

# BE INVOLVED

TYNESIDE SUMMER 2020



Be Caring™  
Shaping the future of social care

THIS ISSUE:

- 05 Covid Survey Results
- 08 Your Nominations
- 19 Getting to Know...
- 21 Doing Good
- 22 Your Stories

# 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

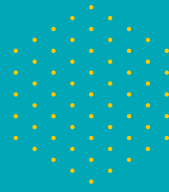
In this first edition, we're sharing the results of the recent **Covid Survey** and revealing who you **nominated**.

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 bet-ter, 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!



**Jackie Guncan**

Operations Manager

I joined the Be Caring team in February of this year and I can honestly say that it was the best move I have ever made. The senior management team are committed to ensuring the services we offer are the best that they can be, and share my belief that in order to do this all our employees must be valued and each individual recognised for their achievements.

I have felt nothing but welcomed by all since working here and have great pride in all that we have achieved here in Newcastle. I have had the pleasure of seeing the Newcastle team go from strength to strength, working together to form a team that is committed to driving forward standards for the benefit of all.

As for our branch and care team, what can I say, other than you never cease to amaze me and I hope you realise how each and every one of you have made a difference in what has been an unprecedented time. I would also like to take this opportunity to thank your family who have supported you to continue to do what you do. These last few months have been challenging for us all but by working together we have shown how committed we are. By supporting each other we will continue to make a difference to those who need us.

Thank you for all you do. I could not wish for a better team xx





**Karen Ford**  
Service Manager

The world has changed so much since we moved into this unknown territory of what we know to be COVID-19 and it has changed the way everyone lives their life. At LIFE we have witnessed amazing dedication from our frontline staff for the support they have shown our clients. Putting themselves at risk during this pandemic to make sure nobody went without support. Shopping was queued for and delivered to our clients in work time and also in our own time, the message I got from our team was, whatever needs to be done we will all jump and do it. This has been the message from the beginning and is still happening today, welfare calls to clients who are shielding just for a chat and to ask if we can do anything for them. The feedback has been amazing. Collecting food for food parcels from Morrisons and getting them out to our clients, donating beauty products for a pamper pack. You have all been amazing and I am so proud to say I am a part of this company the whole team is truly working to our vision, thank you so much to all of the LIFE team who have made this possible.



**Billie Ransome**  
Service Manager for Home Support

I moved to Be Caring in February this year, and I can honestly say I have never been made to feel more comfortable and valued at work. When the news of the Covid-19 pandemic came through, everyone came together to ensure that in that time of crisis, all service users still received the care and support they needed.

I personally feel we were given ample information regarding the guidelines, which helped me feel assured I was giving the correct advice to care staff and service users. I am proud to be part of the Be Caring family and would like to thank our amazing care workers for their hard work and commitment during uncertain and scary times.



**Nicole Lancaster**  
Service Manager for Complex & Palliative

I am delighted to be the new Service Manager at C&P. Since starting at Be Caring at the end of February there has been a few changes and I feel these have been positive changes that were needed. I am excited to get to know everyone. In my time at Be Caring I have noticed how hard working and committed the care workers and office staff are to providing a great and positive service. I look forward to working closely with everyone. I would like to Thank you all so much for your hard work and dedication throughout such a difficult time.



**Tracey Dobson**  
Allendale Scheme Manager

I am both proud and privileged to be working alongside an amazing support team at Allendale Court.

Thank You for everything you do and the dedication you show to the people we support. YOU ARE THE BEST!!!!!"



**Meg Halliwell**  
Service Manager for Dementia Bungalows Service (ADD)

A big shout out to all the fantastic staff who work in the Dementia bungalows, you are an amazing team, supporting each other to ensure all the service users are supported and cared for through covid-19. Thank you so much.



**COVID SURVEY RESULTS WE LISTENED**



# Thank you!

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

<p><b>173</b> COLLEAGUES TAKING PART</p>	<p><b>136</b> WERE CARE WORKERS AND SUPPORT WORKERS</p>	<p><b>39%</b> OF ALL CARE WORKERS &amp; SUPPORT WORKERS IN THE TYNESIDE BRANCH</p>
--	---	--

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**.
- 

# 99%

Know and understand the additional infection control and social distancing measures that are in place **(same as Be Caring's average)**

## COVID-19 AND PPE

# 93%

Have felt supported by your work colleagues. **(2% more than Be Caring's average)**

## SUPPORT

# 92%

Agree the guidance and communications have been frequent and clear.

## COMMUNICATION

# 98%

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

## VALUES

# 95%

Know what level of PPE is required to your work.



# 85%



Have felt supported from Be Caring / the organisation.

# 90%

Agree that communication was clear and easily understood.



