



The Butterfly is the monthly magazine of Abicare Services Ltd.

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The Editorial email is david.perry@abicare.co.uk.

**Inside this issue:**

Chiropractic concerns

New Butterfly Awards winners

Who's won a maggot?

Supporting Live-In care...

## Cut costs...at any cost?

Costs are easy to cut aren't they? The big ones are easy to see and the little ones don't matter...then there's the stuff that really doesn't matter like pencils and tippex. Easy.

Actually, not easy at all. Take tippex for example...a box of the stuff costs us £20. We have 10 offices...if each office has a box of

Tippex (and many do) that's £200 in Tippex alone! Then there's pens, pa-

per, cellotape, staples (one office has 25 THOUSAND staples!)

But costs don't stop with stationery...uniforms might be ordered and not used, photocopying toner, printing of booklets and manuals etc etc etc.

Abicare spends tens of

get used one day.

That's tens of thousands of pounds that might be better spent on staff wages, on new offices or on simply staying competitive in a bitterly fought market place.

Make no mistake, cutting costs is everybody's business but not at any cost!

### A fool and his money...

thousands of pounds each month on unnecessary items that might

We need to husband our money and use the stuff wisely!

## Butterfly Awards!

We have three great Butterfly Award winners again this month, so thank you for the nominations. The winners are all detailed inside together with what you thought of them worthy of a Butterfly!!

The badges will be winging their way to the lucky winners and once again, I do hope the badges are worn with great pride!!! Remember...the badge says "you're special!"



# Rostering and Staff Planner



This is a time of great change, and largely people do not like change so it's a time for managers to really show what they can bring to the party!

We have seen Dorset go live with StaffPlanner and it's been an interesting

then you really cant blame the system for rostering a male carer!

## Garbage In = Garbage Out!!

It is very frustrating for the Roster Team

time for all concerned!

There have been headaches of course; the rotas are different from what people are used to, but they always were going to be different! The old system didn't work well,

The other thing to remember of course is that StaffPlanner isn't going away! The new system does work and will continue to work so we just have to get used to feeding it the information we

to take a lot of flack over things which either really aren't their fault or which could (and should) be solved at locality level. Remember, the Roster Team DO NOT know your area, your carers or your staff as well as you do...they know they don't and they don't pretend to. SO HELP THEM. It might surprise a few out there that the Roster team actually work for AbiCare and want the system to work just like the rest of us...so a little more team work is the message from Head Office I think.

we all knew that and complained about it—the new StaffPlanner DOES work well and what it gives us is a

Cometh the hour, cometh the manager

want. The alternative is not the old system back, it's likely to be pencil and paper and much sweat into the

good rota...but only if you tell the computer what you want!

small hours EVERY NIGHT. Clearly, that won't happen, so we follow the footsteps of all good companies and we let the computer do the rotas. But like all good companies, we must feed the computer the correct information.

It is NO GOOD any of us moaning about the system or the roster team...it tells us what it thinks is the best answer. But unless you tell the roster team that Mrs X wont have male carers

And when it is working, and you no longer have to spend every weekend and most nights rostering, just think what you'll be able to achieve!

Why is it too difficult to treat disabled people as human beings? <http://www.theguardian.com/>



# Live-In Care...Golden Goose or Poor Cousin?

By Jane Wright

LiveIn Community Team manager

## Live-in Care at Abicare

The position of Live-in carer is a bit like marmite: carers either love it, or else they hate it! The hours are very long and the work is usually in an unfamiliar area, without family or friends nearby. Some of our Live-in clients live in remote areas where there are no local shops within walking distance. It takes a special person to be a live-in carer and not all are up to the challenge. Many of the Live-in carers at Abicare stay several weeks with their clients before taking a break, during which time they are caring for a service user, generally with complex needs, seven days a week and often remain as the main carer for one client for several months or even years at a time. Living with our own families can be difficult at times so understandably living with a Service User for long periods is not always easy. Having said that, the role can also be very rewarding when improvements in the capa-

bilities and life of a service user are observed, due to good quality of care that the live-in carer has delivered.

