

BE INVOLVED

MANCHESTER 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

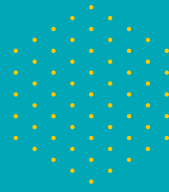
In this first edition, we're sharing the results of the recent **Covid Survey** and revealing who you **nominated**.

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!



Kay-Leigh Igo

Operations Manager

Hello,

AI would like to thank all the staff at Manchester for all their hard work. We have gone above and beyond for our clients on so many occasions, such as: cleaning clients' houses in your own time, taking clients to Specsavers, the doctors, and countless other tasks.

Thank you all for keeping your clients, yourselves, and your families safe.

I am extremely proud to work with such amazing people.



COVID SURVEY RESULTS WE LISTENED



Thank you!

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

38

COLLEAGUES
TAKING PART

26

WERE CARE
WORKERS

25%

OF ALL CARE
WORKERS IN THE
MANCHESTER 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**.



97%

Know what level of PPE is required to your work. **(same as Be Caring's average)**



COVID-19 AND PPE

94%

Know and understand the additional infection control and social distancing measures that are in place.



94%

Knew where to get a tested for Covid-19 once testing became more widely available. **(same as Be Caring's average)**

86%

Have had the right amount and correct PPE and equipment to do your work.



78% Have felt safe while at work throughout the Covid-19 period.

100%

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



SUPPORT

89%



Have felt supported by your work colleagues.

100%

Have had the support and communication you wanted while self-isolating. **(8% more than Be Caring's average) (9 respondents)**

86%

Have felt supported by Be Caring / the organisation.



89%

Have felt supported by your immediate manager. **(same as Be Caring's average)**

92%

Agree the guidance and communications have been frequent and clear.



COMMUNICATION

92%

Agree communication was helpful and useful. **(2% more than Be Caring's average)**



92%

Think communication was clear and easily understood. **(1% more than Be Caring's average)**



89%

Think communication was shared at the right time. **(same as Be Caring's average)**

87%

Think communication was honest.

97%

Believe your role has made a difference to the people you support.



VALUES

94%

Are able to deliver the care you aspire to.



89%

Think your work has been valued. **(same as Be Caring's average)**



81% Feel listened to and like your opinions seem to count. **(4% more than Be Caring's average)**

70% Have received recognition for your good work. **(same as 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...





Codie Lewis
NOMINATIONS: 3

- ✦ For continuing to smile for every service user and delivering 100% care to them.
- ✦ For working so hard. Codie goes over and above for the service users.
- ✦ No matter what has happened in her personal life during lockdown, she has massively supported her service users. She walks for miles every day and her service users adore her. They light up when she walks in and really look forward to seeing her. She is a fantastic carer and supports her service users in every way possible.

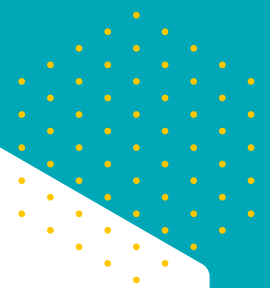


Kay-Leigh Igo
NOMINATIONS: 3

- ✦ For going above and beyond, working in excess of 60+ hours, being there for office staff and Care Workers. Kay genuinely cares about all of our staff, making sure we are tested and that the office is deep cleaned. She arranges regular meetings and wellbeing checks.
- ✦ For being so supportive. Kay shows concern for your wellbeing and offers advice where necessary.
- ✦ For being supportive and there when you need her. We couldn't wish for a better operational manager!

Alan Harrison
NOMINATIONS: 2

- ✦ For being brilliant in the office. Alan always considers the carers and service users and always comes out to see the service users if we have a problem. Nothing is too much trouble for Alan. He is never afraid of getting his hands dirty.
- ✦ Alan is a conscientious person who will go beyond the call of duty for our service users and colleagues. Alan completed a number of shopping calls and had the patience to wait in line to ensure that service users received their groceries. Alan has a get up and go attitude and nothing is too much trouble for him.



Corrine Taylor
NOMINATIONS: 2

- ✦ For being so understanding and approachable. Corrine reassured colleagues who were feeling scared about returning to work. She's a kind, lovely lady.
- ✦ For teaching us how to help people in their own home. If we are stuck at all, Corrine is always able to help and show us how we can do things better.

Naheed Saddique
NOMINATIONS: 2

- ✦ For going above and beyond in supporting the office and covering care calls.
- ✦ For going above and beyond in her role as a coordinator. She gives all she can to the service users. Even though it's not her job to complete care calls, if it's not possible to get cover, she will always jump in her car and deliver the care needed. She has a heart of gold.