# 95%



Are able to deliver the care you aspire to.



# 82%

Have felt safe while at work throughout the Covid-19 period?

# 83%

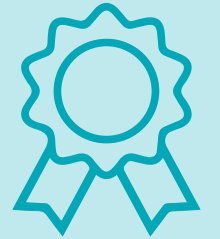
Think the induction and training provided was good enough for you to perform your role. **(only 18 respondents for this answer)**

# 90%

Think communication was honest.

# 88%

Think your work has been valued.



# 83%

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



# 88%

Think communication was shared at the right time.



# 96%

Knew where to get a tested for Covid-19 once testing became more widely available. **(2% more than Be Caring's average)**

# 84%

Have felt supported by your immediate manager.



# 87%

Think communication was helpful / useful.

# ABOVE & BEYOND

## YOUR NOMINATIONS

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

Here are your nominations...







## Emma Hall

NOMINATIONS: 7

- ✦ For being an amazing person. She has time for everyone and is kind, proud, caring - everything be caring is about. Nothing is too much for her as she puts us and her job first.
- ✦ Emma had done a fantastic job over this hard time keeping morale up and keeping us working as a team!!
- ✦ She's a lovely person and goes out of her way to help her colleagues, always going that extra mile. She's very easy to approach and is an excellent asset to the company. She deserves it!
- ✦ Also, for being so easy to work with throughout Covid-19, supporting all the staff and clients.
- ✦ She has gone above and beyond to help staff and is very compassionate in caring for staff.
- ✦ For working very hard keeping the staff and residents safe during Covid-19.
- ✦ For being friendly and approachable - nothing's a bother for her.
- ✦ Finally, for being so understanding of personal circumstances during Covid. She is immensely supportive and helpful.

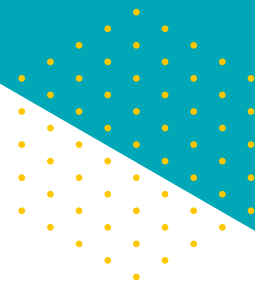




**Shirley Eaton**  
NOMINATIONS: 6

- ✦ For making the very difficult decision to let her son go and live with her parents during the pandemic, to give him and them the best chance of not catching this ghastly virus
- ✦ For being such an inspiration. Shirley's work ethic is immense, and she has gone above and beyond for the clients. She has faced many challenges, from violent outbursts, to supporting clients and helping them understand the virus. She does her best to keep their routines as normal as possible.
- ✦ For going above and beyond during the pandemic. Shirley is a dedicated member of the Life team who arranged for her son to go and live with her parents, rather than take furlough, as she knew her clients would need her. Shirley usually works part-time but has picked up a lot of extra work. She has endured very challenging behaviour from a client, though did not let this deter her. Shirley is an absolute credit to Life and Be Caring - the clients she supports would no doubt agree.
- ✦ Shirley always goes the extra mile. She has covered full time hours when employed as part time due to her only son staying with his grandparents who have been in self isolation. Shirley has picked up a lot of extra calls when staff have been off suffering from Covid-19 or been in self isolation.

- ✦ Shirley has made herself available to help cover other services at short notice and has worked very long shifts. She is always very helpful.
- ✦ Shirley usually works part-time, though organised for her son to live at her mother's during the pandemic so that she would work full-time in whatever service was needed. She was assaulted in one of the services, though continued to support the client. She built up a relationship with them and did not let the assault affect how she supported them. Shirley is a selfless person who is always happy to help and goes the extra mile, without being asked.
- ✦ Shirley has gone above and beyond her part-time role as a Support Worker, jumping into full-time hours to offer extra support during the pandemic. This meant she arranged for her son (who has autism and is high-risk) to live with her mother so she could continue to work.
- ✦ Shirley has picked up lots of calls to help when other staff were self-isolating and always provides excellent support to her clients. She has also donated a food hamper to a new client who was waiting for a parcel from the food bank, so she wouldn't go hungry and be without.



**Christine Meggison**  
NOMINATIONS: 6

- ✦ Christine has ensured that staff have the appropriate PPE throughout. She has made sure that they did not run out of equipment and has regularly dropped PPE for carers. She has sourced masks when they were in short supply to try ease the situation. She has worked tirelessly to make sure the care staff can carry out their work safely.
- ✦ Also, for always following through with any requests and for keeping us informed.
- ✦ Christine has supported all departments, completing reviews, care plans and staff interventions alongside managing her own workload.
- ✦ For always offering a listening ear and trying her best to make sure her colleagues are happy. She is polite and humble.
- ✦ Finally, for really listening to a colleague, understanding the problem and sorting it out. She is also great at cheering you up when you need it!





