

The Messenger

The newsletter for employees of CLS Care Services

HR Update

HR Manager, Phil Orton summarises some key issues for staff



Flexible Working

Staff with parental responsibility for children aged 16 or under are now entitled to make a flexible working request under new rules. Provisions for staff with disabled children remain unchanged. Staff can find out more by referring to the CLS Flexible Working Policy document.

Holiday Planning

Due to the statutory minimum holiday entitlement increase to 5.6 weeks in April 2009, it is crucial that all staff plan and book the remainder of their holidays. All holidays must be taken by the end of March 2010.

Staff who have 6 weeks' holiday will have the option to carry over a maximum of two days (pro rata for part time staff), to be taken by the end of May 2010.

Attendance Levels

Attendance levels are greatly improved. We currently have a 95% attendance rate, which is great news. As a result, we have also seen a decrease in the use of agency staff across the organisation.

Going forward, managers will continue to support and work with their teams to continue to improve attendance levels. Managers will also ensure that all staff returning from a period of absence receive a 'Return to Work' interview.

Mandatory Training

CLS has certain statutory obligations with regard to training that it needs to fulfill. It is essential that all staff receive the relevant training to guarantee best practice within the organisation, as well as to ensure that

their safety and wellbeing, and that of residents and colleagues, is maintained.

Our commitment and policy is outlined in the Mandatory Training Cycle document, and Learning and Development policy, copies of which are available from your manager and HR. Copies can also be downloaded from the CLS intranet.

There are two key categories of mandatory training at CLS:

1. 'Statutory training' – training that all staff are required to complete by law.
2. 'CLS specified training' - training that has been specified by CLS as essential for all staff to attend, covering important aspects that we consider to be of a compulsory nature.

CLS will be running mandatory training events throughout 2010. It is vital that all staff attend the training they are required to undertake at the frequency specified in the Mandatory Training Cycle. It is possible that you may be deemed unfit to operate within your role if your mandatory training is out of date.

Staff are encouraged to talk to their managers where they may have difficulty attending certain training in order for alternative arrangements to be considered.

News in brief

Up, up and away

Westy Hall held an exciting raffle to raise money for the residents' comfort fund. The prize was a hot air balloon trip for two.



The trip was kindly donated by Care Team Leader, Fiona Atherton, and her partner, Phil Hollingsworth, who are the proud owners of Woof 90, a Lindstrand 90A hot air balloon. Over £500 was raised and the lucky winner was cook, Anne Bramham.

Hair cut raises cash

Handyman, Malcolm Beattie from Leicester House had his long ponytail cut off to raise money for fellow staff member, Jayne Baguley, who has been absent from work since March, after being diagnosed with breast cancer.



Malcolm, who has worked at the home for nearly 10 years, is an avid Status Quo fan - his ponytail was his pride and joy for 25 years. Staff, friends and residents sponsored Malcolm to say goodbye to his long hair. Over £500 was raised and this helped Jayne and her family to pay for some much needed necessities. We all wish Jayne a speedy recovery and look forward to her being back with us in the New Year.



You will now be aware, CLS has a new Managing Director. Robert Black took on the role of leading our care homes in September.

Robert brings over 30 years' experience of working in public, private and not for profit care sectors. Having initially trained as a psychiatric and general nurse, Robert quickly progressed into

New MD for CLS

managerial roles, leading on a diverse range of projects. Robert has worked at executive level for the past 15 years, assisting in the development and implementation of strategies for a range of services, including services for older people, as well as mental health, learning disabilities, homelessness and addiction services.

Commenting on his vision for CLS, Robert says: "What sets CLS homes apart from any other is how warm, friendly and caring they are. Staff are highly dedicated to their roles, and it is clear from talking to the people who

live in our homes and their relatives, that they feel happy, supported and well cared for. As the new MD, I will continue to reinforce and enhance our vision. Above all, I am committed to ensuring that CLS homes continue to be happy places where people can feel at home and enjoy an excellent quality of life – and I believe we can achieve this together, as a team."

To help us all to get to know our new MD a little better, The Messenger did a 60 second interview with Robert. Turn to page four to see what he had to see what he had to say.

