

# Grapevine – Your News

Autumn 2015



## Welcome

Welcome to Guinness Care and Support's new look Grapevine. To complement our new publication, we've also taken steps to improve our website to make it easier to find the information you're looking for.

The 'News and Community' section contains stories about your lives and experiences. Visit [www.guinnesspartnership.com/gcsnews](http://www.guinnesspartnership.com/gcsnews).

If you don't have internet access, talk to your local manager who'll be able to help you find articles of interest, or contact our communications team.

## Your satisfaction survey results

Almost 900 of you returned our customer satisfaction survey. Overall, 95% of those who completed the survey are satisfied with our service, which makes us very proud!

We'll use the results to make further improvements. Thank you for taking part. Finally, we hope you enjoy the new look publication and website, and if you're a new customer, welcome to Guinness Care and Support.

Paul Watson  
Managing Director



## Feel safe, warm and connected this winter

Is it that time of year already? Not quite. But, it's always good to prepare to be safe, warm and connected this winter. For advice and information you can contact:

- Age UK – online resources ranging from what to eat, wear, and how to stay warm economically. Visit [www.ageuk.org.uk](http://www.ageuk.org.uk) or call 0800 169 6565
- The Silver Line is a great resource for times of loneliness or isolation. They provide information and advice, as well as helpful local services. Their 24 hour free confidential helpline is 0800 4 70 80 90.
- The Royal Voluntary Service provides support for older people; call them on 0845 608 0122 Monday to Friday, 8am-6pm.
- Contact the Elderly – events for over 75s with little or no support from friends, family or statutory services. Call free on 0800 716 543.

\*charges may vary from mobile phones.



## How I became a Dementia Friend Champion

Customer Norman Smales became a Dementia Friend in September 2012. What he learned that day shed light on a subject already close to home: "I had a friend and neighbour who had dementia so I decided to become a Dementia Friend Champion so I could pass on what I'd learned to other people," said Norman.

Since his Dementia Friend Champion training in March 2013, Norman has delivered talks to staff, customers, MPs, The Salvation Army and many others.

"If we all became Dementia Friends then we would see people just like us, who should be treated like anyone else, but who are in need of support. People can live well with our help."

👉 [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk)

Read The Guinness Partnership's report on 'Becoming a dementia friendly organisation' – on our website:

👉 [www.guinnesspartnership.com/dementia](http://www.guinnesspartnership.com/dementia)



## 'Good' CQC ratings at Guinness Care and Support services

Our Care at Home Bristol service has achieved a 'Good' overall rating – including an 'Outstanding' care rating – from the Care Quality Commission (CQC), the watchdog that oversees health and care services across the country. The CQC said: "We were struck by the caring and compassionate approach of staff."

Local Manager Willem Roos said: "Our highest priority is the health, wellbeing, dignity and comfort of all our service users, and maintaining the best quality care and compliance."

Several services have received 'Good' CQC ratings in 2015 including Margaret Allen House and Spurfield House (residential care homes), Exeter Homecare (supported living), and Live Well at Home (care at home services).

For more information on how the CQC inspects services visit:

👉 [www.cqc.org.uk/content/five-key-questions-we-ask](http://www.cqc.org.uk/content/five-key-questions-we-ask)

## The life of a carer

Two members of the Bristol team have been featured in a video on our recruitment site titled: "Being a carer. A real insight into what it's like to work in care and support."

In this short film, the team discuss what they think makes a good carer and what makes Guinness Care and Support such a rewarding place to work.

You can watch the video on our new careers website:

👉 [guinnesspartnershipcareers.com/work-us/care-and-support](http://guinnesspartnershipcareers.com/work-us/care-and-support)



## How we ensure a quality service



There's been an exciting development in how we train our staff.

On 1 April 2015 the Care Certificate was launched across the UK, setting out 15 standards of knowledge, skills and behaviours needed to ensure compassionate, high quality care and support. This is the first step on the career ladder for staff entering social care.

