

# BE INVOLVED

LEEDS SUMMER 2020



Be Caring™  
Shaping the future of social care

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# WELCOME

TO OUR NEWSLETTER



It's called **BeInvolved** as that's exactly what it's about - recognising everyone at Be Caring has played a part in making our organisation what it is today. You'll have noticed that it's also one of our values!

Everyone should feel their contributions are valued and that they are listened to and heard. We therefore needed a platform to share your stories and to show thanks. **BeInvolved** is one way of doing just that.

## Sneak Peak

In this first edition, we're sharing the results of the recent **Covid Survey** and revealing who you **nominated**.

We've also included some of the **amazing things** you've been doing for service users and each other throughout the pandemic, as well as some **useful information** about mental health and wellbeing.



## HAVE SOMETHING TO SAY?

How useful is this newsletter? Do you have an idea about what we could include next time? Tell us in our **online feedback form**.



## Sharon Lowrie

CEO

Hello everyone,

Welcome to our new newsletter, Be Involved! - which has been designed on the back of the Covid survey that so many of you took the time to complete.

I just want to say how amazing you all are. I've personally read all your responses and I was blown away by your stories of going above and beyond as well as your nominations.

I hope you enjoy reading it and would really encourage you all to get in touch to let us know what you think - what's good and how could it be better! Look out for the links in the newsletter, which will take you to an online feedback form where you can share your ideas and suggestions for future editions.

The Covid pandemic has really brought to light just how important you all are to making people's lives better. While many health services closed their doors, you kept going; making sure the people in the community have enough to eat, have the right medication and most importantly, have a friendly face to talk to during these scary times. There are also our office colleagues making sure everything runs smoothly - not an easy task!

As well as celebrating how fantastic you are, we're continuing to push for better commissioning and contracts, which means fairer pay and better terms and conditions for you. We've gone from strength to strength over the past 2 years and now is the time to start sharing what we're doing, what you do every day, with each other and the outside world. As an employee-owned organisation, we can transform the care sector together.

We'll be inviting you to tell us more, and help us to continue to do things better, particularly for those people we support. You have so much experience and knowledge, and many good ideas - we want to hear them. Look out for how we'll be communicating with you in future and in the meantime thank you again for everything you're doing.

Sharon x



## Laura Mwamba

Director of Business Development and Innovation

Thank you to everyone who's worked and contributed throughout the Pandemic, that includes those who've isolated and furloughed to keep themselves and/or their families safe. It's been a privilege to work for Be Caring, witnessing, listening to, and reading the testimonies and nominations shared. I cannot convey enough, my utmost admiration for the kindness, compassion and dedication to caring for, supporting and protecting over 1,000 people who needed it at a time when any business and health services were scaled back.

Be Caring has undergone a significant transformation over the past 18 months, from the name change in December 2018/January 2019 to where we are now. We have so much more to do and our ambition to transform the care sector remains as strong as ever; we cannot do this without you!

Over the next 18 months, we're going to be celebrating what you do, and the difference this makes for the people we support. We wanted to understand, through the Covid Survey, what we were doing well, what we could do better, and take the chance to hear more about what you do, every day. The Thank You card, the gift voucher, and this newsletter are just a few, of many, small steps closer to bringing Employee-Ownership to life and really recognising and rewarding everything you do. Before the end of October we'll have an updated website as well as an Annual Review micro-site. I cannot wait for the next Be Involved newsletter; hearing and reading more about you and the fantastic things you do!



## Sarah Keenan

Service Manager

Hello,

As many of you know, I moved over from my role as Trainer and into the Service Manager role around February time. It wasn't long after that the world certainly took a very unique turn and we were faced with quite a scary and daunting situation, delivering care within a global pandemic.

Like everyone, I was concerned about my own safety as well as that of my family, my colleagues (whether that be in the office or out in the field), their families and our vulnerable service users. I don't think I could have ever envisaged the amazing response from our army of carers and colleagues who have worked so hard to protect themselves and those they have cared for. I am so proud of what you have all achieved and how we have all pulled together to ensure that those at greatest risk have been protected.

