

BE INVOLVED

LIVERPOOL 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

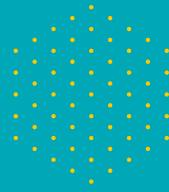
In this first edition, we're sharing the results of the recent **Covid Survey** and revealing who you **nominated**.

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!



Tina Welch

Operations Manager

Hello,

"Team Liverpool"- I would just like to take this opportunity to thank each and every one of you for your continued support, commitment, and hard work- it could not happen without you all.

During these difficult and unprecedented times, I can honestly say it has been an extremely positive and collaborative period, but also recognise the challenges that we have all had to face.

I recognise the dedicated work that is ongoing under difficult and concerning circumstances, delivering exceptional care ensuring both yourself and customers are kept safe and well.

I feel a great sense of pride for our team in Liverpool, what we have achieved over the last few months is not by accident, it is our biggest success yet, and the best part is that you have made it possible and I thank you for that.

The success of the Liverpool team is a testament to your hard work, here's to a bright future and I thank you.





COVID SURVEY RESULTS WE LISTENED

Thank you!

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

<p>44 COLLEAGUES TAKING PART</p>	<p>33 WERE CARE WORKERS</p>	<p>34% OF ALL CARE WORKERS IN THE LIVERPOOL BRANCH</p>
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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 the organisation, immediate managers and fellow colleagues**.
- ↘ You and your colleagues have a good understanding of the **additional infection control and social distancing measures** that are in place.

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.
(4% more than Be Caring's average)



91% Have felt safe while at work throughout the Covid-19 period?
(7% more than average)



98%

Have had the right amount and correct PPE and equipment to do your work.
(11% more than Be Caring's average)



86% Knew where to get a tested for Covid-19 once testing became more widely available.



100%

Think the induction and training provided was good enough for you to perform your role.
(12% more than Be Caring's average)

SUPPORT

100% Have felt supported by your immediate manager
(11% more than Be Caring's average)



95%

Have felt supported by your work colleagues.
(4% more than Be Caring's average)

93%

Have felt supported by Be Caring / the organisation.
(5% more than Be Caring's average)



100% Have had the support and communication you wanted while self-isolating.
(8 respondents)

98%

Agree the guidance and communications have been frequent and clear.
(4% more than Be Caring's average)

COMMUNICATION

95% Think communication was shared at the right time.
(5% more than Be Caring's average)



95%

Think communication was honest.
(3% more than Be Caring's average)

95% Think communication was helpful / useful.
(5% more than Be Caring's average)



91% Agree that communication was clear and easily understood.
(same as Be Caring's average)

98%

Believe your role has made a difference to the people you support.
(same as Be Caring's average)

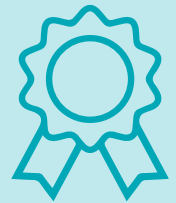
VALUES

98%

Are able to deliver the care you aspire to.
(2% more than Be Caring's average)

88%

Think your work has been valued.



83% Feel listened to and like your opinions seem to count.
(6% more than Be Caring's average)



ABOVE & BEYOND

YOUR NOMINATIONS

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

Here are your nominations...





Jenna Hawkins

NOMINATIONS: 3



- ✦ For always being there to help, no matter what. Jenna often steps in last minute to cover calls and goes above and beyond to deliver quality care to our customers.
- ✦ For being such a great mentor. Jenna has taught colleagues how to improve their work, communicate better with service users and their families, and how to 'just be yourself'.

Michelle Daley

NOMINATIONS: 3



- ✦ For being so helpful and going above and beyond in her role to ensure people have what they need. Michelle has given her time and her care in a really effective way.
- ✦ For having the right values. Michelle is a recent new starter and has never worked in care before, yet the compassion she shows to each of her service users, is outstanding, Michelle has cleaned service users homes from top to bottom because their family are unable to visit during the pandemic. She just lives and breathes Be Caring Values !!!
- ✦ For making a difference to a service user's home which is now spotless. Michelle has been cleaning for him - it's so much better and he looks happier.



**ABOVE
& BEYOND**
YOUR
NOMINATIONS

Alix Sumner

NOMINATIONS: 2

- ✦ For being so compassionate. Alix shows so much love and care, she is the definition of what a carer should be! She's also a great teacher to new colleagues who are now great carers too.
- ✦ For brilliant teamwork – Alix works so well with Latisha. As a team they are so strong and ALWAYS go above and beyond to ensure their service users are well looked after and comfortable in their homes. If a service user is in need they don't hesitate to go back and check on them. Alix really demonstrates our values in her work.