Outstanding Achievement



The award win came after a judge visited one of our homes anonymously during the assessment period.

The awards event was created by the UK Over 50s Housing Weekly News to celebrate and reward excellence in the UK over 50s housing sector. Representing CLS at the event were Operations Manager, Sheila Wood-Townend, Business Support Manager, David Pointon, and IT Development Manager, Kevin Brownsword.

Robert Black, Managing Director of CLS, comments: "To be named as the most outstanding care operator in the UK, and gain national recognition for the great work we do, is a very special achievement indeed."

CLS was named as the most outstanding charitable care provider in the UK at the UK Over 50's Housing Awards ceremony in London.

Excellent Ratings



Care Assistant, Linda Duruoha and resident, Margaret Green share a toast at Whetstone Hey

Six CLS homes have been awarded the three star, excellent Quality Rating (QR) by the Care Quality Commission (CQC) over the last 12 months.

Congratulations to Astbury Lodge, Thorley House, Whetstone Hey, Wealstone, Holcroft Grange and Crossways.

Assurance Assessment (AQAA).

The CQC is the independent regulator of health and social care in England. Following annual key inspections, it publishes a QR to indicate whether a care home is 'excellent', 'good', 'adequate' or 'poor'. This makes it easier for prospective residents and their families to compare the quality and performance of different service providers.

To ensure evidence gathered during its inspections are interpreted consistently and proportionally, CQC uses guidelines called Key Lines of Regulatory Assessment (KLORA), which are applied to help form a judgment about how well a service is meeting the national minimum standards. 'Excellent' services are defined as those that are well managed, demonstrating substantial strengths and a sustained track record of delivering a good performance and managing improvement.



Top marks

Six of our homes achieved the three star, excellent QR, following unannounced visits by CQC inspectors in 2009. The inspectors spent up to seven hours, examining every aspect of each home with a fine toothcomb, and speaking to residents, visitors and staff. Survey forms were also sent to a random sample of staff members and residents to find out their views prior to the visit, and Home Managers were asked to complete an Annual Quality

Committed to excellence

In addition to the annual CQC inspections, CLS operates an internal quality assurance system. Views are regularly sought from residents and their relatives, as well as health and social care professionals, to ascertain whether they are happy with the standards of care being provided.

Paul Lynch, CLS Quality and Compliance Manager adds: "Currently, we are in the process of rolling out internal quality assessments, and hope to see all of our homes achieving the CLS excellent rating."

Skills Pledge



CLS has extended its commitment to staff training and development by making the 'Skills Pledge'. HR Manager, Phil Orton explains what this means for staff.

What is the Skills Pledge?

It's a public commitment and promise from an employer that they will work to realise the potential of all their staff by developing their basic skills, and working towards relevant, valuable qualifications. By making the Skills Pledge, CLS has committed to training staff to at least Level 2 in key skills areas – the equivalent of five good GCSEs, grades A–C.

What is CLS committing to?

CLS will actively encourage and support our staff to gain the skills and qualifications that will promote their future employability and meet the needs of the organisation. With the support of the Government, all staff will be given the opportunity to acquire a 'Skills for Life' qualification, and to work towards their first NVQ Level 2 qualification in an area that relates to our business.

What is Skills for Life?

Skills for Life qualifications are designed to help develop the skills that are used in everyday life, such as reading, writing or maths. There are various qualifications that can be gained that include numeracy and literacy.

What next?

We are already fulfilling part of our commitment through the provision of NVQ training, but to carry out our new pledge, we will also encourage our staff to undertake Skills for Life training. We are entering into a partnership with St Helens College to provide this and will be running a pilot scheme up to March 2010, after which we will seek applications for the programmes we plan to run next year. Attendance at a CLS training venue will be required for those undertaking the qualification. We are also training our own 'Skills for Life Champions' who will be able to advise and point staff in the right direction with the Skills for Life agenda.

The CLS faithful

At CLS, we recognise that our people are our greatest asset and we appreciate the loyalty shown by so many of our staff. We've listed those of you celebrating long service milestones this year and asked some of our longest serving members to share their thoughts with us...

