

Keep up to date with NCG Monthly

Whether it be welcoming new starters or support worker stories, NCG Monthly will aim to keep you informed with all things NCG.

Have an interesting story? Make sure to email it to ali@nationalcaregroup.com.



Employee Profile: Ali Hassan Arshad

Who are you??

Hi, my name is Ali and I am your new Engagement Officer!

What am I responsible for??

My role is to communicate internal topics that allows you to be well informed and engaged.

This includes creating NCG Monthly, developing campaigns and provide a system whereby staff can communicate more effectively.

Why did you choose NCG??

As a professional carer myself, I understand the importance of having a positive impact on the lives of those who are most vulnerable.

Knowing that my role will help benefit the lives of both the staff and those who are supported is why I'm excited to work here and I can't wait for what the future has in store!

You Asked, We Did: Trip to Kent Life

You Asked, We Did is a great initiative that support workers take to ensure that the people we support are cared for and are happy. They are asked about what activities they would like to do and, if possible, they are given the opportunity to do it.

At Endurance Care, Scott, 24, Joseph, 23 and Jagdeep, 22, were asked to fill out a You Asked, We Did form and the three of them decided to ask if they could visit Kent Life on the Bank Holiday.

So, the trip was organised and Scott, Joseph and Jagdeep, packed up their picnics and went down to Kent Life and got to have a walk around and feed the animals.

They went into the cuddle corner, where they petted the rabbits and guinea pigs and sat on the tractor train, giving them a tour around the farm, whilst eating ice cream.



Story from Endurance Care, Kent: Goal! Rorie's evening at the football

Rorie Lynn, 27, has recently moved out of Church House and into his own flat in Maidstone with supported living.

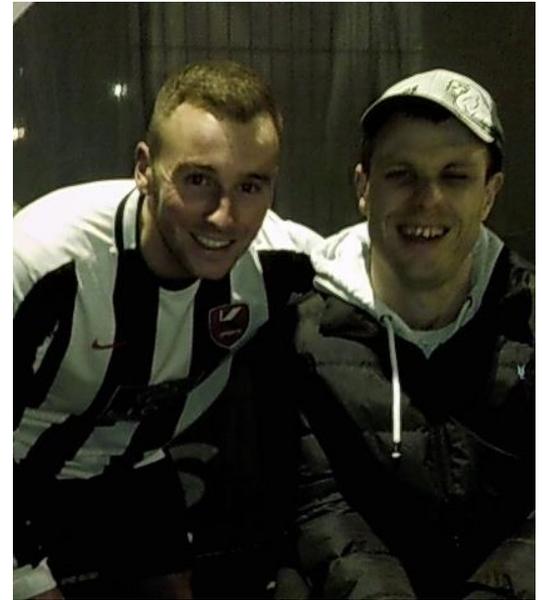
Rorie was really close to all the staff at Church House and was great friends with his Area Operations Manager, Jason Perry.

He decided to visit Jason when he was playing for his local football team, K Sports FC. With the help of his new support worker, Rorie researched when K Sports FC's next home game was.

The home game was against Lydd Town, on a cold Tuesday night, but that didn't stop Rorie and his support worker from going down to cheer Jason's team on!

Rorie had an amazing time as he watched Jason put in a Man of The Match performance in midfield and score a goal. Rorie got to see him at the end of the match and celebrate the 2:1 win!

"I really enjoyed coming to watch Jason play football and score a goal," Rorie said, and he hopes that Jason can visit him in his new flat soon and see his new fish!



Champion! Rorie celebrates the win with Jason



Gary is entering an exciting new time in his life

Gary Brown: 'I finally have a home I can now call my own,'

Gary Brown, 27, recently moved into supported living for the first time after being in residential care since he was 18. This is his story of how he was excited to live a life of independence and make new friends with the support of Endurance Care.

I didn't feel that residential homes ever suited me, as the location of my home made me feel really restricted and I never had very much in common with the other service users.

So, when Endurance Care were able to provide me with the opportunity to move into a brand new supported living service in Kent, I was very excited, as it meant I could explore a new place and meet new people.

In May, I moved into Rectory House, as Robins Avenue was having its finishing touches done to it.