Sophie O'Neil
NOMINATIONS: 2

- ✦ For helping out so much. Sophie worked a lot of hours before and during Covid and she has always just got on with it. She never complains and with the best will in the world you don't have to worry about her. You know her work will always be done to a high standard.
- ✦ For being a fabulous carer to service users. They are always very happy. Sophie goes above and beyond for them.





Bronwyn Burgess

NOMINATIONS: 1

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

Chelsea Jones

NOMINATIONS: 1

- ✦ Chelsea is bubbly, down to earth and goes beyond her duties. You couldn't ask for a better colleague.



Claire Carroll

NOMINATIONS: 1

- ✦ For being a fantastic carer. Claire is always there in times of need and goes above and beyond for her service users. There are never any complaints about her, she always makes sure she does her job correctly and in the right way, never afraid to report what she sees as wrong. It's impossible to fault her work at all, she always does a brilliant job.



Danielle Bird

NOMINATIONS: 1

- ✦ For always being there when you need her. Whether it's early or late, on a weekend or a weekday, Danielle is always there. She is very understanding and deals with issues promptly and professionally. She is very easy to talk to and communicate with.

Donna Rich

NOMINATIONS: 1

- ✦ For being so committed. Donna hasn't phoned in sick in the 11 years she's worked here! Every day she helps vulnerable people and we should recognise her more.

Erika Parry

NOMINATIONS: 1

- ✦ For being capable and calm in a crisis. She knows how to bring a smile to the service users, too. Erika is very knowledgeable and good as a mentor, explaining to new colleagues how to operate technical equipment like hoists.



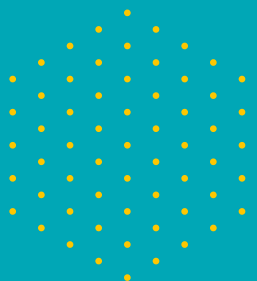
Francisca Fortes

NOMINATIONS: 1

- ✦ For being a great mentor. She made me feel like I wanted to do the job as well as her. Francisca is very thorough and knows exactly what her service users want. She still had a smile on her face after working 15 days straight. She said to me, if you are going to do the job then you need to do it properly. This has stuck with me.



**ABOVE
& BEYOND**
YOUR
NOMINATIONS





Jodie Riley
NOMINATIONS: 1

✦ For going above and beyond for each and every one of her service users. Jodie has gone shopping for service users in her own time and deep cleaned houses to make them more comfortable. Jodie is an amazing carer that others can turn to for support. She makes sure to raise even small concerns and any suggestions about how to make service user's lives better.

Lisa Bond
NOMINATIONS: 1

✦ For going above and beyond for Be Caring Manchester and not letting her regular service users down, despite juggling home care responsibilities. Lisa continued to visit a service user who had tested positive for Covid-19 and remained professional throughout.



Lucy Lord
NOMINATIONS: 1

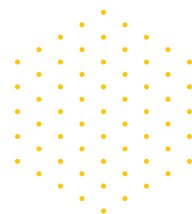
✦ For coming back to work for us during the pandemic! Lucy helped out while working another full time job.

Michelle Watson
NOMINATIONS: 1

✦ For being so friendly and welcoming. Michelle spent time making sure a colleague new to care felt comfortable and confident in doing tasks. She is also a great team player and just a genuinely lovely person.

Najma Tahar
NOMINATIONS: 1

✦ For being such an amazing worker. Najma always does what's needed, never complains and is a pleasure to work with!



Raheena Latif
NOMINATIONS: 1

✦ For being such a reliable colleague. She is always on time and remembers her shift patterns.

Ron (Gurtak Singh)
NOMINATIONS: 1

✦ For going above and beyond for our service users.

Sarah Whiteside
NOMINATIONS: 1

✦ For being so supportive. Sarah is always on the other end of the phone when you need her.

Sean Cain
NOMINATIONS: 1

✦ For being a life saver! Sean resuscitated one of our service users and brought him back to life.