**Evita Cooke**  
NOMINATIONS: 5

- ✦ For always being there when needed.
- ✦ Evita called colleagues who were on furlough to see how they were feeling and took time to listen. She makes people feel valued and cheers them up.
- ✦ Evita is an amazing team leader who truly cares and always gives her best to keep us supported.
- ✦ For being a rock to those shielding and working from home. She carries out welfare calls and keeps colleagues up to date, so they know when they are on call. She prints out what we need to send out to the services and is good at lifting your mood.
- ✦ Finally, for fitting into services to support staff, as well as doing her own role while recovering from illness.



**Jennifer Iley**  
NOMINATIONS: 5

- ✦ Jen is always the first team leader in the office, last to leave and goes above and beyond.
- ✦ She always goes the extra mile, stays late and makes sure no staff goes without PPE, picking up extra work if we have too much to handle. She always has a smile on her face.
- ✦ Jen arranged for her husband and son to live at her husband's parents' home so she could continue working without putting her clients or family at risk. During this difficult time, Jen has been both flexible and responsive to the needs of staff, carrying out her job to a high standard. She also goes out of her way to drop off PPE to Care Workers, so they don't have to use public transport during the pandemic.
- ✦ Jen has worked around the clock during the pandemic, to ensure everything runs smoothly. Nothing was too much for her, even when things were stressful. If a Care Worker rang to say they needed PPE, Jen was the first to arrange a drop off so they had everything they needed.



**Abbie Picken**  
NOMINATIONS: 5

- ✦ For going above and beyond in her role and for the PWS. During Covid-19 she has covered the hours at short notice and worked towards supporting the PWS to achieve positive outcomes.
- ✦ For always giving her best and being dedicated. Abbie always helps out, comes in and goes that extra mile whenever it is needed, as well as being supportive to the office.
- ✦ She is always there to listen and is supportive. She will sort out any issues you might have and is down to earth and approachable as a team leader. She gets on with everyone.
- ✦ For being a wonderful line manager. She is kind, caring and attentive. She works extremely hard, but always makes time for the staff as well as the service users. We have forged a great working relationship due to her fantastic communication skills and empathy.
- ✦ Finally, for always being happy and smiling. She tries her best to make sure that the service users are listened to and feel safe. It doesn't matter what you come to tell her about, she'll sit and listen to you. There is no job that she won't do. She will literally run out of the building and into the community to help another Support Worker.





## Barbara Alderson

NOMINATIONS: 4

- ✦ For always being so helpful and happy to help.
- ✦ For always being there when needed.
- ✦ Also, for listening to and understanding the people she cares for.



**ABOVE  
& BEYOND**  
YOUR  
NOMINATIONS



## Angela Jennings

NOMINATIONS: 3

- ✦ For always being there. She supported us so we were able to care for and give a dying resident the dignity they deserved.
- ✦ For being there to care for a resident who was at the end of their life. She had to wear a suit, visor, mask and gloves in hot weather. The resident died at his home and not in hospital and this made a difference to him and his family.



## Anne Marie Coyle

NOMINATIONS: 3

- ✦ For being there to care for a resident who was at the end of their life, which meant working extra shifts during the pandemic. She had to wear a suit, visor, mask and gloves in hot weather. The resident died at his home and not in hospital and this made a difference to him and his family.

## Claire Thompson

NOMINATIONS: 3

- ✦ For always going that extra mile and for doing a lot of extra hours for the company.
- ✦ Claire is an outstanding carer who gave up her holidays and days off to work during the pandemic and cover work. She always picks up a lot of shifts and goes out of her area. Claire is a valued member and always goes above and beyond – she is a pleasure to work with.

## James Lafferty

NOMINATIONS: 3

- ✦ For being outstanding at work.
- ✦ For going above and beyond for staff and service users.
- ✦ For going beyond all expectations, making sure all staff and clients feel safe during the pandemic.

## Lindsay Potter

NOMINATIONS: 3

- ✦ For being very understanding and listening to colleagues.
- ✦ For being there when needed.

## Amy Greenslade

NOMINATIONS: 2

- ✦ For always smiling and showing she really cares about people. She goes out of her way to help both those she cares for and her work colleagues.
- ✦ For going above and beyond to keep her clients safe and working tirelessly every day. She's a superhero!