Sharon Manuel

NOMINATIONS: 2

- ✦ For being such an amazing help to everyone and being there when needed.
- ✦ For being the most caring person ever!

Mandy Carr

NOMINATIONS: 2

- ✦ For being an amazing party organiser! At a time where carers were concerned for their own wellbeing and their families and only spending the essential time with customers, Elle (along with her colleague Mandy) ensured one of our customer's 100th birthday did not go unrecognised. In full PPE, they both took gifts, a cake and sang happy birthday!
- ✦ For going above and beyond for her service users. Elle always makes sure they have everything they need and cares for them the best she can.





Letisha Roberts
NOMINATIONS: 1

- ✦ For brilliant teamwork - Latisha works so well with Alix. As a team they are so strong and ALWAYS go above and beyond to ensure their service users are well looked after and comfortable in their homes. If a service user is in need they don't hesitate to go back and check on them. Latisha really demonstrates our values in her work.

Leanne McEvoy
NOMINATIONS: 1

- ✦ For working throughout the pandemic and her pregnancy and for regularly helping out with extra calls.

Liam Townson
NOMINATIONS: 1

- ✦ For being so supportive. Liam helped a new colleague settle into the role by offering constant help and additional training and support.

Marie Gibbons
NOMINATIONS: 1

- ✦ For staying positive and being a good carer.

Jade MacPherson
NOMINATIONS: 1

- ✦ For being such an amazing all-round carer. Jade is new to the care sector but it seems like she has been doing this job for years and years. She really puts the word 'care' in to 'carer'. She is so lovely to all of her service users and goes above and beyond on a daily basis, nothing is too much trouble. Jade is a co-ordinator's dream as she is always willing to pick up extra calls and also offers to work her weekends off too, to help out. Jade was involved in a car accident a few weeks ago and even though her car was damaged and could not be used, she hired one so she could continue working throughout Covid. She didn't want to let her service users or the office down.

Jay O'Sullivan
NOMINATIONS: 1

- ✦ For always being willing to take on a task and make it a personal challenge to complete. It's something you can admire.

Claire Gilbert
NOMINATIONS: 1

- ✦ For being such an amazing teacher. Clare's helped colleagues learn all the necessary skills and individual likes and dislikes for every person we support, so we can help everyone in our route. She has smiled and laughed despite difficult circumstances, emerging brave and strong. Clare has done everything and more for the people we look after. She has been an amazing mentor and an inspiring person to with. She has such a big heart and truly lives by our values. She definitely deserves recognition.

Elizabeth Harper
NOMINATIONS: 1

- ✦ Elizabeth is a very caring individual and does everything and more the service user needs. She is great to work with and has overcome considerable personal difficulties. She always puts everyone else's feelings before her own.

Handsome Oyeyenebo
NOMINATIONS: 1

- ✦ For working very hard through this difficult time. Handsome hasn't stopped working and doing his job well.



ABOVE & BEYOND
YOUR NOMINATIONS



Agnes Williams
NOMINATIONS: 1

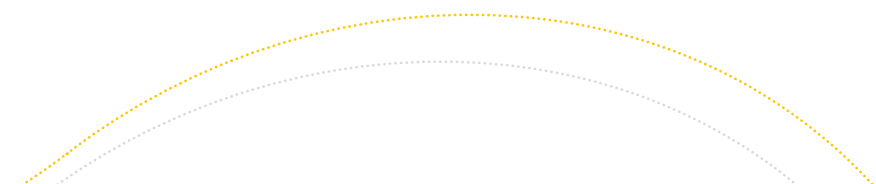
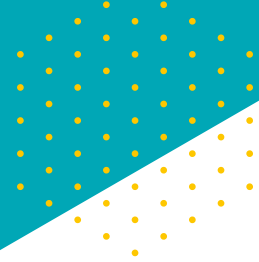
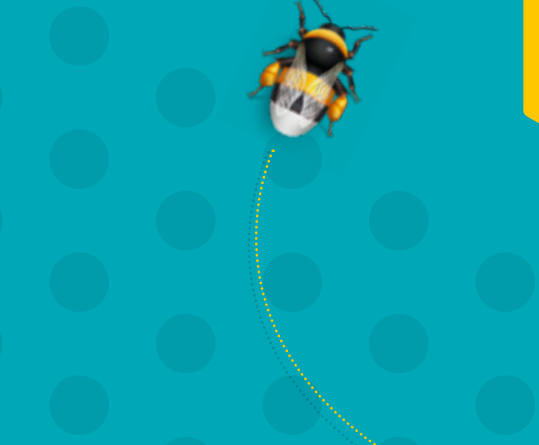
- ✦ For being a fantastic colleague!

