



# TRICURO CARES

Welcome to the latest edition of Tricuro Cares. To those of you who have managed to squeeze in some much needed annual leave over recent weeks, I hope you managed to find some time to relax and take

a well earned break with family and loved ones. I've worked in the Health and Social care field for many years and have never known a period of such immense challenge as dealing with the effects of the Covid-19 pandemic. As I have said before, the staff and services have responded brilliantly in ensuring services kept going and vulnerable people continued to be provided with care and support.

I'm sure most of you are aware that confirmed cases of the virus are beginning to spike again in various parts of the country and new guidance has been issued. It is anticipated that the winter will produce a second wave. Should this happen, Tricuro will continue to work with our staff, residents and families, and in partnership with our local councils and NHS colleagues in ensuring that we continue to provide the best services we can to the people who need it most. We will continue to provide updates and policy guidance on a regular basis as and when necessary.

I would like to welcome Patrick Hopkinson to Tricuro. Patrick will be working closely within our residential services and supporting respective teams and managers in driving through some essential changes we need to make to help improve what we do, how we do it, and the outcomes achieved for our residents and families. This will be important work and I am confident you will join me in welcoming him into your team when he visits.

Transformation, as previously mentioned in Tricuro Cares, is progressing and we have begun to meet with commissioners to look at our services and explore ideas. A programme board is in place, attended by our Senior Leadership Team and representatives from the two respective commissioning teams at BCP and Dorset Council.

I think it is important to clarify that the transformation and modernisation is not just to do with our front-line services, but also to do with all of our corporate and back-office functions too.

We are looking at the development of new strategies, policies and procedures which will help us support front-line services and our workforce more effectively. Included in this

## Resident/Client Satisfaction Survey

It is the time of the year when we turn to our clients, their carers and professionals in a structured way to seek their feedback and views.

Residential, Reablement and Supported Living /Housing colleagues have been sent the relevant paperwork by Dot and her Team in order for the project to begin. Day Services surveys will be issued at a slightly later date as a separate survey run.

The dates for Managers to keep in mind are:

**w/b 31<sup>st</sup> August 2020** – start sharing the surveys with your clients, their carers and professionals

**28<sup>th</sup> September 2020** – deadline for surveys return

**15<sup>th</sup> October 2020** – deadline to email your completed survey answer spreadsheet with your action plan to your Ops Manager and Daniel Cunningham

## Pavement Parking

Here's a chance to have your say about pavement parking. Please click [here](#) for further details regarding the current Government Consultation.

## Music in Dementia Care

Click [here](#) for a free online introduction to music in dementia care that has been launched to support family carers and healthcare professionals to have more of an understanding of the ways that music can be beneficial in dementia care.

is our electronic rostering system which will support our reablement staff to do their job more effectively. We will be reviewing much of the processes currently deployed including IT systems to ensure the correct tools are available to do the job and enable us to understand the activity and performance much better. The modernisation and transformation really does effect us all and will provide a much improved fit for the future organisation.

I was delighted to visit Sue Thorne and her team at Verwood Connect a couple of weeks ago. We had a really good discussion on what the service did as well as what it used to do in the past and its aspirations and ideas for the future. It was lovely getting out and meeting people for the first time in ages. A huge thank you to Sue and her team for the welcome and giving up her precious time. I will be contacting all our managers over the coming weeks and look forward to visiting you all in due course.

As always, it's a pleasure to acknowledge some of the people and work we are doing at Tricuro. Below is the latest selection of staff, teams and clients who contribute much to what we are about. A heartfelt thank you to you all.