This is what we asked them...

1. What first attracted you to the care sector?
2. How has the organisation changed since you joined?
3. What's the best thing about working here?
4. What do you think is the key to successful long employment?
5. How do you like to relax after a hard day (or night) at work?
6. What's your favourite thing on TV at the moment?
7. If you had to describe yourself in no more than three words, what would they be?

And this is what they had to say:



Ann Winstanley,
Cook at Holcroft
Grange, Warrington
30 years' service

1. It was the position of Cook. As I had a young family at the time, I also needed a job that could fit around my home life. **2.** I would say that CLS operates more efficiently – the key focus being on keeping beds full and staying within budgets. **3.** It's near to home, the hours suit me, and I have made some lifelong friends. **4.** Treating everyone with respect and being treated with respect yourself, from all the people you work with. **5.** When I'm not looking after my grandchildren, I like to watch TV. **6.** CSI, NCIS, Murder She Wrote - anything crime related really. **7.** Kind, friendly, helpful.



Joanne Twigg,
Care Team Leader
at Garswood House,
Wigan
25 years' service

1. I first came to Garswood House as a volunteer during college and I enjoyed caring for the

residents. **2.** There have been many positive changes. These days, residents see Garswood House more as a 'home from home'. We now also provide specialist dementia care in our home's dedicated dementia household. **3.** The training and opportunities for professional development. There's a really happy atmosphere at our home - I enjoy having a good laugh with the other staff and residents. **4.** The feeling you get when your colleagues and residents make you feel appreciated. **5.** A long soak in the bath with a good book and a glass of wine. **6.** I like The X-Factor and I also enjoy home make-over programmes. **7.** Fun, caring, approachable.



Vivienne Turner,
Senior Care
Assistant at Florence
Grogan House,
Chester
20 years' service

1. Because of my life experiences, I thought I would enjoy that kind of work. **2.** There are more training opportunities to provide me with the knowledge to give better care and have a clear understanding of our residents' needs. **3.** It is a small home, so you get to know the residents' ways and you are able to support their families. **4.** Enjoying and getting satisfaction from what you do. **5.** Swimming, pilates, gardening and spending time with my grandchildren. **6.** Casualty. **7.** A caring person.

And here is the complete list of staff celebrating long service September 2009 to May 2010:

30 Years' Service

Susan Ashley, Senior Care Assistant, Elm House; **Pauline Rouse,** Care Team Leader, Turnpike Court; **Ann Winstanly,** Cook, Holcroft Grange

25 Years' Service

Kathleen Finch, Senior Care Assistant, Ancliffe; **Susan Lee,** Care Team Leader, Astbury Lodge; **Diane Meehan,** Domestic Assistant, Ancliffe; **Joanne Twigg,** Care Team Leader, Garswood House

20 Years' Service

Sandra Stott, Care Team Leader, Wealstone; **Vivienne Turner,** Senior Care Assistant, Florence Grogan House

15 Years' Service

Jayne Berry, Care Team Leader, The Laurels; **Amanda Blackburn,** Head Office, Pepper House; **Ann Boyle,** Home Services Manager, Hourigan House; **Janet Carter,** Care Team Leader, The Elms; **Ann Conde,** Care Assistant, Whetstone Hey; **Christina Donoher,** Domestic Assistant, Wealstone; **Karen Foster,** Senior Care Assistant, New Milton House; **Sandra Fowles,** Domestic Assistant, Whetstone Hey; **Jacqueline Grainger,** Care Assistant, Crossways; **Susan Grimes,** Home Services Manager, Lakelands; **Lesley Hughes,** Care Team Leader, Greenacres; **Mary Hughes,** Care Team Leader & Senior Care Assistant, The Hawthorns; **Jacqui O'Callaghan,** Care Team Leader, Westy Hall; **William Owens,** Maintenance Assistant, The Elms; **Ann Porter,** Care Team Leader, Garswood House; **Tracey Taylor,** Cook, Ingersley Court