Thank you to those who submitted the recent employee survey as your feedback is invaluable and be assured this is listened to. Please know that Cat Sabo, Claire Gibson and myself are very proud to be part of your employee owned business and are there to support you in any way we can. We really do care and would like to work with you to continue our success, and be part of your journey with Be Caring.





**COVID SURVEY RESULTS WE LISTENED**



# Thank you!

We had a good response from our Leeds branch, with:

**60**

COLLEAGUES TAKING PART

**50**

WERE CARE WORKERS

**38%**

OF ALL CARE WORKERS IN THE LEEDS BRANCH

This is a great start and we encourage everyone to take part in these surveys in future.

So, well done and a big thank you to everyone who gave us their precious time and feedback!

## Covid-19

It goes without saying the Covid-19 pandemic has been a very difficult time for us all. We've faced challenges and situations that have tested us, our families, and the people we care for as never before. However, you have met these challenges with amazing generosity, hard work, personal sacrifice, and kindness.

We can't thank you enough and are incredibly grateful for all you have done.

We hope you enjoy reading some of the stories you've shared with

us, as well as finding out who you nominated! We want to recognise and celebrate your achievements more often (you deserve it!), so keep an eye out for these sort of communications in future...

## What next...

We have learned a lot from this survey - there are many positives, but also, still much to do. As one of our Leeds colleagues, Debbie Egan, likes to say: **"Keep smiling, keep swimming!"** We promise to keep on doing both.



## COVID SURVEY RESULTS WE LISTENED

### What you had to say

- ↘ Our communication with you throughout the Covid-19 crisis has been mostly **clear, honest and helpful**.
- ↘ Compared to other healthcare settings, **PPE has been widely available**.
- ↘ You feel a sense of pride in your role and that it **makes a difference to the people you support**.
- ↘ You have felt **supported by colleagues**.
- ↘ You and your colleagues have **a good understanding of the additional infection control and social distancing measures** that are in place.
- ↘ Most of you have felt **supported by managers**.

### What we've already done

- ↘ Said thank you to everyone who worked so hard throughout Covid-19 with a **£30 or £50 gift voucher** (depending on hours worked).
- ↘ Delivered over **700 handwritten thank you cards** from Sharon, Laura and your local team.
- ↘ Started work on building an **Annual Review microsite**, which will be a summary of what we've achieved over the last 12 months and our goals going forward. We've already started reaching out and meeting some of you to get your stories and successes for this.
- ↘ Begun to produce **reports for commissioners**, alongside regular communications and updates on the good work you're doing. It's hoped these will influence the way services are commissioned so we can offer better employment terms and conditions. Ultimately, we want you to be treated fairly for the work you do.
- ↘ Entered an awards submission for the categories of **'Best Business in a Crisis'** and **'Best Medium Business'** at the Business Culture Awards 2020. Fingers crossed!

### What we're going to do

- ↘ Continued communication around PPE, Covid-19 guidance and testing.
- ↘ Ensure that **correct levels of PPE** are available and worn by everyone, in accordance with Government advice.
- ↘ Develop our **internal communications** channels.
- ↘ Ensure you **feel supported** by your immediate manager and know who to talk to should any issues arise.
- ↘ Ensure those who need to self-isolate or who are on furlough are supported and have **access to information**.
- ↘ Supporting you to **recognise each other** more often – our nominations are a good example!
- ↘ **Listen to your ideas** on how we could make things better and support you to work together to find practical solutions.
- ↘ Demonstrate that you are a **valued** employee.
- ↘ Continue to improve the **safety of your working environment**.
- ↘ Grow a strong, supportive and **inclusive culture**.



