome to the Winter Edition of Newstracs.

Hello and welcome to the final Newstracs of 2009. It's been only 2 months since our last newsletter, but our clients have been so busy we decided to bring out another edition before Christmas.

Our 11th edition sees Derek Stebbing of Ty Llewellyn join the Newstracs team as our new photographer alongside existing client journalist Kevin Noel; their skills have helped make this newsletter possible. We have pictures from the 2009 *tracscare* Awards for England and Wales celebrating the hard work of our staff, and pictures from the National Care Awards where Lindsay Evans won best newcomer of the year. Newstracs is now eco-friendly by being an email version, but also celebrates the most eco-friendly home in *tracscare*; Trevelyan, who won the Green Award. We also feature Hollyhouse as our 'spotlight', and Registered Manager Mel Heaher is 'on balance'. I would like to wish you all a Merry Christmas and Happy New Year, and I look forward to what 2010 brings.



email
EDITION

Saving paper and helping to save the environment

Eric



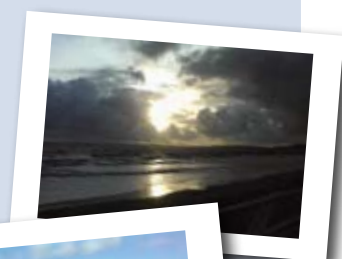


New Addition to our Newsletter

tracscare would like to welcome Derek Stebbing, our new photo-journalist, who will be covering many shots for the hopefully many newsletters to come.

Derek, a resident at Ty Llewellyn has only taken up photography in the last year, but has really excelled at it. Landscape is his forte, especially sunsets and beaches as they can provide a range of natural colours in one frame, but he is also adept in capturing people and abstract shots.

Derek plans to learn more about his new found skills by enrolling in a photography course after completing his computer course. Realising that photography is largely online now, he is quickly learning all the important aspects of software needed to upload, download and edit shots.



SIMON DOWNLOADS NEW SKILLS IN COMPUTERS

Simon Lewis of Kington House embraces keyboards and software for the first time ever and earns certificate in computing

Simon had never used a computer before 2009, and decided if his hobby of amateur photography was to develop further then he had to enhance his knowledge of computing.

He enrolled on an OCR Recognised Achievement Award in his local education centre in Barry to learn more about hardware, software, uploading, downloading and all things to do with computing and found he enjoyed more than he expected, and was better at it than anybody expected. Within a short time he had passed his qualification with flying high resolution colours, and gained a distinction in the area of Text Processing.

As a keen photographer, Simon is now attending a Digital Camera and Computing Course which involves making a film. This will greatly develop his technological skills and who knows, maybe he'll have to change his name to Simon Spielberg or Simon Scorsese.

Congratulations Simon!





Newstracs
JOURNALIST
Kevin Noel reports



ADRIAN'S MAKING Big Hits in Rugby

It's 'Crouch, Touch, Pause and Engage' for Adrian as he scrums down for local rugby team.

Gwynfryn client Adrian Williams has always been a big fan of rugby, especially his nearest Celtic league team the Llanelli Scarlets who he has watched play at their old and new stadium. But there's no better way to enjoy rugby than to play it for yourself, so that's what he did.

Adrian joined his local rugby team the 'Llanelli Warriors' as a prop forward and has been making regular appearances since his first game 6 months ago. Training is weekly and games are fortnightly, but in his first season he has already been part of a trophy winning side and picked up medals and trophies personally at an presentation evening in September.

Rugby is a disciplined game that keeps him active and he enjoys the fitness side of the game. Adrian also enjoys going to away games which are across South West Wales, and of course enjoys the traditional rugby pint of beer and socialising after each game.

Catching up with him he had this to say
'I love my rugby and love playing and watching it. I can't wait for the 6 nations to start, come on Wales'



Back with the Boys Again



The Willows client Christopher Lloyd rejoins his army mates for reunion dinner.

Christopher joined the army at 19, and after a few years travelling with the army which included stints in Northern Ireland and Germany, he left the army and moved to Spain. Unfortunately, Chris was injured in a collision with a car, and has since needed support. But he's very proud of his army days and has never forgotten his friends.