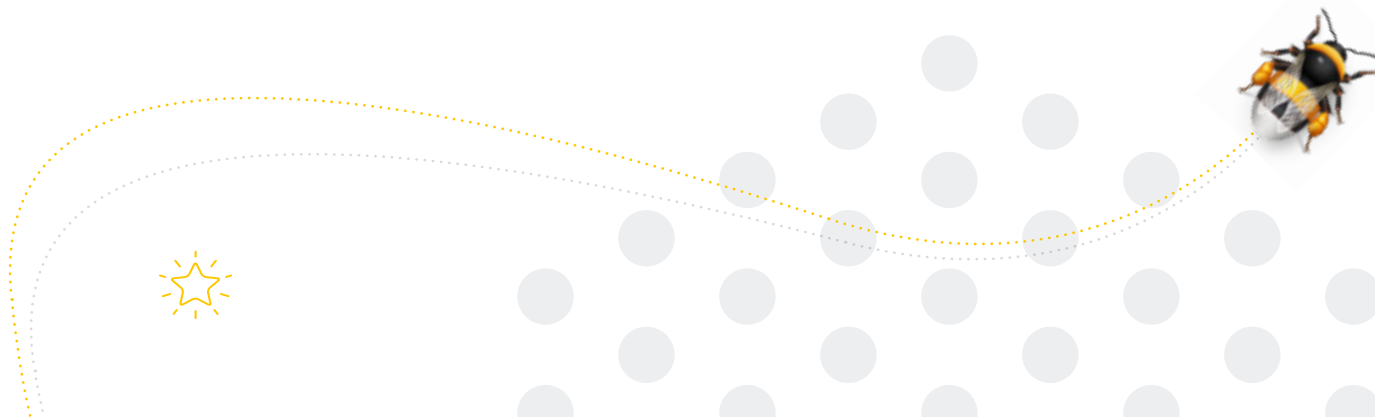


Taylor Smith
NOMINATIONS: 1

✦ For being a reliable care worker and continuing to work throughout the pandemic, despite having two small children to care for.

Tionne Edwards
NOMINATIONS: 1

✦ For being so caring. Tionne goes above and beyond for service users. She is always on time and alert. She deals with any problems the service users may have efficiently and ensures the service users are happy and safe, and tries to leave them in a good mood. Tionne always receives good feedback from families - they love the good work she does.





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!

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...

GETTING TO KNOW...



SARAH

FACT FILE

NAME: SARAH WHITESIDE
JOB TITLE: TEAM LEADER
COLLEAGUE SINCE: MAY 2019

What is important to you?
 My family and friends.

What is your proudest achievement?
 Getting through my mental health issues and back to work.

What is the one thing you'll never do again?
 Try to keep up with the under 25s drinking on a boat party in Ibiza!



What is important to you?

My family and friends. I will do anything for anyone and all I ask for in return is honesty. I care about people, too much sometimes. I am a very passionate person and will fight for what I believe in.

What is your proudest achievement?

Getting through my mental health issues and back to work. I am proud to show my children that no matter what happens in life, you can always make things better. I am doing well within my career at Be Caring, I am furthering my education and proving to myself that I can do whatever I put my mind to.

How would your friends or family describe you?

I would like to think my family and friends would agree with me in saying that I am very loyal, compassionate, kind-hearted, empathetic and I talk far too much! My daughter says I'm determined, funny and slightly bonkers.

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

Controlling time. To be able to slow it down as there doesn't seem to be enough hours in the day. Also, to speed it up to skip the bad days.

What makes you laugh?

I find the silliest things funny and can laugh for ages even when people are looking at me funny. I don't take myself too seriously and have a unique sense of humour. Life is very serious, so I will try and make light of a situation as much as possible.

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

I will never again try to keep up with the under 25s drinking on a boat party in Ibiza!

What would you sing at a karaoke night?

At karaoke I always seem to do Madonna, Tina Turner, Diana Ross - anything old and well known.

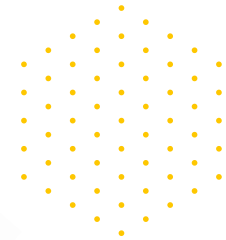
What is the best gift you have been given?

A locket with a picture of each of my girls in.

What could you not go a day without?

I never go a day without talking to my mum.





GETTING TO KNOW...

KAY IGO

FACT FILE

NAME: KAY IGO
JOB TITLE: OPERATIONS MANAGER
COLLEAGUE SINCE: SEPTEMBER 2019

Who is your hero?
My mum, she is my world

What is important to you?
Happiness

What is your proudest achievement?
Passing my Law degree

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

Who is your hero?

My mum, she is my world

What is important to you?

Happiness

What is your proudest achievement?

Passing my Law degree

How would your friends or family describe you?

Short and fiery

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

I would love to fly

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

A dolphin

What makes you laugh?

Love a bit of banter

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

I am believer of you learn from your mistakes, so any mistake I have made. Believe me there have been a lot!

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

Girls on tour

What is the most unusual think you have ever eaten?

