

TRICURO CARES



Tricuro

Welcome to the latest edition of Tricuro Cares.

April is upon us and I would like to take this opportunity to wish you all a very happy Easter. Many of our teams and staff will be working as usual all over the Easter break, others will be on call ready to offer support or advice during the Bank Holiday period, and I know that much activity and planning has been taking place to ensure that all of our residents, and people who attend our services, will have an enjoyable time with plenty of chocolate to help things along.

Easter is also a time of reflection for many of our staff and people who use our services in observance to their Christian beliefs, from which Easter came about. It is sometimes easy to forget that many of the people being accommodated within our residential homes would have been attending Church to reflect and celebrate. True person centred Care enables us to support people in a holistic way. This means to consider not only their physical, social and psychological wellbeing, but also their spiritual; whatever this might be for the individual concerned.

A number of years ago my mother was admitted to the care of a hospice. There was a certain irony to this in that she was the person who led the fundraising to have it built years before she herself took up residence. The care was extraordinary. The accommodation was clean, comfortable and very well equipped. The staff were a delight and nothing was too much trouble. There was though something missing. She had begun almost every day of her life with a trip to her local Church for the early morning mass. A passion which failed to rub off on me. Nonetheless, it was a very important part of who she was spiritually. As she could no longer attend her beloved Church the care staff organised for the Church to come to her. Contact was made with her priest, who truly did have the patience of a saint, and visited her every day so she wouldn't miss communion. Although she was at end of life care, the spiritual connection for her, as I am sure it is for many of our residents, was all important. Whether we have a recognised religion or other spiritual need or not, we must ensure that we consider this for everyone we provide care to as part of our endeavours to provide the best and most compassionate care possible.

Religious or not, reflecting on the past year is difficult to avoid. Tricuro has come along way in twelve months. The pandemic, testing, vaccinations, PPE, new ways of working and changes to our management structure to name but a few. All of this and more has been met with agility, stoicism and resilience by our managers and staff. Throughout all of this you have continued to place people who use our services at the very heart of what we do, as is exemplified regularly through these updates. This week is no exception through the work being done at Parkstone Connect.

I would like to take this opportunity to welcome Maria Moxham to Tricuro. Maria has joined us as our new Director of Corporate Affairs. A very welcome addition to our Senior Leadership Team.

Finally, I wish you all a very happy Easter.



Covid-19 – Important Update

For BCP located services:

BCP Council are not currently taking bookings at Poole and Bournemouth Hospitals. All slots are now booked for 2nd doses at UHD.

However, there will still be cancellations and people who do not attend which may enable you to have your 2nd dose. If you have not had the chance yet to have a 2nd dose, and you had the first one at UHD, then please e-mail covid.vaccine@uhd.nhs.uk and give us your name and mobile number. We will then use this as a short-notice list.

If we are not able to vaccinate you by 15 April for whatever reason, we will inform you of the process at that point.

For Dorset located services:

Dorset County Hospital have temporarily paused vaccinations. If you need more detail regarding your first dose, or need to book your second dose so that it falls within 12 weeks, please contact the Dorset Covid Vaccination Team on: covidvaccinations@dorsetcouncil.gov.uk

Please do not turn up at a clinic/hospital without an appointment or being called.

All Tricuro Staff:

It is essential that we do not become complacent about the dangers of Covid-19, even though the vaccine roll out is progressing well throughout the company.

Please continue to use only Tricuro provided PPE and our safety protocols as per Tricuro policy. These systems and equipment will continue to keep you and others as safe as possible. The virus can still be transmitted and is still a danger to those who work for us and the vulnerable people we support.

Your Manager is continuing to order PPE centrally each week and our central store is well stocked for all your PPE requirements.

If you would like more information on the vaccine, please refer to our previously circulated FAQ document or contact us on tricuroenquiries@tricuro.co.uk and we can provide this to you.

Good News Stories

This week's edition of Tricuro Cares focuses on Parkstone Connect and the recent work they have been completing to support clients in creative ways...

Digital Day Service Reviews

As we start to look forward to welcoming people back, our Day Service Officers at **Parkstone Connect** are finding creative ways of organising important day service reviews, whilst keeping everybody safe.

Over the last year we have all embraced new ways of working and modern technology. With this in mind, the first review was completed, with great success, via the wonders of online video services (zoom). This

online gathering allows us to maintain a collaborative exploration of the client's health and social care needs. We were able to include the client, their family Carer and the Social Worker.

Additionally, we see it as a great opportunity to take a different approach to how we meet a person's needs and to consider their life aspirations or goals. To do this we spoke about the various ways the client has been supported over the last year, through welfare calls, zoom sessions and community walks. Through this discussion we were able to identify what worked well and has supported the person to make improvements in their life.

For this particular client, it was clear to see by having support to access community walks, a great improvement has been achieved in their physical fitness and their mental health. From this we were able to agree it would be hugely beneficial for those walks to continue, along with zoom sessions, and reintroducing a centre-based service.

At the end of the meeting everyone had been given the chance to communicate their thoughts and we had been able to address any issues together. This resulted in the creation of a clear shared plan of action, that will support the service user to achieve their future goals. This new way of working will hopefully lead to positive change in the way we support our client's longer term and to help them live the lives they wish to lead.

Community Support Success

As the challenges presented in the pandemic continue, at **Parkstone Connect** the staff are delivering a variety of support to our members. The staff here at **Parkstone Connect** have worked really hard to support people in any way we can and as a result our members have felt it important to tell us what the support has meant to them over the last year.

- ❖ "I love my weekly visits from the staff – I just wish they were longer!" SM (Client)
- ❖ "I wouldn't have got through the last year without the support from Parkstone Connect staff" M.L (Client)
- ❖ "We don't know how we would have managed without all of the help staff at Parkstone Connect have given, not only to us, but to support Mum" Son and Daughter in Law of I.P (Lives in Yorkshire).
- ❖ "Thank you and all the staff for supporting my sister with weekly walks and for maintaining a structured timetable which is very important for her" N.W (Carer)

Summer Fun 2021!

With Summer on its way, and optimism on Covid-19 restrictions relaxing, **Parkstone Connect** are hoping to be able to offer community-based activities. We will be offering a 10:30-15:00 provision over the summer months. In circumstances of poor weather, we will have secondary options in place. This is a great opportunity to get involved and reconnect with friends!



Ideas include, but are not limited to:

- Outdoor walking group
- Outdoor fitness group for all abilities
- Outdoor team building activities i.e. boccia, football
- Access to leisure centres/gyms/swimming
- Geo-caching
- Outdoor yoga for all abilities
- Orienteering trails
- Picnic in the park

This is me and one of the Reablement Workers with a basket of hand creams given to the Dorchester team by my local Bodyshop at home sales consultant. A lovely way to show how much we are appreciated.



Angela Taylor, Reablement Officer, Dorchester

Stay safe and well.

Kind regards,

A handwritten signature in blue ink, appearing to read 'Graham Wilkin'.

Graham

Graham Wilkin, Managing Director