# 100%

Know and understand the additional infection control and social distancing measures that are in place **(1% more than Be Caring's average)**

COVID-19 AND PPE

100% Know what level of PPE is required to your work. **(3% more than Be Caring's average)**



# 87%

Have felt safe while at work throughout the Covid-19 period? **(3% more than Be Caring's average)**

# 90%

Have had the right amount and correct PPE and equipment to do your work. **(3% more than Be Caring's average)**



# 92%

Knew where to get tested for Covid-19 once testing became more widely available.

# 100%

Have had the support and communication you wanted and needed while furloughed. **(14% more than Be Caring's average) (1 respondent)**

SUPPORT

# 95%



Have felt supported by your immediate manager **(6% more than Be Caring's average)**

# 94%

Think the induction and training provided was good enough for you to perform your role. **(6% more than Be Caring's average)**

# 90%

Have felt supported by Be Caring / the organisation. **(2% more than Be Caring's average)**



100% Have had the support and communication you wanted while self-isolating. **(8% more than Be Caring's average)**

83% Have felt supported by your work colleagues.

# 97%

Agree the guidance and communications have been frequent and clear. **(3% more than Be Caring's average)**

COMMUNICATION

# 95%

Agree that communication was clear and easily understood. **(4% more than Be Caring's average)**



# 95%

Think communication was honest. **(4% more than Be Caring's average)**



# 95%

Think communication was helpful / useful. **(5% more than Be Caring's average)**

# 93%

Think communication was shared at the right time. **(5% more than Be Caring's average)**

# 100%

Believe your role has made a difference to the people you support. **(2% more than Be Caring's average)**



# 97%

Are able to deliver the care you aspire to. **(1% more than Be Caring's average)**

# 92%

Think your work has been valued. **(3% more than Be Caring's average)**



76% Feel listened to and like your opinions seem to count.

76% Have received recognition for your good work. **(6% more than Be Caring's average)**

VALUES

# ABOVE & BEYOND

## YOUR NOMINATIONS

We asked who you thought had gone above and beyond during the pandemic.

Here are your nominations...





### Jessica Dickenson

NOMINATIONS: 4

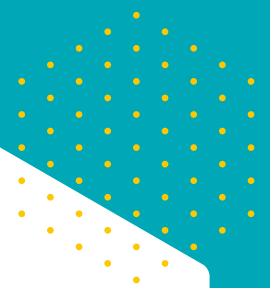
- ✦ For being such a good mentor and Care Worker. She is quick and makes sure everything is done for the service users - they all seem to like her.
- ✦ For being reliable, hard-working and a good teacher.
- ✦ Also, for being so happy and such a kind person. The positive energy she brings each day to every call is inspiring. She goes to calls with a big smile on her face, singing, bringing lots of joy, nothing holding her back.
- ✦ Finally, she gave a lot of reassurance about working through Covid and how work was dealing with it. She has definitely earned the right to wear the t-shirt!



### Sharon Lowrie

NOMINATIONS: 4

- ✦ For being a really good manager and for keeping us informed of positive things and any changes. She is good for the company. Our efforts get recognised and any emails are answered quickly and efficiently.
- ✦ Sharon understands the company and us as carers. She always listens and gets things done and has been a real asset to the company. She encourages us and appreciates how hard we work. She also sends out emails regularly, even if it's just to ask how we are. She constantly praises us and makes us feel really valued.
- ✦ Finally, for offering personal support and understanding throughout the Covid period, as well as for allowing flexible working arrangements to those who needed to shield during the pandemic. Sharon has been the best manager this care company has had and we are all extremely grateful for the changes she has made and the effort she puts in to communicate with us. She is always there to help us out and talk to us. She has a heart full of love!



### Cat Sabo

NOMINATIONS: 2

- ✦ For working hard.
- ✦ For being very patient and good at training another coordinator. He is a great mentor and easy to work with.