I had some meat in Thailand I don't think it was chicken, it resulted in me getting ecol!

Would you sing at a karaoke night?

If I had enough to drink, absolutely!

What is the best gift you have been given?

I got a car for my 21st, everyone wants a little corsa for their first car

What could you not go a day without?

Banter, it makes the world go round

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

Rebel Wilson



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**.
- **Showering service users**, even when this is not part of the call.
- **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 service users cups of tea and snacks.
- Helping service users contact their **GP surgery** and collecting and delivering **prescriptions**.
- **Working overtime** and cancelling annual leave to cover calls.
- Playing a service user's **favourite song** and sharing life stories.
- Helping service users celebrate their birthdays with cakes and cards – **even baking cakes according to dietary needs!**
- 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.
- Making service user's lunch every day **out of your own pocket** and prepared in your own time.
- **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 service users. We would love to hear more of your success stories. Don't be afraid to blow your own trumpet – you've earned it!

Here's a special thank you from one of our service users, David:

"I have nothing but admiration for Leanne and Lisa [Carers]. They always have a smile on their face, nothing is too much trouble for them, for that I am eternally grateful. They do a marvellous job and I consider myself the luckiest man in the world for this. Codie [Carer] does make me laugh. They look after other people even though they have children, I never understood it how much they put their life on hold until I saw Leanne walking down the street with her son.

They come to work put themselves at risk, they do so much, and I never understood it until now. They are unsure if they could go back to their home with this COVID-19.

Words fail me. It lifts my spirits when they come through my door."

DAVID SMYTH, SERVICE USER

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.

“One of my service users is a young man with autism and when I visited, he had no shopping in. He wanted bagels, bananas, sweet chilli Sensation crisps and corn flour. I’m not sure what the flour was for, but the lad’s mother was really upset as not having his favourite foods in was a change to his routine. So, I popped into Asda and then dropped off his goodies. As I pulled up outside his house, he was waiting excitedly at the window and his mum came to meet me at the door with a huge smile. It’s that little feeling you get for doing a good deed, it made me feel good.”

KANE SAMMS



“I visited my service user, Winnie, on a morning call and she told me it was her birthday, but she didn’t have anyone coming to see her. On my lunch visit I bought her a birthday card which seemed to cheer her up. She still has it up on her windowsill. ”

MICHELLE PICKLES

RIGHT

“I have been doing a shopping call for a Mum of a severely disabled 18-year-old son, she is unable to take him out, so has been trapped at home. On many occasions when I have brought their shopping, she has been so grateful, it has brought her to tears. She always calls me an angel, when really, I am just doing my job.”

ALAN HARRISON

MICHELLE SPENDING TIME WITH SERVICE USER WINNIE



YOUR STORIES
CONTINUED



BETHANY STAYING SAFE IN FULL PPE

“I stayed with one service user and spent time talking about his past. Sharing life stories together made him feel very comfortable and at ease”

SHUEYB SHEIKH

“When visiting one of my service users at the weekend, I was not satisfied with his colour and the way he looked. He seemed so poorly! So, I called for an ambulance and stayed with him until he was taken into hospital! It turned out he was really poorly. Always believe your gut feeling!”

BETHANY STEVENSON

LEFT

“Getting to know one of our service users, who has a learning disability, was made more difficult due to the Pandemic. When we were first introduced, we both wore masks and so had to communicate as best as we could with eye contact! After a couple of visits, and with time to spare, I decided to do something more interactive and fun with her. It was sunny, so we did some drawing and crafting together in the garden. I introduced myself properly and she responded in writing. I was impressed with her response: ‘Koo is from Hong Kong, nice to meet you.’ Day by day, she becomes less shy and quiet, and more outspoken and smiling. To see her mood changing made me smile. It’s what I find so rewarding about this job!”

YVONNE KOO YHAP

TOP RIGHT



YVONNE

DRAWING IN THE GARDEN WITH ONE OF OUR SERVICE USERS



“When you do good...good will follow”

“We make a difference every day to all our service users by allowing them to stay in the place they love, where they have raised their families and have many memories.”

YOUR MOTIVATIONAL QUOTES

“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.”



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:

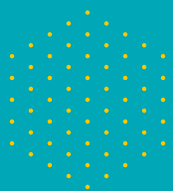
- **Try speaking with a trusted colleague or friend, or your line manager.**
- **Use our free Employee Assistance Programme (EAP). This is a confidential 24-hour helpline just for you - please call:
0800 028 0199**
- **Call the free confidential support line for health and social care workers and volunteers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