Social care providers had six months from April 2015 to ensure all new care workers are inducted using the Care Certificate. Our Learning Academy is a comprehensive training programme so all our staff meet the 15 standards set out in the Care Certificate.

We're dedicated to quality and understand the importance of training to make this happen.

## Goodbye Celia Croft!



Sheltered scheme manager Celia Croft left us in June after 35 years' service working at Richmond Park in Wigan.

Celia said: "My fondest memories are the people I have met over the years – staff and residents.

"I'd like to think that I created happy memories for them by being there and supporting them in sometimes difficult situations."

We wish Celia all the best after 35 wonderful years!



## North East knees-up!

A number of Guinness Care and Support services have celebrated The Guinness Partnership's 125th anniversary. Janet Turnbull, Retirement Living Advisor, organised a strawberry tea event for tenants in Vicarage Court and Lonsdale Court in Hartlepool.

"We brought in a local singer and it was lovely to celebrate the Guinness's 125th birthday," said Janet. "The event also brought most of the tenants on the two schemes together."

For more information about the Guinness 125 anniversary, visit:

👉 [www.guinnesspartnership.com/125](http://www.guinnesspartnership.com/125)



## Bill hits the century!

Customer William Sheffield of The Ridings sheltered scheme in Swindon celebrated his 100th birthday in June. Staff and residents took William out for lunch to celebrate. Later, he was presented with a card, cheque and Guinness 100 Club Award.

William was featured in the Swindon Advertiser and his sons, grandchildren and great grandchildren came to The Ridings for a party.

"I'm overwhelmed by everyone's kindness," said the appreciative William.

Guinness 100 Club customers receive a card, a certificate, trophy and £100 towards the cost of a party and gift. For more information, contact Sarita Richards:

@ [100club@guinness.org.uk](mailto:100club@guinness.org.uk)

📞 01275 395 778





## Annual Review 2014 / 15

To read our latest Annual Review please visit our website:

🖱 [www.guinnesspartnership.com/gcsreview](http://www.guinnesspartnership.com/gcsreview)

If you would like a copy sent to you please contact Sarita Richards on

☎ 01275 395 778

### Creative Times 2015!

Our 2014 Festival of Creativity was a national arts project and highly successful summer exhibition. We've carried that creative energy into 2015. At the time of going to press, this year's event, 'Creative Times' will be taking place at the Guildhall in Bath in October. Visit our website:

[www.guinnesspartnership.com/creativetimes](http://www.guinnesspartnership.com/creativetimes) for details of our 2015 event.

This year's theme is 'Time' and we'll be linking our creative projects with the Guinness Partnership's 125th anniversary. To celebrate, we have launched an interactive microsite exploring our history, visit:

[www.guinnesspartnership.com/125](http://www.guinnesspartnership.com/125) to find stories and memories from people who have lived and worked at Guinness over the last 125 years.



## Our Care and Support services

**Are you living in a Guinness property and in need of additional support? We provide services for older and vulnerable people in several key areas.**

Guinness Care and Support helps people maintain independence and remain in the home of their choice through quality care and support. We deliver personal care, 'good morning' and 'good night' services, support with domestic tasks, personal support, respite, social connections, round-the-clock (24 hour) care, end of life care and other specialist requirements. Our services include personal, floating support, sheltered and extra care schemes, care homes and foyers.

### Get in touch

Contact our friendly team:

☎ 0300 123 0705

🖱 [www.guinnesspartnership.com/care](http://www.guinnesspartnership.com/care)

### Communications

Share a story or your opinion:

@ [GCScommunications@guinness.org.uk](mailto:GCScommunications@guinness.org.uk)

☎ 01275 395 729

✉ Communications Team, Guinness Care and Support Ltd, Estune Business Park, Wild Country Lane, Long Ashton, Bristol, BS41 9FH.

### Lifeline services

*Our Lifeline service offers a personal alarm button, a range of detectors (e.g. fall detectors), door sensors, smoke alarms and medication reminders – 24 hours a day, 365 days a year.*