### Magdalena Luberdá

NOMINATIONS: 2

- ✦ For being out in the community working with carers, delivering care and for providing carers with vital PPE. She supported them when needed and is continuing to complete Good Practice Visits, having successfully completed 39 visits since March. She has excelled during this time and has been vital to introducing new service users to Be Caring.
- ✦ She has been positive throughout this difficult time and constantly strives to be the best she can be.

### Sarah Keenan

NOMINATIONS: 2

- ✦ For always going above and beyond in supporting colleagues.
- ✦ Sarah has always made time to listen to what carers are going through and tried making improvements to our working lives. She tries her best to listen and act upon what is asked for - she's the best!



### Gugulethy Nyamudandara

NOMINATIONS: 3

- ✦ For working extremely hard despite the challenges.
- ✦ For being very good at what she does.
- ✦ For being an exemplary colleague and for helping a gentleman with complex needs. Not many people can do what she does best.







### Amanda Mosley

NOMINATIONS: 1

- ✦ For working hard and putting in her all.

### Chloe Jones

NOMINATIONS: 1

- ✦ For being such a fantastic person to work with. She is an amazing carer and brings a smile to not only my face, but our service users. She has a great bond with everybody we care for, going above and beyond for every individual meeting each and every need possible.

### Claudia James

NOMINATIONS: 1

- ✦ For being so caring and helpful. She is always ready to go the extra mile and never lets anyone down.



## ABOVE & BEYOND

YOUR NOMINATIONS

### Colleen Light

NOMINATIONS: 1

- ✦ For being very professional, thoughtful, caring. Colleen paid for service user's shopping under he could get to his funds. She is always smiling and laughing, which brightens up the service user's day.

### Deborah Halligan

NOMINATIONS: 1

- ✦ For always being there for advice and for stepping in last minute on her days off to help out.

### Jane Lynn

NOMINATIONS: 1

- ✦ For always providing support when needed.

### Jennifer Conlon

NOMINATIONS: 1

- ✦ For going the extra mile for her service users, working long days, all with a smile on her face. For such a young carer she took the pandemic in her stride and ensured she gave the best care she could



### Kali Gilligan

NOMINATIONS: 1

- ✦ For continuing to deliver care to the highest standards in challenging circumstances.

### Karen Mates

NOMINATIONS: 1

- ✦ For going above and beyond, spending extra time doing customer's housework. She was also a stand in hairdresser which made the customers feel better about themselves.

### Lisa Dickinson

NOMINATIONS: 1

- ✦ For going above and beyond, time and time again, for every single one of her service users. She is always cracking jokes and bringing smiles to not only our faces, but those of our service users. There isn't a single service user who doesn't look forward to seeing her and she genuinely deserves some form of recognition for the work she does!

### Lyze Dudley

NOMINATIONS: 1

- ✦ For listening. Not only did she listen, but she then took action to put the requested changes into action. She has also arranged for a get together with a person who is trained in dealing with Dementia, which will be invaluable to everyone, including the service user's relatives.

### Melanie Anderson

NOMINATIONS: 1

- ✦ For always being happy and brilliant with our service users and for being such a great team player.

### Nadege Messina

NOMINATIONS: 1

- ✦ For being a very good carer despite sadly having to cope with one of her service users passing on. She went above and beyond.

### Noreen Aktar

NOMINATIONS: 1

- ✦ For being an amazing carer who will go out of her way to look after service users.





## Saikou Jaiteh

NOMINATIONS: 1

- ✦ For working hard, being reliable and for staying positive in challenging times.

## Shanice Hussain

NOMINATIONS: 1

- ✦ Shanice has been fully committed during the Covid Period even after being advised to shield by the government. Her ability to write outstanding care plans has allowed Leeds to grow by 35% in 3 months. Shanice provides support to her colleagues every day and I know Shanice has great ambition for Leeds and is committed to the organisation.

## Zarqa Khan

NOMINATIONS: 1

- ✦ For going out of her way for her colleagues and service users, helping with shopping even when she has extra calls or is off work.