10 Years' Service

Gillian Allen, Care Team Leader, Crossways; **Susan Archer,** Care Assistant, Lakelands; **Kathleen Armstrong,** Care Team Leader, Florence Grogan House; **Angela Beresford,** Head Office, Pepper House; **Jane Binning,** Cook, Turnpike Court; **Diane Bostock,** Care Team Leader, The Elms; **Margaret Buxton,** Head Office, Pepper House; **Barbara Cartwright,** Care Team Leader, West View; **Anne Cleworth,** Domestic Assistant, Holcroft Grange; **Christine Davies,** Domestic Assistant, Thorley House; **Yueh Lin Davies,** Care Assistant, Park House; **Kathryn Disley,** Care Team Leader, The Elms; **Kerry Finch,** Care Team Leader, Ancliffe; **Frances Fleet,** Head Office, Pepper House; **Gina Galligan,** Care Team Leader, Westy Hall; **Debra Gill,** Care Team Leader, Ancliffe; **Deborah Gillbanks,** Senior Care Assistant, Park House; **Winifred Grimshaw,** Activities Coordinator, Hourigan House; **Janet Harrison,** Care Assistant, Florence Grogan House; **Tracy Holmes,** Care Assistant & Domestic Assistant, Lyndhurst; **Patricia Jones,** Domestic Assistant, Elm House; **Amy Knapper,** Care Assistant, Elm House; **Patricia Lavelle,** Care Assistant, The Laurels; **Andrea Leese,** Senior Care Assistant, Manor Way Centre; **Pauline Leyland,** Care Assistant & Activities Coordinator, Lakelands; **Elinor Machin,** Domestic Assistant, New Milton House & Care Assistant, The Cedars; **Claire Marks,** Care Team Leader, West View; **Mary Marsh,** Domestic Assistant, Greenacres; **Susan Mellor,** Care Assistant, Holcroft Grange; **Lindsey McNally,** Care Team Leader & Senior Care Assistant, Astbury Lodge; **Jean Norcross,** Care Team Leader, Golborne House; **June Oldfield,** Care Team Leader, Ingersley Court; **Nicola Parrington,** Care Team Leader & Care Assistant, Ancliffe; **Cheryl Rimmer,** Senior Care Assistant, Westy Hall; **Ancliffe;** **Dorothy Smith,** Care Assistant, The Hawthorns; **Julie Smith,** Senior Care Assistant, Lakelands; **Susan Smith,** Care Team Leader, New Milton House; **Keith Stanley,** Maintenance Assistant, Manor Way Centre; **Hazel Tinsley,** Care Assistant, Elm House; **Deborah Tunney,** Care Assistant, Ancliffe; **Margaret Whittaker,** Care Assistant, Leycester House; **Elaine Wilson,** Head Office, Pepper House; **Emma Wilson,** Head Office, Pepper House; **Georgina Woodcock,** Care Team Leader, Ancliffe

As there was so much news to fit into the last issue, we were unfortunately unable to include photos of staff from Vale Royal and South Cheshire who picked up awards at the NVQ Award Ceremony at Tatton Park. We include the photos in this issue instead. The Messenger would like to congratulate all staff who have received NVQ awards during 2009.



NVQ celebrations in South Cheshire



NVQ celebrations in Vale Royal

Staff are Shining Stars



The hard work and dedication of three staff was recognised at the 2009 Great North West Care Awards event in October. Anita White, Care Assistant at Westy Hall; Gemma Spencer, Senior Care Assistant at Florence Grogan House; and Paula Chesworth, Activities Coordinator at West View, were shortlisted for a prestigious, regional award.

Regional recognition

The Great North West Care Awards celebrate and promote best practice by paying tribute to individuals who have demonstrated outstanding excellence within their field of work. There are a total of 18 awards categories, representing all areas of the care sector. The winners of the regional awards are put forward for the national, Great British Care Awards.

CLS nominated Anita for the 'Care

Home Worker' category, Gemma for the 'Care Home Newcomer' category, and Paula for the 'Care Home Activity Organiser' category.