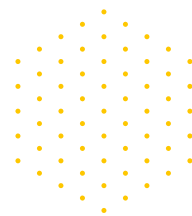


## Andrea Liddell

NOMINATIONS: 2

- ✦ For going above and beyond during this whole crisis. She kept us supplied with everything we needed to do our job, not just PPE and information. Andrea went out and sourced things our clients needed, making life easier for Care Workers. She did this despite feeling unwell and was still there with regular wellbeing calls and support. The wellbeing calls were great and made us feel supported and valued during what was an extremely difficult time. Nothing was a problem for her.
- ✦ Even though she was not able to come out to see staff, Andrea was always on the phone checking we were OK and making sure we had what we needed to do our job. She was always on the end of the phone no matter what time we called. Andrea was a big help throughout the Covid crisis.





## Denise Tearle

NOMINATIONS: 2

- ✦ For always checking we have enough PPE and other supplies for work and for bringing them to us if we're running low. She also often offers to give lifts to or from our double-up calls.
- ✦ Denise goes above and beyond on many occasions, such as handling a hostile person living in the same apartment complex as our client. Denise always makes sure the fire doors leading to the client's home are closed and asks the same of the resident whenever she sees him. He doesn't respond in pleasant language, but she isn't afraid of him and just wants our client to be safe.

## Jackie Guncan

NOMINATIONS: 2

- ✦ Jackie came to Be Caring through tupe from Mears Care as a registered manager only a short few months ago. During her time with Be Caring Jackie has really turned around the Tyneside department, which has led to her being promoted to Ops Manager.

What was once a very divided and struggling branch has been turned around with strong leadership, a firm but fair approach and a understanding of the social care sector.

- ✦ Be Caring Tyneside has a new lease of life, the office is a warm and friendly place to work with a group of dedicated colleague working together for the good of the business, our frontline colleagues and those who we support.
- ✦ Since joining Be Caring from Mears in February, the impact Jackie has had in the North is not only evident in the data, but also the workforce around her. She is clearly an excellent leader who is keen to encourage and support the staff around her. She is keen to promote individuals who excel and go above and beyond.

## Kerry Cave

NOMINATIONS: 2

- ✦ For smashing it! Kerry is new to the role and goes out of her way to make people feel happy and comfortable with whatever they need. Totally inspirational.
- ✦ For listening to how people are feeling and offering to help.

## Maureen Nixon

NOMINATIONS: 2

- ✦ Maureen goes out of her way to make sure prescriptions are ordered on time.
- ✦ She always goes above and beyond. Despite her own health issues lately, she has worked non-stop to make sure her service users are getting the best care they possibly can. She's always there whenever colleagues need any advice or support.

## Nicole Lancaster

NOMINATIONS: 2

- ✦ Nicole has worked so hard and made an amazing transformation in a short space of time. Not only has she had to cope with a change of company, new systems and staff and then with Covid-19, but she has taken everything in her stride. She has emerged as a renewed and confident Manager. Wishing her every success in her new role and in the future. She is a huge asset to the company.
- ✦ From the little time she has been with Be Caring, Nicole has progressed so much. She is a great support to colleagues, taking time out of work hours to help them progress. She has taken to her new role really well and will definitely make this branch shine.

## Rebecca Logan

NOMINATIONS: 2

- ✦ For going above and beyond. Though she only joined the company at the end of March during the pandemic, she has taken to her role fantastically. Rebecca always picks up extra on her days off and is a genuinely lovely person.
- ✦ For getting stuck straight in - she is very keen and a quick learner. Rebecca is an amazing carer and always picks up extra work.

## Suzanne Hillman

NOMINATIONS: 2

- ✦ For always doing her best for clients and colleagues.
- ✦ Suzanne has helped colleagues who were struggling with childcare or feeling ill - we can always count on her!

## Tracey Dobson

NOMINATIONS: 2

- ✦ For supporting the Allendale management team 100%. Tracey is a very likeable, approachable manager who at times puts the needs of Allendale before her own.
- ✦ For being so supportive of colleagues, working all hours of the day and night to make sure everything is running smoothly. She addresses every request or question that's put to her. She remains positive and bubbly and always appreciates her staff.

## Vivian Curtis

NOMINATIONS: 2

- ✦ For helping to cover calls whenever needed.
- ✦ Vivian is warm, polite and really caring.





**Audrey Mitchinson**  
NOMINATIONS: 1

- ✦ For being a really good friend and supporting a colleague through times when they were struggling with their job.

**Carol Finlay**  
NOMINATIONS: 1

- ✦ For going above and beyond for all her clients and for being an amazing mentor to a new colleague. She always makes sure we know what we're doing and if there are any problems, she's someone you can always turn to. Carol is amazing carer and person to work with.

**Cheryl Brierley**  
NOMINATIONS: 1

- ✦ For always being willing to go the extra mile.

**Chloe Pearson**  
NOMINATIONS: 1

- ✦ For being a good team member who has been great at supporting a client that can get very anxious in different situations. She stays calm and helps the client calm down by explaining what's happening. Without Chloe, these sorts of situations could escalate.