## And finally, from our Central Team...

### Lauryn Slater

NOMINATIONS: 2

- ✦ For outstanding work in procuring PPE supplies for the company, doing this on top of her usual role. Received many compliments and thanks from across the company about the support Lauryn has provided. This has been a crucial role over the pandemic period.
- ✦ Lauryn took on sourcing and co-ordinating PPE to meet service requirements - fantastic job!

### Bronwyn Burgess

NOMINATIONS: 1

- ✦ Bron has been an absolute asset to Be Caring, I could not have got through Covid without her.

### Craig Cummings

NOMINATIONS: 1

- ✦ Craig is thriving - he took the initiative to support recruitment and our Recruitment Officers. He is a real asset to Be Caring and for our Recruitment efforts.

### Joanne Darby

NOMINATIONS: 1

- ✦ For the work she has put into Furlough especially. Joanne also supported the Newcastle service with general HR and Covid related activity. The social distancing in the office is phenomenal, especially considering she only joined at the end of March (the day that lock down was announced in fact!)



## EVERYONE!

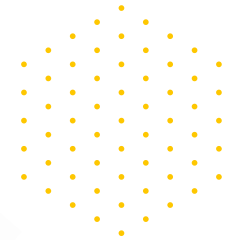
Everyone deserves a nomination and a big thank you, as everyone has made some sort of sacrifice or gone the extra mile to support a service user or colleague.

**You are all AMAZING!!**



## HAVE SOMETHING TO SAY?

If you think we've missed a nomination, or you would like to nominate someone for next time, please let us know in the [online feedback form](#).



# GETTING TO KNOW...

**JESSICA**

**FACT FILE**

NAME: JESSICA DICKENSON  
 JOB TITLE: CARE WORKER  
 COLLEAGUE SINCE: SEPTEMBER 2019

**Who is your hero?**  
 My hero is my mother.

**What is important to you?**  
 My family.

**What could you not go a day without?**  
 I couldn't go a day without my phone!

**Who is your hero?**  
My hero is my mother

**What is important to you?**  
My family.

**How would your friends or family describe you?**  
Friends would describe me as fiesty and funny.

**If you had to live as an animal, what would you be?**  
If I was an animal, I'd be a lion...  
raaaaaaaaaa!

**What is the most unusual think you have ever eaten?**  
The weirdest food I've ever eaten is squid.

**What would you sing at a karaoke night?**  
I would sing anything by Whitney Houston.

**What is the best gift you have been given?**  
Definitely being born with my twin, Erica.

**What could you not go a day without?**  
I couldn't go a day without my phone!

# GETTING TO KNOW...

# GETTING TO KNOW...



GUGU

FACT FILE

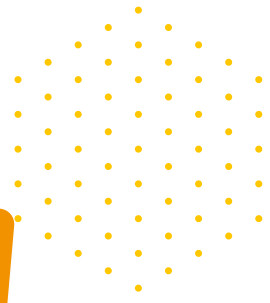
**NAME:** GUGULETHU MAGAGULA  
**JOB TITLE:** CARE WORKER  
**COLLEAGUE SINCE:** NOVEMBER 2015

**Who is your hero?**  
My hero is my Dad.

**What is important to you?**  
My family.

**What is your proudest achievement?**  
Raising two boys as a single mother.

**What could you not go a day without?**  
A conversation with my younger sister on the phone.



**Who is your hero?**  
My hero is my Dad.

**What is important to you?**  
My family.

**What is your proudest achievement?**  
Raising two boys as a single mother.

**How would your friends or family describe you?**  
Cheeky, good listener, caring.

**If you were a superhero, what would your special power be?**  
Cancelling out hate.

**If you had to live as an animal, what would you be?**  
A dog!

**What makes you laugh?**  
Watching comedy like Mrs Brown's Boys.

**What is the one thing you'll never do again?**  
Get married!

**If you were in a band, what would your band name be?**  
G.Love

**What is the most unusual thing you have ever eaten?**  
Caterpillars

**What would you sing at a karaoke night?**  
Little Mix's song, 'Wings'.

**What is the best gift you have been given?**  
The gift of life.

**What could you not go a day without?**  
A conversation with my younger sister on the phone.

**Who would you want to play you in a movie of your life?**  
Jennifer Hudson





# DOING GOOD

We know you go out of your way to help service users, often in your own time. While this is not expected, it is appreciated.

