



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:

Oxford joins the club!

New Butterfly Awards winners

Doing the gardening...safely!

Want to see your words or photos in The Butterfly? Please email me and get writing or taking photos!!

Oxford joins AbiGroup!

As I write this (late I know, apologies) we can all extend a warm welcome to the new staff at Oxford! Abicare managed to win a contract in Oxford for the provision of Rapid Response care. Whilst this is undoubtedly good news for AbiGroup it does mean some personal turmoil for the staff who are being TUPED across to our company. It goes

without saying that we hope you like working for us! I think you'll find Abicare an interesting if sometime tumultuous place to work, but we are a team and a strongly growing company...so the future's bright!

On top of the Rapid Response we have al-

Oxford office, so well done to you lot already!

It goes without saying that growing and getting hours is the name of the game; with hours comes revenue, with revenue comes options of new staff or technology. So as things get bigger, they get better for everyone. It's hard work starting a new

office, but you are on the road already!

We all hope you have fun here.



Butterfly Awards!

Once again we have Butterfly badge winners. I'm very pleased that these badges are being awarded: it really means a lot to the staff who are recommended and then win one. I know from talking to the winners that they

really enjoy them! I do hope the badges are worn with great pride!!! Remember...the badge says "you're special!" See the back page!



Staff Plan changes

You will all by now be only too aware that the plan to implement Staff Plan has had to be changed. This was for all sorts of very good reasons. I have no doubt that some readers are even now sucking their teeth and muttering “I said this would happen but no one listens to me” and of course this is true, but...and this is a big but...for every person

who said they thought it wouldn't work there

was an equivalent one who thought it would! Despite what people might think now, the people who formulated the plans originally did actually think things through!

However, we are where we are and so it behoves all of us to get on and make it happen.

A few things haven't changed of course; **the**

need to actually log in and out via the Gentag phones isn't an option...it's a company requirement!

As for all the offices now getting Staff Plan onto the system, **getting ideals done** and sorting exceptions...well, the same things go—they aren't options they are requirements.

Don't let's undo all the good work achieved so

Of course, it does seem grim at the moment and people are disappointed that the project has slowed down; but there really are brighter times ahead! Let's get the system working and all the benefits will accrue. **If we don't do the basics then we will struggle to see the benefits** and you will all be undoing all the

Emily, from Dorset office has come into Head Office to receive training from the Roster team. Thanks Emily, for making the effort and hopefully you'll soon be helping other offices realise the potential **benefits of Staff Plan**. Of course, the chief benefit is that it makes the on-call's life much easier in the long run. **Kelda** has been trialling **ipad** for a weekend and it worked wonderfully. Other on-call staff can expect to get iPads too, because they run Staff Plan and free you from a desk or computer.

The future's bright with Staff Plan...let's all muscle in and get through the teething troubles.



You might have seen a comment or two on Facebook recently about us being inflexible as employers. A disgruntled would-be member of staff (we didn't employ her) came for interview and apparently was told she was unqualified for work with us. She pointed out (on Facebook!!!) that she had loads of experience and couldn't understand why we would turn her down. Well, she also pointed out that she would not work weekends, nor earlies. We can also wonder about her attitude as well... It's nice to know that people really really want to work for AbiCare, but as the saying goes, many are called, few are chosen. Abicare staff ARE special, we all deliver a first class job and we all pull together when it counts! Well done everyone...and if you see the comment on Facebook, do put her right: You don't have to be good to work for AbiCare, you have to be VERY good.

**Potting up
your hanging
baskets the
pain-free way**



I am always amazed at the number of gardeners

who do this job on the ground! Do you have a table in the garden? If

so this is ideal to pot up your baskets and window boxes. Cover it with a plastic sheet and do everything on the table. This will save your low back.

Handy Tips:

Don't heave bags of compost around. Leave the bag of compost wherever it is stored and decant compost into a bucket.

If you line your baskets and pots with newspaper they will hold water

better without adding weight.



Once ready, hang the baskets and put pots and window boxes into their places before watering them. Water is heavy.

Watering is hard work!

If you have to carry water around the garden, don't overfill the watering can. For hang-

ing baskets there are bracket fixtures which allow the basket to be lowered for easy water-

ing. If you use a hose-pipe, there are attachments for the hose-pipe to save reaching up to water your baskets. These gadgets really do help. Put them on your Christmas list.

Another hazard with watering is pulling out and winding up the hose-pipe. Again there are a lot of different styles on



the market. If you have to drag the hose

off the reel; stand sailor-like with your feet apart and firmly planted and knees bent facing the reel with both hands on the hosepipe. Keeping your chest up, your shoulders down and back, and your stomach braced (wear your back belt if you use one), haul the hose hand over hand so it falls between your feet. Stop as many times as you have to. Be prepared for the hose to snag so brace at all times during this exercise. Over the long-term, the only way to reduce watering is to focus on drought-tolerant plants. Personally I love red geraniums and they are so easy in the window boxes.

If you have any problems with your low back do call us at Afon House.

01722 820400

Butterfly Awards

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

Christine Foalkes in the Salisbury Office who has been a complete star in the way she has helped the Ros-



ter Team cope with all the issues they have faced. When the Rosterers couldn't work Easy Log...Christine was there. If there was an issue with exceptions...Christine was there. If there was a shoulder to cry on needed...Christine was there. Christine, THANK YOU. A very well deserved Butterfly.

The next Butterfly goes to...(drum roll please...) Leonie Wright, the Company Training Manager. Leigh is always ready to support the trainers, always open to critique and challenge and when Anne-Marie asked for huge changes to the training manuals recently Leigh overcame her initial desire to



faint and just got on with it. Thanks Leigh!

And finally....

The last Butterfly this month goes to Cristiane Cardasso Chevalier who works for AbiClean.

Cristiane joined us last year when she came over from Portugal, where she had been a teacher, to join her husband. On joining Cristiane could not speak much English but she got on with it as best she could and set about learning as fast as possible. Bryan awards her the Butterfly because she is always asking for more work, never, ever turns work down and even changes her social life to fit the work! I'm not sure that's good in the long term, but it sure digs Bryan out of a hole!! Cristiane, thank you! Or, put another way...

A última Borboleta deste mês vai para Cristiane Car-

dasso que trabalha para AbiClean. Cristiane se juntou a nós no ano passado quando ela veio de Portugal, onde tinha sido um professor, para se juntar ao marido. Ao aderir Cristiane não podia falar muito Inglês, mas ela ficou com ele o melhor que pôde e começou a aprender o mais rápido possível. Bryan prêmio dela a Borboleta porque ela está sempre pedindo mais trabalho, nunca, nunca vira trabalhar para baixo e até mesmo mudar sua vida social para se ajustar ao trabalho! Eu não tenho certeza que é bom a longo prazo, mas com certeza cava Bryan fora de um buraco! Cristiane, muito obrigado!

Lets start nominating more award winners for next month!!

Lee the trainer

Christine Foalkes

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

If you would like to talk about our care services, or to discuss your cleaning requirements, please call us on 01822 343989

The Butterfly AbiCare Services Ltd, Abi House, Brunel R Churchfields Ind Est, Salisbury, SP2 7PU

Phone: 01722 343989
E-mail: help@abicare.co.uk