I was made to feel so welcomed at Rectory House, I got along with everyone and joined in with the activities at Woodside Day service such as swimming, bowling and park visits.

To help with my transition into Robins Avenue, I got to know some of the staff members that were going to be working with me there. They helped me look around Robins House during its renovation and I got to choose my own bedroom for when I move in!

One week later, I finally moved into my new home at 39 Robins Avenue, and with the help of staff, I moved all my belongings in and went shopping to choose all the new furniture such as kitchen items, new curtains and some personal shopping.

I built my bed independently and helped the staff with building the dining table and the sofa, for which they praised me for being so polite and helpful.

I have been exploring the new area as I have not lived in this part of Kent before. I travel independently on the bus and like spending time in Maidstone, especially the library and the town centre.

After living alone in the house for a few weeks, I was so excited when Darren, 22, and Ashley, 21, moved in at the end of the month. We all worked together to help build the beds and other furniture, and we all got on really well.

We're already talking about what activities we could do together!

After having some problems with alcohol in the past, the move to Robins Avenue and has really helped me with overcoming these struggles and I am thankful for the support Endurance Care have provided.

They have helped me with managing my health and well-being and provided me with a monthly budgeting form which helps me see my spending.

Now that I have settled in, I am really enjoying having more independence and being able to live a more responsible life in a home I can now call my own.



Settling in: (left to right) Ashley, Darren and Gary helping each other with the furniture

Feel good story: Scott's road to getting his own car

Scott Goode, 24, moved into Church House, a residential service, in 2013, which had access to a company minibus and the staff were able to support him to try out new activities.

He enjoyed going out and doing trampolining, boccia and bowling, and learned how to ride a bike for the first time at Cyclopark, Gravesend.

In the later part of 2017, Church House began the process of deregistration in preparation to become a Support Living service, to help bring a positive change into the lives of all those who are supported.

Scott and his mum were happy with the change as it meant he was being looked after better, however, it did mean that Scott would no longer have access to the company minibus.

Staff started to raise concerns that Scott was displaying some behaviours that suggested he was getting quite anxious at times, which was unusual given how happy he always seemed to be.

After completing some Incident Reports, staff found that Scott was becoming mostly anxious on, Monday, Wednesday and Thursday. Monday and Thursday were the days in which Scott would go to swimming and Wednesday the Cyclopark.

Unfortunately, due to the location of Cyclopark and not having access to the minibus, Scott wasn't able to go. It was clear that changes in his routine was causing him a considerable amount of anxiety.



Buckle up!

Staff started to look into the possibility of Scott getting his own car through the Motability Scheme, after he was asked what he wanted to do, and he said: 'go swimming in the car.'



All smiles for Scott!

Staff researched the Motability Scheme and found that Scott was eligible to get a car, so they took him to the local Peugeot garage.

Scott was so excited about getting a car that he went and sat in one the moment he walked into the showroom.

After the process was completed, Scott was told that his car would be ready in three weeks, however he did insist that the car had to be red!

Scott couldn't wait to go out in his new car and attend all the activities on the days and times he missed doing.

Staff have also reported that all the behaviours that they were seeing before have now stopped and Scott is back to being his old happy self again!

Let's all congratulate Scott on starting his new journey with his new car!

It has been a busy week at Westward Barns as they welcomed five new staff to their business:



Danielle
MacDonald



Nick Carton



Sharon
Tidd



Leanne
Williams

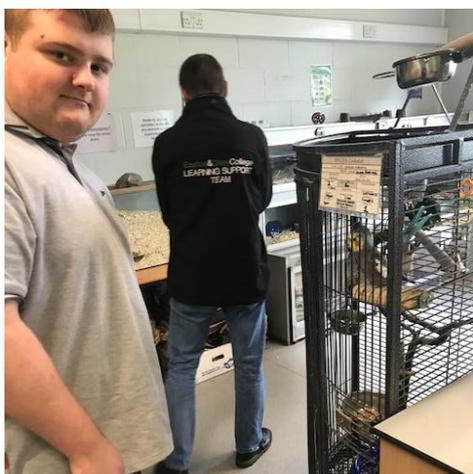


Kimberley
Codling

Story from Westward: Birthday celebration for Tracey

Tracey celebrated her birthday with lots of presents and cards from her friends and family.