Here are some of the ways you have been caring for people recently...

- Helping service users by doing their **shopping**, often in your own time.
- Being with service users at the end of their lives, making them as comfortable as possible and **coping with grief**.
- Helping service users **get out and about** by getting them doing the things they love.
- **Staying a little longer** with service users who were feeling scared, lonely or isolated because their family or friends could not visit.
- Reassuring service users who were feeling **frightened or confused** by Covid-19.
- **Always finding time** to make cups of tea.
- Helping service users contact their **GP surgery** and **collecting and delivering prescriptions**.
- Working **overtime** and cancelling annual leave to cover calls.
- Arranging **video calls** for service users who are missing their families.
- Taking home service user's **dirty washing** as they did not have a working washing machine.
- Supporting colleagues by carrying out **welfare checks**, so they can best support our service users.
- Protecting service users by **wearing a face covering** when out in public or using public transport.
- **Listening carefully** to service users' needs and personal circumstances and **offering tailored solutions**.
- **Cleaning** service user's homes when their usual cleaners had been cancelled or could not attend.
- Encouraging service users to look after themselves and **stay healthy**.
- Empathising with service users by **imagining yourself in their shoes**.
- Showing **patience** with difficult service users.
- Checking on neighbours who are vulnerable or shielding, as well as **supporting family members** who are struggling with their mental health.



Many of you have received a well-deserved 'thank you' and appreciation from relatives and customers.

We would love to hear more of your success stories, so don't be afraid to blow your own trumpet - you've earned it!



Let us know in our [online feedback form](#).



# YOUR STORIES

We loved reading your amazing stories and want to share as many as possible. Some are funny, others are sad, but all show how caring and hard-working you have been during this difficult time. Thank you for everything you do to improve the lives of our service users – the stories below show just what a difference you make.

“On Father’s Day, I put so much effort into things to make our customers feel good about themselves. I tidy their whole house or flat and I even get out smart clothes in case they are seeing their families. I treat them like my own father, though he has sadly passed away now.”

**MATHEW BAGULEY**

“One lady used to visit a hairdresser’s salon twice a week and so I have tried my best to keep her hair looking good. I’m certainly no hairdresser, but it was worth it to see her smile.”

**KAREN MATES**

RIGHT

“Working on the wellbeing run has meant we have gone above and beyond. A service user was taken into hospital about three months ago and throughout this time we have kept in contact with the service user through the social worker and the hospital. We were informed by the social worker that she was not having a great time in hospital as she lost a family member due to Covid-19 and was not able to see her twin daughters. The social worker mentioned the customer was asking to see us, so in our own time we arranged to visit the hospital for next week.”

**DANIELLE HEMINGWAY AND CHLOE JONES**

OPPOSITE

**DANIELLE AND CHLOE**  
THE DREAM TEAM SHOW US THEIR BEST SMILES!



**KAREN MATES**  
CARE WORKER



# YOUR STORIES

CONTINUED



DEMI WITH SON RILEY

“I haven’t been working here for long, but I’ve tried to do the best I can. One service user was feeling really low about her nails, so I offered to repaint them for her. It made her feel so happy to have a new colour on her nails.”

**DEMI MURRAY**  
LEFT

“One service user who would still be in bed when I first started to visit, then started to get up and wash and dress herself before I arrived. She said she so looked forward to my visit and that they made her feel better.”