Every October for the past 5 years Chris has attended the Duke of Wellington Regimental Reunion, where he meets up with his old pals whom he served with all those years ago.

Chris had this to say about his evening:

"I love to go to these events as I see lots of my old mates from when I was in the army and we have a drink and chat about old times. We have a three course meal and some of the Generals make speeches and they discuss how the regiment is doing and they hold raffles. This makes me feel as if I am still part of something. The last time I went I saw an old mate that I taught to drive an arctic lorry and he invited myself and the staff member with me back to his hotel where we stayed."

Steve Parsons Completes 10k Race

Homleigh Resident Steve finishes his first Swansea Bay 10k Race.

Steve, a keen footballer, has always been sporty but had never run 10k before, and gave himself the challenge of completing it. Steve organised his own entry and training for the run which included running several days a week. Steve also learned how to warm up and warm down correctly to prevent injury, and on the day completed the race in under an hour.

Steve has now raised the bar for others to complete the race next year, but with an average of less than 6 minutes per kilometre, it will be very hard to catch up.

Well done Steve.



Success for 2009 CLIENT FOCUS GROUP

A proactive focus group organised by clients for clients proves useful for quality feedback.

Organised by clients, and chaired by clients, this year's focus group has proved to be the most constructive yet. Past attempts at gaining feedback from the client's perspective of their care have, although provided information, never reached the days full potential.



This year, **tracscare** decided to let the clients organise the focus group from start to finish. A client panel was elected to organise the event, which included Claire Howarth of The Willows, Steve Parsons of Homeleigh, Kevin Noel of Oakhill and James Hook of Ffordd Newydd. The panel reflected a balance of several homes and all of whom were good at communicating and understanding the clients opinions.

The panel organised the venue of Cwm Gors Rugby Club, the most central place big enough for the 100 guests that turned up. Each panel member chaired an issue, from which the participants aired their views. Order was maintained, and everyone had the chance to express themselves.

The focus group was very successful and achieved its objective of giving clients the chance to express themselves on matters related to their care and homes, and how to improve on aspects affecting daily lives. Such improvements that clients would like to be seen are a closer committee group for social events, so clients can be more proactive in the organisation of social events. Clients also argued they should be more involved in staff recruitment, induction and training, as these staff have a daily impact on their lives. Also noted was clients feel they want to take ownership of their own intranet area, to communicate with other homes and promote inter-home activities.



Trevelyan is the Greenest tracscare home

Carmarthen home Trevelyan wins **tracscare's** Green Project Competition after proving itself to be the most environmentally friendly home.

The green project competition set out to identify those homes introducing green initiatives and making a commitment to the company's newly developed Environmental Policy. Measures were taken such as recycling glass, paper and plastic, and also giving unwanted clothes to charity instead of discarding them. Trevelyan also re-used ink cartridges, batteries and envelopes. But home manager Sue Roberts didn't stop there, she wanted to encourage a more energy efficient home, so policies were introduced to switch off all electrical items when not in use, such as a TV in stand-by. She also planned journeys in advance to save petrol and CO2 emissions. Clients also opted to use public transport, instead of using the home car. Clients proved to be very proactive in their green ideas, but encouraging paper to be re-used for printing, and then recycled. Food leftovers were given to staff for their pets as were newspapers.

Outside of the home, clients have now created their own compost heap, to help with wastage, and next year is going to be used in their garden when they start to grow their own vegetables and herbs.

All these measures were taken by both clients and staff, and their hard work and contribution to the environment has been rewarded with first prize in the 2009 Tracscare Green Project Competition.

Home Manager Sue Roberts commented:

'We are very honored to win this. The clients and staff have worked very hard, and have enjoyed themselves, so it's nice to be rewarded. We may be the greenest home in tracscare, but our aim is to become even greener in 2010; our homegrown vegetables will help.'

Runners up for this award were James Street and Mond Court who narrowly missed out but were highly commended for their efforts with recycling and re-using.



The *trascare* awards 2009

For the second consecutive year, *trascare* held their award ceremonies for England and Wales. *trascare* wanted to recognise that all staff work incredibly hard and give their utmost to clients, but also recognise those unsung heroes who give that extra 10% but seek no glory or reward.