### Supporting Live-In carers

Live-in care workers require regular support if they are to provide high quality care to their client. With little contact and supervision from their local office it would be easy for care workers to relax standards of care and for poor practice to occur, due perhaps to care workers becoming over familiar with their client and wishing to please rather than follow policy and procedure. Regular supervisions, check visits and training updates are therefore essential to maintain high standards. Care workers also appreciate being visited, supported and given feedback on their work.

### Supporting the client

Regular visits from the carer's managers and trainers also help to identify any problems which could result in

breakdown of service if not dealt with swiftly. Service users also feel happier being able to put a face to the name on the end of the phone, especially so when there is a change of carer. Service users generally become very attached to their care worker when they have been in post for a long period of time and can become concerned that they will need to tell the new care worker what to do as they will not be aware of their usual routine. Detailed and regularly updated care plans help to support the new carer as well as a detailed hand-over from the regular carer. Service users and their families need to feel that they can contact Abicare if they have any concerns or queries regarding their care and regular visits and familiarity facilitate this.

### Developing the carer

Training updates for Live-in carers present a significant problem for locality trainers. They are usually under pressure to train new home carers so that domiciliary hours

can grow. They are also required to update existing staff and Live-in carers. Live-in carers are more difficult to train as they do not usually drive and are therefore unable to train at the local office in a group and if they are taken into the office to train, a home carer is then required to cover their live-in client. Alternatively trainers can visit carers in post and train them individually, however this is very time consuming and is generally not happening. Live-in carers require good training that is updated regularly as they are usually caring for service users with complex needs and working long hours. Many of our Live-in staff are from Africa and Eastern Europe so English is therefore their second language, thus individual training may sometimes be more appropriate.

### Live-In as a commercial benefit

It's easy to forget that AbiCare is a business and, like all care companies, it must make a profit if it is to survive.

In a perfect world perhaps we would offer the care for free and all go home happy; but nothing in this life is perfect.

If the care packages don't make a surplus Abicare cannot take on the loss makers and start-ups where the surplus is invested. Well managed live-in packages will help to grow the business as generally Live-in clients have a range of Health Care Professionals involved in their care.

When Social Workers, Nurses and GPs observe good standards of care and service they are likely to recommend Abicare to others. Service Users' families are also likely to recommend Abicare if they are happy with the care their loved ones receive. And never forget that every day we run a live-in package someone has to supply two hours of relief care! That ought to be us!

Through each area assigning one Keyworker or CTS to organise and manage Live-in packages locally, good quality service can be maintained. The assigned individual would be responsible for ensuring that all care plans are regularly updated, all risk assessments are up to date, carers are supervised at least every three months, check visits are made at least monthly and carers

training needs are monitored and updated as required. They would also ensure carers and clients are phoned at least twice weekly and that any changes to clients health and their needs is monitored. This information would be also be call logged. The CTS/ Keyworker would also manage all carer changeovers and would monitor carers that are new in post. They would also meet potential new clients and be a first point of contact for Live-in carers and clients in their local area.

#### **In conclusion**

Live-In packages are a useful, profitable and vital part of Abicare's business and well managed packages will reduce the risk of complaints and safeguarding alerts and also result in happier Live-in carers who feel well supported in a job which can be lonely and challenging.

Jane Wright

LivIn Community Team  
manager

## **The Maggot Awards**

TO OFFSET THE BEAUTIFUL BUTTERFLY AWARDS, WE THOUGHT WE'D HAVE A LITTLE BIT OF (LIGHT HEARTED!) FUN AT THE EXPENSE OF THOSE WHO ARE LESS THAN PERFECT (THAT'S ALL OF US THEN!)

THIS MONTH'S CLANGER WAS WELL AND TRULY DROPPED BY BRYAN, OF ABICLEAN. NOT CONTENT WITH UNDERPAYING A MEMBER OF HIS STAFF LAST MONTH, BRYAN OVERPAID FOUR MEMBERS THIS MONTH...BUT NOT BY A BIT, OH NO, THIS TIME BRYAN OVERPAID BY A MASSIVE **TWENTY SEVEN HOURS** EACH!!

THE PAYROLL DEPARTMENT CANNOT BEGIN TO TELL YOU THE HOURS OF FUN AND HAPPY STAFF THAT THIS CAUSES...THANKS BRYAN!



**Here's your maggot...**

# How's your back??



Abicare is proud to be associated with Afon House Chiropractic Clinic in Salisbury.

