



The Butterfly is the monthly magazine of Abicare Services Ltd.

Volume 1 Issue 6

July 2014

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

**Inside this issue:**

Other staff join the club!

New Butterfly Awards winners

What's going on with care?

A new baby!

A new bride!

A clutch of new RMs!!

Want to see your words or photos in The Butterfly?

Please email me and get writing or taking photos!!

Well, the good people in Rostering are still working slavishly to get the Staff Plan system in- stalled at every office and up and running. They have faced some resistance from the offices, it must be said, although one imagines that this resistance is generated by the huge workload at the offices.

performed remarkably well despite a few issues as the pressure built. To all the new staff who are ex- Other, we say "welcome!" and good luck.

Live-In continues to grow and Cherie and Sarah are doing good stuff from the Live-In office despite Sarah also running the BOA areas!

## Butterfly Awards!

When we launched the Butterfly Awards we really had no idea quite how well you'd all take them to heart...but take them to heart you certainly have and everyone who wins one should be proud of it. We have another hatch of new

Butterflies this time around but remember, the badges will be gone by December and next years will be a different colour! When the red ones are gone, they're gone...so get nominating now for the next months issue!



Birthdays are always exciting, especially so when it's a NEW birthday!!

# Court Circular

Manager's registration - for Swindon. Well done all!!!!!!!

The picture below came from Bev, Wales Area manager, and shows



Kayleigh with her new daughter Nyla Sophioe. 7.2lb (I hope...not Kilos!!!) and born 2:45 on the 25th June.

## New managers registration...

A hearty CONGRATULATIONS go to Kara Griffin from Donna and all of us of course, for

passing Registered Manager interview. I know how nerve wracking the interviews are, and how pernickety some of the interviewers can be...so a huge well done Kara!

Also congrats to Outam Kangalee in Mid Sussex who has also passed RM interviews. Outam

seems to have been here for years...because he has in fact!, he joined us in 2008!

Hazel Butcher also passed her Manager's registration – for Basingstoke

Kelda Ather-ton passed her

## The Recruitment Team

comes in for special praise this month too, from Donna. As my own office is close enough to Maria, Danielle and Candy to see what goes on up there, I can tell you that they work hard under harsh conditions. I recently spent a week or so on the reception desk and I can tell you the phones never stop for recruitment—yet on top of this they need to keep trying to find new candidates as well!!! Donna says she has managed to find all the staff she needs so far, and all due to the ladies in Recruitment. Now, if only we could sort Newbury...



Congrats to all involved and when will she be in uniform in Newbury??



**And a marriage!!** The good people of Wales would like to say congratulations to Claire Bishop who got married on the 18th June.



**Claire Bishop...Welsh Bride!**

Finally, here's a nice photo of Hazel Butcher receiving her Butterfly award from Anne-Marie and Jamie.

Well done hazel, well deserved I am sure!!



### Butterfly Awards

First off the mark this month are Dannielle and Maria in recruitment: both awarded Butterflies, by Donna Provan, for their superhuman efforts in getting the new recruits in. In Donna's own words..."I would like to nominate the recruitment team for the butterfly award; they really do deserve it for all the hard work they have put in trying to get staff for all of the areas."

we have struggled to cover them. The feedback from new carers and old carers is that the training is excellent and Erika makes you feel relaxed while learning".

Congratulations to Erika and my apologies for not being able to download the usual photograph. Perhaps you'll send us the photo of your award ceremony!!!

### Don't forget...

Nominations please to me, David.perry@abicare.co.uk for inclusion next time.

Anything for The Butterfly magazine to the same email please, ideas words and photos all gratefully received.

This has been a Butterfly productions publication, you've been a great audience and we'll see you next month!!!

Have a great July!!!!



Also nominated this month is Erika Sliwinski, a Trainer from

Newbury. Sharon Clark says "Erika has done a great job with the training and also picking up or helping with care calls where

## What IS going on in care?

It's very easy to forget what we do, when we are actually busy doing it. As the old joke says, it's hard to remember that you came to drain the lake when your up to your bum in alligators.

But what we do is care. And you'd think sometimes we were the only ones. So why is it that CQC, Various councils, fee payers,

fund raisers, hospitals and even sometimes our colleagues, sometimes seem to be the least caring of all?

I suppose, put simply, it's this...they are tired, they are stretched and most importantly they are broke. Skint. Out of dosh. Put it how you will, the Government has simply run out of money and it shows.