Barry Hall
NOMINATIONS: 1

- ✦ For training all of our new colleagues. In doing so, Barry has ensured our customers have enough support from competent carers.

Beth Mason
NOMINATIONS: 1

- ✦ For being one of the most caring people around. Beth gives 100% in everything she does and is a caring person both in and out of work. She definitely deserves to be nominated!





Nicole Raywood
NOMINATIONS: 1

For being such a credit to the company. Nicole hasn't been working here for long but is a pleasure to work with. She's really taken to it like a duck to water. She will go above and beyond for whoever she looks after.

Paula Wyatt
NOMINATIONS: 1

For being great at what she does!

Rachael Smith
NOMINATIONS: 1

For looking after family and working hard throughout Covid-19 despite very challenging circumstances.



**ABOVE
& BEYOND**
YOUR
NOMINATIONS



Sarah Gilbert
NOMINATIONS: 1

Sarah goes above and beyond when it comes to helping the service users and her colleagues. She has also been a volunteer driver, helping out a colleague. She is a natural - so caring and committed. It's a privilege to work along side such amazing colleagues.

Stephanie Smethurst
NOMINATIONS: 1

For being so caring and compassionate to our service users and colleagues. Steph has been a shoulder to cry on and has been there to make us laugh and smile, especially when we did not feel like laughing. She's gone above and beyond for our service users during Covid -19, bringing them things they may need or simply just making them laugh and smile. Steph is an asset to our company.

Tina Welch
NOMINATIONS: 1

For being so supportive, not only as a new member of the team to Liverpool Be Caring, but to colleagues who have gone through grievances. The support has been phenomenal. Tina definitely deserves to be nominated along with the whole team. They can't be thanked enough.

Vicky Sinclair
NOMINATIONS: 1

For doing her best while having to shield and protect her family.





And finally, from our Central Team...

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!

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.

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.

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.


We 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...



MICHELLE

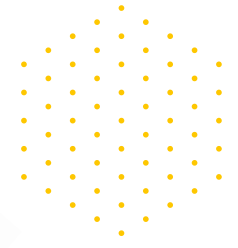
FACT FILE

NAME: MICHELLE DALEY
JOB TITLE: CARE WORKER
COLLEAGUE SINCE: JANUARY 2020

Who is your hero?
 My dad. He died of leukaemia four years ago and will always be my hero.

What is important to you?
 My family and friends.

What is your proudest achievement?
 Having and raising my three children. And this job!



Who is your hero?

My dad. He died of leukaemia four years ago and will always be my hero.

What is important to you?

My family and friends.

What is your proudest achievement?

Having and raising my three children. And this job!

How would your friends or family describe you?

Probably that I have a heart of gold, I'm loving and would give you anything - if I've got it you can have it.

If you were a superhero, what would your special power be?

I'd be Superwoman, so I could get to my calls quicker and spend more time with service users.

What makes you laugh?

My kids....not tidying up! Oh, and the fact I cook for my son even though he's a chef!

What is the one thing you'll never do again?

Part of me thinks 'never say never!' And the other part thinks probably labour ...

What is the most unusual think you have ever eaten?

Definitely squid, though I only ate it as I thought it was an onion ring!

What is the best gift you have been given?

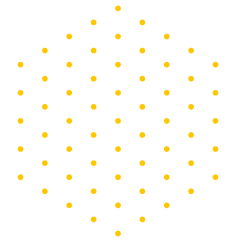
My family.

What could you not go a day without?

Crisps - so long as they're not prawn cocktail!

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

Julia Roberts



GETTING TO KNOW...



FACT FILE

NAME: JENNA HAWKINS
JOB TITLE: CARE WORKER
COLLEAGUE SINCE: NOVEMBER 2017

Who is your hero?
My eldest son

What is important to you?
Health and happiness.

What would you sing at a karaoke night?
I've sang Dusty Springfield's 'Son of a Preacher Man' before.

Who is your hero?

My eldest son. He's wise beyond his years and has really been a rock to me.