**Chloe Robson**  
NOMINATIONS: 1

- ✦ Chloe has a family member who works for Morrison's. She arranged with her relative to have a very generous amount of food delivered to the office for distribution around our clients, who really appreciated being given food parcels.

**Colin Petchey**  
NOMINATIONS: 1

- ✦ For going out of his way to help make changes during Covid-19. Colin had to change the usual care structure to a mainly in-house service. He spent a lot of his own time preparing things to do in the house in order to keep the client happy.

**Courtney Cave**  
NOMINATIONS: 1

- ✦ For being a little trooper! On her second day of shadowing, Courtney became very unwell with Covid-19 symptoms and went to hospital. However, after seven days she was feeling better and returned to work, even though she was so scared of catching the virus again.

**David Jude**  
NOMINATIONS: 1

- ✦ For being a rock during a difficult situation. David has been like a father figure looking after the team.

**David Marsh**  
NOMINATIONS: 1

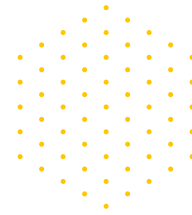
- ✦ David suffered a personal loss during the pandemic and only after a very short time off returned to work to continue to provide a high level of support to our service users.

**David Milne**  
NOMINATIONS: 1

- ✦ For doing so well throughout the pandemic. He's not stopped working.

**Dean Dodds**  
NOMINATIONS: 1

- ✦ For the extra shopping he has done in his own time and the time spent planning activities to keep spirits high! He has also been giving out barbecue lessons!



**Debbie Hutchinson**  
NOMINATIONS: 1

- ✦ For keeping both staff and the house going throughout this difficult time.

**Dennis Wake**  
NOMINATIONS: 1

- ✦ For delivering the shopping during this hard time and always brining a smile to everyone's face. Love his cheeky ways!

**Donna Snowdon**  
NOMINATIONS: 1

- ✦ For being so brilliant in understanding a colleague's difficult circumstances and illness. Donna kept in contact and was always there to help.

**Elizabeth Kopac**  
NOMINATIONS: 1

- ✦ For always being there if we need support and for doing her best for her service users.

**Emma Bowman**  
NOMINATIONS: 1

- ✦ Emma is always there to talk to and she listens.

**Epifania Garcia**  
NOMINATIONS: 1

- ✦ For working hard, risking her own health to provide care for her clients. She is a registered nurse but is working as a Care Worker, showing her dedication. She is also very reliable.

**Gabriel Uguru**  
NOMINATIONS: 1

- ✦ For being a hard worker and always doing everything that needs to be done on his shift, rather than leaving it for the next person.

**Gill Dodds**  
NOMINATIONS: 1

- ✦ For being professional, supportive, approachable and understanding. Gill is great in all areas and as a manager.





**Gillian Davidson**  
NOMINATIONS: 1

- ✦ For giving great support every week and for carrying out welfare checks.

**Howard Mooney**  
NOMINATIONS: 1

- ✦ For coordinating all efforts in the workplace during this difficult time.

**Jallow Ejatou**  
NOMINATIONS: 1

- ✦ For being so compassionate

**Jayne Railton**  
NOMINATIONS: 1

- ✦ For being a dedicated support worker who is always willing to help.

**Jane Lynam**  
NOMINATIONS: 1

- ✦ For being friendly - she is excellent with clients.

**John Young**  
NOMINATIONS: 1

- ✦ For going above and beyond during this pandemic. John always tries to help out and is always on the ball. He has been there every day throughout.

**Julie Stevens**  
NOMINATIONS: 1

- ✦ For giving it her all. Julie came to work even though she couldn't see her Mum due to Covid-19. She baked fresh cakes and cooked homely food for our services users in the bungalow.

**Julie Lowery**  
NOMINATIONS: 1

- ✦ For being a fantastic team worker who cares a lot about her clients.

**June Reed**  
NOMINATIONS: 1

- ✦ For taking one of the clients who is always indoors and bed bound out in the back garden.

**Karen Ford**  
NOMINATIONS: 1

- ✦ Karen is very busy behind the scenes as manager looking after and running everything. This is a very stressful job and yet on the phone she is really pleasant and polite to you, which is very uplifting.

**Kemi Moshood**  
NOMINATIONS: 1

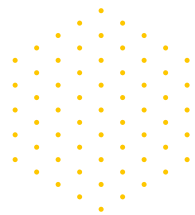
- ✦ For working through very difficult circumstances without complaint.

**Lisa Skene**  
NOMINATIONS: 1

- ✦ Lisa always goes above and beyond for her clients, regardless of her own problems. She is always a pleasure to work with and teaches her colleagues a lot.