Afon House can offer help to all our carers, and office staff, and also of course to our clients. We both hope that the partnership will be fruitful in terms of reduced injury and commercial success!



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## Mother's Day!

What are you planning to give the Mother in your life for Mother's Day? Is she your Mother or the Mother of your

and keep muscles from tightening up and cramping.

Following a few simple tips from the chiropractors at Afon House about lifting and shifting both at home and in the work place, can make a big difference to the little things such as vacuuming or simply getting out of the car.

can make her life easier. She deserves this much care.

Call us now at Afon House Chiropractic Clinic in Salisbury on 01722 820400 to book an appointment with one of our highly trained and caring Chiropractors.



## Message from Afon House.

Your body doesn't come with a manual so it can be alarming when it hurts and you don't know what you did or how

best to deal with the pain. At Afon House Sandie Thorkeldsen and her team of highly trained Chiropractors will teach you how to live your life without all those aches and pains. Sandie's team at Afon House are hand-picked from the cream of the Chiropractic graduates from the Anglo-European College of Chiropractic in Bournemouth. We take pride in being a Clinic of Excellence in Chiropractic.

children?

What about the gift of comfort? Of a good night's sleep? Of freedom from pain?

Maintaining flexibility and muscle strength is very important in avoiding aches and pains. By getting checked over and treated you can avoid excess joint wear

Give our details to this wonderful woman in your life. This doesn't mean she doesn't still deserve the flowers and a cup of tea in bed, but they won't stop her back or shoulder pain or ease her headaches. So arrange to bring her along for a free chat with us and we will be able to tell her how we



## Butterfly Awards

This months awards for very special people go to...

**Michelle Godwin, Evermary Masuka and Sonia Goncalves.**

Michelle, who works in West Sussex, has been promoted by several colleagues who say this about her:

Excellent Key Worker, a dedicate team player of AbiCare. Very flexible. Service users all report excellent care from Michelle and she is always in demand!

Michelle is always willing to help, always smiling and never afraid to learn new skills.

Michelle is always covering shifts, she is dedicated to her job, goes out of her way to support the team and management and is always polite to staff and carers.

Wow, Michelle...a truly well deserved Butterfly is fluttering it's way to you now!!

We received this little piece about Evermary...

I would like to nominate Evermary Masuka for the Butterfly Award. She has been caring for Jean Smith

since December 2012. Mrs Smith is a very particular lady who can be demanding. Mrs Smith has always said that Evermary does a wonderful job. She provides very high standards of care, keeps the house very clean and tidy and is a good companion for Mrs Smith as she willingly spends time chatting with Mrs Smith and takes her out. When I started as Live-in CTM Evermary was the only Live-in carer that enquired about her training and told me she was concerned that she was out of date. She completed her medication workbook and SVA workbook quickly and has also completed the medication practical recently.

Evermary is also very good at reporting concerns/ changes and has always made an effort to contact the office on a Wednesday as the Live-in carers should.

What can be said that isn't there? Evermary is another very worthy winner of the Butterfly award!

Sonia has been nominated for a Butterfly by her manager, Bryan, because she always says yes! It doesn't seem to matter how much work is thrown Sonia's way, she grabs it with both hands and gets on with the job. Sonia's work is exemplary

and the clients always praise what she has done. This is especially remarkable given that when Sonia joined us last year her English was not good - she has had to make double the effort to get on and what an effort she has made!

Sonia, again, a well deserved Butterfly badge is coming your way.

Keep up the good work everybody, and keep nominating your colleagues for these prestigious beautiful Butterflies.. The winners should wear them with pride...they really do mean you are very special! And tell your clients about them too...let them see what you are capable of.

The Butterfly  
AbiCare Services Ltd  
Abi House  
Brunel Rd  
Churchfields Ind Est  
Salisbury  
SP2 7PU  
Phone: 01722 343989  
E-mail:

AbiCare and all the AbiGroup is now on Twitter, face book and whatever other social media we can get our hands on...well, if you cant beat 'em, join 'em. Have a look for us please on Twitter and face book—and like our pages and follow us on Twitter. Remember there's a serious side to social media today; we recruit new staff and we get new work through the various forms, so by you're also helping your colleagues and yourselves.



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