What is important to you?

Health and happiness.

What is your proudest achievement?

Having and raising my two boys.

How would your friends or family describe you?

My four closest friends would probably say I'm caring, that I do too much and always put others first.

If you were a superhero, what would your special power be?

Invisibility, so no one could find me!

If you had to live as an animal, what would you be?

A flamingo as they really brighten the place up!

What makes you laugh?

Things that aren't supposed to be funny!

If you were in a band, what would your band name be?

The Original Four

What is the most unusual think you have ever eaten?

Probably rabbit. I only tried a very small piece and it tasted like chicken, but I couldn't forget it was a little bunny I was eating!

What would you sing at a karaoke night?

I've sang Dusty Springfield's 'Son of a Preacher Man' before.

What is the best gift you have been given?

My family. I feel very lucky to be so close to my fellar, his son and my boys.

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

Kate Winslet





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 families could not visit.
- Reassuring service users who were feeling **frightened or confused** by Covid-19.
- 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.
- **Working hard in the office** to make sure Be Caring Liverpool runs smoothly.
- Supporting colleagues by carrying out **welfare checks**, so they can best support our service users.
- Delivering the **best training and induction process** some of our Care Workers have ever come across before.
- **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.
- Always finding time to make service users cups of tea and snacks – **even making sure slices of bread are just the right thickness!**

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

We'd 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.

“I have been sitting with a lady whose family couldn’t get down to visit. We managed to complete a 500-piece jigsaw together. I know she loved not having to do this alone. Many of the people we look after have not had their families visit because of Covid, so we have been making sure their medication deliveries aren’t missed. We make sure every service user has all they need - not letting anyone get low on supplies, never mind without.”

ANONYMOUS

“I don’t single out anybody when it comes to caring. I try and go above and beyond for every individual that I go in to care for. If I can make people smile while in their homes, then I see it as a positive to both mine and their day.”

ANONYMOUS

“I am a new carer at Be Caring. There was a gentleman who has special needs and it was proving challenging to gain access to his home as he would not let people in. I have previously worked as a dance teacher with adults with special needs, so I used a technique that has worked for me before. I rang his doorbell, and he answered “Hello” over the speaker tannoy by the door. I said in a bright and breezy voice “Hello (his name), my name is Jackie. I have come to help you today, would you please let me in?” And the gentleman opened the door and let me in. Because no-one had been able to get to see him in a while, his home was not in a good state. I cleaned the bathroom and kitchen straight away before making him his meal. Unfortunately, I could not stay for more than 45 minutes as I had another call, however I let the office know he would need someone to do a big clean. Making a difference to a vulnerable adult’s life, gave me a real sense of satisfaction.”

JACQUELINE LYNN

RIGHT



JACQUELINE
AT A LINEDANCING EVENT



YOUR STORIES

CONTINUED



"I helped a service user whose mum died, making sure he was feeling OK. I chatted to him about his mum in a positive way to help him cope with his loss."

ELIZABETH HARPER

LEFT



"I helped a service user by doing their shopping for them when their family couldn't see them due to Covid-19. I felt doing this for the family was important as I was giving them peace of mind their Parent/Grandparent was safe and being taken care of. The family was very grateful for what I was doing and so was the service user. I also supported them emotionally when they were sad they couldn't all see each other and spend time together. I am proud of what I do. Sometimes, I feel like I don't make much of a difference in people's lives, but when I sit back and really think about it, it's just the little things that you do that can mean so much and really make a difference to that individual's life."

ANONYMOUS

"I have done many tasks to help and support service users, such as picking up shopping and prescriptions, extra cleaning, calls to doctors, pharmacies and district nurses. I've also had little conversations with plenty of laughs and giggles to bring some light into people's lives. For instance, one service user had an upset stomach and didn't quite reach the toilet. She was embarrassed and ashamed, but I reassured her everything was going to be fine and that it doesn't take much to get clean and freshen up again. She felt much better and said, "you're crackers". This made her giggle as she'd meant to say, "you're a cracker". Instead, we can be crackers together!"

SARAH GILBERT

“A good deed done,
is its own reward.”

“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”

“Just be kind, it’s
that simple, be
kind.”

“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.

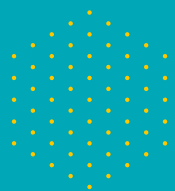
Remember, if you’re struggling with anything and need some help or just someone to talk to, you could:

- 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!