**Lloyd Hoben**  
NOMINATIONS: 1

- ✦ Lloyd returned to work after surgery to look after a client with extremely challenging behaviour.



**Lorraine wright**  
NOMINATIONS: 1

- ✦ For being so committed at work and in carrying out her duties, despite going through a challenging time.

**Marion Heddon**  
NOMINATIONS: 1

- ✦ For going out of her way to get things for service users - from fish and chips, to crab sticks.

**Mark Rodrigues**  
NOMINATIONS: 1

- ✦ Although it has been so hard with new starters and training, Mark really pulled it out the bag and still made it fun. This was all while keeping a distance and making sure people wore PPE when needed. Mark always makes sure the new starters are happy and safe.



**Meg Halliwell**  
NOMINATIONS: 1

- ✦ For always making time to speak and listen. If you need advice on anything, Meg is the go-to person. She supports new ideas and likes a giggle. She is a fab mentor.

**Nicola Bennett**  
NOMINATIONS: 1

- ✦ For being so supportive. Nicola checked on colleagues daily to make sure they and their families were OK. She also picked up shopping for those who were self-isolating - couldn't have coped without her!





**Paul Carlson**  
NOMINATIONS: 1

- ✦ For going above and beyond to care for a vulnerable client who has been shielding for four months. Paul has been to the shops and collected meds before he starts his shift. He has also covered holidays, meaning he's had to do four sleeps in a week - all so we did not have to bring in staff from other services who could potentially carry the virus.

**Pooja Bhardwaj**  
NOMINATIONS: 1

- ✦ For going the extra mile for colleagues and service users.

**Robert Mazur**  
NOMINATIONS: 1

- ✦ For being incredible. He followed everything we had learned in our training and he truly goes above and beyond for his clients.

**Sam Mullen**  
NOMINATIONS: 1

- ✦ For going out of her way to get things for service users - from fish and chips, to crab sticks.



**Sharon Jacques**  
NOMINATIONS: 1

- ✦ For working throughout Covid-19 and for looking after her client, doing extra shifts when needed.

**Simon Armstrong**  
NOMINATIONS: 1

- ✦ For putting his clients before anyone and caring for them to a very high standard.

**Simon Barry**  
NOMINATIONS: 1

- ✦ For doing as much as possible. Sometimes this meant he did not return home for two or three days at a time. He also used his car to support service users in getting around.

**Susan Buruni**  
NOMINATIONS: 1

- ✦ For being so committed at work and in carrying out her duties, despite going through a challenging time.

**Susan Drew**  
NOMINATIONS: 1

- ✦ For going above and beyond and giving 100% at every call.



**Susan High**  
NOMINATIONS: 1

- ✦ For picking up extra work on her busy shifts and days off. Susan travels to different areas and never complains. She is an amazing carer and a great colleague to work with. Every carer loves her.

**Susan Richards**  
NOMINATIONS: 1

- ✦ For being a joy to work with and bringing fun and laughter throughout Covid-19. Susan is an outstanding Support Worker who is liked by all staff and service users.

**Tracy MacBeth**  
NOMINATIONS: 1

- ✦ For being an invaluable support for many of our clients during lockdown and for dealing with and supported with some very difficult situations both as a team player and to head off greater issues.



**Victoria Thompson**  
NOMINATIONS: 1

- ✦ She has been valued team member and she knows her job well when we're on double up we work as team.







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

### Sharon Lowrie

NOMINATIONS: 3

- ✦ 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!

All the Office Staff, Care and Support Workers for all their hard work. Office staff are always appreciative of our hard working Care and Support Workers. They have great communication skills and are good at giving helpful advice.

All care staff do their jobs with passion and go above and beyond to keep all service users safe, secure and happy in their own homes.

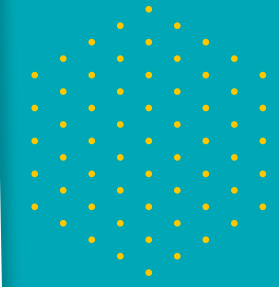
**Well done and keep up the hard work and dedication!**

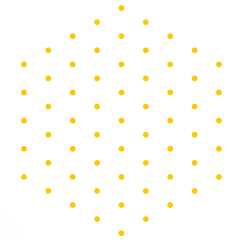


## HAVE SOMETHING TO SAY?

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](#).

# FAMILY ALBUM





# GETTING TO KNOW...

**FACT FILE**

**EMA HALL**

**NAME: EMA HALL**  
**JOB TITLE: COORDINATOR**  
**COLLEAGUE SINCE: OCTOBER 2018**

**Who is your hero?**  
 My dad is my hero without a cape.

**What makes you laugh?**  
 The worst jokes ever make me laugh!

**What is important to you?**  
 My family, friends and job are important to me.

**What could you not go a day without?**  
 Redbull or my life would be over!



**Who is your hero?**

My dad is my hero without a cape.