Staff across the company voted for their peers in great numbers, but for each award there could be up to 3 finalists and 1 overall winner. The ceremonies were held in the Dylan Thomas Centre in Swansea and the Westmead Hotel in Birmingham. The nominees were invited to the ceremonies as Eric Millard wanted to personally congratulate each member of staff for their efforts. All nominees in attendance received recognition with a silver certificate and voucher, with the winner receiving a gold award.

Below are the nominees for the awards with the winners highlighted in Purple. Sue Hullin, Operations Director said 'We know everyone at *trascare* works hard to help and improve clients daily lives, and you all deserve reward. But here tonight, a select few have been specially recognised for their endeavour, and we are very proud of you. Congratulations!'

Award	Wales	England
Inspirational Role Model	Wendy Davies (Rose Cottage) Lisa Bourne (Dyfan Court) Sue Roberts (Trevelyan)	Jayne Daniels (Westholme) Bridget Ford (Ashcombe Court) Debbie Leal (Orchard Hill)
Non-Direct Support Special Contribution	Nick Rabiotti (Area Director) Sheila Budge (HQ)	Naomi Baci Steve Jones Ben Adkins
Support Worker/HCA of the Year	Abbie Morgan (Farady) Wendy Russell (Rosewood) Nicola Rees (James Street)	Darren Hughes (Evergreen) John Nangaka (Ash View) Carina Semedo (Glanmore)
Beyond the Call of Duty	Caroline Howells (Gower Lodge) Ewen McLean (Trevelyan) Spencer Shute (Oakhill)	Lorraine Baxter (Westholme) James Donnell (Honeybrook House) Dave Barnett (Glanmore)
Care Newcomer of the Year	Nevia Nierychlo (Faraday) Damien Crowley (College Fields) David Blight (Parkrise)	Laura Roberts (Honeybrook House) Samantha Askew (Wings) Michael Hollyoak (Westholme)
Best New Idea	Karen Woods (Frood House)	Asa Holland (Honeybrook House) James Johnson (St Georges) Mel Lennon (Orchard View)





tracscare Spotlight on Hollyhouse

Situated on the edge of the scenic Cotswold countryside, Hollyhouse is certainly one of **tracscare's** most sought after homes for residential and respite care.

Hollyhouse is a pleasant Georgian house situated in a leafy suburb of Cheltenham in between the town centre and the countryside; an ideal location for residential care or respite care. Hollyhouse offers accommodation for 9 adults who may have mental health needs, dual diagnosis or an acquired brain injury. Hollyhouse offers clients their own tailored rooms in a home with a new kitchen, spacious communal areas, a bright sunny conservatory and a new wet room.

Hollyhouse offers clients plenty of in-house activities which include themed cooking nights and parties which really get the clients involved in organising and interacting. But if clients want to get out and about, then local shops are a 2 minute walk away, as is a bus stop providing access to the local swimming pool, riding school, theatre, gymnasium and a host of restaurants.

The local activities make Hollyhouse an ideal location for respite care. Oakfield is an annexe attached to Hollyhouse providing the opportunities for 3 clients who require respite care in a quieter location away from the hub of the home.

Lucy Hennessey manages Hollyhouse and Oakfield. An experienced carer with **tracscare** since 2003, Lucy has completed her NVQ Level 4 in Management of Care Services recently.



*'Hollyhouse is one of the most beautiful homes I've worked in, and the clients here are fantastic. The home offers clients a comfortable environment to progress with a care plan based on their individual needs. We encourage as much independence as possible and our experienced staff are always on hand to help clients whenever they need us. Oakfield offers another option for clients who require a short respite stay with **tracscare**, and for carers who may need a break to recharge their batteries.'*

Freefall for GEORGE



Ash View Manager George Adeseko raises over £350 for the Northampton Association for the Blind with a tandem jump.

Jumping out of an aeroplane can be a hair-raising experience, especially if it's your first attempt and the distance is 15,000 feet. But this didn't deter George. On a beautiful day with good thermals, with an experienced jumper and with incredible bravery he completed his freefall and raised money for a charity close to him.