**YVONNE ELLIS**

“Just the little things like helping our service users with tasks their family members normally do for them but couldn’t. It meant a great deal to them. My quote through out all this was “keep smiling, keep swimming!”

**DEBBIE EGAN**



**LYNNE HARTLEY**  
STOOD BEHIND SERVICE USER, PAULINE, AND DAUGHTER, TRACY

“When I first started caring for Pauline, who has Dementia, she only ate the same microwaveable meal day after day. Tracy, her daughter, told me she would not eat anything but sweet and sour chicken with rice. This was causing her health issues. So, with the support of her daughter, Tracy, we slowly weaned Pauline off that and onto a variety of other meals. She now has a very varied diet, including salads, fresh fruits and vegetables and she loves the days when Yorkshire Puddings are on the menu.”

**LYNNE HARTLEY**  
ABOVE

**“When you do good...good will follow”**

**“Care providers stick together when times are tough, we provide support to those we care for when times are rough and we laugh as one, even when we feel like we’re stuck in a rut!”**

**“It’s the little things that make a difference”**

**“We’re stronger working as a team than alone.”**

**“Treat people as you wish to be treated, one day the care you provide may be the care you need for yourself.”**




## YOUR MOTIVATIONAL QUOTES



## BE SAFE LOOKING AFTER YOU

You have all put in so much and are coping with very difficult circumstances. In caring for our service users, it’s sometimes easy to forget about our own wellbeing and safety. And we can’t help anyone if we’re not OK ourselves.

Remember, if you’re struggling with anything and need some help or just someone to talk to, you could:

-  **Try speaking with a trusted colleague or friend, or your line manager.**
-  **Use our free Employee Assistance Programme (EAP). This is a confidential 24-hour helpline just for you - please call:  
0800 028 0199**
-  **Call the free confidential support line for health and social care workers and volunteers based in England on:  
0800 069 6222**

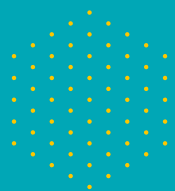
The support line is open 7am to 11pm, 7 days a week, and all calls are answered by trained Samaritans volunteers, who provide confidential, non-judgmental support.

Please see the website for full details:

[CLICK HERE](#) 







## Gemma Johnson

Co-Design and Content Creator (Internal)

Hi, I'm Gemma. I joined Be Caring in July and have loved my time here so far! It feels great to be working with others who really care about what they do and who want to make a positive difference to people's lives.

I'll be working closely (well, no closer than 1 metre!) with Laura Mwamba and April Denison on various communications projects, though my focus will be mostly internal. That is, how we communicate with each other and share good news, as well as how we recognise and celebrate everyone's achievements. (And there's certainly a lot to celebrate!)

This newsletter is one new way for us to talk. I hope you find it useful.

A little bit about me...I like meeting people from all walks of life, having proper conversations and thinking creatively. When I'm not putting together newsletters like this, I'm usually out exploring Yorkshire with my bouncy Goldendoodle, Heidi. I've always been a 'cat person'... until I got a dog. Now I completely understand why people get tattoos of their pets!



## April Denison

Co-Design and Content Creator (External)

Hi, I'm April! I joined Be Caring in June 2020 as a Co-Design and Content Creator in Leeds. In my role, I'll be working closely alongside Laura Mwamba and Gemma Johnson. In short, my role will be to shout about all the amazing things we do at Be Caring, and communicate with the "outside world" to raise our profile and get us recognised for our brilliant work.

Before joining Be Caring, I was self-employed for 4 years as a wedding and events planner - I absolutely love working and communicating with people, being creative and organising things, so I'm really enjoying my new role so far!

Outside work, I love to travel. Most recently I went to Iceland, and I'm really excited about going to Japan next year! I also love to cook (and eat!), I'm partial to a gin or two, love indie/rock music, have two pet African Land Snails, and I'm a secret wrestling fan. I can't wait to meet more of you and get to know you all!