**What is important to you?**

My family, friends and job are important to me.

**What is your proudest achievement?**

My job. I started as a carer in the community and became a team leader 6 weeks later and then 10 months later became a coordinator.

**How would your friends or family describe you?**

My friends and family would describe me as caring, kind and fun.

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

I would be Bat Girl as she is a fierce survivor.

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

I would love to be a dog just for the treats!

**What makes you laugh?**

The worst jokes ever make me laugh!

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

Mistake soda water for lemonade, yuk!

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

It would have to be called 'Crazy Chicks' as this just is me all over .

**What is the most unusual think you have ever eaten?**

A fly, but not by choice!

**What would you sing at a karaoke night?**

It would have to be one of Bruno Mars' songs as I know all of his songs word for word!!

**What is the best gift you have been given?**

It has to be my private registration plate with my name on it.

**What could you not go a day without?**

Redbull or my life would be over!

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

Mr Bean as he is the male version of me.



# GETTING TO KNOW...



CHRISTINE

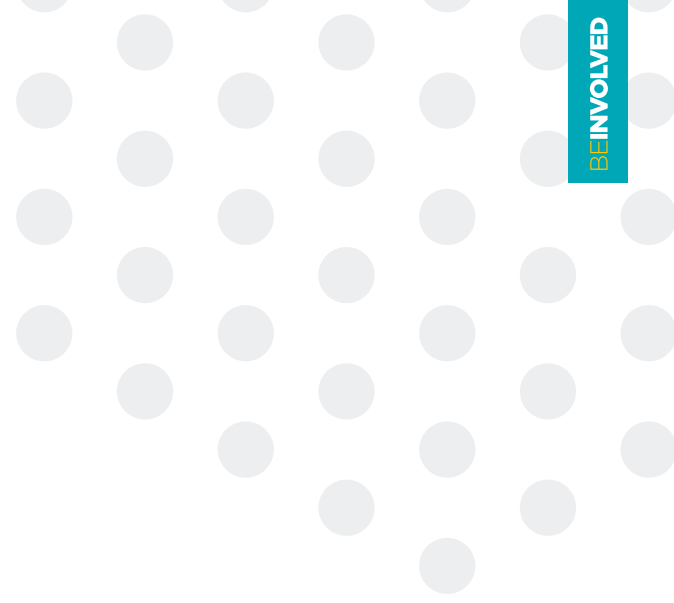
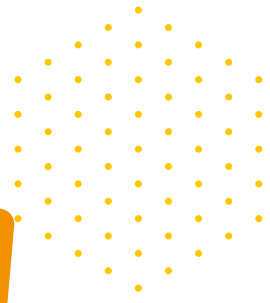
FACT FILE

**NAME:** CHRISTINE MEGGISON  
**JOB TITLE:** TEAM LEADER  
**COLLEAGUE SINCE:** SEPTEMBER 2016

**What is important to you?**  
My job is important to me.

**What makes you laugh?**  
My friends make me laugh.

**How would your friends or family describe you?**  
My friends and family would say I am very caring, loving and friendly.



**What is important to you?**  
My job is important to me.

**What makes you laugh?**  
My friends make me laugh.

**How would your friends or family describe you?**  
My friends and family would say I am very caring, loving and friendly.

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

**What would you sing at a karaoke night?**  
What a Feeling!

**What is the best gift you have been given?**  
The best gift was watching my God Daughter being born.





# 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.
- Comforting service users who are feeling lonely and finding **better ways for them to spend their time** and avoid feeling bored.
- 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.
- **Arranging video calls** for service users who are missing their families.
- Noticing when service users need other health services like a **chiroprapist** and making the necessary arrangements.
- 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**.
- Helping around service users' homes - arranging for new flooring and **fixing a burst outdoor pipe!**
- Making service users **the best porridge** they've ever tasted!
- 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.

Here's a heartfelt thank you from a daughter of one of our service users, John, who sadly passed away recently:

"My father, John, passed away on Saturday. I would like to pass on my gratitude to the fabulous care he received during his time living there, his illness and passing.

My father loved his new home and he always sang the praises of the staff who went far beyond any expectations.

Obviously during such difficult times, and being unable to be with my father during his illness, it brought great comfort knowing he was in the care of such wonderful people.

Please thank all the staff for their relentless efforts and I know that many more residents will benefit from this fantastic place."