## Good News Stories

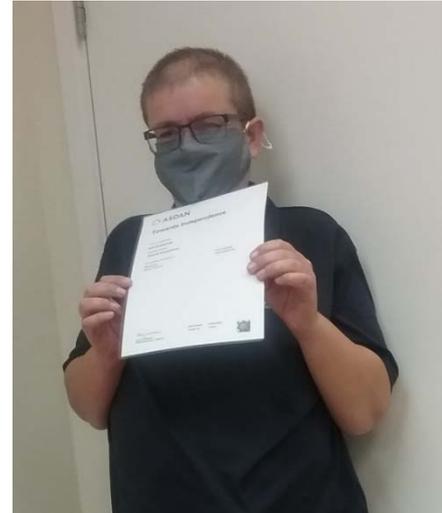
Here a couple of letters that have been submitted by **Stour Connect**.

Dear Shelley  
 I just want to say  
 you are such a caring  
 person and really lovely  
 I have really enjoyed  
 walking with you as  
 it's been nice to  
 have someone to  
 talk to. I am going  
 to miss walking with  
 you and I am going  
 to miss talking to you  
 from  
 Tilly xx

Dear Nigel and staff  
 . Thank you so much for  
 the wonderful retirement  
 party you put on for us.  
 It was such a surprise  
 It has been lovely  
 working with all your  
 delightful people.  
 With love and Best  
 Wishes, Keep safe  
 Mike + Judith  
 xx



**Weymouth Connect** - Here are Abigail Punchard, who has successfully completed her Asdan Modules of: Starting Out Book, Money Skills and Making Pictures also Max Bygone who has successfully gained his certificate for Working Towards Independence: Introductory to Money Skills. Congratulations to you both!



A big thank you to Amie Monahan from **COAST** for her continued support and contribution to the service over the last 10 years. *"I started with the Borough 10 years ago and have remained in my role at COAST for the whole duration. Our team have gone through plenty of changes during this time, some positive and some in which have challenged us as individuals, as well as a team. However, I still remain passionate about supporting adults with disabilities into work. What I have learned and the experience I have gained over these years is invaluable. I am sure the next 10 years will bring more challenges but equally just as much experience and more positive outcomes for those we support"*.

Amie Monahan, Employment Support Coordinator, COAST

The team at **Verwood Connect** staff are busy supporting our clients to achieve their goals and outcomes. Sometimes this involves going that one step beyond!

Here is a photo of Kelly ready to support one of our clients on a cycle ride in the rain! I would personally like to thank ALL the staff at Verwood Connect for going above and beyond their normal routines, whether it's been knocking on the door of someone they have never met before, filling in detailed spreadsheets, listening to concerns on the phone, popping in to check on people over the weekend or on days off or changing the centre and the activities to suit social distancing in order to keep everyone safe.

I have received so many messages of appreciation for families, carers and other professional it makes me very proud of the service we have created here and the support we have been able to supply to keep our families together over this difficult period.





This is Pat who attends Safe space at **Wareham Plus**, enjoying some flower arranging ready for our tables and entrance hall.

**Christchurch Connect** have supported a lady to apply for a bus pass. She is very happy as she can attend our groups without having to pay for a bus fare. Our team have worked hard to start a new weekly swimming group. We have been on a number of outings including Paulton's Park, Splashdown and the cinema. Thank you to everyone in the team for adapting to a new way of working.

We had some very sad news that Stephen, one of **Purbeck Connects** long term clients, sadly passed away recently. It was quite sudden and unexpected, his big smile and warm hearted laughs will be greatly missed by all the staff and clients at Purbeck. We received a touching letter from Stephen's mum thanking us for supporting him over the years and how much he 'loved coming to the centre'. She also thanked us for a photo book we made for the family of his memories over the years. The family will 'treasure it, as it was part of Stephen's life'. Staff feel grateful that we were able to bring Stephen's mum and family a bit of support at this sad time, especially during these different COVID times of mourning.



We have this week celebrated the engagement of two **Leven House** residents. They are both happy to share their special occasion with all at Tricuro. We wish them both every happiness for their future together. Natasha is moving this month to lesser support and it is expected Mike will not be far behind her. Best Wishes are sent by all at Leven House.

Stay safe and well.

Kind Regards,

Graham Wilkin

Interim Managing Director