Making the cut

As part of their nomination, Anita, Gemma and Paula's Home Managers submitted a 300-word testimonial about them, which they supported with a 50-word personal statement, summing up the most important aspects of their roles.

After being selected as one of the four finalists in their categories, Anita, Gemma and Paula were interviewed by the Great North West Care Awards judging panel and invited to the awards gala at Old Trafford stadium. Colleagues, friends and family turned out to show their support on the night and to watch our three finalists being presented with their runners-up trophies.

60 second interview



Name: Robert Black.
Job: Managing Director, CLS.

What attracted you to CLS?

In the knowledge that I would be joining a team, with a shared vision of leading the way in developing innovative services for older people.

What do you enjoy the most about your job?

Succeeding in achieving the best quality of life for the people we support and care for, and encouraging all members of staff to achieve their career ambitions.

How do you relax after a hard day's work?

I enjoy spending time with my family and the occasional round of golf.

What's your favourite thing on the TV at the moment?

Any property programme such as Grand Designs.

What's your favourite book / what are you reading at the moment?

Michael Plain's *Hemingway Adventure*, and *Planet Earth*, David Attenborough.

Who would you most like to meet (dead or alive)?

Richard Branson

Favourite place:

A beach I used to walk on in Ireland

Hobbies:

Walking, cycling, golf, property renovation.

Motto / favourite quotes:

Ability is what you're capable of doing. Motivation determines what you do. Attitude determines how well you do it.

Describe yourself in three words:

Self-motivated, conscientious, optimistic.

Life ambitions:

To be in a position to travel the world.

Ambitions for the organisation:

To be the best at what we do.

Special mentions

Mandy Smith, Care Team Leader at Lyndhurst, whose grandson, Wesley, was born six weeks prematurely on 6 November, weighing 4lb 2oz. Congratulations and best wishes - we're delighted to hear that both mum and baby, Wesley, are doing fine.

Aaron Clarke, Ingersley Court, on becoming a father again on 8 November. Congratulations Aaron and Holly on the birth of your son, Zachariah.

Charmaine Hatton, The Laurels. Congratulations on the birth of your daughter, Macy, on 26 October.

Lakelands staff who celebrated their 60th birthdays in 2009:
Kathleen Moyneux on 20 January.

Pauline Leyland on 16 February.

Christine Sharples on 14 October, who also retired that day.

Mary Roberts on 11 November.

Susan Jones on 20 December, who also retired on her birthday.

Ann Morris, Ancliffe, on celebrating her 65th birthday on 8 December. Happy birthday from all the staff and residents.

Steph Beswick, The Laurels, on celebrating her 21st birthday on 4 November.

Rita Marcombe, The Hawthorns, who retired in October, after working for CLS for 17 years. Everyone at the home would like to wish Rita a long and happy retirement.

Helen Wilkings, The Cedars, who is to be married to her fiancé, Mike, on 19 December. Love and congratulations are sent to them both from everyone at the home.

Linda Lyons and **Stuart Struthers** - a special thank you from everyone at Lyndhurst for all your help with painting and decorating the home.

All the staff at Holcroft Grange - thank you for all your hard work over the last few months, covering shifts when needed and helping each

other out. What a great team we have! Particular mention goes to Ann Winstanley (Cook) who covered the kitchen practically single handed while our other Cook was ill. Also to Kath Henry (Care Assistant) and Elaine O'Neil (Care Team Leader) who have filled in to let Ann have the odd day off. We really appreciate your help

Peter Watts, The Hawthorns - staff and residents would like to pay tribute to their colleague, who sadly passed away suddenly this winter. Pete was our Cook and was always a happy man for whom nothing was too much trouble. He was keen and willing to try different ideas and enjoyed his job. Pete will be missed by everyone at the home.



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CLS is a charitable organisation, providing quality care for older people at prices they can afford. It is the largest provider of care homes in the North West, and has built a strong reputation by focusing on the quality of care in these homes, and by investing in a well trained workforce. It is a leader in dementia care, operating specialist dementia households at a number of its homes.

For more information on the stories featured in this issue, or for further information on any CLS homes or services, please visit our website www.clsgroup.org.uk or call 0800 731 1325