**LOUISE, DAUGHTER OF JOHN, 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.

“I help a lady who sadly lost her husband on the day she joined. Since then, she has coped with depression, the loss of a grandson and her own health issues. Despite two challenging years, she decided to quit smoking and asked if she could go swimming. I took her before lockdown began and she was the happiest I’ve ever seen her. She is looking forward to it being safe to go swimming again. Through the tears, fear and frustration we always have a giggle and give each other an air hug. She calls me her rock and her ‘number one’, as I was there for her in her darkest days.”

**VIVIAN CURTIS**

“I have made a conscious choice to encourage and support my client when she was upset and said she would never walk again. She is now doing squats daily to help gain the strength and muscles back in her legs”

**RHIAN WRIGHT**

“I provide beauty treatments such as manicures and pedicures for service users at Allendale Court. This enables the service users to feel that they are of value and provides a level of normality during an abnormal time. This has proved to be very popular as service users feel relaxed and refreshed after a treatment. Not only does this help with physical issues like hard skin, but it also instils a sense of well-being, thus positively contributing to their mental health.”

**MARILYN YARE**  
OPPOSITE



**MARILYN WHILE**  
VISITING PLANKY MILL,  
NORTHUMBERLAND



# YOUR STORIES

CONTINUED



**SIMON** LOOKING READY TO ROLL!

“A gentleman I care for is a wheelchair-user and hasn’t been able to get out and about as much since Covid-19. He started to feel depressed with only being able to travel around the block, so I brought my roller-hockey boots with me and told him I will skate instead of walking. That put a massive smile on his face! When we went out, he laughed the whole time. Because he had me skating by his side, we would go a lot further. Something so simple made the client’s day and raised a smile in this difficult time.”

**SIMON BARRY**  
LEFT

“My service user can’t see his family much. I sat down and held his hand, chatting to him as he was crying about life not being worth living. I put my arm around him and managed to put a smile on his face.”

**JOHN YOUNG**

“One of the people we support was short of money and had no food, so a food parcel was organised and delivered to support them until they got paid.”

**EVITA COOKE**

“We made hampers for clients who could not afford to buy what they needed. One of these was a pamper pack for a client who was feeling low and just needed a lift. As a team, we brought in different products for the pamper pack. The customer was very happy with the gift.”

**KAREN FORD**



**CHLOE ROBSON** (HOME SUPPORT TEAM LEADER) AND **JEN ILEY** (HOME SUPPORT COORDINATOR) CARRYING THE FOOD PARCELS, READY FOR DELIVERY. A MASSIVE THANK YOU TO CHLOE’S DAD (AND MORRISONS SUPERMARKET) FOR ORGANISING THESE!



# YOUR STORIES

CONTINUED

“I support a lady who has Down’s syndrome and lives with her mam who is in her 90s. I take the pressure off by helping with the cleaning, hoovering, cooking and shopping. When I have time to spare, I make sure to chat with the daughter who is always very thankful and says her mam is too. I even stayed on longer when they needed extra help. They are like family to me. I sometimes find it hard to understand the boundaries of my work – if I can help, I will. That’s why I do this job. That’s why when my day is over and they tell me they are happy, I am too.”

**ANONYMOUS**

“One of my service users has not seen her daughter in the last four months as her daughter is a keyworker and it is too risky for her to visit. I’ve been making sure my service user has the right money in little hand-made envelopes to get her newspapers every day. Each one has the day, the date and the amount written on the outside, so it’s easier for the carers who are looking after her while I look after my own family for a couple of weeks. She is the loveliest woman, so caring and polite and the only person I know who reads her paper from front to back every day. I’m pleased that I’m able to make sure she is well looked after.”

**MARION HEDDON**

OPPOSITE

“I support a service user who needed more assistance with her personal hygiene and appearance. I have been her permanent carer for six months now, she has confided in me and told me everything about her life. Now the service user has regular showers and dresses herself. She is a totally different woman”

**AMY LOUISE GREENSLADE**



**MARION ON A BUTLIN'S HOLIDAY WITH HUSBAND PHILLIP AND THREE OF HER FIVE GRANDCHILDREN**



“Turn your cant’s into can’s and dreams into plans!”

“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!”

“Even little things matter; it could be a smile.”

“Teamwork makes the dream work.”

“Do a good turn for somebody and they will pass it forward”

## 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:

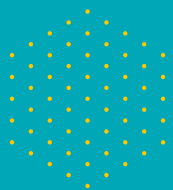
- Try speaking with a trusted colleague or friend, or your line manager.
- Use our free Employee Assistance Programme (EAP). This is a confidential 24-hour helpline just for you - please call:  
**0800 028 0199**
- Call the free confidential support line for health and social care workers and volunteers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