George commented:

'This charity is close to Ash View and has helped two of our clients to progress and I felt I could help them to keep going with a contribution. I was supported with generous donations from my colleagues and friends, and doing this jump not only achieved a personal goal for myself, but helped this worthwhile charity continue it's work'

When asked if he would do it again, he replied:

'Definitely, though I fancy wing walking next time'



Kev's Grand

Oakhill Client Kevin Noel reaches £1000 raised for charity.

For the past 12 months Kevin has dedicated himself to organising events to help raise money for local charity Headway. Kevin has organised raffles, bucket collections outside Tesco, sponsored walks through the Mumbles, fancy dress collections and karaoke nights. His tireless work has managed to successfully collect the £1000 he wanted to reach inside a year.

'Headway is a charity very close to my heart and to other clients of Oakhill. I wanted to raise money so this worthy charity can continue to help those who need it. I want to raise at least the same again in 2010, and I'm sure with the help of my friends here together we can do it.'

£1000



Lindsay's the Best

Kington Court Senior Support Worker wins 'Best Newcomer of the Year' award at Wales National Care Awards.

The Wales National Care Awards are the most prestigious care awards in Wales, and to receive a nomination is a proud moment in a carer's career. Lindsay received a nomination and won the Newcomer of the Year award.

Lindsay worked in finance for 8 years before working in care, but felt however that she wanted to perform a job that would give her true job satisfaction. Lindsay started in tracscare in July 2008 at Kington Court in Barry, and soon became a Senior Support Worker after just 4 months in the job. Shortly after this she started to study for her NVQ Level 3 in Health and Social Care.

'I never imagined I would receive a nomination, so to win was a complete surprise. I started my career in care as I felt I would enjoy supporting and helping people to work independently. I discovered I love the job and the challenges it brings, and I would love to do this for the rest of my career.'

Congratulations Lindsay.

BEHIND THE CARE:

tracscare FINANCE TEAM

Behind every successful organisation is a successful finance team, and **tracscare** are no different. Amid the doom of gloom in the news of crashes, crunches and sub prime collapse, **tracscare** are bucking the trend with expansions of their care services and welcoming more clients into their homes.



tracscare has built its reputation and success on quality care in tailored homes for individuals who may have various challenging needs; these individuals often progress and step-down into more independent living accommodation. But behind the homes' successful outcomes, a finance team works hard to ensure that the front line staff in the homes are paid, and also to ensure the clients money is properly looked after.

Headed by Finance Director Val Owen, the team consists of staff from various backgrounds with a wealth of experience. This wealth of knowledge is vital to the departments' effectiveness. The team has experience from such industries as automotive, accountancy, lawyers, bakers and county councils.

Val had this to say about her department

'The finance team here at tracscare are the best I've worked with. A professional team with plenty of experience who work tirelessly to ensure the financial implications involved with running care homes are met. Clients' welfare is at the heart of what we do, and making sure each client has their money and their home looked after are our first concerns.'



From Left to Right: Sheila Budge, Catherine Casey, Karl Williams, Michelle Clarke, Emma Davies, Karen Atchison, Nicola Hughes, Val Owen, Michael Montagnolo, Alison Hopkins, Olga Dyer and Sian Johnson.



On balance

**Mel Heaher - Registered Manager
Rose Cottage**



Work

What is your job description?

I started as a support worker in 1997, and have since become a home manager after becoming senior support worker then deputy manager.

A brief history of your tracs care career?

Prior to working for **tracs care** I had seven years experience working in the care sector. I came to work for **tracs care** in December 2005 as a senior at Ty Camlas, supporting clients with Mental Health needs. After a year I was successful in obtaining the position of Deputy Home Manager. I immensely enjoyed my role within the management team, hence this led me to progress with my intended career path to become a home manager within **tracs care**. I was successful in gaining the role of acting home manager at Oakhill to cover maternity leave, then after leaving Oakhill I assisted other homes with the management capacity until gaining the position of home manager at Rose Cottage where I have gained vast experience supporting clients with ASD. For the past year the home has maintained NAS accreditation and for the CSSIW inspection we had no requirements.