Consider the following facts:

1. The population of over-65s is expected to grow by 50% by 2034.
2. The number of people over 90 years old is expected to TREBLE by

**“Care needs to be just as important as treatment. Older people should be properly valued and listened to, and treated with compassion, dignity and respect at all times. They need to be cared for by skilled staff who are engaged, understand the particular needs of older people and have time to care.”**

'Hard Truths, the Journey to Putting Patients First',  
Government response to the Francis Report, November 2013

2034

3. The number of adults with Learning Disability will increase by 30% by 2034

It doesn't take a genius to see that paying for the care is going to be a problem unless we change the way we tackle it. The conventional “silo” thinking of “acute”, “primary” and “social” care simply cannot continue, because they each compete for the same resources as each

other. Each of the silos requires managing, funding, accounting, training etc etc. So, the real answer for the future is “Integrated care”. We need to start tackling people when

they become ‘frail’ rather than when they become old.

### What is ‘frailty’?

The clinical condition of ‘frailty’ is one of the

most-challenging consequences of population

ageing (Clegg et al, 2013). Frailty develops as a consequence of age-related decline in multiple

body systems, which results in vulnerability to sudden health status changes triggered by minor stress or events.

This means that unless we treat frailty, we WILL end up treating injury and injury is expensive and dan-

gerous, as well as cruel if it could be avoided.

So what can we do? How will it affect us? Well there's no doubt that we need to be tackling hospitals and discharge nurses everytime we can.

We need to be forming useful relationships with senior hospital and social care staff at every opportunity because the sooner we get to be the care provider for the elderly, or frail, the cheaper it is for society, the hospital and the social services department.

Unfortunately for us it makes us look like ambulance chasers and greedy capitalists, but it is a fact that we are the cheaper option by a long way.

It has been estimated that for a hospital with 500 beds there will be a bill of almost a quarter of a million pounds a year just fixing damage caused by the care provision in the hospital itself. That is bed sores, UTI, morbidity etc etc. ALL of which might be avoided by letting the client go home and be cared for by Abicare.

Remember, that quarter million is not the cost of hospital care, it is the EXTRA cost of fixing damage caused BY the hospital. The Department of Health reckons it

costs £400 a day for a hospital bed (excluding doctors investigations, etc etc). £400 a day!!! Imagine how many half or one hour calls we could make for that!

**Hospitals spend nearly £250,000 fixing damage they cause to patients** (Plowman 1999, Cheema 2013)

Then add the quarter million repair bill and you can see, we are FAR cheaper than a hospital for the frail and elderly.

So, we MUST keep telling the social services how we are the cheaper option.

Of course, none of the above means much if we can't control



**Choose the right vehicle for the job...**

costs ourselves. We are a business and we have to be careful what we spend our money on like anyone else. The chief expense, as you might imagine, is wages and whilst we all moan that our wages aren't enough (well, there's always

some week left at the end of the money isn't there??) Abicare workers are actually quite well off when it comes to other care agencies. In some areas we are the highest paid staff and in others maybe second, but we certainly up there with the best. You can do the research yourself if you need to...

The real issue is fuel costs, and we all know that's the case. When petrol was 50 pence a gallon being community based might have been easy, but now it's the best part of £8 a gallon things are different; we need to be more careful how and where we drive, we need to be driving the right cars for our job and we need to be getting paid the right figure.

The right car is the carers responsibility of course (car or scooter? Worth a think!), the route is the responsibility of Staff Plan and getting the right payment is the job of the person selling the package. So everyone in Abicare has their job to do in getting the right amount of money at the end of the day.

But if we can get the maths right, drive the right routes in the right vehicles, then there is a good business to be had and we can have a good career. The work can only in-

**“We are already the best option for social services”**

crease, the trick is getting paid for it.

You might have seen a recent claim by the Royal College of Nursing that the District Nurse is an endangered species. (Guardian, June 17th 2014). This is perhaps no surprise...they are facing fuel bills just like us. But it might be good news! Remember, just because the District Nurses are going doesn't mean their work is going...far from it, as we have

seen. If we can get their work too, we can really have some fun. The work the DNs do is challenging,

interesting and requires training; Abicare already gives industry leading training so why not simply add qualifications onto that? A person could start with Abicare as a basic carer and end up as a trained and qualified nurse. I

think that's an exciting prospect for everyone.

We have already started talking to Sussex Downs College about

apprenticeships and advanced train-

ing for all our staff; there's no reason why Nursing qualifications won't be on offer from Abicare in



the future.

To make this happen we need



staff, we need team work and we need commitment. It really is all to play for, the future is bright and strong and together we can get there.

So, to go back to where I started...what do we do? We care, of course, but we also help society, we help the frail and we look after ourselves. I know that when the alligators start nipping and the weekend seems like a long dark tunnel with no light at the end, then it is very, very hard indeed to keep going, but the rewards that will come will be worth it. There's no shortage of work and the more we can get the better we can make life for all of us. The journey is long and hard, we can't pretend it isn't, so the sooner we get to 10, 15 or 20 thousand hours the better for then we can pick and choose the work and we can be the big fish.

We are already the best option for social services and the best

option for the client and the best option for staff...let's keep it that way and just get better.

What do we do?

We care!