She even got a surprise visit from her friend Lindsey and her daughter Hazel, before taking a trip down to Wroxham Broads with her House girls for a boat ride!



Thomas enjoying his new project!

Thomas to visit The Animal Care Centre for his next big project!

Thomas has completed most of his foundation learning ahead of others in his class and his tutor, Polly, has set him up with regular sessions in the Animal Care Centre at Easton College.

He will learn about researching, learning and observing the animals in the care centre, which include, chickens, ducks, rabbits, guinea pigs, reptiles and a variety of fish.

Thomas enjoys spending time in the reptile room and had a conversation with the resident cockatiel on his walk around.

Let's all wish Thomas well with his latest project!

NCG News will aim to collate the months top stories and provide you a snapshot of the things that took place across NCG and within the care industry. If you are reading NCG Monthly online, click on the news source in the brackets to read the full article.

So... what happened in May?

National Care Group acquired the services of Sandringham Care, who run Church View and Church View Services, both in Taunton. The Somerset based company provides care for adults with physical, learning and mental health disabilities. ([Insider Media Limited](#))

Plans to establish a vital Preston care unit for patients with acquired brain injuries, run by **National Care Group**, has been approved by the city council. The unit, located on Fletcher Road, was purchased by NCG earlier this year, and plans have now been put in to create larger rooms suitable for the proposed use. ([Lancashire Post](#))

National Care Group deal helps Allied Irish Bank win Bank of The Year prize at the Insider's East Midlands Dealmakers Awards 2018. AIB funded NCG's acquisitions of both, Access Care and Westward Healthcare in April, as part of their sector fund scheme, supporting growth in the healthcare sector. ([Insider Media Limited](#))

NCG Health and Wellbeing

National Care Group recognises the importance of its staff's health and wellbeing, whether you are a support worker or senior manager, balancing the pressures of work and your personal life can be at times very stressful. NCG Monthly will look at providing advice from industry experts and professionals in how to deal with work related stress, mental health issues and your physical wellbeing.

Open up- Employee Engagement and Mental Health

On 16th May, Employee Engagement Alliance, Peakon and Breaking the Silence ran their first event dedicated to Mental Health in the work place.

NCGs Loren and Beth attended the seminar in London and found out some really interesting and thought-provoking trends to do with mental health and workplace performance.

Loren said: 'Companies seem to be struggling with how to implement structures to support mental health. It was crazy to find that, **60%** of people don't tell their boss about their mental health and per every 100 employees, **£140,000** is lost due to sickness from mental health.'

Beth found that in order to combat mental health, senior managers must challenge the stigma surrounding it. 'Change the stigma by starting from the top, with the aim to create a kinder and more compassionate culture. Take an interest in the employee's life, open the lines of communication, show **support** not **sympathy** and make sure to listen to them.'



5 steps to mental wellbeing



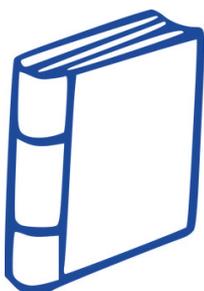
NHS Moodzone found that there were five steps we can all take to improve our mental wellbeing and live a happier life.



Connect – connect with the people around you: your family, friends, colleagues and neighbours. Spend time developing these relationships.



Be active – you don't have to go to the gym. Take a walk, go cycling or play a game of football. Find an activity that you enjoy and make it a part of your life.



Keep learning – learning new skills can give you a sense of achievement and a new confidence. So why not sign up for that cooking course, start learning to play a musical instrument, or take training courses in areas you want to improve on.



Give to others – even the smallest act can count, whether it's a smile, a thank you or a kind word. Larger acts, such as volunteering at your local community centre, can improve your mental wellbeing and help you build new social networks.



Be mindful – be more aware of the present moment, including your thoughts and feelings, your body and the world around you. It can positively change the way you feel about life and how you approach challenges.

Thank you for reading this month's edition of NCG Monthly! If you have any stories or queries, please feel free to email me at ali@nationalcaregroup.com. Stay tuned for next month's edition featuring The Big Lunch and Carers Week.