Average Day at work?

I arrive for work by 8.30 am where we have a detailed handover from the staff, soon as that is complete we carry out the day supporting the clients at Rose Cottage, ensuring all the clients needs are met with appropriate staff support. I make a start on my e mails and normally I have a list to get through, which would entail supervisions appraisals, review meeting with Multi-Disciplinary Team. On a typical day I assist staff to support clients if needed, ensuring staff have breaks etc. Furthermore I am a hands on manager ensuring that clients and staff are supported throughout the day.

Most memorable work experience?

I have many memorable moments and can't list them all. Though whilst supporting clients with mental health needs as a team we enabled 2 clients to regain their living skills and empowered them to live back in the community. This is so rewarding to see that the positive side of our work can make a difference to an individual's life after a long illness. Another is receiving nil requirements in my first year at Rose Cottage CSSIW inspection.

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

I have fulfilment seeing clients progressing; I enjoy 1:1 time with clients to see how they interact with staff. I enjoy the management side of my role ensuring the team are effectively supporting the clients to live a fulfilled life at Rose Cottage.

What is your favourite part of the day?

I like to support the staff and spend time with the clients, spend some quality time chatting to clients, assisting them with their routine and chatting with staff.

Do you have any plans for the future?

Only to keep obtaining nil requirements for Rose Cottage's CSSIW inspection

Home (non work)

Please tell us about yourself?

When I am not running a care home I am running my home, I have 3 children 2 sons and a daughter, and a husband so our home is always active. I love spending quality time with them at home even though they think I am a workaholic as they repeatedly tell me I love my job. I love interior design and constantly changing the look of my home I feel this enables me to switch off from time to time. At home I'm happiest when I have a paint brush in my hand!

Average day at home?

My average day when at home consists of cleaning and washing, my family joke and call me the 'bleach queen'. When my house is gleaming, I love to go clothes shopping with my friends. Then if I get time, I visit my family and spend leisure time with them having a meal.

Most memorable moment?

Having my children and getting married in Cyprus surrounded by family and friends, despite experiencing some of the worst weather that Cyprus experienced in 43 years with storms and lighting. But on the day of the wedding we had sunshine so as they say Pathos the god of love did shine that day.

Highlight of the past 12 months?

I love my rugby, and I got the chance to see Wales play in the Millennium Stadium against New Zealand. We lost the game but it was great to see the Hakka from the All Blacks.

Favourite part of the day?

I have no favourite part of the day, however I feel satisfied and relaxed when I have carried out all tasks I set myself for the day.

Favourite place for a holiday?

Mexico has to be the ultimate holiday experience; I also like to visit Tunisia, Egypt, and Israel for the history and culture. It's a big world and I want to see it all.

Please tell us of your hobbies and interests.

I enjoy travelling and I have the nick name of Judith Chalmers as I have visited so many countries. I love it so much I have on an average 2 holidays a year. I have an interest in reading, socialising with my family and friends. Also like most women I love to shop only for clothes and not for the essential items in the home.

Nomination for Simon at National Awards Ceremony

Mond Court Registered Manager Simon Trehearne-Teague receives nomination at Independent Healthcare Awards 2009. Simon is totally committed to his job and to the clients of his home, and the clients throughout all **tracs care** homes. If he can help improve their care and lives, then he makes every effort to do so. His work on 'Outcomes' was rewarded this year when he received a nomination for the award 'Healthcare Outcomes', at the esteemed Laing and Buisson Independent Healthcare Awards in London.

Simon Trehearne commented:

'I am extremely honored to be rewarded with a nomination. I'm not only pleased that my efforts have been recognised, but I am happier to know that my efforts are benefiting the clients, and they are gaining positive results.'



contact **tracs care**

PO Box 4, Swansea SA1 3YJ
Telephone: 08701 020202
email at info@tracs care.co.uk

www.tracs care.co.uk



Your views

If you would like to contribute to NEWS tracs then please contact us as we love to hear your news and views. Contact Chris Burton at chris.burton@tracs care.co.uk

